

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

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

## **New Information Regarding the Provider Relations Representatives and Other Provider Resources**

Providers have many resources available to assist them in working with ForwardHealth. The Provider Relations Representatives, also known as field representatives, are one of these resources. This *ForwardHealth Update* provides information regarding new field representatives and their corresponding territories, as well as reminders regarding other provider resources.

### **New Provider Relations Representatives and Territories**

The Provider Relations representatives, also known as field representatives, conduct training sessions on various ForwardHealth topics for both large and small groups of providers and billers. In addition to provider education, field representatives are available to assist providers with complex billing and claims processing questions. Field representatives are located throughout the state to offer detailed assistance to all ForwardHealth providers and all ForwardHealth programs. Three new field representatives are now available to assist providers: Charmaine Henderson, Jacy Imilkowski, and Shawn Thomas. These representatives join the current field representatives in assisting providers throughout the state.

As of January 1, 2010, the regions of the state for field representative assignment have changed. Refer to Attachment 1 of this *ForwardHealth Update* for

information about the new regions, including the counties within each region, and the corresponding field representative's contact information.

### **Field Representative Specialization**

In an effort to further streamline issue resolution, the field representatives will be specializing in a group of provider types. The field representatives have specialized knowledge about their assigned provider types, allowing them to most efficiently and effectively address provider inquiries. Refer to Attachment 2 for a list of the provider types assigned to each field representative.

To better direct inquiries, as of January 1, 2010, providers should contact the field representative in their region who specializes in their provider type. Refer to Attachment 3 for a map that combines the region and specialization information for all of the field representatives.

### **Provider Education**

The field representatives' primary focus is provider education. They provide information on ForwardHealth programs and topics in the following ways:

- Conducting provider training sessions throughout the state.

- Providing training and information for newly certified providers and/or new staff.
- Participating in professional association meetings.

Providers may also contact the field representatives if there is a specific topic, or topics, on which they would like to have an individualized training session. This could include topics such as use of the ForwardHealth Portal (information about claims, enrollment verification, and prior authorization [PA] requests on the Portal). Refer to the Providers Trainings page of the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) for the latest information on training opportunities.

### ***Additional Inquiries***

Providers are encouraged to initially obtain information through the Portal, WiCall, and Provider Services. If these attempts are not successful, field representatives may be contacted for the following types of inquiries:

- Claims, including discrepancies regarding enrollment verification and claim processing.
- Provider Electronic Solutions (PES) claims submission software.
- Claims processing problems that have not been resolved through other channels (e.g., telephone or written correspondence).
- Referrals by a Provider Services telephone correspondent.
- Complex issues that require extensive explanation.

Field representatives primarily work outside their offices to provide on-site service; therefore, providers should be prepared to leave a complete message when contacting field representatives, including all pertinent information related to the inquiry. Member inquiries should not be directed to field representatives. Providers should refer members to Member Services at (800) 362-3002.

If contacting a field representative by e-mail, providers should ensure that no individually identifiable health information, known as protected health information (PHI), is included in the message. Protected health

information can include things such as the member's name combined with his or her identification number or Social Security number.

### **Other Provider Resources**

In addition to the field representatives, providers can access the following resources as needed:

- Provider Services.
- ForwardHealth Portal.
- *ForwardHealth Updates*.
- Online Handbook.

Refer to the Provider Services and Resources Reference guide (available on the Portal at [www.forwardhealth.wi.gov/kw/pdf/ProviderServicesandResources.pdf](http://www.forwardhealth.wi.gov/kw/pdf/ProviderServicesandResources.pdf)) for a list of additional services and resources available to providers and members with contact information and hours of availability.

### ***Provider Services***

The Provider Services Call Center is organized to include program-specific and service-specific assistance to providers. The Provider Services call center supplements the Portal and WiCall by providing information on the following:

- Billing and claim submissions.
- Certification.
- Coordination of benefits (e.g., verifying a member's other health insurance coverage).
- Assistance with completing forms.
- Assistance with remittance information and claim denials.
- Policy clarification.
- Prior authorization status.
- Verifying covered services.

### ***ForwardHealth Portal***

The Portal is available for providers to access information 24 hours a day, seven days a week at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/). The Portal contains areas that are accessible to the general public as well as areas

that require a secure login ID for providers. The following functions and information are available to providers through the Portal:

- Provider certification applications.
- Links to service-specific information including the following:
  - Online Handbook.
  - Maximum allowable fee schedules.
  - Member enrollment verification.
  - Claim submission and adjustments (for most provider types).
  - Portal PA.
  - Remittance Advice.
  - Portal Messages.
  - Training information and registration.

