



Update

May 2009

No. 2009-29

Affected Programs: BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

To: All Providers, HMOs and Other Managed Care Programs

ForwardHealth Portal Fundamentals Training Available for All Providers

The Department of Health Services (DHS) is conducting ForwardHealth Portal Fundamentals training beginning in June and continuing through November 2009. These training sessions will cover how to use the public and secure areas of the Portal. Attendees are required to have established a provider Portal account.

Registration for these sessions is required; however, the DHS does not charge a fee for attending. These sessions are arranged for small groups, so providers and billing staff should register early.

ForwardHealth Portal Fundamentals Training

Beginning in June and continuing through November 2009, the Department of Health Services (DHS) will conduct ForwardHealth Portal Fundamentals training sessions for providers. Attendees are required to have established a provider Portal account.

Topics Covered

The Portal Fundamentals training will cover the following topics:

- Portal overview and information about managing Portal accounts.
- Claims (how to submit a claim, how to research a denied claim).
- Prior authorization (PA) (how to submit a PA request, how to check the status of a PA request, how to supply additional information if needed).

- Enrollment verification (information available through enrollment verification, tips for searching for enrollment information).
- Maximum allowable fee schedules (different methods for accessing fee schedules).
- Communications (overview of information available, review of where to find this information on the Portal).

These training sessions will be held monthly at various sites around the state. Refer to the Attachment of this *ForwardHealth Update* for specific training session locations, dates, and times. The same information will be covered at all of the sessions.

Future Training Sessions

Providers and billing staff are strongly encouraged to attend these sessions as there will be advanced Portal user courses scheduled for later in 2009. In order to attend the advanced user training sessions, staff must have attended a Portal Fundamentals training session or have equivalent work experience within the Portal.

Beginning in 2010, Portal Fundamentals training sessions will be held quarterly at various locations around the state. These ongoing sessions are being scheduled so new providers and billing staff will have the opportunity to attend. Refer to future *Updates* for more information regarding Portal training opportunities.

Training Session Webcast

A training session will be recorded and posted to the Web for on-demand viewing. Those who cannot attend a training session in person may view the recorded session at their convenience. Providers do not need to register to view Webcast sessions.

To prepare to view the recorded session, go to webcast.wi.gov/. This page provides information regarding general requirements for viewing a recorded session. To access the recorded training session, go to the provider training page of the Portal at www.forwardhealth.wi.gov/WIPortal/Providers/Training%20Home/tabid/63/Default.aspx. Under Provider Trainings, search for the ForwardHealth Portal Fundamentals Training Session heading, and click the Webcast Training link. The recorded session will be available at the end of July 2009.

Note: The training presentation handout will be available for download from the Portal. Providers are encouraged to print a copy of the presentation handout prior to viewing the Webcast.

Registration

Providers are required to register online or by telephone prior to attending any of the scheduled training sessions; however, the DHS does not charge a fee for attending. Providers with Internet access are strongly encouraged to use online registration. Seating is limited, so providers should register early.

Online Registration

Providers may register online by going to the Portal and accessing the provider training page at www.forwardhealth.wi.gov/WIPortal/Providers/Training%20Home/tabid/63/Default.aspx. 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.

Note: Providers do not need to register to view the recorded training session via the Web.

Telephone Registration

Providers may also register by calling Provider Services at (800) 947-9627. 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.

Information Regarding Managed Care Organizations

This *Update* contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate managed care organization (MCO). Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

Members enrolled only in the Wisconsin Chronic Disease Program are not enrolled in MCOs.

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). The 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 www.forwardhealth.wi.gov/.

P-1250

ATTACHMENT

2009 ForwardHealth Portal Fundamentals Training Schedule

Location	Date and Time
The Olin Center 206 E Olin Ave Madison WI 53713 (800) 947-9627 (Parking is at the side of the building; enter at the doors with the HP® sign.)	June 29, 2009 July 20, 2009 August 24, 2009 September 28, 2009 October 19, 2009 November 23, 2009 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.
Flat Creek Inn and Suites 10290 Hwy 27 South Hayward WI 54843 (715) 634-4100	July 8, 2009 September 9, 2009 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.
Holiday Inn Select 150 S Nicolet Rd Appleton WI 54914 (920) 735-9955	July 15, 2009 September 14, 2009 November 9, 2009 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:30 p.m.

Location	Date and Time
<p>Country Springs Hotel 2810 Golf Rd Waukesha WI 53072 (262) 547-0201</p>	<p>July 22, 2009 August 19, 2009 September 23, 2009 October 26, 2009 November 18, 2009 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.</p>
<p>Holiday Inn Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211</p>	<p>August 5, 2009 October 7, 2009 November 4, 2009 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.</p>
<p>Westwood Conference Center 1800 Westwood Center Blvd Wausau WI 54401 (715) 847-9200</p>	<p>August 12, 2009 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:30 p.m.</p>
<p>The Waters of Minocqua 8116 Hwy 51 South Minocqua WI 54548 (715) 358-4000</p>	<p>October 14, 2009 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.</p>