

Affected Programs: BadgerCare Plus, Medicaid

To: Home Health Agencies, Personal Care Agencies, HMOs and Other Managed Care Programs

Reminder Regarding Home Health and Personal Care Agency Reporting Requirements and Revalidation Information

Home health and personal care agencies are required to report personnel information to ForwardHealth via the ForwardHealth Portal. This *ForwardHealth Update* provides new information regarding the reporting process, as well as information regarding revalidation.

Reporting Requirements for Home Health and Personal Care Agencies

As published in the August 2012 *ForwardHealth Update* (2012-37), titled “New Requirements for Home Health and Personal Care Agencies to Report Personnel Information to ForwardHealth,” ForwardHealth requires Medicaid-enrolled home health agencies and personal care agencies to report specific information regarding personnel who are employed by, contracted by, or employed by an agency under contract with the home health and personal care agency. This includes the following personnel:

- Licensed practical nurses.
- Registered nurses.
- Speech and language pathologists.
- Occupational therapists.
- Occupational therapy assistants.
- Physical therapists.
- Physical therapy assistants.
- Home health aides.
- Personal care workers.

Home health and personal care agencies, including out-of-state and border status providers, are required to report and maintain personnel information via the demographic maintenance tool on the ForwardHealth Portal at www.forwardhealth.wi.gov/. The demographic maintenance tool can be accessed after logging in to the secure Provider area of the Portal. A link to the demographic maintenance tool is in the upper right corner of the secure Provider home page. Select the “Home Health Personal Care Agency Personnel Information” link found on the demographic maintenance home page to update personnel information. Each agency is responsible for designating agency personnel to update and maintain personnel information.

Note: In order to protect the individual's personal information, the Social Security number and date of birth will not display after the first time the information is entered into the demographic maintenance fields.

Personnel Screening During New Enrollment

When completing the Medicaid enrollment process for the first time, home health and personal care agencies will be required to enter their workers' information for screening. After entering the information, the provider will see a pass status on the Portal panel if the screening was successfully completed. In addition, the worker's name and status will be

included on the enrollment report that the agency will be instructed to print after completing the enrollment process.

If there is any discrepancy or problem during the screening, the worker will not appear in the list, and the information will be automatically forwarded to ForwardHealth for manual review. If the worker does not pass the screening, a letter will be mailed to the agency indicating the name of the worker and information regarding why the worker did not pass the screening.

Updating Personnel Information via Demographic Maintenance

Once enrolled in Wisconsin Medicaid, home health and personal care agencies are required to report and maintain personnel information using the demographic maintenance tool, which can be accessed through the provider's secure ForwardHealth Portal account. ForwardHealth requires home health and personal care agencies to update personnel information after any changes to personnel occur and to maintain the information submitted to ForwardHealth.

ForwardHealth requires home health agencies and personal care agencies to report personnel information for any of the following qualifying events:

- The person becomes an employee of the enrolled Medicaid provider.
- The contract agency begins its contract with the enrolled Medicaid provider.
- A person begins employment with the contract agency.
- A person begins his/her contract with the enrolled Medicaid provider.
- An employee resigns or the agency or contract agency terminates the employee.

If a worker passes the screening, his/her name will appear in the list of workers panel, and the agency will receive a message that the worker passed the screening.

If there is any discrepancy or problem during the screening, the worker's name will not appear in the list, and the information will be automatically forwarded to

ForwardHealth for manual review. If the worker passes the manual screening, his/her name will appear in the list within 10 business days. If the worker does not pass the screening, a letter will be mailed to the agency indicating the name of the worker and information regarding why the worker did not pass the screening.

Note: Home health and personal care agencies may submit claims for services beginning on the date the personnel information was reported to ForwardHealth only for services provided by persons who passed the screening on or before the date of service.

If the person does not pass the screening, the home health or personal care agency may not submit claims for services provided by that person to Medicaid or BadgerCare Plus members.

Revalidation Information

Providers are reminded that reporting personnel information is mandatory once the agency undergoes revalidation with Wisconsin Medicaid. Agencies enrolled prior to August 13, 2012, were given a grace period before being required to report personnel information to ForwardHealth. However, in order to expedite the revalidation process, providers are encouraged to report their personnel information now.

After entering the worker's name, the provider will see a pass status on the Portal panel. In addition, the worker's name and status will be included on the revalidation report that the agency will be instructed to print after completing the revalidation process. If there is any discrepancy or problem during the screening, the worker's name will not appear in the list, and the information will be automatically forwarded to ForwardHealth for manual review. If the worker does not pass the screening, a letter will be mailed to the agency indicating the name of the worker and information regarding why the worker did not pass the screening.

Revalidation for home health and personal care agencies began January 1, 2014. To determine an agency's specific revalidation date, an agency can access the Medicaid Provider Revalidation page of the Portal, available by clicking the Provider Revalidation link in the Providers box on the Portal home page. Once on the Provider Revalidation page, click the Check My Revalidation Date link for agency-specific revalidation date information. Once a provider is notified about revalidation, the revalidation process is required to be completed within 30 days.

Information Regarding 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. 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 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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