

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

## **ForwardHealth Will No Longer Communicate Prior Authorization Decisions by Mail for Requests Submitted Via the Portal**

Effective for prior authorization (PA) requests adjudicated on and after September 15, 2012, ForwardHealth will no longer communicate PA decisions to providers by mail for requests submitted via the ForwardHealth Portal.

Effective for prior authorization (PA) requests adjudicated on and after September 15, 2012, ForwardHealth will no longer communicate PA decisions to providers by mail for requests submitted via the ForwardHealth Portal. Providers submitting PA requests via the Portal will receive a decision notice letter or returned provider review letter via the Portal only. This change will not affect notifications to members regarding PA decisions.

Providers can view PA decision notices 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 the returned provider review letter will not be available until the next business day after the PA request is processed by ForwardHealth).

### **Prior Authorization Amendment Requests**

The method ForwardHealth will use to communicate decisions regarding PA amendment requests will depend on how the *PA request* was originally submitted (not how the amendment request was submitted) and whether the provider has a Portal account:

- If the PA request was originally submitted via the Portal, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal.
- If the PA request was originally submitted via mail or fax and the provider has a Portal account, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal, as well as by mail.
- If the PA request was originally submitted via mail or fax and the provider does *not* have a Portal account, the decision notice letter or returned amendment provider review letter will be sent by mail to the address indicated in the provider's file as his or her PA address (or to the physical address if there is no PA address on file), *not* to the address the provider wrote on the PA request or amendment request.

## **Print or Save Information Sent Via Portal**

When ForwardHealth sends PA decision notice letters or returned provider review letters via the Portal, 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 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).

## **Maintaining Provider's Prior Authorization Address**

Providers who mail or fax PA requests or amendment requests are reminded that all correspondence related to PA 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). Providers are required to ensure that this address information is kept up-to-date. 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/](http://www.forwardhealth.wi.gov/) or 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.

## **Managed Care Organizations**

This *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 (MCO). Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements. Members enrolled only in the Wisconsin Chronic Disease Program 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/](http://www.forwardhealth.wi.gov/).

P-1250