

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

Scheduled Maintenance Will Result in Planned Downtime for ForwardHealth

ForwardHealth is upgrading its servers to increase overall performance and, as a result, will experience a planned downtime from 6:00 p.m. Saturday, June 21, 2014, until 12:00 a.m. Monday, June 23, 2014. This *ForwardHealth Update* indicates the functions that will be unavailable as well as instructions for providers who need to dispense medication during the planned downtime.

Planned Downtime for ForwardHealth

ForwardHealth is upgrading its servers to increase overall performance and, as a result, will experience a planned downtime from 6:00 p.m. Saturday, June 21, 2014, until 12:00 a.m. Monday, June 23, 2014. The following programs will be affected by the planned downtime:

- BadgerCare Plus.
- Family Planning Waiver.
- SeniorCare.
- Tuberculosis-Related Services-Only Benefit.
- Wisconsin AIDS Drug Assistance Program.
- Wisconsin Chronic Disease Program.
- Wisconsin Medicaid.
- Wisconsin Well Woman Program.

Affected Functions

During the planned downtime, the following functions will be unavailable:

- Claim submissions via the following:
 - ✓ 837 Health Care Claim transaction.
 - ✓ ForwardHealth Portal.

- ✓ National Council for Prescription Drug Programs D.0 Telecommunication Standard for Retail Pharmacy Claims transaction.
- ✓ Provider Electronic Solutions software.
- Claim status inquiries via the following:
 - ✓ 276/277 Health Care Claim Status Request and Response transaction.
 - ✓ Portal.
 - ✓ WiCall.
- Enrollment verification via the following:
 - ✓ 270/271 Health Care Eligibility/Benefit Inquiry and Information Response transaction.
 - ✓ Portal.
 - ✓ WiCall.
- Prior authorization (PA) submissions via the following:
 - ✓ 278 Health Care Services Review — Request for Review and Response transaction.
 - ✓ National Council for Prescription Drug Programs D.0 Telecommunication Standard for Retail Pharmacy PA transaction.
 - ✓ Portal.
 - ✓ Specialized Transmission Approval Technology-Prior Authorization.
- Prior authorization status inquiries via the following:
 - ✓ National Council for Prescription Drug Programs D.0 Telecommunication Standard for Retail Pharmacy PA inquiry transaction.
 - ✓ Portal.
 - ✓ WiCall.

- Electronic acknowledgements, including the following:
 - ✓ 835 Health Care Claim Payment/Advice.
 - ✓ 999 Functional Acknowledgment.
 - ✓ TA1 InterChange Acknowledgment.
- Other Portal functions including, but not limited to, the following:
 - ✓ Presumptive eligibility determinations for qualified hospitals.
 - ✓ Provider enrollment applications.
 - ✓ Provider Directory Search on the Member Portal.
 - ✓ Wisconsin Medicaid Electronic Health Record Program applications.

regular business hours Monday through Friday, 7:00 a.m. until 6:00 p.m. (Central Standard Time).

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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Dispensing Medications

Providers who submit real-time Point-of-Sale claims may either dispense medications and submit their claims for the medications after the planned downtime or dispense up to a 14-day supply of medication according to emergency medication dispensing policy during the planned downtime.

For more information about emergency medication dispensing policy, providers should refer to the Emergency Medication Dispensing topic (topic #1399) in the Covered Services and Requirements chapter of the Covered and Noncovered Services section of the Pharmacy service area of the ForwardHealth Online Handbook.

Faxing Prior Authorization Requests

Providers may continue to fax PA requests during the planned downtime. For information about faxing PA requests, providers should refer to the Fax topic (topic #455) in the Submission Options chapter of the Prior Authorization section of the Online Handbook.

Additional Information

If the planned downtime is extended beyond 12:00 a.m. on Monday, June 23, 2014, a message on the Portal will indicate the new time at which the downtime will end.

For additional assistance, providers may contact ForwardHealth Provider Services at (800) 947-9627 during