

Affected Programs: All Programs

To: All Providers; HMOs and Other Managed Care Programs

Introducing the ForwardHealth Portal

The Department of Health Services will be implementing a new ForwardHealth Portal in October 2008, which allows providers and trading partners greater access to, and improved services from, ForwardHealth. Providers and trading partners can exchange secure electronic transactions through a single point of entry, 24 hours a day, seven days a week. The Portal will be available to all providers, including BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, and Wisconsin Well Woman Program providers.

ForwardHealth interChange

In October 2008, the Department of Health Services (DHS) 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.

This *Update* introduces the ForwardHealth Portal. The Portal is available to all providers, including providers for Wisconsin Medicaid, BadgerCare Plus, SeniorCare,

Wisconsin Chronic Disease Program (WCDP), and Wisconsin Well Woman Program (WWWP) with the implementation of ForwardHealth interChange in October 2008.

ForwardHealth Portal

The DHS is excited to bring the Portal to the Wisconsin provider community as it allows providers and trading partners greater access to, and improved services from, ForwardHealth. A new Portal will be launched in October at www.forwardhealth.wi.gov/ where providers, trading partners, managed care programs, and partners will have access to both public and secure information through the Portal.

The ForwardHealth Portal will have the following areas:

- Provider.
- Trading Partner.
- Managed Care Organization.
- Partners.

The secure Portal allows providers to conduct business and exchange electronic transactions with ForwardHealth. The public Portal contains general information accessible to all users.

Providers can begin establishing Portal accounts at www.forwardhealth.wi.gov/ on August 18, 2008. The Portal will have limited functionality until interChange is implemented in October. Watch for future publications about the Portal.

Members will have a separate Web site, www.forwardhealth.wi.gov/members/, to access general health care program information and apply for benefits online.

Public Area of the Provider Portal

The public Provider area of the Portal will offer a variety of new and important business features and functions that will greatly assist providers in their daily business activities with ForwardHealth programs.

Maximum Allowable Fee Schedules

Currently, most Medicaid and BadgerCare Plus providers can only access the maximum allowable fee schedules as downloadable files. Within the Portal, all fee schedules for Medicaid, BadgerCare Plus, and WCDP will be interactive and searchable. Providers can enter the date of service, along with other information such as procedure code, category of supplies or provider type, to find the maximum allowable fee. Providers can also download all fee schedules.

Online Handbook

The Online Handbook will be the single source for *all* policy and billing information for ForwardHealth located in one centralized place. The Online Handbook will replace the following:

- Medicaid All-Provider Handbook.
- All service-specific Medicaid handbooks.
- All sections of the WCDP provider handbook.

The Online Handbook is designed to sort information based on user-entered criteria, such as program and provider type.

Revisions to information are incorporated immediately after policy changes have been issued in *Updates* so providers will no longer have to sort through provider handbooks and *Updates* to determine the policy. The Online Handbook also includes an archived section, so providers can research past policy changes.

Watch for a future *Update* about the Online Handbook.

Training

Providers will be able to register for all scheduled trainings and view online trainings via the Portal. An up-to-date calendar of all trainings will be posted on the Portal, along with field staff contact information. Additionally, providers will be able to view Webcasts of select trainings.

Contacting Provider Services

Providers and other portal users will have an additional option for contacting Provider Services through the “Contact Us” link on the Portal. Providers can enter the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail) the provider wishes to receive back from Provider Services. Provider Services will respond to the inquiry within five business days. Information will be submitted via a secure connection.

Online Certification

Providers can speed up the certification process for Medicaid by completing a provider certification application via the Portal. Providers can then track their application by entering their Application Tracking Number (ATN) given to them on completion of the application.

Note: ForwardHealth will no longer accept unsolicited applications (i.e., packets downloaded from the ForwardHealth Web site).

Watch for a future *Update* about Medicaid provider certification applications on the Portal.

Other Business Enhancements Available on the Portal

The public Provider area of the Portal also includes the following features:

- A “What’s New” section for providers that links to the latest provider publication summaries and other

new information posted to the Provider area of the Portal.

- Home page for the provider. Providers will have administrative control over their Portal homepage. Providers will be able to grant other employees access to specified areas of the Portal, such as claims and PA.
- E-mail subscription service for *Updates*. Providers can sign up to receive notifications of new provider publications via e-mail. Users are able to select, by program and service area, which publication notifications they would like to receive.
- A forms library.

Secure Area of the Provider Portal

The secure area of the Provider Portal introduces providers to new and enhanced ways of conducting business with ForwardHealth. Many providers will find that many processes, such as submitting, adjusting and correcting claims, submitting and amending PA requests, and verifying enrollment; will be more efficient when utilizing the Portal.

Note: All Medicaid-certified providers are required to complete and submit a new Wisconsin Medicaid Program Provider Agreement in order to conduct business via the Portal. Many providers may have completed a new provider agreement either during recertification in the fall of 2007 or during recertification in 2008. All other providers have been sent mailings from Wisconsin Medicaid in April 2008 requesting them to sign a new provider agreement. Providers who wish to verify that they completed a new provider agreement or need to request another copy may contact Provider Services at (800) 947-9627. Watch for another *Update* regarding how to establish provider Portal accounts.

