# ForwardHealth
## Wisconsin serving you

**Affected Programs:** BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program
**To:** All Providers, HMOs and Other Managed Care Programs

# Effective May 1, 2010, Remittance Advice Will No Longer Be Mailed and Will Only Be Available on the ForwardHealth Portal

Effective May 1, 2010, printing and mailing of the paper Remittance Advice (RA) will be discontinued. ForwardHealth will continue to provide RAs to providers electronically on their secure ForwardHealth provider Portal account. In March 2010, ForwardHealth will be conducting training sessions on RAs available on the Portal for providers and billing staff. Training session topics, locations, dates, and times are included in this *ForwardHealth Update*.

## Paper Remittance Advice Discontinued

As a result of the BadgerCare Plus and Medicaid Rate Reform project, ForwardHealth will discontinue printing and mailing the paper Remittance Advice (RA). Effective May 1, 2010, providers, except those listed as provider exceptions in this *ForwardHealth Update*, will be required to access their secure ForwardHealth provider Portal account to obtain their RAs.

Remittance Advices are currently accessible to providers in text (TXT) format via the secure Provider area of the Portal. This is not changing; however, providers will also be able to download the RA from their secure provider Portal account in a new comma-separated values (CSV) format.

This *Update* includes information on the following:
- Creating a Provider Portal account.

- Transitioning from paper RAs to electronic RAs.
- Downloading RAs from the Portal.
- Training sessions.

This *Update* applies to all ForwardHealth programs, BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program (WCDP), and Wisconsin Well Woman Program (WWWP).

The information in this *Update* refers to RAs only and does not replace or change the 835 Health Care Claim Payment/Advice.

## Provider Exceptions

Remittance Advice on the Portal will not be available to the following providers because these providers are not allowed to establish Portal accounts by their Provider Agreements:
- In-state emergency providers.
- Out-of-state providers.
- Out-of-country providers.

Provider exceptions will continue to receive paper RAs as they do currently.

**Department of Health Services**

### Transitioning from Paper to Electronic

To facilitate the transition from paper to electronic RAs, ForwardHealth will print and mail paper RAs *and* post RAs to provider Portal accounts during the month of April 2010. Effective for RAs produced on and after May 1, 2010, paper RAs will no longer be mailed to providers.

### Remittance Advice

Providers may view their RA from their secure provider Portal account. Providers may choose from the existing TXT file or the new CSV data file. Both the CSV and TXT versions of the RA will be generated per financial payer like the current paper RAs.

Refer to Attachment 1 of this *Update* for a comparison of the CSV and TXT versions of the RA.

An Electronic Remittance Advice User Guide and Frequently Asked Questions will be posted on the Portal for more information.

### *Comma-Separated Values Downloadable File*

A CSV file is a file format accepted by a wide range of computer software programs. Downloadable CSV-formatted RAs allow providers the benefits of building a customized RA and saving the file to their computer for their use. The CSV file on a provider's Portal will appear as linear text separated by commas until it is downloaded into a compatible software program. Once downloaded, the file may be saved to a user's computer and manipulated. To access the CSV file, providers should select the new "View Remittance Advices" menu at the top of the provider's Portal home page.

The CSV files will be listed by RA number and RA date. A separate CSV file will be listed for the last 10 RAs. Providers can select specific sections of the RA, within each RA date, to be downloaded, making the information easy to read and to organize.

The CSV file may be downloaded into a Microsoft® Office Excel spreadsheet or into another compatible software program, such as Microsoft® Office Access or OpenOffice 2.2.1. OpenOffice is a free software program obtainable from the Internet. Google Docs and ZDNet also offer free spreadsheet applications. Microsoft® Office Excel, a widely used program, is a spreadsheet application for Microsoft® Windows and Mac OS X. For maximum file capabilities when downloading the CSV file, the 1995 Office Excel for Windows (Version 7.0) included in Office 95 or a newer version is recommended. Earlier versions of Microsoft® Office Excel will work with the CSV file; however, files exceeding 65,000 lines may need to be split into smaller files when downloading using earlier versions. Microsoft® Office Access can manage larger data files.

