

Affected Entities: All Programs

To: All Providers, HMOs and Other Managed Care Programs

Additional ForwardHealth interChange Training Sessions Available in August 2008

The Department of Health and Family Services is offering information and training sessions to all providers on ForwardHealth interChange in August 2008 to discuss the most up-to-date information regarding ForwardHealth interChange implementation dates and associated required provider actions. All providers are encouraged to attend, including those who plan to attend the July 2008 ForwardHealth interChange training sessions, as these sessions will cover different information than the July sessions.

Registration for these sessions is required; however, there is no fee for attending. Seating is limited, so providers and billing staff should register early.

ForwardHealth interChange

In October 2008, the Department of Health and Family Services (DHFS) will implement ForwardHealth interChange, which replaces Wisconsin's existing Medicaid Management Information System (MMIS). ForwardHealth interChange will be supported as part of the state's new fiscal agent contract with EDS. With ForwardHealth interChange, providers and trading partners will have more ways to verify member enrollment and submit electronic claims, adjustments, and prior authorization (PA) requests through the secure ForwardHealth Portal. Refer to the March 2008 *ForwardHealth Update* (2008-24), titled "Introducing ForwardHealth interChange, a New Web-Based Information System for State Health Care Programs," for an overview of the implementation and a more detailed outline of the many business process

enhancements and added benefits the new system and fiscal agent contract will provide.

August 2008 ForwardHealth interChange Training Sessions

Additional ForwardHealth interChange training sessions will be held in August 2008 at multiple locations throughout the state. Refer to the Attachment of this *Update* for locations, dates, and times.

These training sessions will be conducted as half-day sessions. Each session will cover the same material; therefore, providers may choose to attend either the morning session or the afternoon session.

Topics Covered

These training sessions will provide the most up-to-date information regarding ForwardHealth implementation, including the following:

- Any new or updated information on ForwardHealth implementation.
- Demonstration of ForwardHealth Portal functions.
- How to establish a Portal account for both providers and trading partners.
- Important dates for implementation, including end dates for soon-to-be discontinued claim and PA forms.
- Recommended actions to providers for a smooth transition.

Registration

Providers are required to register online or by telephone for these training sessions. Providers with Internet access are strongly encouraged to use online registration. Seating is limited, so providers should register early. There is no registration fee for these training sessions.

Online Registration

Providers may register online by going to dhfs.wisconsin.gov/forwardhealth/. Providers may access the registration form by choosing the Training link.

All fields on the registration form are required. Once the form is completed, select "Register." Registrants will receive a training session confirmation number that they should keep for their records.

Telephone Registration

Providers may also register by calling Provider Services at (800) 947-9627 or (608) 221-9883. Registrants will receive a training session confirmation number that they should keep for their records.

Questions Regarding Registration

Providers who have questions about registration or are unable to attend a training session for which registration has been confirmed should call Provider Services. Providers should have their confirmation number available so the telephone correspondent can easily access the registration information.

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

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

For questions, call Provider Services at (800) 947-9627 or visit our Web site at dhfs.wisconsin.gov/forwardhealth/.

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ATTACHMENT

Training Dates, Times, Locations for ForwardHealth interChange All-Provider Training Sessions

Location	Date and Time
<p>Holiday Inn — Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211</p>	<p>August 19, 2008 Check in for morning session: 7:30 a.m. to 8:00 a.m. Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m. Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>
<p>Radisson Hotel LaCrosse 200 Harborview Plaza LaCrosse WI 54601 (608) 784-6680</p>	<p>August 20, 2008 Check in for morning session: 7:30 a.m. to 8:00 a.m. Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m. Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>
<p>Holiday Inn 1001 Amber Ave Stevens Point WI 54481 (715) 344-0200</p>	<p>August 21, 2008 Check in for morning session: 7:30 a.m. to 8:00 a.m. Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m. Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>
<p>Sierra Hotel (formerly Regency Suites) 333 Main St Green Bay WI 54301 (920) 432-4555</p>	<p>August 26, 2008 Check in for morning session: 7:30 a.m. to 8:00 a.m. Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m. Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>

Location	Date and Time
<p>Best Western Hotel Milwaukee Airport 5105 S Howell Ave Milwaukee WI 53207 (414) 769-2100</p>	<p>August 27, 2008 Check in for morning session: 7:30 a.m. to 8:00 a.m. Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m. Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>
<p>Crowne Plaza Hotel 4402 E Washington Ave Madison WI 53704 (608) 244-4703</p>	<p>August 28, 2008 Check in for morning session: 7:30 a.m. to 8:00 a.m. Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m. Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>