



**Update**  
**September 2008**

**No. 2008-184**

**Affected Programs:** All Programs

**To:** All Providers, HMOs and Other Managed Care Programs

## **New Effective Dates for ForwardHealth Implementation**

The implementation of ForwardHealth interChange is now set for November 10, 2008. This *ForwardHealth Update* provides the new effective dates for all providers for changes that will occur as a result of the implementation of ForwardHealth interChange. The effective dates are related to the following:

- Electronic transactions.
- Paper claims.
- Financial cycles.
- Prior authorization requests.

The implementation of ForwardHealth interChange, the new processing system replacing the current Medicaid Management Information System, was postponed by the Department of Health Services as announced in the September 2008 *ForwardHealth Update* (2008-162), titled "ForwardHealth interChange Implementation Is Postponed."

### **ForwardHealth interChange Implementation**

The ForwardHealth interChange system will be fully implemented on Monday, November 10, 2008.

ForwardHealth interChange is the new claims processing system that will replace the current Medicaid Management Information System (MMIS). The implementation of ForwardHealth interChange was postponed by the Department of Health Services (DHS) as announced in the September 2008 *ForwardHealth Update* (2008-162), titled "ForwardHealth interChange Implementation Is Postponed."

This *Update* lists specific effective dates for changes that will occur as a result of the implementation of ForwardHealth interChange by the DHS. These deadlines apply to providers in Medicaid, BadgerCare Plus, SeniorCare, Wisconsin Chronic Disease Program (WCDP), and the Wisconsin Well Woman Program (WWWP).

Failure to follow the effective dates in this *Update* may result in denied or returned prior authorization (PA) requests, denied claims, or inappropriate payments.

Different deadlines and effective dates have been established for the various claim, PA, and other business processes. Providers should consult program-specific, service-specific *Updates* published earlier announcing claim and PA submission options available to them with the implementation of ForwardHealth interChange. For various effective dates for claim, and PA submissions, refer to Attachments 1 and 2 of this *Update*.

Providers are encouraged to check the ForwardHealth Web site frequently for late-breaking news on implementation and frequently asked questions.

## Electronic Claims Transactions

### ***Claims Transactions for BadgerCare Plus, SeniorCare, and Medicaid***

The deadlines for receiving electronic claim transactions for the current MMIS are as follows:

- All electronic claim transactions, except pharmacy Point-of-Sale (POS), for BadgerCare Plus, SeniorCare, and Medicaid members must be received by 4:00 p.m. on Friday, November 7, 2008.
- Point-of-Sale transactions using the National Council for Prescription Drug Programs (NCPDP) Telecommunication Standard Version 5.1 format for BadgerCare Plus, SeniorCare, and Medicaid members must be received by 8:00 p.m. on Friday, November 7, 2008.

ForwardHealth will begin accepting electronic claim transactions for ForwardHealth interChange at the following times:

- Point-of-Sale transactions for BadgerCare Plus, SeniorCare, and Medicaid members will be accepted beginning at 8:00 a.m. on Saturday, November 8, 2008. (The POS system will experience a second down time from 8:00 p.m. on Saturday until 8:00 a.m. on Sunday.)
- All other electronic claim transactions (i.e., via the ForwardHealth Portal, Provider Electronic Solutions [PES], and the 837 Health Care Claim [837]) for BadgerCare Plus, SeniorCare, and Medicaid members will be accepted beginning at 8:00 a.m. on Monday, November 10, 2008.

Electronic claim transactions for ForwardHealth interChange must be created according to ForwardHealth companion documents available in the Trading Partner area of the Portal at [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).

Electronic claim transactions other than POS transactions will not be accepted from 4:00 p.m. on

ForwardHealth interChange represents a major change. We recognize that there are significant changes occurring for providers with the implementation of ForwardHealth interChange scheduled for November 10, 2008. Providers are reminded to pay close attention to the deadlines and requirements outlined in this *Update*.

Immediately after implementation, providers may experience slight delays in the payment of claims or other business processes as we work to ensure that the new system is operating correctly through the validation of the new system. Validating the new system means that all processes and procedures need to be double checked to make sure the system is working properly prior to releasing claim payments, remittance information, notices, processing PAs, etc. Providers should allow additional time to adjust to the new system.

With any major system implementation, there are bound to be issues. Providers are encouraged to visit the ForwardHealth Web site at [dhs.wisconsin.gov/forwardhealth/](http://dhs.wisconsin.gov/forwardhealth/) for the latest implementation news and frequently asked questions. If providers are experiencing problems with the new system, they should check the implementation status page. Providers should contact Provider Services at (800) 947-9627 if their question or problem is not addressed on the implementation status page.

Friday, November 7, 2008, until 8:00 a.m. on Monday, November 10, 2008.

