

Affected Programs: BadgerCare Plus Standard Plan, BadgerCare Plus Benchmark Plan, BadgerCare Plus Core Plan, BadgerCare Plus Basic Plan, Medicaid

To: Dentists, HMOs and Other Managed Care Programs

New Requirements for Dentists Who Provide Only Urgent or Emergency Services to BadgerCare Plus or Medicaid Members

This *ForwardHealth Update* provides information about new requirements for dentists who provide only urgent or emergency services to BadgerCare Plus or Medicaid members. These new requirements are part of ForwardHealth's ongoing implementation of the Affordable Care Act.

This *ForwardHealth Update* provides information about new requirements for dentists who provide only urgent or emergency services to BadgerCare Plus or Medicaid members. These new requirements are part of ForwardHealth's ongoing implementation of the Affordable Care Act (ACA), which was signed into law in 2010. The ACA, also known as federal health care reform, is extensive legislation that affects several aspects of Wisconsin health care. ForwardHealth has been working toward ACA compliance by implementing new provider requirements and provider screening processes.

Information in this *Update* addresses the following:

- ForwardHealth will require all dentists who provide only urgent or emergency services to BadgerCare Plus or Medicaid members on and after August 9, 2013, to be enrolled in Wisconsin Medicaid. Dentists who do not wish to regularly serve Medicaid members will have the option of applying for limited Medicaid enrollment as in-state emergency providers.

- Effective for dates of service (DOS) on and after August 9, 2013, dentists will no longer need to submit the Urgent Care Dental In-State Emergency Provider Data Sheet, F-11013, with claims for urgent or emergency dental services. The form will be discontinued and removed from the ForwardHealth Portal Forms page.

Note: Emergency dental services are covered for BadgerCare Plus Standard Plan, some BadgerCare Plus Benchmark Plan, BadgerCare Plus Core Plan, BadgerCare Plus Basic Plan, and Medicaid members.

Definition of Emergency Dental Services

Emergency dental services are immediate services that must be provided to relieve the member from pain, an acute infection, swelling, trismus, fever, or trauma.

Dentists Providing Urgent or Emergency Services Will Be Required to Be Medicaid-Enrolled

ForwardHealth will require all dentists who provide urgent or emergency services to BadgerCare Plus or Medicaid members on and after August 9, 2013, to be enrolled in Wisconsin Medicaid. Dentists may either apply for limited Medicaid enrollment as an in-state emergency provider or for full Medicaid enrollment. Dentists who apply for limited

Medicaid enrollment as an in-state emergency provider will be enrolled for a single DOS — the date on which they provide the emergency service — after which they will no longer be enrolled. Dentists who apply for full Medicaid enrollment will be able to routinely provide services and can elect to only provide urgent or emergency services, such as services to emergency hospital referral patients.

Note: Dentists who prescribe, refer, or order services only should enroll as prescribing/referring/ordering providers using the new limited enrollment process for prescribing/referring/ordering providers on the Portal. For more information about the new requirements for prescribing/referring/ordering providers, refer to the June 2013 *Update* (2013-34), titled “New Requirements for Prescribing/Referring/Ordering Providers Due to the Affordable Care Act.”

Limited Medicaid Enrollment for Dentists Providing Urgent or Emergency Services Only

Dentists who provide urgent or emergency services and who do not wish to fully enroll in Wisconsin Medicaid will be required to enroll in Wisconsin Medicaid as in-state emergency providers in order to receive Medicaid reimbursement. Dentists who choose this limited enrollment will only be Medicaid-enrolled for the single DOS on which they provide emergency services to a member.

Effective August 9, 2013, dentists may apply for limited Medicaid enrollment as in-state emergency providers on the Portal at www.forwardhealth.wi.gov/. To access the in-state emergency provider enrollment application on the Portal, providers should follow these steps:

1. Access the Portal at www.forwardhealth.wi.gov/.
2. Select the Become a Provider link on the left side of the Portal home page. The Provider Enrollment Information home page will be displayed.
3. On the left side of the Provider Enrollment Information home page, select the Start or Continue Your Enrollment Application link.

4. In the box titled, “To Start a New In-State Emergency/Out-of-State Enrollment,” select the Medicaid In-State Emergency/Out-of-State Enrollment Application link.

Note: For additional information on being an in-state emergency provider, select the In-State Emergency Providers link on the left side of the Provider Enrollment Information home page.

Completing and Submitting Enrollment Application

After dentists have accessed the in-state emergency enrollment application on the Portal, they will be guided through a series of screens on which they will be asked to complete or verify specific information. Dentists may call Provider Services at (800) 947-9627 if they have questions or need assistance with completing the enrollment application.

At the end of the enrollment application, dentists will be required to do the following:

1. Select the Submit link to submit the enrollment application.
2. Upload any additional supporting documents (e.g., licenses or certifications).
3. Print the enrollment documents for their records.

After the enrollment application has been submitted, dentists will receive a message confirming that it was submitted successfully.

