

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

**To:** All Providers, HMOs and Other Managed Care Programs

## Enrollment Verification System Enhancement

Effective September 2009, providers are now able to verify enrollment more than 365 days in the past.

### Enrollment Verification System Enhancement

Effective September 2009, providers may verify member enrollment using Wisconsin's Enrollment Verification System for dates of enrollment more than 365 days in the past. Previously, providers could have verified a member's enrollment up to one year prior to the current date.

The only requirement is that no single enrollment request can cover a period of greater than one year. For example, providers may check for enrollment for January 1, 2006, through December 31, 2006, or June 15, 2007, through June 14, 2008. Providers may not request a history span of more than one year at a time due to the potential length of the returned response.

This capability is intended to assist providers with retroactive enrollment inquiries.

*Note:* This enrollment verification capability does not change ForwardHealth policies for timely filing of claims. Claims over the 365-day deadline must be submitted with a Timely Filing Appeals Request, F-13047 (10/08).

For more information about enrollment verification, providers may refer to the ForwardHealth Portal Enrollment Verification User Guide on the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

### Reminder for Enrollment Verification for Future Dates of Service

Enrollment information is provided based on the "From" date of service (DOS) and the "To" DOS that the provider enters when making the enrollment inquiry. For enrollment inquiries, a "From" DOS is the earliest date for which the provider is requesting enrollment information and the "To" DOS is the latest date for which the provider is requesting enrollment information.

Providers should use the following guidelines for entering DOS when verifying enrollment for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, or Wisconsin Chronic Disease Program members:

- If provider's inquiry is being made prior to the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the current calendar month.
- If the provider's inquiry is being made on and after the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the following calendar month.

For example, if the date of the request was November 15, 2008, the provider could request dates up to and including November 30, 2008. If the date of the request was November 25, 2008, the provider could request dates up to and including December 31, 2008.

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/](http://www.forwardhealth.wi.gov/).

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