

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

**To:** Advanced Practice Nurse Prescribers, Audiologists, Chiropractors, Dentists, Dental Hygienists, Federally Qualified Health Centers, HealthCheck Providers, Hospital Providers, Individual Medical Supply Providers, Medical Equipment Vendors, Nurse Practitioners, Nursing Homes, Occupational Therapists, Optometrists, Oral Surgeons, Physical Therapists, Physician Assistants, Physician Clinics, Physicians, Rehabilitation Agencies, Rural Health Clinics, Speech and Hearing Clinics, Speech-Language Pathologists, Therapy Groups, HMOs and Other Managed Care Programs

## **Photographs Mailed to ForwardHealth as Additional Supporting Clinical Documentation for Prior Authorization Requests Will No Longer Be Returned to Providers**

For increased security of protected health information, on and after May 1, 2011, photographs mailed to ForwardHealth as additional supporting clinical documentation for prior authorization requests will no longer be returned to providers.

### **Photographs Mailed with Prior Authorization Requests**

For increased security of protected health information, on and after May 1, 2011, photographs mailed to ForwardHealth as additional supporting clinical documentation for prior authorization (PA) requests will no longer be returned to providers.

Dental models and X-rays mailed as additional supporting clinical documentation for PA requests will continue to be returned to providers per current policy.

### **Uploading Electronic Photographs**

Providers can now upload electronically completed PA attachments and additional supporting clinical documentation, such as photographs, 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. Refer to the March 2011 *ForwardHealth Update* (2011-12), titled "Providers May Upload Prior Authorization Attachments and Additional Supporting Clinical Documentation for Prior Authorization Requests Submitted Via the Portal," for additional information.

Providers are reminded to upload photographs in a Joint Photographic Experts Group (JPEG) format. A JPEG file must be uploaded with an extension of ".jpg" or ".jpeg." Refer to the ForwardHealth Provider Portal Prior Authorization User Guide on the References and Tools page of the Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) for additional information and screenshots.

### **Additional Information**

Providers should make duplicate copies of all paper documents, including photographs, mailed to ForwardHealth. If a PA request needs to be amended, providers are responsible to provide previously submitted documentation if required.

All photographs, regardless of whether they are mailed or submitted electronically, will be securely disposed of by ForwardHealth.

## **Information Regarding Managed Care Organizations**

This *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/).

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