

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare

To: Blood Banks, Federally Qualified Health Centers, Individual Medical Supply Providers, Medical Equipment Vendors, Pharmacies, Physician Clinics, Physicians, HMOs and Other Managed Care Programs

Introducing Two New Reports for Compound and Noncompound Drug Claims

Beginning on February 10, 2011, ForwardHealth will publish two new reports titled “EOBs on Paid Claims for Month CCYY” and “EOBs on Denied Claims for Month CCYY.”

In response to provider feedback, beginning on February 10, 2011, ForwardHealth will publish two new reports titled “EOBs on Paid Claims for Month CCYY” and “EOBs on Denied Claims for Month CCYY.” These reports will allow providers to view the most common payment and denial explanation of benefit (EOB) codes and their corresponding descriptions for compound and noncompound drug claims.

The EOB codes will be ranked by claim volume on both reports based on claims processed during the previous month, with the most common EOB code listed at the top of the report and the least common EOB code listed at the bottom of the report. Claim reversals will not be included in the reports.

The two new reports provide educational opportunities for providers regarding policies and procedures for compound and noncompound drug claims. Providers should refer to the Online Handbook on the ForwardHealth Portal at www.forwardhealth.wi.gov/ for specific policies and procedures.

The reports will be posted by the 10th of every month on the Pharmacy page of the Portal. Previous monthly reports will be maintained in the “Archived Data Tables” section of the Pharmacy page of the Providers area of the Portal.

The current pharmacy data tables are located on the Pharmacy page of the Providers area of the Portal. The new EOB reports will be posted on the Data Table section of the Pharmacy page of the Providers area of the Portal. Providers are encouraged to check the Portal monthly for changes to the EOB reports.

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. Medicaid and BadgerCare Plus HMOs must provide at least the same benefits as those provided under fee-for-service.

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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