

Affected Programs: BadgerCare Plus, Medicaid
To: All Providers, HMOs and Other Managed Care Programs

Demographic Maintenance Tool Enhancements

This *ForwardHealth Update* announces enhancements to the demographic maintenance tool for all providers as well as a specific enhancement for case management providers.

ForwardHealth has updated the demographic maintenance tool on the ForwardHealth Portal to allow all providers to do the following:

- Change provider specialty.
- Upload supporting documentation.
- Submit information from one panel.

Additionally, ForwardHealth has updated the demographic maintenance tool to allow case management providers to change the target population(s) they are serving.

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/WIPortal/content/Provider/userguides/userguides.htm.spage.

Note: The Demographic Maintenance link will be displayed only 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.

Changing Provider Specialty

Providers can now change their provider specialty using the Specialty Change panel in the demographic maintenance tool. A provider's current specialty will be displayed at the top of the Specialty Change panel, and specialties that the provider can add will be displayed at the bottom. If providers cannot change their specialty, the Specialty Change panel will not be displayed in the demographic maintenance tool. Providers who have questions about changing their specialty should contact Provider Services at (800) 947-9627.

After changing their specialty, providers may be required to submit documentation to ForwardHealth, either by uploading through the demographic maintenance tool or by mail, supporting the change. ForwardHealth will verify that the documentation supports the specialty change within 10 business days of receiving the documentation, per current policy. If ForwardHealth approves the specialty change, the specialty will be displayed in the Base Information section in the demographic maintenance tool. Providers will be notified by mail if their specialty change was not approved.

Uploading Supporting Documentation

Providers can now upload required enrollment-related supporting documentation (e.g., licenses, certifications) using the Upload Files and Submit panel in the demographic maintenance tool. Providers may upload documents in the following formats:

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

To avoid delays in processing, ForwardHealth strongly encourages providers to upload their documents.

Submitting Information

Providers can now submit their changes from the Upload Files and Submit panel in the demographic maintenance tool once they have made *all* their changes and uploaded supporting documentation, if applicable. Changes are not saved unless they have been submitted.

After submitting information, providers will receive one of the following messages:

- “Your information was *updated* successfully.” This message indicates that providers’ files were immediately updated with the changed information.
- “Your information was *uploaded* successfully.” This message indicates that ForwardHealth needs to verify the information before providers’ files can be updated. Additionally, an Application Submitted panel will be displayed and indicate next steps. ForwardHealth will verify changes within 10 business days of submission, per current policy. If the changes can be verified, ForwardHealth will update providers’ files. In some cases, providers may receive a Change Notification letter indicating what information ForwardHealth updated; however, regardless of whether or not providers are notified that their provider files were updated, changed information is not considered approved until 10 business days after the information was changed. If the changes cannot be verified within 10 business days, ForwardHealth will notify providers by mail that their provider files were not updated, and providers will need to make corrections using the demographic maintenance tool.

Changing Target Populations for Case Management Providers

Case management providers can now change the target population(s) they are serving at any time using the Case Management Target Population panel in the demographic maintenance tool. Existing information will not be displayed on the panel; however, providers only need to indicate

changes to existing information. Once changes are submitted, ForwardHealth will process the information within 10 business days.

Keeping Information Current

As a reminder, providers are required to keep all demographic information current with ForwardHealth. Providers should refer to the Keeping Information Current topic (topic # 217) in the Ongoing Responsibilities chapter of the Provider Enrollment and Ongoing Responsibilities section of the ForwardHealth Online Handbook for detailed information about notifying ForwardHealth of changes in demographic information.

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/.

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