

**Affected Programs:** BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program  
**To:** All Providers, HMOs and Other Managed Care Programs

## Uploading Claim Attachments via the Portal

This *ForwardHealth Update* announces that providers will soon be able to upload electronic attachments for most claims via the ForwardHealth Portal.

Effective April 19, 2011, providers will be able to upload attachments for most claims via the secure Provider area of the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/). This new feature will allow providers to submit all components for claims electronically.

Providers will also be able to upload attachments via the Portal when a claim is suspended and an attachment was indicated but not yet received. Providers will be able to upload attachments for any suspended claim that was submitted electronically. Providers should note that all attachments for a suspended claim must be submitted within the same business day.

Electronic attachments to claims will be accepted for claims submitted to Wisconsin Medicaid, BadgerCare Plus, and Wisconsin Chronic Disease Program.

### Claim Types

Providers will be able to upload attachments to claims via the Portal for the following claim types:

- Professional.
- Institutional.
- Dental.

Submission policy for the Compound Drug Claim, F-13073 (10/08), and the Noncompound Drug Claim, F-13072 (10/08), does not allow attachments.

### Document Formats

Providers will be able 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).

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 an “.rtf” extension; and PDF files must be stored with a “.pdf” extension.

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

### Uploading Claim Attachments

#### ***Claims Submitted by Direct Data Entry***

When a provider submits a Direct Data Entry (DDE) claim and indicates an attachment will also be included, a new feature button will appear and link to the DDE claim screen where attachments can be uploaded.

Providers will still be required to indicate on the DDE claim that the claim will include an attachment via the “Attachments” panel.

Claims will suspend for 30 days before denying for not receiving the attachment.

### **Claims Submitted by Provider Electronic Software and 837 Health Care Claim Transactions**

Providers submitting claims via 837 Health Care Claim (837) transactions will be required to indicate attachments via the PWK segment. Providers submitting claims via Provider Electronic Solutions (PES) software will be required to indicate attachments via the attachment control field. Once the claim has been submitted, providers will be able to search for the claim on the Portal and upload the attachment via the Portal. Refer to the Health Insurance Portability and Accountability Act Implementation Guides for how to use the PWK segment in 837 transactions and the PES manual for how to use the attachment control field.

Claims will suspend with 30 days before denying for not receiving the attachment.

### **Submitting Paper Attachments for Electronic Claims**

Providers may continue to use the current process for submitting paper attachments for claims submitted electronically. Paper attachments for electronic claim transactions must be submitted with the Claim Form Attachment Cover Page, F-13470 (10/08). Providers are required to use the Claim Form Attachment Cover Page and completion instructions that can be downloaded from the ForwardHealth Portal. Any other format of the Claim Form Attachment Cover Page will be returned to the provider unprocessed.

The Attachment Control Number (ACN) that is now auto-generated for claims submitted via the Portal must be indicated on the cover page in order to match the electronic

claim with the paper attachment. Providers will continue to submit their own ACN for claims submitted via 837 transactions and PES.

ForwardHealth will hold an electronic claim transaction or a paper attachment(s) for up to 30 calendar days to find a match. If a match cannot be made within 30 days, the claim will be processed without the attachment and will be denied if an attachment is required. When such a claim is denied, both the paper attachment(s) and the electronic claim will need to be resubmitted.

Providers are required to send paper attachments relating to electronic claim transactions to the following address:

ForwardHealth  
Claims and Adjustments  
6406 Bridge Rd  
Madison WI 53784-0002

### **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