

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

**To:** Blood Banks, Dispensing Physicians, Family Planning Clinics, Federally Qualified Health Centers, Individual Medical Supply Providers, Medical Equipment Vendors, Narcotic Treatment Services, Pharmacies, Physician Clinics, Physicians, HMOs and Other Managed Care Programs

## Compound and Noncompound Drug Claim Submissions Using the ForwardHealth Portal

This *ForwardHealth Update* introduces a new claims submission option for providers that may be completed via the secure Provider area of the ForwardHealth Portal.

The ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) is a Web site where providers, trading partners, managed care programs, and partners have access to both public and secure information. The secure areas of the Portal allow all providers to conduct business and exchange electronic transactions with ForwardHealth. The public areas of the Portal contain general information accessible to all users.

The Portal offers providers a more convenient way to submit, adjust, and correct claims, among other claim functions. Providers can now use the new claim features on the Portal to complete the following for drugs and diabetic supplies:

- Submit compound and noncompound drug claims electronically.
- Submit adjustment requests for claims that have been paid by ForwardHealth using the “adjust” button.
- Correct errors on claims submitted to ForwardHealth and resubmit them.
- Copy a previously submitted claim, alter it to reflect the new data, and resubmit it as a new claim.

- Search for and view status of all claims submitted to ForwardHealth.
- Reverse claims as a way to return overpayments to ForwardHealth.

### Compound and Noncompound Drug Claims on the Portal

Providers may submit compound and noncompound drug claims to ForwardHealth via Direct Data Entry (DDE) on the Portal. Direct Data Entry is an online application that allows providers to submit claims directly to ForwardHealth.

Using DDE, providers may submit claims for compound drugs and single-entity drugs. Any provider, including a provider of durable medical equipment (DME) or of disposable medical supplies (DMS) who submits noncompound drug claims, may submit these claims via DDE. All claims, including Point-of-Sale claims, are viewable via DDE.

Providers may submit DDE claims for members enrolled in BadgerCare Plus, Medicaid, SeniorCare, and Wisconsin Chronic Disease Program.

When submitting claims via DDE, required fields are indicated with an asterisk next to the field. If a required field is left blank, the claim will not be accepted and a

message will appear prompting the provider to complete the required field(s). Portal help is available for each online entry screen. In addition, search functions accompany certain fields so providers do not need to look up information in secondary resources.

Providers may search for and select the following on DDE claims for compound and noncompound drugs on the Portal:

- Diagnosis codes.
- National Drug Codes.
- Patient location codes.
- Professional service codes.
- Reason for service codes.
- Result of service codes.

### ***Submitting Claim Adjustments***

Providers may submit claim adjustments via the Portal. Providers may use the search function to find the specific claim to adjust. Once found, the provider can alter the claim to reflect the desired change and resubmit it to ForwardHealth. Any claim ForwardHealth has paid can be adjusted and resubmitted on the Portal, regardless of how the claim was originally submitted.

### ***Correct Errors on Claims and Resubmit to ForwardHealth on the Portal***

Providers are able to view Explanation of Benefits (EOB) codes and descriptions for any claim that is in a pay or denied status. The EOBs help providers determine why a claim did not process successfully, so providers may correct the error online and resubmit the claim. The EOB appears on the bottom of the screen and references the applicable claim header or detail.

For example, the provider might see on his or her Remittance Advice (RA) the detail for a noncompound drug claim was denied with the EOB code indicating that the detail on the claim was not processed due to an error. The provider may then correct the error on the claim via the Portal online screen application and resubmit the claim to ForwardHealth.

### ***Searching for and Viewing All Claims***

All claims are available for viewing on the Portal.

To search and view claims on the Portal, providers may do the following:

- Go to the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).
- Log in to the secure Provider area of the Portal.
- The most recent claims processed by ForwardHealth will be viewable on the provider's home page or the provider may select "claim search" and enter the applicable information to search for additional claims.
- Select the claim the provider wants to view.

### ***Reversing Claims***

Providers may reverse (or void) claims on the ForwardHealth Portal to return overpayments. This way of returning overpayments may be a more efficient and timely way for providers as a reversed claim is a complete recoupment of that claim payment. Once a claim has been reversed, the claim can no longer be adjusted; however, the services provided and indicated on the reversed claim may be resubmitted on a new claim.

If a provider returns an overpayment by mail, reversed claims will have internal control numbers (ICNs) beginning with "67." Overpayments that are adjusted on the Portal will have ICNs that begin with "59."

### ***Pharmacy Special Handling Requests***

Providers should continue to submit pharmacy special handling requests on paper using the Pharmacy Special Handling Request, F-13074 (10/08).

### ***Other Business Enhancements Available on the Portal***

The secure Provider area of the Portal also enables providers to do the following:

- Verify member enrollment.
- View RAs.

- Designate which trading partner is eligible to receive the provider's 835 Health Care Claim Payment/Advice.
- Update and maintain provider file information.
- Receive electronic notifications and provider publications from ForwardHealth.
- Enroll in Electronic Funds Transfer.
- Track provider-submitted PA requests.

### **For More Information**

For questions about pharmacy claim processes and procedures, providers may call Provider Services at (800) 947-9627. Pharmacy providers may also contact Provider Services through the secure area of the Portal by selecting the "Contact Us" link and entering the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail). Provider Services will respond to the inquiry within five business days.

Providers may also call the Portal Helpdesk at (866) 908-1363 for assistance with user accounts and passwords.

### **Information Regarding Managed Care Organizations**

This *Update* contains fee-for-service policy for members enrolled in Medicaid and BadgerCare Plus who receive pharmacy services on a fee-for-service basis only. Pharmacy services for Medicaid members enrolled in the Program of All-Inclusive Care for the Elderly (PACE) and the Family Care Partnership are provided by the member's managed care organization (MCO). Medicaid and BadgerCare Plus HMOs must provide at least the same benefits as those provided under fee-for-service.

Members who are enrolled in the Wisconsin Chronic Disease Program only 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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