

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

**To:** All Providers, HMOs and Other Managed Care Programs

## ForwardHealth Making Changes to Explanation of Benefits Information on Provider Portal

ForwardHealth is making changes to the explanation of benefits information on the Providers area of the ForwardHealth Portal, including updating and expanding the Cross Referencing Explanation of Benefits Codes to ANSI Codes document and eliminating the Explanation of Benefits Code Listing. These changes will be in place January 1, 2012.

Providers receiving this *ForwardHealth Update* are encouraged to forward it to the appropriate technical or Electronic Data Interchange contact person within their organization, financial services department, billing service or clearinghouse, and software vendor.

### Consolidated and Updated Explanation of Benefits Information

ForwardHealth is making changes to the explanation of benefits (EOB) information on the Providers area of the ForwardHealth Portal. These changes, which will be in place January 1, 2012, include the following:

- Consolidating information from the Explanation of Benefits Code Listing into the Cross Referencing Explanation of Benefits Codes to ANSI Codes document.
- Expanding the Cross Referencing Explanation of Benefits Codes to ANSI Codes document to include Group Codes and their descriptions.
- Updating the “Claim Adjustment Reason Code” and the associated “Claim Adjustment Group Code” as defined by the 835 Health Care Claim Payment/Advice

(835) Implementation Guide and reported on the 835 transaction.

- Eliminating the separate Explanation of Benefits Code Listing.

Providers receiving this *ForwardHealth Update* are encouraged to forward it to the appropriate technical or Electronic Data Interchange contact person within their organization, financial services department, billing service or clearinghouse, and software vendor.

The Cross Referencing Explanation of Benefits Codes to ANSI Codes document applies to claims submitted to BadgerCare Plus, Wisconsin Medicaid, SeniorCare, Wisconsin Chronic Disease Program, and the Wisconsin Well Woman Program.

Providers may refer to the revised document when reviewing ForwardHealth responses on their Remittance Advices and 835 transactions.

### Information in Revised Explanation of Benefits Codes Cross-Reference Document

The revised Cross Referencing Explanation of Benefits Codes to ANSI Codes document will contain all of the following:

- ForwardHealth EOB Codes and Descriptions.
- Remark Codes and Descriptions.
- Reason Codes and Descriptions.

- Group Codes and Descriptions.

## **Accessing the Updated Document**

Providers and trading partners can begin accessing the revised Cross Referencing Explanation of Benefits Codes to ANSI Codes document on January 1, 2012, by selecting the Explanation of Benefits link on the home page of the Providers area of the Portal.

## **Check Portal for Most Current Version**

Information in the Cross Referencing Explanation of Benefits Codes to ANSI Codes document may be updated at any time. Providers and trading partners are encouraged to periodically check the Portal to ensure they are using the most current version of the document.

## **Old Versions Will Be Archived**

On January 1, 2012, the old versions of the Cross Referencing Explanation of Benefits Codes to ANSI Codes document and the Explanation of Benefits Code Listing will be archived. The old versions of these documents will be enddated December 31, 2011.

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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