

Affected Programs: BadgerCare Plus, Medicaid

To: Home Health Agencies, Personal Care Agencies, HMOs and Other Managed Care Programs

New Requirements for Home Health and Personal Care Agencies to Report Personnel Information to ForwardHealth

ForwardHealth is implementing requirements for home health and personal care agencies to report personnel information to ForwardHealth.

New reporting requirements will be effective for all Medicaid provider enrollment applications from home health and personal care agencies submitted via the ForwardHealth Portal on and after August 13, 2012. ForwardHealth is implementing requirements for home health and personal care agencies to report personnel information in order to ensure appropriate licensing and to prevent waste, fraud, and abuse. A Medicaid home health agency is defined as an organization enrolled with Wisconsin Medicaid according to DHS 105.16, Wis. Admin. Code. A Medicaid personal care agency is defined as an organization that is enrolled with Wisconsin Medicaid according to DHS 105.17, Wis. Admin. Code.

Providers should note that although enrollment is completed on the public page of the Provider area of the Portal, all information provided is submitted through the secure Portal.

New Reporting Requirements for Providers Enrolling in Medicaid on and After August 13, 2012

ForwardHealth requires Medicaid-enrolled home health agencies and personal care agencies enrolling in Wisconsin Medicaid on and after August 13, 2012, to report specific information regarding the following personnel who are employed by, contracted by, or employed by an agency under contract with the home health and personal care agency:

- Licensed practical nurse.
- Registered nurse.
- Speech and language pathologists.
- Occupational therapists.
- Occupational therapy assistants.
- Physical therapists.
- Physical therapy assistants.
- Home health aides.
- Personal care workers.

Home health and personal care agencies are required to report information on the personnel listed above, even if the employee or contractor is also a separately enrolled Medicaid provider. Medicaid-enrolled home health and personal care agencies will have to report the following information to ForwardHealth:

- First name, middle initial, and last name.
- Date of birth (DOB).
- Social Security number (SSN).

- Employment effective date.
- Employment end date (when applicable).
- License information (not required for home health aide or personal care worker).

Note: Providing personnel SSNs is voluntary; however, any person employed by, contracted by, or employed by an agency under contract with a Wisconsin Medicaid home health and/or personal care agency who provides home health and/or personal care services to members are required to supply a valid SSN in order for Wisconsin Medicaid to conduct screenings via the following databases:

- The Social Security Administration’s (SSA) Death Master File.
- Office of the Inspector General (OIG) List of Excluded Individuals/Entities (LEIE).
- The Excluded Parties List System (EPLS).

When applicable, Wisconsin Medicaid will also conduct license verification. ForwardHealth is prohibited by law to reimburse for services provided by anyone who is included on the SSA Death Master File, the OIG LEIE, or the EPLS for services provided by an unlicensed practitioner.

Services provided by home health agency and personal care agency workers whose SSN are not on file with ForwardHealth or by workers who do not pass the screening process are not reimbursable.

Personnel Information Maintenance

ForwardHealth requires home health and personal care agencies enrolling in Wisconsin Medicaid on and after August 13, 2012, to update the personnel information after any changes to personnel occurs and to maintain the information submitted to ForwardHealth.

ForwardHealth requires home health agencies and personal care agencies to report personnel information for any of the following qualifying events:

- The person becomes an employee of the enrolled Medicaid provider.
- The contract agency begins its contract with the enrolled Medicaid provider.
- A person begins employment with the contract agency.
- A person begins his/her contract with the enrolled Medicaid provider.

Home health agencies and personal care agencies may submit claims for services beginning on the date the personnel information was reported to ForwardHealth only for services provided by persons who passed the screening on or before the date of service (DOS).

If the person does not pass the screening, the home health or personal care agency may not submit claims for services provided to Wisconsin Medicaid or BadgerCare Plus members.

An agency should report the employment end date immediately after an employee resigns or the agency or contract agency terminates the employee.

Personnel information must be submitted and maintained via the Portal demographic maintenance tool.

Reporting Personnel Information for Current Home Health and Personal Care Agencies

Home health and personal care agencies that are currently Medicaid enrolled may begin to report personnel information to ForwardHealth beginning August 13, 2012. Agencies may want to expedite the revalidation process by beginning to report personnel information as reporting requirements will be enforced at that time. Once home health and personal care agencies begin to report personnel information, they are required to report personnel information for any of the following qualifying events:

- The person becomes an employee of the enrolled Medicaid provider.
- The contract agency begins its contract with the enrolled Medicaid provider.
- The person begins employment with the contract agency.
- A person begins his/her contract with the enrolled Medicaid provider.

Home health agencies and personal care agencies may submit claims for services beginning on the date the personnel information was reported to ForwardHealth only for services provided by persons who passed the screening on or before the DOS.

If the person does not pass the screening, the home health or personal care agency may not submit claims for services provided to Medicaid or BadgerCare Plus members.

An agency should report the employment end date immediately after an employee resigns, the agency or contract agency terminates the employee, or the agency terminates a contracted employee.

Updating Personnel Information via Demographic Maintenance on the Portal

Home health and personal care agencies are required to report and maintain personnel information via the demographic maintenance tool on the Portal. The ForwardHealth Portal allows agencies to update personnel information securely, efficiently, conveniently, and allows for fewer data entry mistakes. Updating information on the demographic maintenance tool allows ForwardHealth to, in most cases, immediately update personnel information. Information that needs to be manually verified may take additional processing time.

Home health and personal care agencies can access the demographic maintenance tool after logging in to the secure Provider area of the Portal. A link to the demographic maintenance tool is in the upper right corner of the secure

Provider home page. Select the “Update Personnel Information” link found on the demographic maintenance home page to update personnel information. Each agency is responsible for designating agency personnel to update and maintain personnel information.

Note: In order to protect the individual’s personal information, the SSN and DOB will not display after the first time the information is entered into the demographic maintenance fields.

Demographic Maintenance User Guide

A Demographic Maintenance User Guide for providers will be available on August 13, 2012, on the Portal User Guides page of the Providers area of the Portal.

Personnel Screening Results

ForwardHealth will provide screening results to new home health agency and personal care agency applicants no later than 10 business days from the date ForwardHealth receives a complete Medicaid provider enrollment application. A future *ForwardHealth Update* will address the process and timeline for obtaining the results of personnel screening when Medicaid enrolled providers report personnel changes. In addition, the future *Update* will include information for current providers who voluntarily report personnel information before the revalidation process begins.

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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This *Update* was issued on August 3, 2012, and information contained in this *Update* was incorporated into the Online Handbook on October 3, 2012.