Point-of-Sale transactions will not be accepted from 8:00 p.m. on Friday, November 7, 2008, until 8:00 a.m. on Saturday, November 8, 2008, and from 8:00 p.m. on Saturday, November 8, 2008, until 8:00 a.m. on Sunday, November 9, 2008. This is six hours longer per day than the normal downtime for POS.

During this extended downtime, providers may either dispense medications and wait until the POS system is operational before submitting the claim for the

medications or dispense up to a 14-day supply of the medication under the emergency medication dispensing policy. Refer to the February 2007 *Update* (2007-14), titled “Emergency Medication Dispensing,” for more information about this policy.

### ***Claims Transactions for the Wisconsin Chronic Disease Program and the Wisconsin Well Woman Program***

The deadlines for receiving electronic claim transactions for the current system are as follows:

- All electronic transactions for WWWP members must be received by 4:00 p.m. on Monday, November 3, 2008.
- All electronic transactions for WCDP members, including pharmacy POS, must be received by 4:00 p.m. on Tuesday, November 4, 2008.

ForwardHealth will begin accepting electronic claims transactions for ForwardHealth interChange at the following times:

- Point-of-Sale transactions for WCDP members will be accepted beginning at 8:00 a.m. on Saturday, November 8, 2008. (The POS system will experience a second down time from 8:00 p.m. on Saturday until 8:00 a.m. on Sunday.)
- All other electronic claim transactions (i.e., the Portal, PES, and the 837) for WCDP and WWWP members will be accepted beginning at 8:00 a.m. on Monday, November 10, 2008.

Electronic claim transactions for ForwardHealth interChange must be created according to ForwardHealth companion documents available in the Trading Partner area of the Portal.

For WWWP providers, electronic claim transactions will not be accepted from 4:00 p.m. on Monday, November 3, 2008, to 8:00 a.m. on Monday, November 10, 2008.

For WCDP providers, electronic claim transactions will not be accepted from 4:00 p.m. on Tuesday, November 4, 2008, until 8:00 a.m. on Monday, November 10, 2008,

except for pharmacy POS. Point-of-Sale transactions will not be accepted from 4:00 p.m. on Tuesday, November 4, 2008, until 8:00 a.m. on Saturday, November 8, 2008.

### **Other Transactions**

The deadline for receiving the 270 Health Care Eligibility/Benefit Inquiry (270) transaction for the current MMIS is 4:00 p.m. on Friday, November 7, 2008. Responses to inquiries submitted before the deadline will be posted in their current location.

The 270 and the 276 Health Care Claims Status Request (276) transactions for all ForwardHealth interChange will be accepted beginning at 8:00 a.m. on Monday, November 10, 2008.

Transactions for ForwardHealth interChange must be created according to ForwardHealth companion documents available in the Trading Partner area of the Portal.

Electronic transactions for the 270 will not be accepted from 4:00 p.m. on Friday, November 7, 2008, until 8:00 a.m. on Monday, November 10, 2008.

### **Paper Forms Related to Claims**

Providers should allow four to five days for mail delivery of their paper forms when meeting the deadlines identified in this *Update*.

### ***Revised Completion Instructions***

For all programs, ForwardHealth must receive all paper claim forms completed using the current claim form completion instructions by Friday, October 24, 2008. This applies to the following claim forms:

- UB-04 Claim Form.
- 1500 Health Insurance Claim Form.
- American Dental Association (ADA) 2006 Claim Form.

Claims received by ForwardHealth on and after Monday, October 27, 2008, must be completed using the

post-implementation claim form completion instructions published earlier in service-specific *Updates*. Claims submitted using the old completion instructions will be denied.

*Note:* Although paper claims completed using the new instructions will be accepted and scanned as of Monday, October 27, they will not begin processing until ForwardHealth interChange is implemented on November 10, 2008.

### **Revised Forms and Completion Instructions**

The deadline for receiving the following forms is Friday, October 24, 2008:

- The Adjustment/Reconsideration Request, HCF 13046 (Rev. 08/05).
- The Noncompound Drug Claim, HCF 13072 (Rev. 06/03).
- The Compound Drug Claim, HCF 13073 (Rev. 06/03).
- The Pharmacy Special Handling Request, HCF 13074 (Rev. 06/06).

Current forms received after the deadline will be returned to the provider unprocessed.

Beginning on Monday, October 27, 2008, ForwardHealth will accept the following revised forms, published earlier in service-specific *Updates*:

- Adjustment/Reconsideration Request, F-13046 (10/08).
- Noncompound Drug Claim, F-13072 (10/08).
- Compound Drug Claim, F-13073 (10/08).
- Pharmacy Special Handling Request, F-13074 (10/08).

*Note:* Although these forms will be accepted and scanned, they will not begin processing until ForwardHealth interChange is implemented on November 10, 2008.

### **Claim Numbers**

The number used to identify claims processed before implementation will be changed as follows:

- The claim's internal control number (ICN), assigned when the claim was processed in the current system, will become the claim's transaction control number (TCN) in ForwardHealth interChange.
- The claim will be assigned a new, 13-digit ICN in ForwardHealth interChange.

