

Affected Programs: BadgerCare Plus, Medicaid

To: Home Health Agencies, Personal Care Agencies, Nurses in Independent Practice, HMOs and Other Managed Care Programs

Reminder: Claims for Home Health, Personal Care, and Private Duty Nursing Services Must Be Submitted as Institutional Claims

Home health agencies, personal care providers, and nurses in independent practice are reminded to submit institutional claims for home health, personal care, and private duty nursing services as directed in their service-specific Online Handbooks.

Effective for claims submitted and processed on and after July 1, 2011, regardless of the date of service on the claim, ForwardHealth will accept only institutional claims for home health, personal care services, and private duty nursing services and will deny claims for these services submitted as any other claim type. This *ForwardHealth Update* outlines the process for recoupment and claim resubmission related to the enforcement of this policy for claims previously paid in error.

Claims for Home Health, Personal Care, and Private Duty Nursing Services Must Be Submitted on an Institutional Claim

Home health agencies, personal care providers, and nurses in independent practice are reminded to submit institutional claims for home health, personal care, and private duty nursing services as directed in their service-specific Online Handbooks.

Effective for claims submitted and processed on and after July 1, 2011, regardless of the date of service (DOS) on the claim, ForwardHealth will accept only institutional claims

for home health, personal care services, and private duty nursing services and will deny claims for these services submitted as any other claim type. Institutional claims may be submitted on either the 837 Health Care Claim: Institutional (837I) electronic transaction, Direct Data Entry (DDE) on the ForwardHealth Portal, or on the UB-04 Claim Form.

Note: Claims for disposable medical supplies (DMS) or other Medicaid-covered services should be completed and submitted to ForwardHealth as directed in the appropriate service-specific Online Handbook.

Previously Submitted Home Health, Personal Care, and Private Duty Nursing Claims

Duplicate Payments for Claims with Dates of Process on and After November 10, 2008

Some providers submitted a professional and an institutional claim for the same home health, personal care, or private duty nursing services and were reimbursed by ForwardHealth for both claims. In these cases of duplicate payment, ForwardHealth will automatically reprocess and automatically recoup the payment for the professional claim (with date of process on and after November 10, 2008).

Note: As stated in DHS 106.04(5), Wis. Admin. Code, the provider is required to refund the overpayment within 30 days of the date of the overpayment if a provider receives overpayment for a claim because of duplicate reimbursement from ForwardHealth or other health insurance sources.

Claims for Dates of Service on and After September 1, 2010

For home health, personal care, and private duty nursing claims submitted to ForwardHealth with DOS on and after September 1, 2010, ForwardHealth will automatically reprocess professional claims and automatically recoup only the payment for the home health, personal care, and private duty nursing services. For example, if a professional claim included three details, two for home health, personal care, or private duty nursing services and one for reimbursable DMS, the two home health, personal care, or private duty nursing services details will be denied and the amounts paid will be recouped.

If the professional claim contained only details for home health, personal care, or private duty nursing services, ForwardHealth will deny the entire claim and recoup the entire payment.

Providers will be required to resubmit a new institutional claim for the home health, personal care, or private duty nursing services within 365 days of the DOS.

Institutional Claim Submission Instructions and Resources

Providers should refer to the following resources for institutional claim submission instructions:

- 837I electronic transaction companion document on the Portal at www.forwardhealth.wi.gov/WIPortal/Default.aspx?srcUrl=Companion%20Documents.htm&tabid=41 for electronic claim submission instructions.
- The ForwardHealth Provider Portal Institutional Claims User Guide at www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/provider/medicaid/

[referenceAndTools.htm.spage](#) for DDE on the Portal claim submission instructions.

- Service-specific Online Handbook on the Portal for UB-04 paper claim submission instructions.

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/.

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