Tracking Enrollment Through the Portal

Upon submission of their in-state emergency enrollment application, dentists will receive an application tracking number (ATN), which will allow them to track their enrollment application through the Portal. To check on the status of their enrollment application, dentists should follow these steps:

1. Access the Portal home page.
2. On the left side of the Portal home page, select the Enrollment Tracking Search link.
3. Enter the ATN.

Dentists will receive current information on their application, such as whether it is being processed or has been returned for more information.

Effective Date of Enrollment

Medicaid enrollment as an in-state emergency provider will only be effective for the date on which the dentist provided the urgent or emergency service to the member. Each time a dentist provides urgent or emergency services to a BadgerCare Plus or Medicaid member, the dentist will be required to re-enroll as an in-state emergency provider for that DOS in order to be reimbursed. After that DOS, the dentist's enrollment will be terminated.

Full Medicaid Enrollment for Dentists Providing Urgent or Emergency Services Only

Dentists who routinely provide urgent or emergency services to BadgerCare Plus or Medicaid members, such as dentists who receive hospital referrals for urgent or emergency services, should apply for full Medicaid enrollment, as it is the most convenient option.

Dentists who fully enroll in Wisconsin Medicaid but only provide urgent or emergency services may choose to be excluded from the Medicaid dental provider list. Providers should contact Provider Services to request their information be removed.

Medicaid-Enrolled Providers May Not Charge Members as Private-Pay Patients

Dentists are reminded that while they are enrolled in Wisconsin Medicaid, they may not charge Medicaid members directly for services that are covered by Wisconsin Medicaid.

Additional Enrollment Requirements Due to the Affordable Care Act

Additional Information Required for Persons with an Ownership or Controlling

Interest, Managing Employees, and Agents

During the enrollment process, dentists will be required to submit additional personal data information for persons with an ownership or controlling interest, managing employees, and agents.

ForwardHealth will only use the information submitted for provider enrollment. All information submitted will be protected under the Health Insurance Portability and Accountability Act of 1996 privacy rule.

Dentists are required to submit the following information at the time of enrollment for each of their *individual owners* with a controlling interest:

- First and last name.
- Social Security number (SSN).
- Date of birth.
- Street address, city, state, and ZIP+4 code.

Dentists are required to submit the following information at the time of enrollment for each of their *organizational owners* with a controlling interest:

- Legal business name.
- Tax identification number.
- Business street address, city, state, ZIP+4 code.

Dentists are required to submit the following information at the time of enrollment for each of their *managing employees and agents*:

- First and last name.
- Employee's or agent's SSN.
- Date of birth.
- Street address, city, state, and ZIP+4 code.

ForwardHealth cannot advise providers on how to determine owner data and controlling interest requirements. For full disclosure requirements, refer to the Centers for Medicare and Medicaid Services Final Rule 42 CFR Part 455, Subpart B.

Screening Activities for Providers Assigned a Limited Risk Level

All Medicaid-enrolled providers are assigned one of three risk levels (limited, moderate, high) based on provider type. During the enrollment process, ForwardHealth performs certain screening activities based on the provider's risk level assignment. Dentists are assigned a *limited* risk level, which involves the following screening activities:

- License verification.
- Office of the Inspector General List of Excluded Individuals and Entities/Social Security Administration/Excluded Provider List System screen.
- Owner/controlling interest information verification.
- Medicare Exclusion Database screen.

If a dentist has already been screened by Medicare or another state's Medicaid program or Children's Health Insurance Program in the last 12 months, ForwardHealth will not conduct these screenings.

Claims for Urgent or Emergency Dental Services

Emergency Status Must Be Indicated on Claims

All claims for urgent or emergency dental services, whether submitted on paper or electronically, must include the appropriate emergency indicator. Dentists submitting claims on paper using the American Dental Association (ADA) 2006 claim form or the ADA 2012 claim form should indicate "emergency" in Element 35 of the form.

Urgent Care Dental In-State Emergency Provider Data Sheet Will Be Discontinued

Effective for DOS on and after August 9, 2013, dentists will no longer need to submit the Urgent Care Dental In-State Emergency Provider Data Sheet with claims for urgent or emergency dental services. The form will be discontinued and removed from the Forms page of the ForwardHealth Portal; however, ForwardHealth will continue to accept the form for the following exceptions:

- Claims for urgent or emergency services that are rendered *and* billed prior to August 9, 2013 (these claims must be submitted with the Urgent Care Dental In-State Emergency Provider Data Sheet).
- Claims for urgent or emergency services that are rendered *prior* to August 9, 2013, but billed *on or after* August 9 (providers may submit claims using the Urgent Care Dental In-State Emergency Provider Data Sheet or enroll as an in-state emergency provider on the Portal).

Information Regarding Managed Care Organizations

This *Update* contains fee-for-service policy and applies to members who receive their dental benefits on a fee-for-service basis. 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 AIDS/HIV Drug Assistance Program and the Wisconsin Well Woman Program are 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/.

P-1250

This *Update* was issued on 06/27/2013. Information contained in this *Update* was incorporated into the Provider Enrollment pages on the ForwardHealth Portal on 08/09/13 and into the Online Handbook on 08/13/13.