

Affected Programs: BadgerCare Plus, Medicaid
To: Dentists, HMOs and Other Managed Care Programs

Portal Fundamentals Training Sessions for Dentists

The Department of Health Services will be conducting ForwardHealth Portal Fundamentals training for dentists beginning in July 2010. These training sessions will provide an overview of the public and secure areas of the Portal, as well as a specific focus on the newly available Portal claims functions for dentists. Registration for these sessions is required.

ForwardHealth Portal Fundamentals Training for Dentists

The Department of Health Services (DHS) will be conducting ForwardHealth Portal Fundamentals training for dentists beginning in July 2010. These training sessions will provide an overview of the public and secure areas of the Portal, as well as a specific focus on the newly available Portal claims functions for dentists.

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, adjust, resubmit, copy, and research a 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).

Dentists who have already attended an all-provider Portal Fundamentals training session are encouraged to attend these sessions as they will cover the new Portal claims submission and adjustments functions for dentists.

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 DHS 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.

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.

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. 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 ForwardHealth Portal Fundamentals for Dentists Training Schedule

Location	Date and Time
Holiday Inn Select 150 S Nicolet Rd Appleton WI 54914 (920) 735-9955	July 12 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
Westwood Conference Center 1800 Westwood Center Blvd Wausau WI 54401 (715) 847-9200	July 13 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
Holiday Inn Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211	July 14 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
Comfort Suites 15586 County Rd B Hayward WI 54843 (715) 634-0700	July 15 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.
Racine Marriott 7111 Washington Ave (Hwy 20) Racine WI 53406 (262) 886-6100	July 20 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.

Location	Date and Time
<p>Country Springs Hotel 2810 Golf Rd Pewaukee WI 53072 (262) 547-0201</p>	<p>July 21 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.</p>
<p>Crowne Plaza Hotel 4402 E Washington Ave Madison WI 53704 (608) 244-4703</p>	<p>July 22 Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 12:00 p.m.</p>