

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program
To: Pharmacies, HMOs and Other Managed Care Programs

ForwardHealth Will No Longer Mail Prior Authorization Decision Notice Letters for Drugs Approved Through STAT-PA System

Effective for Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) requests received on and after September 15, 2012, ForwardHealth will no longer mail PA decision notice letters for drugs that are approved. Decision notice letters for drugs approved through the STAT-PA system will be sent via the Portal only.

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Note: Specialized Transmission Approval Technology-Prior Authorization decision notice letters for orthopedic shoes and for lead inspections will continue to be sent via the Portal and by mail.

Providers can view PA decision notice letters and returned provider review letters on the Portal by selecting the PA request from the secure Provider area of the Portal. (The PA decision notice or returned provider review letter will not be available until the next business day after the PA request is processed by ForwardHealth.)

Returned or Amended STAT-PA Requests

For STAT-PA requests that are returned, pharmacy providers will continue to receive returned provider review letters via the Portal and by mail. In addition, decision notice letters for approved STAT-PA amendment requests will continue to be sent via the Portal and by mail.

Approved STAT-PA Requests

For STAT-PA requests that are approved, pharmacy providers receive verbal confirmation of the approval at the end of the transaction. The verbal confirmation includes the following information:

- A PA number.
- The grant and expiration dates.
- The allowable days' supply.

Providers are encouraged to write this information in the applicable fields of the PA drug attachment.

Note: When a STAT-PA request is approved, the claim may be submitted immediately.

Print or Save Information Sent Via Portal

When ForwardHealth sends STAT-PA decision notice letters or returned provider review letters via the Portal, pharmacy providers may view the documents on the Portal and then print or save copies for their paper or electronic

files. For instructions on printing or saving these documents on the Portal, refer to the ForwardHealth Provider Portal Prior Authorization User Guide on the Portal User Guides page of the Providers area of the Portal at www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage.

Maintaining Provider's Prior Authorization Address

Pharmacy providers are reminded that all PA correspondence sent by mail will be sent to the provider's PA address on file with ForwardHealth (or to the physical address if there is no PA address on file). Pharmacy providers are required to ensure that this address information is kept up-to-date. Pharmacy providers may update their current PA address information through the Portal or by using the Provider Change of Address or Status form, F-01181 (07/12), available on the Forms page of the Portal.

Obtaining the Most Current Forms and Instructions

Prior authorization request forms and instructions should be obtained from the ForwardHealth Portal at www.forwardhealth.wi.gov/ or by calling Provider Services at (800) 947-9627. Third-party Web sites are not affiliated with or endorsed by ForwardHealth and may not contain the most current forms and instructions.

Information Regarding Managed Care Organizations

This *ForwardHealth Update* contains fee-for-service policy for members enrolled in Medicaid and BadgerCare Plus who receive pharmacy services on a fee-for-service basis only. Pharmacy services for Medicaid members enrolled in the Program of All-Inclusive Care for the Elderly (PACE) and the Family Care Partnership are provided by the member's managed care organization (MCO).

Members who are enrolled in the Wisconsin Chronic Disease Program only are not enrolled in MCOs.

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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