### ***ForwardHealth Updates***

*Updates* are the first source of provider information. *Updates* announce the latest information on policy and coverage changes, PA submission requirements, claims submission requirements, and training announcements.

The *ForwardHealth Update Summary* is distributed on a monthly basis and contains an overview of *Updates* published that month. Providers with a Portal account will be notified through their Portal mailbox when the *Update Summary* is available on the Portal. Providers without a Portal account will receive a paper copy of the *Update Summary* unless they have opted out of receiving paper publications. Providers may obtain copies of *Updates* listed in the *Update Summary* from the Portal. Providers without Internet access may call Provider Services to request a paper copy of an *Update*. To expedite the call, correspondents will ask providers for the *Update* number. Providers should allow seven to 10 business days for delivery.

### ***E-Mail Subscription Service***

Providers and other interested parties may register on the Portal to receive e-mail notifications about new provider publications. Users are able to select by program and provider type which publication

notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription. Providers who sign up for an e-mail subscription will continue to receive paper copies of the monthly *Update Summary* unless they have a Portal account or have opted out of receiving paper publications. Users may sign up for an e-mail subscription by going to the Providers page of the Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/), and click the "Subscribe to Provider Notifications" link in the Quick Links box.

### ***The Online Handbook***

Revisions to policy information are incorporated into the Online Handbook immediately after policy changes have been issued in *Updates*.

- The Online Handbook is the single source for all policy and billing information for ForwardHealth located in one centralized place.
- Information can be sorted based on user-entered criteria, such as program and provider type.
- An archived section is included, so providers can research past policy changes.

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

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# ATTACHMENT 1

## Provider Relations Field Representatives Assigned Territories and Contact Information

Region	Counties			Assigned Field Representatives and Contact Information
<b>Northwest Wisconsin</b>	Ashland Barron Bayfield Buffalo Burnett Chippewa Clark Douglas Dunn Eau Claire	Jackson Iron Lincoln Marathon Oneida Pepin Pierce Polk Portage	Price Rusk Sawyer St. Croix Taylor Trempealeau Vilas Washburn Wood	Denise Kruswicki Telephone: (715) 694-2114 E-mail address: <i>Denise.Kruswicki@wisconsin.gov</i>  Jacy Imilkowski Telephone: (608) 221-4746, ext. 83187 E-mail address: <i>Jacy.Imilkowski@wisconsin.gov</i>
<b>Northeast Wisconsin</b>	Brown Calumet Door Florence Forest Green Lake Fond du Lac	Kewaunee Langlade Manitowoc Marinette Menominee Marquette Oconto	Outagamie Shawano Sheboygan Waupaca Waushara Winnebago	Lori L. Hock Telephone: (920) 634-6450 E-mail address: <i>Lori.Hock@wisconsin.gov</i>  Shawn Thomas Telephone: (608) 221-4746, ext. 83460 E-mail address: <i>Shawn.Thomas@wisconsin.gov</i>
<b>Southwest Wisconsin</b>	Adams Columbia Crawford Dane Grant	Green Iowa Juneau La Crosse Lafayette	Monroe Richland Sauk Vernon	Jude Benish Telephone: (608) 836-9428 E-mail address: <i>Judy.Benish@wisconsin.gov</i>  Cindy Drury Telephone: (608) 929-4030 E-mail address: <i>Cynthia.Drury@wisconsin.gov</i>
<b>Southeast Wisconsin</b>	Dodge Jefferson Kenosha	Ozaukee Racine Rock	Walworth Washington Waukesha	Vicky Murphy Telephone: (608) 756-1422 E-mail address: <i>Vicky.Murphy@wisconsin.gov</i>  Charmaine Henderson Telephone: (608) 221-4746, ext. 83062 E-mail address: <i>Charmaine.Henderson@wisconsin.gov</i>

