

**Affected Programs:** BadgerCare Plus, Medicaid, SeniorCare  
**To:** All Providers, HMOs and Other Managed Care Programs

## **Providers May Upload Prior Authorization Attachments and Additional Supporting Clinical Documentation for Prior Authorization Requests Submitted Via the Portal**

This *ForwardHealth Update* announces that providers can now upload electronic prior authorization (PA) attachments and additional supporting clinical documentation for PA requests submitted via the secure Provider area of the ForwardHealth Portal.

Effectively immediately, providers can upload electronically completed prior authorization (PA) attachments and additional supporting clinical documentation for PA requests submitted via the secure Provider area of the ForwardHealth Portal. The option to upload additional supporting documentation was previously available only for dentists, orthodontists, and physicians.

Providers will now have the ability to upload documents in the following formats:

- Joint Photographic Experts Group (JPEG)(.jpg or .jpeg).
- Portable Document Format (PDF) (.pdf).
- Rich Text Format (.rtf).
- Text File (.txt).
- OrthoCAD™ (.3dm) (for dental providers).

JPEG files must be stored with a “.jpg” or “.jpeg” extension; text files must be stored with a “.txt” extension; rich text format files must be stored with a “.rtf” extension; and PDF files must be stored with a

“.pdf” extension. Dental OrthoCAD™ files are stored with a “.3dm” extension.

Microsoft® Word files (.doc) cannot be uploaded but can be saved and uploaded in Rich Text Format or Text File formats.

In addition, providers can also upload additional supporting clinical documentation via the Portal when:

- Correcting a PA or PA amendment that is in a Returned — Provider Review status.
- Submitting a PA amendment.

### **Options for Submitting Prior Authorization Attachments and Additional Supporting Clinical Documentation**

#### ***Prior Authorization Attachments***

The provider now has the following options for submitting PA attachments:

- Complete the attachment online.
- Upload an electronically completed version of the paper attachment.
- Mail.
- Fax.

When submitting a PA attachment electronically, ForwardHealth recommends completing the PA attachment online as opposed to uploading an electronically completed version of the paper attachment to reduce the chances of the PA request being returned for clerical errors.

*Note:* Certain PA attachments cannot be completed online or uploaded. These PA attachments can only be submitted via mail or fax.

### ***Additional Supporting Clinical Documentation***

The provider has the following options for submitting additional supporting clinical documentation for PA requests or PA amendments requests:

- Upload electronically.
- Mail.
- Fax.

A PA Portal User Guide containing detailed instructions for performing all of these functions can be found in the References and Tools page in the Providers area of the Portal or providers may contact the ForwardHealth Portal Helpdesk at (866) 908-1363 for additional assistance.

### **Submitting Additional Supporting Clinical Documentation**

ForwardHealth accepts additional supporting clinical documentation when the information cannot be indicated on the required PA forms and is pertinent for processing the PA request or PA amendment request. Effective for PA requests and PA amendments received on and after April 1, 2011, ForwardHealth will return PA requests and PA amendments requests when the additional documentation could have been indicated on the Prior Authorization Request Form (PA/RF), F-11018 (10/08), and PA attachments or the pertinent information is difficult to find.

### **New Features for Suspended Prior Authorization Requests**

ForwardHealth has added several new features for PA requests in a suspended status. The provider now has the option to do the following:

- Change a PA request status from Suspended to Pending.
- Submit additional documentation for a PA request that is in Suspended or Pending status.

### ***Changing a Prior Authorization Request from Suspended to Pending***

The provider has the option of changing a PA request status from “Suspended — Provider Sending Info” to “Pending” if the provider determined that additional information will not be submitted. Changing the status from “Suspended — Provider Sending Info” to “Pending” will allow the PA request to be processed without waiting for additional information to be submitted. The provider can change the status by searching for the suspended PA, checking the box indicating that the PA is ready for processing without additional documentation, and clicking the Submit button to allow the PA to be processed by ForwardHealth. There will also be an optional free form text box, which will allow the provider to explain or comment on why the PA can be processed.

### ***Submitting Additional Supporting Clinical Documentation for a Prior Authorization Request in Suspended or Pending Status***

There is a new "Upload Documents for a PA" link on the PA home page in the provider secured Home Page. By selecting that link, providers will have the option of submitting additional supporting clinical documentation for a PA request that is in “Suspended” or “Pending” status. When submitting additional supporting clinical documentation for a PA request that is in “Suspended” status, providers can choose to have ForwardHealth begin processing the PA request or to keep the PA request suspended. Prior authorization requests in a “Pending” status will be processed regardless.

*Note:* When the PA request is in a pending status and the provider uploads additional supporting clinical documentation, there may be up to a four-hour delay before the documentation is available to ForwardHealth in the system. If the uploaded information was received after the PA request was processed and the PA was returned for missing information, the provider may resubmit the PA request stating that the missing information was already uploaded.

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

This *ForwardHealth 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/](http://www.forwardhealth.wi.gov/).

P-1250