Providers initiating reconsideration of a paid (i.e., allowed) claim that processed prior to implementation must first obtain the claim's new ICN before completing an Adjustment/Reconsideration Request. Providers can obtain the new ICN by using the claim search feature of the Portal. The provider must key the TCN into the appropriate field and the claim with its new ICN will be displayed. Providers can also obtain the new ICN by calling the Provider Services call center and giving the correspondent the claim's TCN.

### **Effective Dates for Financial Cycles**

The last financial cycles in the current system for financial payers Medicaid, WCDP, and WWWP will occur on the following dates:

- Monday, November 3, 2008, for WWWP.
- Tuesday, November 4, 2008, for WCDP.
- Friday, November 7, 2008, for Medicaid. (Medicaid is the payer for the Medicaid, BadgerCare Plus, and SeniorCare programs.)

Results from each of the financial cycles will be reported to affected providers via a paper Remittance and Status (R/S) Report or the 835 Health Care Claim Payment/Advice (835) transaction. This 835 will be posted in the current location.

The first financial cycles in ForwardHealth interChange for financial payers Medicaid, WCDP, and WWWP will occur on the following dates:

- Monday, November 10, 2008, for WWWP.
- Tuesday, November 11, 2008, for WCDP.

- Friday, November 14, 2008, for Medicaid.

Results from each of the financial cycles above will be reported to affected providers via the paper Remittance Advice (RA) or the 835 transaction posted on the Portal. The paper RAs will be mailed on the same day of the week as R/S Reports are currently mailed. The 835 transactions will continue to be posted on the same day of the week.

Refer to the August 2008 *Update* (2008-135), titled “ForwardHealth Announces the New Remittance Advice.”

### **Effective Dates for New Wisconsin Well Woman Program Reporting Forms**

The WWWP has created new screening and diagnostic reporting forms. The WWWP requires providers to submit the following forms to report screening and diagnostic procedures for WWWP members:

- Breast and Cervical Cancer Activity Screening Report (ARF), F-44723 (10/08).
- Breast Cancer Diagnostic and Follow-Up Report (DRF), F-44724 (10/08).
- Cervical Cancer Diagnostic and Follow-Up Report (DRF), F-44729 (10/08).

ForwardHealth will accept new WWWP screening and diagnostic reporting forms beginning at 8:00 a.m. on Monday, November 10, 2008. Previous versions of WWWP screening and diagnostic reporting forms must be received by 4:00 p.m. on Wednesday, November 5, 2008. Older versions of these forms received after this time will be returned to the provider unprocessed.

Refer to the September 2008 *Update* (2008-177), titled “ForwardHealth Announces New Screening and Diagnostic Reporting Forms and Claims Submission Procedures for Wisconsin Well Woman Program Professional Services,” and to the September 2008 *Update* (2008-178), titled “ForwardHealth Announces New Screening and Diagnostic Reporting Forms and Claims

Submission Procedures for Wisconsin Well Woman Program Services (UB-04).”

### **Effective Dates for Anesthesia Changes**

For paper claims and adjustment requests received on and after October 27, 2008, or electronic claim and adjustment requests received on and after November 10, 2008, anesthesia providers are required to indicate a quantity of “1” for one minute of anesthesia services. (For example, if anesthesia services were provided for a total of 26 minutes, the provider would indicate “26” units in Element 24G of the 1500 Health Insurance Claim Form.)

When interChange is implemented, the quantities indicated on anesthesia claims in a paid status will be changed from one unit being equal to 15 minutes to one unit being equal to one minute. For example, a paid anesthesia claim having one detail with a quantity of three will be changed in history to reflect a quantity of 45. As a result, providers wanting to adjust the quantity of a claim that processed prior to implementation should realize that the quantity on the original claim now indicates minutes. Refer to the July 2008 *Update* (2008-103), titled “ForwardHealth Announces Changes to Paper and Electronic Claims Submission for Anesthesia Services,” for more information on changes to claim submissions for anesthesia services.

### **Processing of Reimbursement Request Forms for Level 1 Preadmission Screens and for Nurse Aide Training and Testing**

On November 10, 2008, ForwardHealth will process reimbursement requests received from August 30 to October 31, 2008. Payments will be reported on the provider’s RA dated November 14, 2008. Payment and/or denial details will be sent to nursing homes in a separate mailing.

Payments for Level 1 preadmission screens and for nurse aide training and testing will be issued to nursing homes *monthly*, not quarterly, beginning in November 2008.

The August 2008 *Update* (2008-158), titled “Effective Dates for Revised Reimbursement Request Forms for Level 1 Preadmission Screens and for Nurse Aide Training and Testing,” incorrectly stated that the monthly payments would begin in October 2008.

