



Update

September 2009

No. 2009-50

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

To: All Providers, HMOs and Other Managed Care Programs

Provider Electronic Solutions Software Training Available

The Department of Health Services (DHS) will be conducting training sessions for all providers who are using, or who would like to use, Provider Electronic Solutions (PES) claims submission software. The PES software is the free Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant claims submission software offered by the DHS.

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.

Provider Electronic Solutions Software Training

Beginning in November 2009 and continuing through October 2010, the Department of Health Services (DHS) will be conducting training sessions for all providers who are using, or who would like to use, Provider Electronic Solutions (PES) claims submission software. The PES software is free Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant claims submission software offered by the DHS.

These sessions will be conducted as half-day sessions based on claims submission type. Morning sessions will be held for either of the following providers:

- Providers who submit claims using the 837 Health Care Claim: Dental (837D) electronic claims submission transaction.

- Providers who submit claims using the 837 Health Care Claim: Professional (837P) electronic claims submission transaction.

Afternoon sessions will be held for either of the following providers:

- Providers who submit pharmacy claims using the National Council for Prescription Drug Programs (NCPDP) transaction.
- Providers who submit claims using the 837 Health Care Claim: Institutional (837I) electronic claims submission transaction.

Refer to Attachments 1-4 of this *ForwardHealth Update* for the intended claims submission types, locations, dates, and times. Providers only need to attend their specific claims submission type session.

Topics Covered

These training sessions will cover the following PES software topics, specific to the claims submission type (dental, pharmacy, professional, or institutional):

- Installation and registration of PES software.
- How to create lists.
- How to submit and resubmit claims.
- How to handle other insurance and Medicare information.
- Reports and other tools.

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 Providers Trainings page of the ForwardHealth Portal at www.forwardhealth.wi.gov/. 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.

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 a 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/.

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ATTACHMENT 1

Provider Electronic Solutions Claims Submission Software Training Schedule — Dental Claims

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.)	March 24, 2010 June 24, 2010 October 20, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Holiday Inn Hotel & Suites 1000 Imperial Ave Rothschild WI 54474 (715) 355-1111	June 17, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Radisson Milwaukee — Pewaukee N14W24140 Tower Pl Pewaukee WI 53072 (262) 506-6300	June 22, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.

ATTACHMENT 2

Provider Electronic Solutions Claims Submission Software Training Schedule — Professional Claims

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.)	November 10, 2009 June 23, 2010 September 22, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Holiday Inn Hotel & Suites 1000 Imperial Ave Rothschild WI 54474 (715) 355-1111	June 16, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Radisson Milwaukee — Pewaukee N14W24140 Tower Pl Pewaukee WI 53072 (262) 506-6300	June 21, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.

ATTACHMENT 3

Provider Electronic Solutions Claims Submission Software Training Schedule — Pharmacy Claims

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.)	March 24, 2010 June 24, 2010 October 20, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:00 p.m.
Holiday Inn Hotel & Suites 1000 Imperial Ave Rothschild WI 54474 (715) 355-1111	June 17, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:00 p.m.
Radisson Milwaukee — Pewaukee N14W24140 Tower Pl Pewaukee WI 53072 (262) 506-6300	June 22, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:00 p.m.

ATTACHMENT 4

Provider Electronic Solutions Claims Submission Software Training Schedule — Institutional Claims

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.)	November 10, 2009 June 23, 2010 September 22, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:00 p.m.
Holiday Inn Hotel & Suites 1000 Imperial Ave Rothschild WI 54474 (715) 355-1111	June 16, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:00 p.m.
Radisson Milwaukee — Pewaukee N14W24140 Tower Pl Pewaukee WI 53072 (262) 506-6300	June 21, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:00 p.m.