

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

## Portal Enhancements Will Allow Providers to Save Partially Completed Prior Authorization Requests

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### Key Features of Portal Enhancement

Enhancements to the Portal will allow providers to save PA requests at any point after the Member Information page has been completed. Once the Member Information page is completed, providers will have access to the following features:

- There will be a new Save and Complete Later button at the bottom of each page, which providers can select at any point in the process of completing a PA request. (*Note:* There will be no limit to how many times a PA request can be saved.)
- Providers will be able to complete a saved, partially completed PA request at a later time by logging in to the secure Provider area of the Portal, navigating to the Prior Authorization page, and clicking on the Complete a Saved PA Request link. This link will take the provider to a Saved PA Requests page containing all of the provider's PA requests that have been saved.

- On the Saved PA Requests page, providers will be able to select a specific PA request and choose to either continue completing it or delete it.

For detailed information about completing and submitting PA requests, as well as sample screen shots, refer to the ForwardHealth Provider Portal Prior Authorization User Guide on the Portal User Guides page of the Portal at [www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage](http://www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage). The user guide will be revised in the near future to include information about saving partially completed PA requests.

### 30 Calendar Days to Submit or Re-Save Prior Authorization Requests

Providers are required to submit or re-save a PA request within 30 calendar days of the date the PA request was last saved. After 30 calendar days of inactivity, a PA request will be automatically deleted, and the provider will have to re-enter the PA request.

On the Saved PA Requests page, providers will see a list of deleted PA requests. This list will be for information purposes only and will include saved PA requests that have been deleted due to inactivity (it will *not* include PA requests deleted by the provider). Neither providers nor ForwardHealth will be able to retrieve PA requests that have been deleted.

## **Submitting Completed Prior Authorization Requests**

ForwardHealth's initial receipt of a PA request will occur when the PA request is submitted on the Portal. Normal backdating policy will apply based on the date of initial receipt, not on the last saved date. The provider will receive a confirmation of receipt along with a PA number once the PA request is submitted on the Portal.

## **Partial Saves Not Applicable to Prior Authorization Amendments and Corrections**

The ability to save partially completed PA requests will only be applicable to new PA requests. Providers will not be able to save partially completed PA amendments or corrections to returned PA requests or amendments.

## **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/).

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This *Update* was issued on 6/21/2012 and information contained in this *Update* was incorporated into the Online Handbook on 7/13/2012.