### **Effective Dates for Prior Authorization Submission Options**

Providers should consult program-specific, service-specific *Updates* published previously announcing PA submission options available to them after the implementation of ForwardHealth interChange.

### **STAT-PA Requests**

The deadline for receiving PA requests submitted via the current Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) system is 8:00 p.m. on Friday, November 7, 2008.

ForwardHealth will begin accepting PA requests submitted via the new STAT-PA system as follows:

- For drugs, the new STAT-PA system will become available at 8:00 a.m. on Saturday, November 8, 2008. (The STAT-PA system will experience a second down time from 8:00 p.m. on Saturday until 8:00 a.m. on Sunday.)
- For orthopedic shoes and environmental lead inspections, the new STAT-PA system will become available at 8:00 a.m. on Monday, November 10, 2008.

The STAT-PA system transactions for drugs will not be accepted from 8:00 p.m. on November 7, 2008, until 8:00 a.m. on November 8, 2008, and from 8:00 p.m. on November 8, 2008, until 8:00 a.m. on November 9, 2008. For Friday and Saturday night of this first weekend, the STAT-PA system will unavailable 3 hours and 45 minutes more than normal.

During this extended downtime, providers may dispense up to a 14-day supply of the medication under the

emergency medication dispensing policy. Refer to the *Update* 2007-14 for more information about this policy.

After this first weekend, the STAT-PA system will be available 24 hours a day, seven days a week.

The STAT-PA system transactions for orthopedic shoes and environmental lead inspections will not be accepted from 8:00 p.m. on November 7, 2008, until 8:00 a.m. on November 10, 2008.

### **Web Prior Authorization Requests**

The deadlines for receiving PA requests submitted using Web PA are as follows:

- For all services except Birth to 3 (B-3) therapy services, Web PA requests must be received by 5:00 p.m. on Friday, October 24, 2008.
  - ✓ Additional information supporting a Web PA request submitted by mail must be received by 1:00 p.m. on Friday, October 31, 2008.
  - ✓ Additional information supporting a Web PA request submitted by fax must be received by 1:00 p.m. on Friday, November 7, 2008.
- For B-3 therapy services, Web PA requests must be received by 5:00 p.m. on Friday, November 7, 2008.

Prior authorization requests on the Portal will be available for all services beginning Monday, November 10, 2008, at 8:00 a.m.

ForwardHealth will not accept Web PA requests, except for Web PA requests for B-3 therapy services, from 5:00 p.m. on Friday, October 24, 2008, until PA requests on the Portal are available at 8:00 a.m. on Monday, November 10, 2008. ForwardHealth will not accept Web PA requests for B-3 therapy services from 5:00 p.m. on Friday, November 7, 2008, until PA requests on the Portal are available at 8:00 a.m. on Monday, November 10, 2008.

### ***Prior Authorization Requests Submitted via Fax***

The deadlines for receiving PA requests and amendment requests submitted by fax, using the current PA forms, are as follows:

- For all services, except for drug PA requests using the Prior Authorization/Brand Medically Necessary Attachment (PA/BMNA), HCF 11083 (07/08), PA requests must be received by 1:00 p.m. on Friday, October 31, 2008.
- For drug PA requests using the PA/BMNA, (07/08), PA requests must be received by 1:00 p.m. on Friday, November 7, 2008.

Current PA forms received after the deadlines above will not be reviewed, but will be returned to the provider with a message that the PA request must be submitted using revised PA forms. The return may affect the grant (start) date that is eventually assigned to the PA request.

ForwardHealth will begin accepting PA and amendment requests submitted via fax using the revised PA forms, including the PA/BMNA, F-11083 (10/08), on Saturday, November 8, 2008, at 8:00 a.m.

Revised PA forms received prior to November 8, 2008, will be returned to the provider unprocessed.

### ***Prior Authorization Requests Submitted via Mail***

The deadlines for receiving PA requests by mail, using the current PA forms, are as follows:

- For all services, except for drug PA requests submitted using the current PA/BMNA, PA requests must be received by 1:00 p.m. on Friday, October 31, 2008.
- For drug PA requests submitted using the current PA/BMNA (dated 07/08), PA requests must be received by 1:00 p.m. on Friday, November 7, 2008.

Current PA forms received after the deadlines above will not be reviewed; however, the forms will be returned to

the provider with a message that the PA request must be submitted using revised PA forms. The return may affect the grant date that is eventually assigned to the PA request.

ForwardHealth will begin accepting PA and amendment requests submitted via mail using the revised PA forms, including the PA/BMNA (dated 10/08), on Monday, November 3, 2008, at 8:00 a.m. These PA forms will be stamped with the date of receipt that may be used for the eventual assigning of a grant date. However, the requests will not begin actual adjudication until Monday, November 10, 2008, when interChange is implemented.

Revised PA forms received prior to November 3, 2008, will be returned to the provider unprocessed.

