

**Affected Programs:** BadgerCare Plus Standard Plan, BadgerCare Plus Benchmark Plan, Medicaid  
**To:** Specialized Medical Vehicle Providers, HMOs and Other Managed Care Programs

## Specialized Medical Vehicle Providers Will Be Required to Report Vehicle and Driver Information Through the ForwardHealth Portal

ForwardHealth has streamlined the process by which specialized medical vehicle (SMV) providers notify ForwardHealth of changes to vehicle or driver information. Beginning March 17, 2014, SMV providers will be required to report and maintain vehicle and driver information using the updated demographic maintenance tool on the ForwardHealth Portal.

### Demographic Maintenance Tool Updated

ForwardHealth has streamlined the process by which specialized medical vehicle (SMV) providers notify ForwardHealth of changes to vehicle or driver information. This process will now be paperless and will need to be completed through the ForwardHealth Portal.

ForwardHealth has updated the demographic maintenance tool on the Portal to include new panels that capture all of the information from the Specialized Medical Vehicle Information Chart, F-01300 (07/12), and the Specialized Medical Vehicle Driver Information Chart, F-01301 (07/12). On and after March 17, 2014, SMV providers will be required to report their vehicle and driver information using the demographic maintenance tool. 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. For detailed information about using the demographic maintenance tool, providers should refer to the Demographic Maintenance Tool User Guide on the Portal

User Guides page of the Portal at [www.forwardhealth.wi.gov/WTPortal/content/Provider/userguides/userguides.htm.spage](http://www.forwardhealth.wi.gov/WTPortal/content/Provider/userguides/userguides.htm.spage).

*Note:* 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 on the Portal User Guides page of the Portal.

### Forms Discontinued

Effective March 17, 2014, the Specialized Medical Vehicle Information Chart and the Specialized Medical Vehicle Driver Information Chart will be discontinued and will no longer be accepted by ForwardHealth. Providers will be required to use the demographic maintenance tool to update their information instead. Forms received on and after March 17, 2014, will be returned to providers.

### Maintaining Vehicle and Driver Information

As a reminder, SMV providers are required to maintain the following vehicle and driver information and report any changes to ForwardHealth *before* the changes take effect:

- A current list of certified vehicles used to transport members. The list must include the following information about each vehicle:
  - ✓ Vehicle identification number.

- ✓ License plate number.
- ✓ Registration expiration date.
- ✓ Year, make, and model.
- ✓ Whether or not the vehicle has a wheelchair ramp.
- ✓ Whether or not the vehicle has a wheelchair lift.
- ✓ Whether or not the vehicle has a cot or stretcher.
- A current list of all drivers. The list must include the following information for each driver:
  - ✓ Name.
  - ✓ Driver's license number.
  - ✓ Driver's license expiration date.
  - ✓ License type.
  - ✓ License restrictions or violations (if any).
  - ✓ Date of first aid training. Drivers are required to take refresher training in first aid at least every three years.
  - ✓ Date of cardiopulmonary resuscitation (CPR) training. Drivers are required to renew their CPR certification at least every two years.
  - ✓ Date of training for the use of lifts, ramps, and restraint devices.
  - ✓ Date of training for the care of passengers in seizure.

Providers will only be required to report information that is changing and will not need to re-enter vehicle or driver information that is currently up-to-date.

## **Provisional Providers**

Provisional providers are also required to update vehicle and driver information, as well as any demographic information, using the demographic maintenance tool.

## **Verification**

Upon submission, a message will display in the demographic maintenance tool indicating that providers' information was uploaded successfully. Additionally, an Application Submitted panel will display and indicate next steps. ForwardHealth will verify changes to vehicle or driver information within 10 business days of submission, per current policy.

## ***Vehicle or Driver Changes***

Although changes to vehicle or driver information will immediately display in the demographic maintenance tool, the changed vehicle or driver information is not considered approved until 10 business days after the information was changed. Providers should check the demographic maintenance tool after 10 business days to ensure their information was approved. If ForwardHealth could not verify the information, the information will have been removed from the demographic maintenance tool. Once removed, ForwardHealth will notify providers by mail that their provider file was not updated, and providers will need to make corrections using the demographic maintenance tool.

## ***Added Vehicle***

Although an added vehicle will immediately display in the demographic maintenance tool, the added vehicle is not considered approved until 10 business days after the vehicle was added. Providers who added a vehicle will receive a Specialized Medical Vehicle Added Vehicle letter, F-11231 (10/08), in the mail after ForwardHealth verifies their information. Providers may contact Provider Services at (800) 947-9627 if they have any questions regarding the letter. If the vehicle information could not be verified, ForwardHealth will notify providers by mail that their provider file was not updated, and providers will need to make corrections using the demographic maintenance tool.

## **Reminder to Keep Information Current**

Specialized medical vehicle providers are reminded that they are required to keep all information, including vehicle insurance documentation, current with ForwardHealth. If providers added a new vehicle, they are required to immediately submit insurance documentation to ForwardHealth to avoid a delay in processing. For information about submitting insurance documentation, providers should refer to the Specialized Medical Vehicle Provider's Vehicle(s) Insurance Documentation Requirements topic (topic #15917) in the Documentation chapter of the Provider Enrollment and Ongoing

Responsibilities section of the ForwardHealth Online Handbook.

## Uploading Files

ForwardHealth has updated the demographic maintenance tool to allow providers to upload required supporting documentation (e.g., insurance information). Providers may upload documents in the following formats:

- Joint Photographic Experts Group (.jpg or .jpeg).
- Portable Document Format (PDF) (.pdf).

Providers may continue to mail supporting documentation to ForwardHealth; however, to avoid delays in processing, ForwardHealth strongly encourages providers to upload their documents.

## 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.

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/](http://www.forwardhealth.wi.gov/).

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