ForwardHealth is publishing an Electronic Remittance Advice User Guide and a Comma-Separated Values User Guide. The Comma-Separated Values User Guide will include instructions on the following Microsoft® Office Excel functions that can be used to manipulate RA data downloaded from the CSV file:
* Creating tabs.
* Formatting dollar amounts.
* Hiding columns.
* Searching data.
* Setting print area.

### *Text Format File*

The TXT format file is currently available to providers via their secure provider Portal account and will not be changing. The TXT format file looks like the paper RA with the same fields of information in the same sequence.

The TXT format file is listed by RA number and RA date on the secure provider Portal account in the new "View Remittance Advices" menu at the top of the provider's Portal home page. Remittance Advice from the last 97 days will be available in the TXT format. When a user clicks on an RA to review, a pop-up

window displays asking if the user would like to "Open" or "Save" the file. If "Open" is chosen, the document will be opened using the application that the user's personal computer has associated with opening text documents. If "Save" is chosen, the "Save As" window will open. The user can then browse to a location on their computer or network to save the document.

Users should be aware that "Word Wrap" must be turned off in the Notepad application. If it is not, it will cause distorted formatting. Also, users may need to resize the Notepad window in order to see all of the data. If providers want to print their files, they must ensure that the "Page Setup" application is set to the "Landscape" setting; otherwise the printed document will not include all the information.

## Explanation of Benefits

Explanation of Benefit (EOB) codes will be listed in the CSV file; however, text corresponding to the codes will not appear in the file. A document matching standard EOB codes to explanation text will be available on the Portal for reference.

Explanation of Benefit codes and description will be listed in the TXT file as they are on the paper RA.

## Remittance Advice Banner Messages

Banner messages for providers that are currently posted at the beginning of the paper RA will continue to appear on the TXT file, but not on the CSV file. Beginning July 1, 2010, banner messages will be posted in the new "View Remittance Advices" menu on the provider's secure Portal account.

## Creating a Portal Account

The Portal is available to all providers, including providers for BadgerCare Plus, Medicaid, SeniorCare, WCDP, and WWWP. Because the RA contains protected health information, providers will be required to have a secure ForwardHealth provider Portal account in order to access and download their RAs. The secure

Portal allows providers to conduct business and exchange electronic transactions with ForwardHealth. A separate Portal account is required for each financial payer.

Providers who do not have a provider Portal account may go to the ForwardHealth Portal at *www/forwardhealth.wi.gov/* to request one by selecting the Providers icon, clicking the "Request Portal Access" link under "Quick Links," and entering provider information in the required fields, including Provider ID, taxonomy code, financial payer, and Social Security number or tax ID.

Providers may refer to the ForwardHealth Portal Account Users Guide on the References and Tools page of the Providers area of the Portal for more instructions on creating a Portal account. For additional assistance, providers may call the Portal Helpdesk at (866) 908-1363.

Providers are required to have signed the new Provider Agreement before establishing a provider Portal account.

## Training Sessions

In March 2010, ForwardHealth will be conducting training sessions on electronic RAs for providers and billing staff. All attendees are required to register prior to attending any of the scheduled training sessions; however, there is not a fee for attending. Refer to the Trainings page on the Providers area of the Portal for more information on training sessions. Attendees are strongly encouraged to have their provider Portal account established prior to attending training sessions.

The following topics will be covered in the RA training sessions:
- Deciphering and downloading the CSV file.
- Free CSV-compatible software.
- Reading the RA in both formats.
- Reading recoupments and adjustments.

- Useful Microsoft® Office Excel functions for downloading the CSV file.
- Where to find EOB Codes.

Refer to Attachment 2 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. 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 Trainings page on the Providers area of the Portal. 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 Trainings page on the Providers area of the Portal. 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.