<b>Region</b>	<b>Counties</b>	<b>Assigned Field Representatives and Contact Information</b>
<b>Milwaukee County</b>	Milwaukee	Teresa Miller Telephone: (262) 895-4518 E-mail address: <i>Teresa.Miller@wisconsin.gov</i>  Maria Schwartz Telephone: (262) 695-1915 E-mail address: <i>Maria.Schwartz@wisconsin.gov</i>
<b>Service Area/Program Covered</b>	<b>Coverage Area</b>	<b>Assigned Field Representative and Contact Information</b>
<b>Dental</b>	Entire state	Joan Buntin Telephone: (715) 675-3190 E-mail address: <i>Joan.Buntin@wisconsin.gov</i>
<b>Wisconsin Well Woman Program</b>	Entire state	Stacy Bernd Telephone: (608) 221-4746, ext. 83068 E-mail address: <i>Stacy.Bernd@wisconsin.gov</i>
<b>Wisconsin Chronic Disease Program</b>	Entire state	Stacy Bernd Telephone: (608) 221-4746, ext. 83068 E-mail address: <i>Stacy.Bernd@wisconsin.gov</i>

*Note:* Border-status and out-of-state providers should contact the field representative in the territory closest to their location.

# ATTACHMENT 2

## Provider Relations Field Representatives Specialty Assignments

<b>Field Representatives Assigned to Specialty Group 1:</b> Jude Benish, Lori L. Hock, Denise Kruswicki, Vicky Murphy, Maria Schwartz	
<b>Field Representatives Assigned to Specialty Group 2:</b> Cindy Drury, Charmaine Henderson, Jacy Imilkowski, Teresa Miller, Shawn Thomas	
Specialty Group 1	Specialty Group 2
Ambulatory Surgery Centers	Ambulance
Anesthesiology	Audiologist, Speech and Hearing Clinic, and Hearing Instrument Specialist
Federally Qualified Health Centers	Case Management and High Cost Medically Complex Case Management
Home Health	Child Care Coordination
Hospice	Chiropractic
Hospitals and Institutions for Mental Disease	End-Stage Renal Disease Services
Medical Equipment Vendors and Individual Medical Supply Providers	Family Planning Clinic
Nursing Homes	HealthCheck
Nurses in Independent Practice and Respiratory Care Services	Independent Labs
Nurse Midwives	Mental Health and Substance Abuse, Narcotic Treatment Services, Day Treatment, Crisis Intervention/Comprehensive Community Services/Community Support Programs
Personal Care	Optometrist, Optician
Physicians, Physician Assistants, and Nurse Practitioners	Pharmacy
Physician Clinics	Physical Therapy, Occupational Therapy, and Speech-Language Pathology, Therapy Group, Rehabilitation Agency
Portable X-Ray	Podiatry
Rural Health Clinics	Prenatal Care Coordination
	School-Based Services
	Specialized Medical Vehicle
	Tuberculosis-Related Services

# **ATTACHMENT 3**

## **Provider Relations Field Representatives Region and Specialty Assignment Map**

(A copy of the Provider Relations Field Representatives map is located on the following page.)



