

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare

To: Federally Qualified Health Centers, Pharmacies, HMOs and Other Managed Care Programs

Pharmacy Providers May Contract with a ForwardHealth-Approved Medication Therapy Management Case Management Software Vendor

This *ForwardHealth Update* announces that beginning August 1, 2013, ForwardHealth will allow Medication Therapy Management (MTM) case management software vendors whose software meets ForwardHealth's approval criteria to access ForwardHealth's claim information. Approved software will be able to do the following:

- Identify members eligible for MTM services.
- Submit claims for MTM services.
- Capture, store, and maintain clinical information.
- Exchange clinical information with ForwardHealth.

Pharmacy providers, although not required to, may contract with a ForwardHealth-approved MTM case management software vendor or any other MTM case management software vendor.

Pharmacy Providers May Contract with a ForwardHealth-Approved Vendor

Beginning August 1, 2013, ForwardHealth will allow Medication Therapy Management (MTM) case management software vendors whose software meets ForwardHealth's approval criteria to access ForwardHealth's claim information. Approved software will be able to do the following:

- Identify members enrolled in the following programs who are eligible for MTM services:
 - ✓ The BadgerCare Plus Standard Plan.

- ✓ The BadgerCare Plus Benchmark Plan.
- ✓ The BadgerCare Plus Core Plan.
- ✓ The BadgerCare Plus Basic Plan.
- ✓ SeniorCare.
- ✓ Wisconsin Medicaid.
- Submit claims for MTM services on the pharmacy provider's behalf.
- Capture, store, and maintain clinical information in a member's file, including the required documentation outlined in the following areas of the ForwardHealth Online Handbook, as applicable:
 - ✓ The Intervention-Based Services — Documentation Requirements topic (topic #14577) in the Medication Therapy Management chapter of the Covered and Noncovered Services section of the Pharmacy service area.
 - ✓ The Comprehensive Medication Review and Assessments — Documentation Requirements topic (topic #14697) in the Medication Therapy Management chapter of the Covered and Noncovered Services section of the Pharmacy service area.
- Exchange clinical information with ForwardHealth. ForwardHealth will use the clinical information to evaluate the MTM benefit.

For more information about qualified MTM case management software, including software requirements and the approval process, providers should refer to the Medication Therapy Management Case Management Software Approval Process page. This page can be accessed using the Medication Therapy Management Case Management Software Approval Process link in the Providers box on the left side of the ForwardHealth Portal home page at www.forwardhealth.wi.gov/.

After approving a qualified MTM case management software vendor, ForwardHealth will post the vendor's contact information to the Medication Therapy Management Case Management Software Approval Process page, and pharmacy providers, although not required to, may contract with the approved vendor. Providers should periodically refer to the Medication Therapy Management Case Management Software Approval Process page for the most current information.

Pharmacy providers who contract with a ForwardHealth-approved MTM case management software vendor are still required to receive approval from the Drug Authorization and Policy Override Center to provide Comprehensive Medication Review and Assessments services as indicated in the Comprehensive Medication Review and Assessments topic (topic # 14677) in the Medication Therapy Management chapter of the Covered and Noncovered Services section of the Pharmacy service area of the Online Handbook.

Pharmacy Providers Who Do Not Contract with a ForwardHealth-Approved Vendor

Pharmacy providers are not required to contract with any MTM case management software vendor, whether ForwardHealth-approved or not.

Pharmacy providers who provide MTM services and do not contract with any MTM case management software vendor can still submit claims for MTM services and are still required to capture, store, and maintain required documentation in a member's file.

Pharmacy providers may contract with an MTM case management software vendor not approved by ForwardHealth; however, an unapproved vendor will not be able to receive claim information from or exchange clinical information with ForwardHealth.

Additional Information

Providers are reminded that they are responsible for the accuracy, truthfulness, and completeness of all claims submitted whether prepared or submitted by the provider or by an outside billing service or clearinghouse.

For more information about MTM policies and procedures, providers should refer to the Medication Therapy Management chapter of the Covered and Noncovered Services section of the Pharmacy service area of the Online Handbook.

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/.

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