

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

To: All Providers, HMOs and Other Managed Care Programs

Medicaid-Enrolled Providers Are Required to Change Demographic Information Through the ForwardHealth Portal

On November 11, 2013, ForwardHealth updated the demographic maintenance tool on the ForwardHealth Portal to include new fields and panels that capture all of the information from the Provider Change of Address or Status form, F-01181 (10/12). On and after December 6, 2013, Medicaid-enrolled providers are required to change their demographic information using the demographic maintenance tool. The Provider Change of Address or Status form is being discontinued effective December 6, 2013. Provider Change of Address or Status forms received on and after December 6, 2013, will be returned to providers.

Demographic Information Must Be Changed Through the Demographic Maintenance Tool

ForwardHealth has enhanced the process by which providers notify ForwardHealth of changes to their demographic information as a result of the Patient Protection and Affordable Care Act and in an effort to streamline the process. On November 11, 2013, ForwardHealth updated the demographic maintenance tool on the ForwardHealth Portal to include new fields and panels that capture all of the information from the Provider Change of Address or Status form, F-01181 (10/12), in order to make the process paperless. Providers can now change all of their demographic information using the demographic maintenance tool.

On and after December 6, 2013, Medicaid-enrolled providers are required to change their demographic information using the demographic maintenance tool. The Provider Change of Address or Status form is being discontinued effective December 6, 2013, and will no longer be available on the Forms page of the Portal. Provider Change of Address or Status forms received on and after December 6, 2013, will be returned to providers.

The demographic maintenance tool allows providers to securely, efficiently, and conveniently update their information. In most cases, once information is submitted through the demographic maintenance tool, providers' files will be immediately updated. If providers' files are immediately updated, providers will receive a confirmation message above the panel from which they submitted their information indicating that their information was updated successfully. In some cases ForwardHealth may need to manually verify information, which may take additional processing time and will result in a Change Notification letter being sent to providers.

Providers may access the demographic maintenance tool by clicking the Demographic Maintenance link located in the Home Page box on the right side of their secure Provider home page. The Demographic Maintenance link will only display for administrative accounts or for clerk accounts that have been assigned the Demographic Maintenance role.

For information about assigning roles, providers should refer to the Account User Guide, which is located on the Portal User Guides page of the Portal at www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage.

Providers should refer to the Demographic Maintenance Tool User Guide for detailed information about using the demographic maintenance tool.

Changes That Require ForwardHealth to Be Notified

Providers are reminded that they are required to notify ForwardHealth of any changes to their demographic information, including the following, as they occur:

- Address(es) — practice location and related information, mailing, prior authorization (PA), and/or financial.
Note: Changes to the practice location address on file with ForwardHealth may alter providers' ZIP+4 code information that is required on transactions.
- Business name.
- Contact name.
- Federal Tax ID number (Internal Revenue Service number).
- Group affiliation.
- Licensure.
- National Provider Identifier.
- Ownership.
- Professional certification.
- Provider specialty.
- Supervisor of nonbilling providers.
- Taxonomy code.
- Telephone number, including area code.

Failure to notify ForwardHealth of changes may result in the following:

- Incorrect reimbursement.
- Misdirected payment.
- Claim denial.

- Suspension of payments or cancellation of provider file if provider mail is returned to ForwardHealth for lack of a current address.

Entering new information on a claim form or PA request is *not* adequate notification.

Manual Verification

In some cases, ForwardHealth may need to manually verify changes before providers' files can be updated. If ForwardHealth needs to manually verify changes, providers will receive a confirmation message upon submission indicating that their information was uploaded successfully. An Application Submitted panel will display recommending that providers print a copy of the changes for their records and indicate that ForwardHealth may contact them if additional information is required. Once ForwardHealth verifies the changes and updates providers' files, ForwardHealth will mail providers a Change Notification letter. Providers should review the Provider File Information Change Summary included with the letter to verify the accuracy of the changes. If any of the changes are inaccurate, providers may correct the information using the demographic maintenance tool. Providers may contact Provider Services at (800) 947-9627 if they have questions regarding the letter.

Providers Enrolled in Other Programs

ForwardHealth strongly encourages providers enrolled in the Wisconsin AIDS Drug Assistance Program (ADAP), Wisconsin Chronic Disease Program (WCDP), or the Wisconsin Well Woman Program (WWWP) to update their demographic information using the demographic maintenance tool since providers' files are immediately updated in most cases. If providers enrolled in ADAP, WCDP, or WWWP are unable to update their information online, they can complete and mail the Provider File Update Request form, F-00916 (12/13), which is available on the Forms page of the Portal, to ForwardHealth. Alternate versions of this form will not be accepted and will be returned to providers.

Providers Enrolled in Multiple Programs

If demographic information changes, providers enrolled in multiple programs (e.g., Wisconsin Medicaid and WCDP) will need to change the demographic information for each program. By toggling between accounts using the Switch Organization function of the Portal, providers who have a Portal account for each program may change their information for each program using the demographic maintenance tool. For information about switching organizations, providers should refer to the Account User Guide.

Reminder for Providers Licensed or Certified by the Division of Quality Assurance

As a reminder, providers licensed or certified by the Division of Quality Assurance (DQA) are required to notify the DQA of changes to physical address, changes of ownership, and facility closures by calling (608) 266-8481. Since the DQA will inform ForwardHealth of the changes, providers do not need to also notify ForwardHealth.

Information Regarding Managed Care Organizations

This *ForwardHealth 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. Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

Members enrolled only in WCDP 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 AIDS 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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