# Provider Relations Field Representatives

## Dental (entire state):

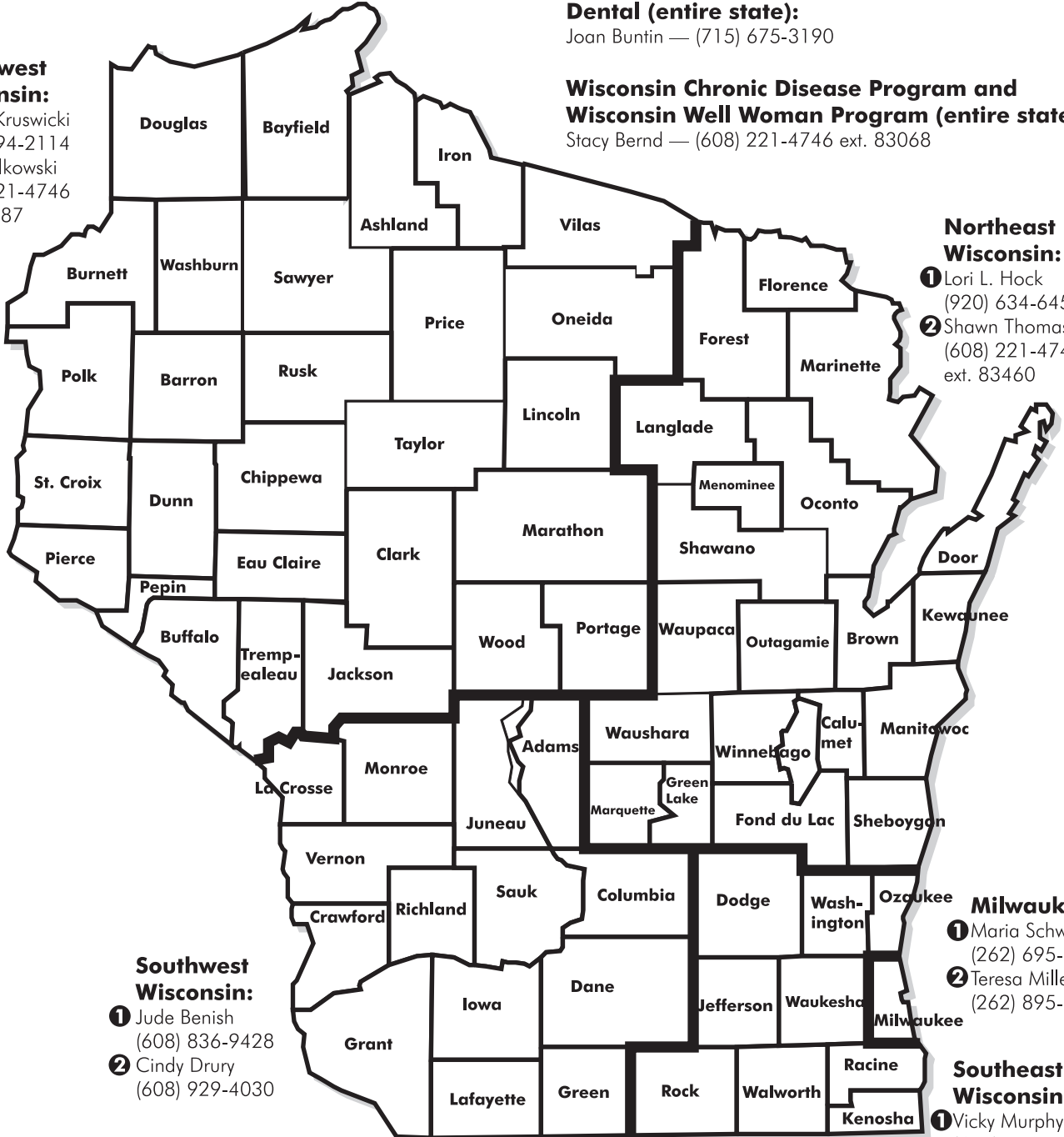
Joan Buntin — (715) 675-3190

## Wisconsin Chronic Disease Program and Wisconsin Well Woman Program (entire state):

Stacy Bernd — (608) 221-4746 ext. 83068

## Northwest Wisconsin:

- 1 Denise Kruswicki (715) 694-2114
- 2 Jacy Imilkowski (608) 221-4746 ext. 83187



## Northeast Wisconsin:

- 1 Lori L. Hock (920) 634-6450
- 2 Shawn Thomas (608) 221-4746 ext. 83460

## Southwest Wisconsin:

- 1 Jude Benish (608) 836-9428
- 2 Cindy Drury (608) 929-4030

## Milwaukee:

- 1 Maria Schwartz (262) 695-1915
- 2 Teresa Miller (262) 895-4518

## Southeast Wisconsin:

- 1 Vicky Murphy (608) 756-1422
- 2 Charmaine Henderson (608) 221-4746 ext. 83062

**Note:** Border-status and out-of-state providers should contact the field representative in the territory closest to their location.

## Specialty Group 1:

Ambulatory Surgery Centers, Anesthesiology, Federally Qualified Health Centers, Home Health, Hospice, Hospitals and Institutions for Mental Disease, Medical Equipment Vendors and Individual Medical Supply Providers, Nursing Homes, Nurses in Independent Practice and Respiratory Care Services, Nurse Midwives, Personal Care, Physicians, Physician Assistants, and Nurse Practitioners, Physician Clinics, Portable X-Ray, Rural Health Clinics

## Specialty Group 2:

Ambulance, Audiologist, Speech and Hearing Clinic, and Hearing Instrument Specialist, Case Management and High Cost Medically Complex Case Management, Child Care Coordination, Chiropractic, End-Stage Renal Disease Services, Family Planning Clinic, HealthCheck, Independent Labs, Mental Health and Substance Abuse, Narcotic Treatment Services, Day Treatment, Crisis Intervention/Comprehensive Community Services/Community Support Programs, Optometrist, Optician, Pharmacy, Physical Therapy, Occupational Therapy, and Speech-Language Pathology, Therapy Group, Rehabilitation Agency, Podiatry, Prenatal Care Coordination, School-Based Services, Specialized Medical Vehicle, Tuberculosis-Related Services