

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

To: All Providers, HMOs and Other Managed Care Programs

2010 ForwardHealth Portal Fundamentals Training Available

Beginning in January 2010, the Department of Health Services will be conducting ForwardHealth Portal Fundamentals training. These training sessions are for all providers and billing staff and are intended to provide a basic introduction to, and overview of, the public and secure areas of the Portal. Attendees are required to have established a provider Portal account. Registration for these sessions is required.

ForwardHealth Portal Fundamentals Training

ForwardHealth Portal Fundamentals training sessions are for all providers and billing staff and are intended to provide a basic introduction to, and overview of, the public and secure areas of the ForwardHealth Portal.

The following topics will be covered:

- Portal overview and information about managing Portal accounts.
- Provider certification and recertification via the Portal.
- Claims (how to submit a claim, how to research a denied claim).
- Prior authorization (PA) (an introduction to submitting a PA request, how to check the status of a PA request).
- Enrollment verification (information available through enrollment verification, tips for searching for enrollment information).
- Maximum allowable fee schedules (how to access and search fee schedules).

- Communications (overview of information available, review of where to find this information on the Portal).

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.

Training Registration

Providers are required to register online or by telephone prior to attending any of the scheduled training sessions; however, the Department of Health Services does not charge a fee for attending. Providers with Internet access are strongly encouraged to use online registration.

Online Registration

Providers may register online by going to the Portal and accessing the Providers Trainings page 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.

Online registration opens approximately six weeks prior to a training date. Refer to the online registration page for more information.

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 Providers Trainings page of the Portal at www.forwardhealth.wi.gov/. Under Provider Trainings, search for the title of the training session and click the Webcast Training link.

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.

Additional Training Opportunities

As the year progresses, there will be additional provider training opportunities. For information on all available training sessions, providers are encouraged to access the Providers Trainings page of the Portal at www.forwardhealth.wi.gov/. The Trainings page includes the most current list of training sessions, including

covered topics, dates, times, locations, and 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 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/.

P-1250

ATTACHMENT

2010 ForwardHealth Portal Fundamentals Training Schedule

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.)	January 20, 2010 April 21, 2010 July 21, 2010 December 15, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.
Country Springs Hotel 2810 Golf Rd Waukesha WI 53072 (262) 547-0201	February 24, 2010 May 12, 2010 August 18, 2010 November 10, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.
Holiday Inn Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211	March 17, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. September 14, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:30 p.m.
Holiday Inn Select 150 S Nicolet Rd Appleton WI 54914 (920) 735-9955	March 24, 2010 November 17, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:30 p.m.

Location	Date and Time
<p>Westwood Conference Center 1800 Westwood Center Blvd Wausau WI 54401 (715) 847-9200</p>	<p>May 5, 2010 Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 4:30 p.m.</p>
<p>The Inn on Lake Superior 350 Canal Park Dr Duluth MN 55802 (218) 726-1111</p>	<p>June 16, 2010 October 20, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m.</p>
<p>The Waters of Minocqua 8116 Hwy 51 South Minocqua WI 54548 (715) 358-4000</p>	<p>September 15, 2010 Check-in — 8:00 a.m. to 8:30 a.m. Training — 8:30 p.m. to 12:00 p.m.</p>