

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

To: All Providers, HMOs and Other Managed Care Programs

Payment Information Will Be Released to the ForwardHealth Portal, to WiCall, and to the 835 Health Care Claim Payment/Advice Simultaneously

Effective with the May 28, 2010, financial cycle, ForwardHealth will release payment information to the ForwardHealth Portal, to WiCall, and to the 835 Health Care Claim Payment/Advice at the same time.

Release of Payment Information

As previously published, beginning on May 1, 2010, paper Remittance Advices (RAs) will no longer be printed and mailed. ForwardHealth will provide RAs to providers and trading partners electronically on their secure ForwardHealth provider Portal account.

As a result of this initiative, ForwardHealth will be changing the timing in which payment information is released to providers and trading partners. Currently payment information may be released at different times. Effective May 28, 2010, for all financial cycles, ForwardHealth will release payment information to the Portal, to WiCall, and to the 835 Health Care Claim Payment/Advice (835) simultaneously. Payment information generally will be released no sooner than the first state business day following the financial cycle.

Note: Payment information for the May 28, 2010, Medicaid financial cycle will be released on Tuesday,

June 1, 2010, because Monday, May 31, 2010, is a holiday.

This *ForwardHealth Update* applies to the financial cycles for all ForwardHealth programs:

- Wisconsin Medicaid (Wisconsin Medicaid is the financial payer for Wisconsin Medicaid, BadgerCare Plus, and SeniorCare).
- Wisconsin Chronic Disease Program.
- Wisconsin Well Woman Program.

Remittance Advice Information on the ForwardHealth Portal

Remittance Advice is available to providers via their secure provider Portal accounts in text (TXT) and comma-separated values (CSV) formats. The Portal is available for providers to access information 24 hours a day, seven days a week at www.forwardhealth.wi.gov/.

Refer to the February 2010 *Update* (2010-03), titled “Effective May 1, 2010, Remittance Advice Will No Longer Be Mailed and Will Only Be Available on the ForwardHealth Portal,” for more information on electronic RAs.

Remittance Advice via WiCall

WiCall, ForwardHealth's Automated Voice Response system, gathers inquiry information from callers through voice prompts and accesses ForwardHealth interChange to retrieve and "speak" back requested ForwardHealth information, including CheckWrite information. Providers can access WiCall 24 hours a day, seven days a week by calling (800) 947-3544. Currently, newly released payment information via WiCall may be available to providers on the weekend immediately following the financial cycle. Effective May 28, 2010, newly released payment information via WiCall will no longer be available prior to the first state business day following the financial cycle.

Remittance Advice in the 835 Health Care Claim Payment/Advice

Electronic remittance information for trading partners may be obtained using the 835 transaction, including information regarding processed claims and adjustments, regardless of whether they are reimbursed or denied. Currently, newly released payment information on the 835 may be available to providers on the weekend immediately following the financial cycle. Effective May 28, 2010, newly released payment information on the 835 will no longer be available prior to the first state business day following the financial cycle.

Electronic Funds Transfer

Providers are reminded that ForwardHealth offers Electronic Funds Transfer (EFT) payments to providers and state-contracted managed care organizations who participate in any ForwardHealth program. Electronic Funds Transfer is secure, eliminates paper, and reduces the uncertainty of possible delays in mail delivery.

Refer to the ForwardHealth Portal Electronic Funds Transfer User Guide and the Electronic Funds Transfer Fact Page on the References and Tools page of the Providers or Managed Care Organization areas of the Portal at www.forwardhealth.wi.gov/ for instructions and more information about EFT enrollment.

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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