# ATTACHMENT 1
# Comparisons of the Comma-Separated Values and Text Versions of the Remittance Advice

| Comparison | Comma-Separated Values Format | Text Format |
|---|---|---|
| Where to obtain Remittance Advices (RAs) and when available | From secure provider Portal accounts, the new "Remittance Advice" menu, on and after April 1, 2010. | From secure provider Portal accounts now. |
| How RAs will be listed on provider Portal accounts | Listed by RA number and RA date. | Listed by RA number and RA date. |
| How far back will RA information be available? | A separate file will be listed for the last 10 RAs for each provider Portal account. | Remittance information from the last 97 days for each provider Portal account. |
| Software Compatibility | May be downloaded into a Microsoft® Office Excel (Excel) spreadsheet or into another compatible software program, such as Microsoft® Office Access or OpenOffice 2.2.1. | When opening the file only, the document will open in the application the user has associated with opening text documents.<br><br>When saving the file, the user can browse on his or her computer or network to save the document. |
| File Formatting | Contains the same fields of information as the paper RA. Specific sections of the RA can be selected or the full RA can be downloaded. Once downloaded into a comma-separated values (CSV)-compatible software program, the data can be organized by the provider, as desired. | Looks like the paper RA with the same fields of information in the same sequence. |
| Explanation of Benefits (EOB) | Listed without the text corresponding to the codes. A document matching standard EOB codes to explanation text will be available on the Portal for reference. | Listed as they are currently on the paper RA. |
| RA Banner Messaging | Will not appear in the CSV file. Beginning July 1, 2010, banner messages will be displayed in the new "Remittance Advice" menu on the provider's secure Portal account. | Appear as they currently do at the beginning of the paper RA. |

# ATTACHMENT 2
# Electronic Remittance Advice Training Schedule

| Location | Date and Time |
|---|---|
| Lac Courte Oreilles Convention Center<br>13767 West County Rd B<br>**Hayward** WI 54843<br>(800) 422-2175 | **March 3, 2010**<br>Check-in — 8:30 a.m. to 9:00 a.m.<br>Training — 9:00 a.m. to 11:30 a.m. |
| Metropolis Hotel<br>5150 Fairview Dr<br>**Eau Claire** WI 54701<br>(888) 861-6001 | **March 4, 2010**<br>Check-in — 8:30 a.m. to 9:00 a.m.<br>Training — 9:00 a.m. to 11:30 a.m. |
| Holiday Inn Hotel & Conference Center<br>1001 Amber Ave<br>**Stevens Point** WI 54482<br>(715) 344-0200 | **March 9, 2010**<br>Check-in — 8:30 a.m. to 9:00 a.m.<br>Training — 9:00 a.m. to 11:30 a.m. |
| Radisson Hotel & Conference Center<br>2040 Airport Dr<br>**Green Bay** WI 54313<br>(920) 494-7300 | **March 10, 2010**<br>Check-in — 8:30 a.m. to 9:00 a.m.<br>Training — 9:00 a.m. to 11:30 a.m. |
| Holiday Inn Select<br>150 S Nicolet Rd<br>**Appleton** WI 54914<br>(920) 735-9955 | **March 11, 2010**<br>Check-in — 8:30 a.m. to 9:00 a.m.<br>Training — 9:00 a.m. to 11:30 a.m. |
| The Olin Center<br>206 E Olin Ave<br>**Madison** WI 53713<br>(800) 947-9627<br>*(Parking is at the side of the building; enter at the doors with the HP® sign.)* | **March 16, 2010**<br>**March 17, 2010**<br>Morning Check-in — 8:30 a.m. to 9:00 a.m.<br>Morning Training — 9:00 a.m. to 11:30 a.m.<br>Afternoon Check-in — 1:00 p.m. to 1:30 p.m.<br>Afternoon Training — 1:30 p.m. to 4:00 p.m. |
| Country Springs Hotel<br>2810 Golf Rd<br>**Waukesha** WI 53187<br>(262) 547-0201 | **March 23, 2010**<br>Morning Check-in — 8:30 a.m. to 9:00 a.m.<br>Morning Training — 9:00 a.m. to 11:30 a.m.<br>Afternoon Check-in — 1:00 p.m. to 1:30 p.m.<br>Afternoon Training — 1:30 p.m. to 4:00 p.m. |