### ***NCPDP Prior Authorization Transactions***

On Saturday, November 8, 2008, at 8:00 a.m., ForwardHealth will begin accepting the following NCPDP Telecommunication Standard Format Version 5.1 PA transactions: P2 reversal, P3 inquiry, and the P4 request. These transactions will enable providers to reverse or inactivate a PA, inquire about PA status, or submit a PA request. Providers should refer to the June 2008 *Update* (2008-57), titled "Changes to Prior Authorization for Pharmacy Services," for more information.

### ***Prior Authorization Requests for Urgent Services***

BadgerCare Plus, Medicaid, and SeniorCare providers are reminded that telephone consultations with ForwardHealth staff regarding a prospective PA request can be given only in urgent situations when medically necessary. An urgent, medically necessary situation is one where a delay in authorization would result in undue hardship for the member or unnecessary costs for ForwardHealth as determined by the Division of Health Care Access and Accountability (DHCAA). All telephone consultations for urgent services should be

directed to the DHCAA's Bureau of Program Integrity at (608) 266-2521.

Providers should have the following information ready when calling:

- Member's name.
- Member identification number.
- Service(s) needed.
- Reason for the urgency.
- Diagnosis of the member.
- Procedure code of the service(s) requested.

Providers are required to submit a PA request to ForwardHealth within 14 calendar days after the date of the telephone consultation. Prior authorization may be denied if the request is received more than two weeks after the consultation. If the PA request is denied in this case, the provider cannot request payment from the member.

### **Obtaining Prior Authorization Request Forms and Attachments**

ForwardHealth is revising *all* paper PA forms for the implementation of interChange. While the basic information requested on the forms has not changed, the format of the forms has changed to accommodate NPI information and to add a barcode. ForwardHealth will scan each form with a barcode as it is received, which will allow greater efficiencies for processing PA requests.

Revised PA forms are available in fillable PDF or fillable Microsoft® Word from the Forms page at [dhs.wisconsin.gov/ForwardHealth/](http://dhs.wisconsin.gov/ForwardHealth/) beginning mid-October and will be available from the Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) beginning Monday, November 10, 2008.

Beginning October 27, 2008, providers may request a paper copy of a PA form for photocopying by calling Provider Services at (800) 947-9627. Questions about the forms may also be directed to Provider Services.

In addition, a copy of any PA form or attachment is available by writing to ForwardHealth. Include a return address, the name of the form, and the number of the form (if applicable) and mail the request to the following address:

ForwardHealth  
Form Reorder  
6406 Bridge Rd  
Madison WI 53784-0003

### **Converting Prior Authorization Numbers**

The current PA number is a seven-digit number. Beginning November 10, 2008, PA numbers will be 10-digit numbers. ForwardHealth will convert the seven-digit PA number of current PA requests into 10-digit PA numbers by adding three zeros to the beginning of the number. Providers should add the leading zeros to a seven-digit PA number when using WiCall or when calling Provider Services for information about the PA request.

### **“Returned — Provider Review” Status for Current Prior Authorizations returned to the Provider**

On November 10, 2008, ForwardHealth will generate a returned provider review letter for each PA request that was returned to the provider for more information since August 12, 2008.

The letter will indicate the converted PA number assigned to the request. To identify the corrections or additional information needed, providers are required to refer to the original return letter they received from the PA department. Providers are required to make the corrections or supply the requested information in the space provided on the returned provider review letter or attach additional information to the returned provider review letter before returning it to ForwardHealth. Providers can also correct PA requests that have been placed in returned provider review status on the Portal after implementation.



ForwardHealth must receive the provider's response within 30 calendar days of the date on the returned provider review letter, whether the letter was sent to the provider by mail or through the Portal. If the provider's response is received within 30 calendar days, ForwardHealth will still consider the original receipt date on the PA request when authorizing a grant date for the PA.

If ForwardHealth does not receive the provider's response within 30 calendar days of the date the returned provider review letter was sent, the PA status becomes inactive and the provider is required to submit a new PA request.

Prior authorization requests returned to providers prior to August 12, 2008, will be made inactive on November 10, 2008. Providers will be required to submit new PA requests.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at [dhs.wisconsin.gov/forwardhealth/](http://dhs.wisconsin.gov/forwardhealth/).

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# ATTACHMENT 1

## Calendar of ForwardHealth interChange Implementation Dates

Dates provided below are based on the implementation of ForwardHealth interChange on Monday, November 10, 2008.

