

Affected Programs: BadgerCare Plus, Wisconsin Medicaid, SeniorCare

To: Ambulance Providers, Ambulatory Surgery Centers, Anesthesiologist Assistants, Audiologists, Case Management Providers, Certified Registered Nurse Anesthetists, Child Adolescent Day Treatment Providers, Child Care Coordination Providers, Chiropractors, Community Care Organizations, Community Support Programs, Comprehensive Community Service Providers, Crisis Intervention Providers, End-Stage Renal Disease Providers, Family Planning Clinics, Federally Qualified Health Centers, HealthCheck “Other Services” Providers, HealthCheck Providers, Hearing Instrument Specialists, Home Health Agencies, Hospital Providers, Intensive In-Home Mental Health and Substance Abuse Services for Children Providers, Independent Labs, Individual Medical Supply Providers, Master’s Level Psychotherapists, Medical Equipment Vendors, Adult Mental Health Day Treatment Providers, Nursing Homes, Outpatient Mental Health Clinics, Outpatient Substance Abuse Clinics, Narcotic Treatment Services Providers, Nurse Practitioners, Nurse Midwives, Nurses in Independent Practice, Occupational Therapists, Opticians, Optometrists, Personal Care Agencies, Pharmacies, Physical Therapists, Physician Assistants, Physician Clinics, Physicians, Podiatrists, Portable X-ray Providers, Prenatal Care Coordination Providers, Psychiatrists, Psychologists, Rehabilitation Agencies, Rural Health Clinics, School-Based Services Providers, Speech and Hearing Clinics, Speech-Language Pathologists, Substance Abuse Counselors, Substance Abuse Day Treatment Providers, Therapy Groups, HMOs and Other Managed Care Providers

Reimbursement Reduction for Most Paper Claims Submitted to ForwardHealth

Effective for claims received after December 10, 2010, most claims submitted to ForwardHealth on paper will be subject to a reimbursement reduction.

Reimbursement Reduction for Most Paper Claims

As a result of the Medicaid Rate Reform project, ForwardHealth will reduce reimbursement on most claims submitted to ForwardHealth on paper. Effective for claims received after December 10, 2010, most paper claims will be subject up to a \$1.10 reimbursement reduction per claim.

Providers are encouraged to submit claims electronically to avoid this reimbursement reduction. Electronic claims submission:

- Adapts to existing system.
- Allows flexible submission methods.

- Improves cash flow.
- Offers efficient and timely payments.
- Reduces billing and processing errors.
- Reduces clerical effort.

For each claim to which a reimbursement reduction was applied, providers will receive an Explanation of Benefits (EOB) message to notify them of the payment reduction. For claims with reimbursement reductions, the EOB will state the following, “This claim is eligible for electronic submission. Up to a \$1.10 reduction has been applied to this claim payment.”

If a paid claim’s total reimbursement amount is less than \$1.10, ForwardHealth will reduce the payment up to a \$1.10. The claim will show on the Remittance Advice as paid but with a \$0 paid amount.

The reimbursement reduction applies to the following paper claims:

- 1500 Health Insurance Claim Form.
- UB-04 (CMS 1450) Claim Form.
- Compound Drug Claim form, F-13073 (10/08).
- Noncompound Drug Claim form, F-13072 (10/08).

Programs Affected

The reimbursement reduction applies to paper claims submitted to the following programs:

- Wisconsin Medicaid.
- BadgerCare Plus.
- SeniorCare.
- Family Planning Waiver.

The reimbursement reduction does not apply to the following programs:

- Wisconsin Chronic Disease Program.
- Wisconsin Well Woman Program.

Exceptions to Paper Claim Reimbursement Reduction

The reimbursement reduction will not affect the following providers or claims:

- In-state emergency providers.
- Out-of-state providers.
- Medicare crossover claims.
- Any claims that ForwardHealth requires additional supporting information to be submitted on paper.

For example:

- ✓ Hysterectomy claims must be submitted along with a paper Acknowledgement of Receipt of Hysterectomy Information form, F-1160 (10/08).
- ✓ Sterilization claims must be submitted along with a paper Consent for Sterilization form, F-1164 (10/08).
- ✓ Claims submitted to Timely Filing appeals must be submitted on paper with a Timely Filing Appeals Request form, F-13047 (10/08).

