

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

Training Sessions Available for Dental Providers

In November, the Department of Health Services (DHS) will be conducting training sessions for dental providers at various locations around the state. The training sessions will cover use of the ForwardHealth Portal and provide general billing information, as well as allow attendees the opportunity to ask questions.

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.

Dental Training Sessions

In November, the Department of Health Services (DHS) will be conducting training sessions for dental providers at various locations around the state. Refer to the Attachment of this *ForwardHealth Update* for training session dates, locations, and times.

Topics Covered

The dental training sessions will cover the following topics:

- Use of the ForwardHealth Portal, including researching claims and prior authorization information and enrollment verification.
- General billing information.
- Answers to questions asked during the session by attendees.

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. 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/.

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ATTACHMENT

Dental Training Sessions Schedule

Dental Training Sessions Dates, Locations, and Times		
November 2, 2009	Radisson Hotel La Crosse 200 Harborview Plz La Crosse WI 54601 (608) 784-6680	Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
November 3, 2009	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.)	Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
November 4, 2009	Radisson Milwaukee — Pewaukee N14 W24140 Tower Pl Pewaukee WI 53072 (262) 506-6300	Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
November 5, 2009	Holiday Inn Select 150 S Nicolet Rd Appleton WI 54914 (920) 735-9955	Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
November 10, 2009	Holiday Inn Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211	Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.