

Affected Programs: BadgerCare Plus, Medicaid

To: All Providers, HMOs and Other Managed Care Programs

2010 Introduction to BadgerCare Plus and Medicaid Training Available

The Department of Health Services (DHS) is conducting Introduction to BadgerCare Plus and Medicaid training sessions beginning in June and continuing through November 2010. These training sessions are for new providers or new staff at current providers who would like to increase their knowledge of BadgerCare Plus and Medicaid.

Registration for these sessions is required; however, the DHS does not charge a fee for attending. Seating is limited, so providers should register early.

Introduction to BadgerCare Plus and Medicaid Training Sessions

Beginning in June and continuing through November 2010, the Department of Health Services (DHS) will conduct Introduction to BadgerCare Plus and Medicaid training sessions for providers. These training sessions are for new providers or new staff at current providers who would like to increase their knowledge of BadgerCare Plus and Medicaid.

Topics Covered

The training sessions will provide attendees with general, all-provider information. The following topics will be covered:

- Overview of the ForwardHealth Portal.
- Provider resources.
- Provider certification and ongoing responsibilities.
- Member enrollment categories.
- Coordination of benefits.
- Prior authorization.
- Claims submission.

- Covered and noncovered services.
- Managed care organizations (MCOs).

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.

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 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.

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 Introduction to BadgerCare Plus and Medicaid Training Session heading, and click the Webcast Training link. The recorded session will be available at the end of July.

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.

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 MCO. 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

2010 Introduction to BadgerCare Plus and Medicaid Training Sessions Schedule

Location	Date and Time
<p style="text-align: center;">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.)</p>	<p style="text-align: center;">June 16, 2010 November 10, 2010 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.</p>
<p style="text-align: center;">Holiday Inn Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211</p>	<p style="text-align: center;">September 14, 2010 Check-in — 8:30 p.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.</p>
<p style="text-align: center;">Holiday Inn Express 4210 Barbican Ave Weston WI 54476 (715) 359-1280</p>	<p style="text-align: center;">September 15, 2010 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.</p>
<p style="text-align: center;">Radisson Hotel & Conference Center 2040 Airport Dr Green Bay WI 54313 (920) 494-7300</p>	<p style="text-align: center;">September 16, 2010 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.</p>