Claims on the Portal

The Portal will offer providers a more convenient way to track the status of their submitted claims, submit individual claims, correct errors on claims, and determine what claims are in “pay” status. Providers will

have the ability to search for and view the status of all of their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers will be able to correct it on the Portal and resubmit it to ForwardHealth.

Providers will be able to submit an individual claim or adjust a claim via Direct Data Entry through the secure Portal. Watch for a future *Update* on submitting and adjusting claims through the Portal.

Note: ForwardHealth interChange will continuously run claim cycles, so providers will be able to determine what claims have been accepted and are ready to be processed through the next financial cycle. Although the claims cycle runs every 15 minutes, the financial cycle that issues payments and Remittance Advice (RA) or 835 Health Care Claim/Payment Advice (835) reports will continue to run once a week. Providers should check their RAs or 835 for finalized payment status on claims.

Note: In October, pharmacy and dental providers will only be able to view the status of their submitted claims on the Portal. Submitting pharmacy and dental claims via the Direct Data Entry function on the Portal will not be available in October but this functionality is planned for a future date. All other methods for submitting pharmacy and dental claims will continue to be available in October.

Submitting Prior Authorization and Amendment Requests Via the Portal

Nearly all service areas will be able to submit PAs via the Portal. Previously, only some service areas could submit PAs online. Providers will be able to do the following:

- Correct errors on PAs or amendment requests via the Portal, regardless of how the PA was originally submitted.
- View all recently submitted and finalized PA and amendment requests.
- View the latest provider review and decision letters.

- Receive messages about PA and amendment requests that have been adjudicated or returned for provider review.

ForwardHealth still accepts paper PA requests and amendments.

Watch for a future *Update* on submitting PA and amendment requests via the Portal.

Electronic Communications

The secure Portal contains a one-way message center where providers can receive electronic notifications and provider publications from ForwardHealth. All new messages will display on the provider's main page within the secure Portal.

Enrollment Verification

The secure Portal offers real-time member enrollment verification for all ForwardHealth programs. Providers will be able to use this tool to determine:

- The health care program(s) in which the member is enrolled.
- Whether or not the member is enrolled in a state-contracted managed care organization (MCO).
- Whether or not the member has any third-party liability, such as Medicare or commercial health insurance.

Using the Portal to check enrollment may be more efficient than calling the Automated Voice Response system or calling the Eligibility Verification System (although both will still be available).

Providers will be assigned a unique enrollment verification number for each inquiry. Providers can also use the "print screen" function to print a paper copy of enrollment verification inquiries for their records.

Watch for future *Updates* on enrollment verification methods.

Other Business Enhancements Available on the Portal

The secure Provider area of the Portal also enables providers to do the following:

- View RAs.
- Designate which trading partner is eligible to receive the provider's 835.
- Update and maintain provider file information. Providers will have the choice to indicate separate addresses for different business functions. Watch for a future update on certification changes for Medicaid providers for more information on provider addresses and the Portal.

Trading Partner Portal

The following information is available on the public Trading Partner area of the Portal:

- Trading partner testing packets.
- Trading Partner Profile submission.
- Provider Electronic Solutions software and upgrade information.
- Electronic Data Interchange companion documents.

In the secure Trading Partner area of the Portal, trading partners can exchange electronic transactions with ForwardHealth.

A trading partner is defined as a covered entity that exchanges electronic health care transactions as mandated by the Health Insurance Portability and Accountability Act of 1996. Therefore, the following covered entities are considered trading partners:

- Billing providers who exchange electronic transactions directly with the DHS.
- Billing services and clearinghouses that exchange electronic transactions directly with the DHS on behalf of a billing provider.

Managed Care Organization Portal

The MCO area of the Portal allows state-contracted MCOs to conduct business with ForwardHealth.

The public MCO area of the Portal provides access to the following information:

- General reports and profiles.
- Quality reports.
- Historical data.
- Enrollment statistic reports.
- Provider and member contacts.

The secure MCO area of the Portal provides access to the following information:

- Capitation payment listing by MCO (834 Benefit Enrollment and Maintenance transaction).
- Monthly MCO initial and final enrollment rosters (820 Payroll Deducted and Other Group Premium Payment for Insurance Products transaction).

Partners Portal

The Partners Portal allows Partners, such as counties, to conduct business with ForwardHealth, including:

- Accessing Casualty reports.
- Accessing Buy-in reports.
- Requesting new member identification cards.

Members ForwardHealth Portal

Members can access ForwardHealth information by going to www.forwardhealth.wi.gov/members/. On this

Portal, members will be able to search through a directory of providers by entering a ZIP code, city, or county. Members can also access all member-related ForwardHealth applications and forms. Members can still use the ACCESS Web site at <https://access.wisconsin.gov/access/> to check availability, apply for benefits, check current benefits, and report any changes.

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/.

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