

Affected Programs: BadgerCare Plus, Medicaid
To: All Providers, HMOs and Other Managed Care Programs

BadgerCare Plus and Medicaid Basics Training Available for All Providers

The Department of Health Services (DHS) is conducting BadgerCare Plus and Medicaid Basics training sessions beginning in August and continuing through December 2009. These training sessions are for new providers or new staff at current providers who would like to increase their basic knowledge of BadgerCare Plus and Medicaid.

Registration for these sessions is required; however, the DHS does not charge a fee for attending. Seating is limited, so providers should register early.

BadgerCare Plus and Medicaid Basics Training Sessions

Beginning in August and continuing through December 2009, the Department of Health Services (DHS) will conduct BadgerCare Plus and Medicaid Basics training sessions for providers. These training sessions are for new providers or new staff at current providers who would like to increase their basic knowledge of BadgerCare Plus and Medicaid.

Topics Covered

The training sessions will provide attendees with general, all-provider information. The following topics will be covered:

- Overview of the ForwardHealth Portal.
- Provider resources.
- Provider certification and ongoing responsibilities.
- Member enrollment categories.
- Coordination of benefits.
- Prior authorization.

- Claims submission.
- Covered and noncovered services.
- Managed care organizations (MCOs).

These training sessions will be held monthly. 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.

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.

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.

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 BadgerCare Plus and Medicaid Basics Training Session heading, and click the Webcast Training link. The recorded session will be available at the end of August 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.

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 MCO. Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

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 BadgerCare Plus and Medicaid Basics Training Sessions Schedule

Location	Date and Time
<p>The Olin Center 206 E Olin Ave Madison WI 53713 (800) 947-9627</p> <p>(Parking is at the side of the building; enter at the doors with the HP® sign.)</p>	<p>August 12, 2009 September 9, 2009 November 11, 2009 December 9, 2009</p> <p>Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.</p>
<p>Westwood Conference Center 1800 Westwood Center Blvd Wausau WI 54401 (715) 847-9200</p>	<p>October 14, 2009</p> <p>Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.</p>