October/November 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
19 (October)	20	21	22	23	24 Last day ForwardHealth will accept from Medicaid, WCDP <sup>1</sup> , and WWWP <sup>2</sup> providers paper claims completed using current claim instructions.	25
26	27 ForwardHealth will begin accepting from Medicaid, WCDP, and WWWP providers paper claim forms completed using implementation claim instructions.	28	29	30	31 Deadline for accepting all current prior authorization (PA) forms (except PA/BMNA <sup>3</sup> ) via fax or mail — 1:00 p.m.	1 (November)
2	3 Deadline for accepting all electronic claim transactions from WWWP providers — 4:00 p.m.  First day ForwardHealth will accept revised PA forms via mail. (Date stamped but not processed until November 10, 2008.)	4 Deadline for accepting all electronic claim transactions, including Point-of-Sale (POS), from WCDP providers — 4:00 p.m.	5 Deadline for accepting current screening and diagnostic reporting forms from WWWP providers — 4:00 p.m.	6	7 Deadline for accepting all electronic claim transactions, except POS, from Medicaid providers — 4:00 p.m.  Deadline for accepting POS transactions from Medicaid providers — 8:00 p.m.  Deadline for current STAT-PA <sup>4</sup> — 8:00 p.m.	8 New STAT-PA for drugs and POS available for Medicaid and WCDP pharmacies — 8:00 a.m. to 8:00 p.m.
9 New STAT-PA for drugs and POS again available for Medicaid and WCDP pharmacies — 8:00 a.m.	10 837 Health Care Claims, Provider Electronic Solutions (PES), and Portal are all available for Medicaid, WCDP, and WWWP providers for processing claims in interChange — 8:00 a.m.  PA requests on the Portal now available — 8:00 a.m.	11	12	13	14	15

<sup>1</sup> WCDP: Wisconsin Chronic Disease Program.

<sup>2</sup> WWWP: Wisconsin Well Woman Program.

<sup>3</sup> PA/BMNA: Prior Authorization/Brand Medically Necessary Attachment, HCF 11083 (dated 07/08).

<sup>4</sup> STAT-PA: Specialized Transmission Approval Technology-Prior Authorization.

# ATTACHMENT 2

## Table of ForwardHealth interChange Implementation Dates

Dates provided below are based on the implementation of ForwardHealth interChange on Monday, November 10, 2008.

<b>Medicaid, BadgerCare Plus, and SeniorCare (All Times Listed Are Central Time)</b>			
<b>Activity</b>	<b>Last Date for Current System</b>	<b>Effective Date for ForwardHealth interChange</b>	<b>Notes</b>
<b>Claim Submissions</b>			
Submission of paper claim forms	Friday, October 24, 2008	Monday, October 27, 2008	<ul style="list-style-type: none"> <li>• Claims received starting October 27, 2008, will be accepted and scanned but will not be processed until ForwardHealth interChange is implemented on November 10, 2008.</li> <li>• Claims received by ForwardHealth on and after Monday, October 27, 2008, must be completed using the post-implementation claim form completion instructions published earlier in service-specific <i>ForwardHealth Updates</i>.</li> <li>• Claims received after October 24, 2008, that follow old completion instructions will be held, keyed into ForwardHealth interChange, and denied.</li> </ul>
Submission of 837 Health Care Claim (837) transactions	4:00 p.m., Friday, November 7, 2008	8:00 a.m., Monday, November 10, 2008	837 Health Care Claim transactions will not be accepted from 4:00 p.m. on November 7, 2008, until 8:00 a.m. on November 10, 2008.
Submission of Provider Electronic Solutions (PES) transactions — 837	4:00 p.m., Friday, November 7, 2008	8:00 a.m., Monday, November 10, 2008	PES transactions will not be accepted from 4:00 p.m. on November 7, 2008, until 8:00 a.m. on November 10, 2008.
Submission of PES transactions — National Council of Prescription Drug Programs (NCPDP) version 1.1	Not available	8:00 a.m., Monday, November 10, 2008	NCPDP version 1.1 through PES is available starting at 8:00 a.m. on November 10, 2008.
Submission of Point-of-Sale (POS) transactions	8:00 p.m., Friday, November 7, 2008	8:00 a.m., Saturday, November 8, 2008	<ul style="list-style-type: none"> <li>• POS transactions will not be accepted from 8:00 p.m. on November 7, 2008, until 8:00 a.m. on November 8, 2008.</li> <li>• POS transactions will not be accepted from 8:00 p.m. on November 8, 2008, until 8:00 a.m. on November 9, 2008. (This is a second down time.)</li> </ul>
Submission of claims via Direct Data Entry through the ForwardHealth Portal	Not available	8:00 a.m., Monday, November 10, 2008	Direct Data Entry through the Portal is available starting at 8:00 a.m. on November 10, 2008.

