

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

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

## 2010 Provider Training Opportunities

Throughout 2010, provider training sessions will be held at various locations around the state on the following topics:

- ForwardHealth Portal Fundamentals.
- Provider Electronic Solutions (PES) claims submission software.
- Introduction to BadgerCare Plus and Medicaid.
- ForwardHealth Benefit Plans.
- Electronic Remittance Advice.

As the year progresses, there will be additional provider training opportunities. For information on all available training sessions, providers are encouraged to access the newly redesigned Providers Trainings page of the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

### 2010 Provider Training Opportunities

Throughout 2010, the Department of Health Services (DHS) will offer provider training sessions on various topics throughout the state. The Providers Trainings page of the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) includes the most current list of training sessions, including who should attend the sessions, covered topics, dates, times, locations, and registration information.

### Ongoing Training Sessions

There are several training sessions offered each year throughout the year providing general information about the various ForwardHealth programs, the Portal, and other important provider topics.

The following list is a sample of the ongoing training sessions currently offered:

- **ForwardHealth Portal Fundamentals:** These sessions provide a basic introduction to, and overview of, the ForwardHealth Portal for all providers and billing staff.
- **Provider Electronic Solutions (PES) Claims Submission Software:** These sessions are for all providers who are using, or who would like to use, PES software. The PES software is free Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant claims submission software offered by the DHS.
- **Introduction to BadgerCare Plus and Medicaid:** These sessions are for new providers or new staff at current providers who would like to increase their knowledge of BadgerCare Plus and Medicaid.
- **ForwardHealth Benefit Plans:** These sessions are for all providers and will address covered and noncovered services and copayment information about the following ForwardHealth benefit plans:
  - ✓ Wisconsin Medicaid.
  - ✓ BadgerCare Plus Benchmark Plan.
  - ✓ BadgerCare Plus Core Plan.
  - ✓ BadgerCare Plus Standard Plan.
  - ✓ Wisconsin Chronic Disease Program.
  - ✓ Wisconsin Well Woman Medicaid.
  - ✓ Wisconsin Well Woman Program.

- ✓ Limited benefit programs (such as Family Planning Waiver, SeniorCare, and the Tuberculosis-Related Services-Only Benefit).
- **Electronic Remittance Advice (RA):** These sessions are for all providers and will cover how to download and read the electronic RA in both available formats.

### ***Provider-Specific Sessions***

Provider-specific training sessions may be offered at various times throughout the year. Providers are encouraged to go to the Providers Trainings page of the Portal periodically to review the latest provider-specific training offerings.

### **Redesigned Trainings Page**

The Providers Trainings Portal page has been redesigned to make finding training information even easier. Enhancements include the following:

- Training information is divided into sections sorted by types of training sessions (either ongoing or provider-specific sessions), as well as a list of available Webcasts (recorded training sessions).
- An Archived section where information on previous training sessions can be found.

Once a training session link is selected, the training information page is displayed. This page supplies the following information:

- The associated *ForwardHealth Update* regarding the training session.
- Training materials (such as a copy of the presentation).
- Registration information (including online registration).

### **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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