

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

Upcoming Training Available Regarding Special Claim Processes

Beginning in April 2012, providers, billing staff, and billing vendors are encouraged to attend training regarding special claim processes.

Special Claim Processes Training Available

Beginning in April 2012, providers, billing staff, and billing vendors are encouraged to attend training regarding special claim processes. Special claim processes occur when the traditional claim submission process must be adjusted or supplemented to address various situations.

Note: New providers and new billing staff are encouraged to complete ForwardHealth Portal Fundamentals training prior to attending this training. A recorded Webcast of the Portal Fundamentals training session is currently available for viewing on the Trainings page of the ForwardHealth Portal. Portal Fundamentals sessions are also offered at various times throughout the year as on-site sessions. Refer to the Trainings page of the Portal at www.forwardhealth.wi.gov/ for more information.

Covered Topics

The following processes will be covered at Special Claim Processes training sessions:

- Adjustments.
- Claims and prior authorization request submissions in retroactive enrollment situations.
- Claim form attachments.
- Claim refunds.

- Extraordinary claims.
- National Correct Coding Initiative.
- Other health insurance coverage reporting.
- Provider-based billing.
- Timely filing.
- Written correspondence.

Special Claim Processes Training Options and Registration

Special Claim Processes training sessions will be offered in a variety of ways:

- On-site at various locations around the state.
- Real-time, Web-based training session facilitated by HP® Virtual Room.
- Recorded Webcast.

On-Site and Virtual Room Sessions

Registration is required prior to attending/participating in either the on-site or Virtual Room sessions. For more information about on-site and Virtual Room sessions and to register online, go to the Provider Trainings page of the ForwardHealth Portal at www.forwardhealth.wi.gov/. Providers without Internet access may register by calling Provider Services at (800) 947-9627. Registrants will receive a training session confirmation number that they should keep for their records. Providers who have questions about registration or are unable to attend a session for which registration has been confirmed should call Provider Services and have their confirmation number available.

Recorded Webcast

Following the completion of the on-site training sessions, a training session will be recorded and posted to the Web for on-demand viewing. Those who cannot attend a session in person may view the recorded session at their convenience. Providers do not need to register to view the Webcast session. To access the recorded training session, go to the Trainings page in the Provider area of the Portal and, under Current Webcast Training Sessions, click the Special Claim Processes link.

The training presentation handout will be available for download from the Portal. Providers are encouraged to print a copy of the presentation handout prior to viewing the Webcast.

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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