<b>Medicaid, BadgerCare Plus, and SeniorCare (All Times Listed Are Central Time) (Continued)</b>			
<b>Activity</b>	<b>Last Date for Current System</b>	<b>Effective Date for ForwardHealth interChange</b>	<b>Notes</b>
<b>Prior Authorization Submissions</b>			
Submission of PA request via Specialized Transmission Approval Technology – Prior Authorization (STAT-PA)	8:00 p.m., Friday, November 7, 2008	<ul style="list-style-type: none"> <li>• Drugs: 8:00 a.m., Saturday, November 8, 2008.</li> <li>• Orthopedic shoes and Environmental Lead Inspections: 8:00 a.m., Monday, November 10, 2008.</li> </ul>	<ul style="list-style-type: none"> <li>• STAT-PA drug transactions will not be accepted from 8:00 p.m. on November 7, 2008, until 8:00 a.m. on November 8, 2008. (STAT-PA drug transactions will not be accepted again from 8:00 p.m. on November 8, 2008, until 8:00 a.m. on November 9, 2008.)</li> <li>• STAT-PA orthopedic shoes/environmental lead inspection transactions will not be accepted from 8:00 p.m. on November 7, 2008, until 8:00 a.m. on November 10, 2008.</li> </ul>
Submission of PA requests via Web PA	<ul style="list-style-type: none"> <li>• All services (except Birth-to-3 (B-3) therapy services: 5:00 p.m., Friday, October 24, 2008.</li> <li>• B-3 therapy services: 5:00 p.m., Friday, November 7, 2008.</li> </ul>	8:00 a.m., Monday, November 10, 2008, for all services via the Portal	<ul style="list-style-type: none"> <li>• Additional supporting documentation for Web PA requests submitted by mail must be received by 1:00 p.m. on Friday, October 31, 2008. Additional documentation submitted by fax must be received by 1:00 p.m. on Friday, November 7, 2008.</li> <li>• Web PA transactions for all services except B-3 will not be accepted from 5:00 p.m. on October 24, 2008, until 8:00 a.m. on November 10, 2008.</li> <li>• Web PA transactions for B-3 will not be accepted from 5:00 p.m. on November 7, 2008, until 8:00 a.m. on November 10, 2008.</li> </ul>
Submission of PA requests via Fax	<ul style="list-style-type: none"> <li>• Drug PA requests using the Prior Authorization/ Brand Medically Necessary Attachment (PA/BMNA), HCF 11083: 1:00 p.m., Friday, November 7, 2008.</li> <li>• All other faxed PA requests: 1:00 p.m., Friday, October 31, 2008.</li> </ul>	8:00 a.m., Saturday, November 8, 2008, for all services	<ul style="list-style-type: none"> <li>• Prior authorization and amendment requests using current formats that are received after the planned last date for the current system will not be reviewed; they will be returned to the provider.</li> <li>• Revised PA forms received prior to November 8, 2008, will be returned unprocessed.</li> </ul>

<b>Medicaid, BadgerCare Plus, and SeniorCare (All Times Listed Are Central Time) (Continued)</b>			
<b>Activity</b>	<b>Last Date for Current System</b>	<b>Effective Date for ForwardHealth interChange</b>	<b>Notes</b>
<b>Prior Authorization Submissions</b>			
Submission of PA requests via mail	<ul style="list-style-type: none"> <li>• Drug PA requests using the PA/BMNA: 1:00 p.m., Friday, November 7, 2008</li> <li>• All other mailed PA requests: 1:00 p.m., Friday, October 31, 2008</li> </ul>	8:00 a.m., Monday, November 3, 2008, for all services	<ul style="list-style-type: none"> <li>• PA and amendment requests using current formats that are received after the planned last date for the current system will not be reviewed. They will be returned to the provider.</li> <li>• PA and amendment requests for ForwardHealth interChange will be stamped with a receipt date that may be used in establishing a grant date.</li> <li>• Adjudication of PA and amendment requests received on and after November 3, 2008, will begin on November 10, 2008.</li> <li>• Revised PA and amendment request forms received prior to November 3, 2008, will be returned unprocessed.</li> </ul>
Submission of PA requests via NCPDP Telecommunication Standard Format Version 5.1 PA transactions: P2 reversal, P3 inquiry, and the P4 request	Not available	8:00 a.m., Saturday, November 8, 2008	Providers should refer to the June 2008 <i>ForwardHealth Update</i> (2008-57), titled "Changes to Prior Authorization for Pharmacy Services," for more information.

<b>Wisconsin Well Woman Program (All Times Listed Are Central Time)</b>			
<b>Activity</b>	<b>Last Date for Current System</b>	<b>Effective Date for ForwardHealth interChange</b>	<b>Notes</b>
<b>Claim Submissions</b>			
Submission of paper claim forms	Friday, October 24, 2008	Monday, October 27, 2008	<ul style="list-style-type: none"> <li>• Claims received starting October 27, 2008, will be accepted and scanned but will not be processed until ForwardHealth interChange is implemented on November 10, 2008.</li> <li>• Claims received by ForwardHealth on and after Monday, October 27, 2008, must be completed using the post-implementation claim form completion instructions published earlier in service-specific <i>Updates</i>.</li> <li>• Claims received after October 24, 2008, that follow old completion instructions will be held, keyed into ForwardHealth interChange, and denied.</li> </ul>
Submission of 837 Health Care Claim transactions	4:00 p.m., Monday, November 3, 2008	8:00 a.m., Monday, November 10, 2008	837 Health Care Claim transactions will not be accepted from 4:00 p.m., on November 3, 2008, until 8:00 a.m. on November 10, 2008.
Submission of PES transactions	4:00 p.m., Monday, November 3, 2008	8:00 a.m., Monday, November 10, 2008	PES transactions will not be accepted from 4:00 p.m., on November 3, 2008, until 8:00 a.m. on November 10, 2008.