- ✓ In certain circumstances, drug claims must be submitted on paper with a Pharmacy Special Handling Request, F-13074 (10/08).

Note: Enhancements for submitting claims electronically through the ForwardHealth Portal will be implemented in the near future. Providers should watch for upcoming publications on these enhancements.

Transitioning from Paper to Electronic Claims Submission

Providers are encouraged to submit claims using the following electronic submission options:

- ForwardHealth Portal.
- Provider Electronic Solutions (PES) software.
- 837 Health Care Claims for Electronic Data Interchange (EDI).
- National Council for Prescription Drug Programs.

There are several resources available on the Portal at www.forwardhealth.wi.gov/ for more information on submitting claims electronically.

Providers may use the following resources to guide their transition from paper to electronic claims submission:

- Portal user guides to submit claims via the ForwardHealth Portal.
 - ✓ Account Users. This user guide contains detailed information on creating a Portal account.
 - ✓ Claims. This user guide contains detailed information on submitting claims electronically via the Portal.
- Ongoing Provider Training Sessions.
 - ✓ Portal Fundamentals Training.
 - ✓ PES training.
- Information provided at ForwardHealth Open Houses. Refer to Attachment 1 of this *Update* for more information on Open Houses.
- Information provided at Electronic Claims Overview trainings. Refer to Attachment 2 for more information on electronic claims trainings.

Refer to the Trainings page on the Providers area of the Portal for more information on training sessions.

Paper Attachments for Claims Submitted Electronically

Providers who submit claims electronically may send the attachments to ForwardHealth by mail. The Portal has a Hard-Copy Attachments panel that allows providers to enter the Attachment Control Number, the transmission type, the report type, and a description of the attachment(s) being submitted. Providers can also indicate that a paper attachment will accompany electronic claims when using EDI transactions and PES.

The form that must accompany all attachments is the Claim Form Attachment Cover Page, F-13470 (10/08). Refer to the Claims section of the Online Handbook for more information on mailing paper attachments to ForwardHealth.

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/.

P-1250

ATTACHMENT 1

ForwardHealth Open House Schedule

ForwardHealth will be hosting Open Houses for all interested providers throughout the state, beginning in November 2010. These Open Houses will be an opportunity for providers to meet their local field representatives. The field representatives will be available to answer general questions about the following:

- Benefit plans.
- Electronic Funds Transfers (EFTs).
- Portal benefits.
- General resources available.

There will also be a short 15-minute presentation run on the hour regarding EFTs and electronic claims submission.

| Location | Date and Time |
|--|---|
| Country Springs Hotel 2810 Golf Rd Pewaukee WI 53072 (262) 547-0201 | November 3, 2010 Open House — 9:00 a.m. to 5:00 p.m. |
| Holiday Inn Select 150 S Nicolet Rd Appleton WI 54914 (920) 735-9955 | November 16, 2010 Open House — 9:00 a.m. to 5:00 p.m. |

ATTACHMENT 2

Options for Electronic Claims Submission 2010 Training Schedule

| Location | Date and Time |
|--|--|
| <p>Olin Center 206 E Olin Ave Madison WI 53713 (800) 947-9627</p> <p><i>(Parking is at the side of the building; enter at the doors with the HP® sign.)</i></p> | <p>November 18, 2010 Morning Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 p.m.</p> <p>Afternoon Training Session Check-in — 12:30 p.m. to 1:00 p.m. Training — 1:00 p.m. to 3:30 p.m.</p> |
| <p>Country Springs Hotel 2810 Golf Rd Pewaukee WI 53072 (262) 547-0201</p> | <p>December 1, 2010 Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.</p> |
| <p>Holiday Inn Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211</p> | <p>December 6, 2010 Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.</p> |
| <p>Radisson Hotel & Conference Center 2040 Airport Dr Green Bay WI 54313 (920) 494-7300</p> | <p>December 7, 2010 Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.</p> |
| <p>Holiday Inn Hotel and Suites 1000 Imperial Ave Rothschild WI 54474 (715) 355-1111</p> | <p>December 8, 2010 Training Session Check-in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.</p> |