<b>Wisconsin Well Woman Program (All Times Listed Are Central Time) (Continued)</b>			
<b>Activity</b>	<b>Last Date for Current System</b>	<b>Effective Date for ForwardHealth interChange</b>	<b>Notes</b>
<b>Claim Submissions</b>			
Submission of claims via Direct Data Entry through the Portal	Not available	8:00 a.m., Monday, November 10, 2008	Direct Data Entry through the Portal is available starting at 8:00 a.m. on November 10, 2008.
<b>Screening and Diagnosis Reporting Forms</b>			
Submission of screening and diagnosis reporting forms	4:00 p.m., Wednesday, November 5, 2008	8:00 a.m., Monday, November 10, 2008	Previous versions of the screening and diagnosis reporting forms received after November 5, 2008, will be returned to the provider unprocessed.

<b>Wisconsin Chronic Disease Program (All Times Listed Are Central Time)</b>			
<b>Activity</b>	<b>Last Date for Current System</b>	<b>Effective Date for ForwardHealth interChange</b>	<b>Notes</b>
<b>Claim Submissions</b>			
Submission of paper claim forms	Friday, October 24, 2008	Monday, October 27, 2008	<ul style="list-style-type: none"> <li>• Claims received starting October 27, 2008, will be accepted and scanned but will not be processed until ForwardHealth interChange is implemented on November 10, 2008.</li> <li>• Claims received by ForwardHealth on and after Monday, October 27, 2008, must be completed using the post-implementation claim form completion instructions published earlier in service-specific <i>Updates</i>.</li> <li>• Claims received after October 24, 2008, that follow old completion instructions will be held, keyed into ForwardHealth interChange, and denied.</li> </ul>
Submission of 837 Health Care Claim transactions	4:00 p.m., Tuesday, November 4, 2008	8:00 a.m., Monday, November 10, 2008	837 Health Care Claim transactions will not be accepted from 4:00 p.m. on November 4, 2008, until 8:00 a.m. on November 10, 2008.
Submission of POS transactions	4:00 p.m., Tuesday, November 4, 2008	8:00 a.m., Saturday, November 8, 2008	Real time POS will be available starting at 8:00 a.m. on November 8, 2008. (Real time POS will not be available from 8:00 p.m. on November 8, 2008, until 8:00 a.m. on November 9, 2008.)
Submission of PES transactions — 837	Not available	8:00 a.m., Monday, November 10, 2008	PES is available starting at 8:00 a.m. on November 10, 2008.
Submission of PES transactions — NCPDP 1.1	Not available	8:00 a.m., Monday, November 10, 2008	NCPDP 1.1 through PES is available starting at 8:00 a.m. on November 10, 2008.
Submission of claims via Direct Data Entry through the Portal	Not available	8:00 a.m., Monday, November 10, 2008	Direct Data Entry through the Portal is available starting at 8:00 a.m. on November 10, 2008.

<b>Wisconsin Chronic Disease Program (All Times Listed Are Central Time) (Continued)</b>			
<b>Activity</b>	<b>Last Date for Current System</b>	<b>Effective Date for ForwardHealth interChange</b>	<b>Notes</b>
<b>Prior Authorization Submissions</b>			
Submission of PA requests via Web PA	Not available	8:00 a.m., Monday, November 10, 2008, via the Portal	New functionality that begins November 10, 2008.
Submission of PA requests via fax	1:00 p.m., Friday, October 31, 2008	8:00 a.m., Saturday, November 8, 2008	<ul style="list-style-type: none"> <li>• PA and amendment requests using current formats that are received after the planned last date for the current system will not be reviewed. They will be returned to the provider.</li> <li>• Revised PA forms received prior to November 8, 2008, will be returned unprocessed.</li> </ul>
Submission of PA requests via mail	1:00 p.m., Friday, October 31, 2008	8:00 a.m., Monday, November 3, 2008, for all services	<ul style="list-style-type: none"> <li>• PA and amendment requests using current formats that are received after the last date for the current system will not be reviewed. They will be returned to the provider.</li> <li>• PA and amendment requests for ForwardHealth interChange will be stamped with a receipt date that may be used in establishing a grant date.</li> <li>• Adjudication of PA and amendment requests received on and after November 3, 2008, will begin on November 10, 2008.</li> <li>• Revised PA and amendment request forms received prior to November 3, 2008, will be returned unprocessed.</li> </ul>