

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program
To: All Providers, HMOs and Other Managed Care Programs

Functionality Added to the Demographic Maintenance Tool for Reporting Licensure Information

Beginning July 28, 2014, a new panel will be available in the demographic maintenance tool on the ForwardHealth Portal for licensed providers to report their licensure information.

Reporting Licensure Information

Beginning July 28, 2014, a new panel will be available in the demographic maintenance tool on the ForwardHealth Portal for providers to report their licensure information. Licensed providers are reminded that they are required to keep all licensure information, including license number, grant and expiration dates, and physical location as applicable (e.g., hospital providers), current with ForwardHealth.

The new panel will display licensure information that providers have on file with ForwardHealth. Providers will be able to change the grant and expiration dates for their current license(s). Additionally, providers will be able to enter information for a new license(s), such as the license number, licensing state, and grant and expiration dates. After entering information for their new license(s), some providers (e.g., out-of-state providers) will also be required to upload a copy of their license, which they can do via the Upload Files and Submit panel in the demographic maintenance tool. Provided licensure information must correspond with the information on file with the applicable licensing authority.

If providers do not keep their licensure information, including their license number, current with ForwardHealth, any of the following may occur:

- Providers' enrollment may be deactivated. As a result, providers would not be able to submit claims or prior authorization requests or be able to function as prescribing/referring/ordering providers, if applicable, until they update their licensure information.
- Providers may experience a lapse in enrollment. If a lapse occurs, providers may need to re-enroll, which may result in another application fee being assessed.

Accessing 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 of the Portal. 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.

Submitting Licensure Information

Before submitting updated licensure information, providers should upload a copy of their license, as applicable, using the Upload Files and Submit panel in the demographic maintenance tool. After uploading a copy of their license, providers can then submit updated licensure information, and other information as applicable, using the Upload Files and Submit panel. To avoid multiple submissions of the same information as well as delays in processing, providers who need to change other information in the demographic maintenance tool should do so and then submit *all* of their updated information at one time. Updated information is not saved unless it has been submitted.

After submitting licensure 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 new licensure information.
- “Your information was uploaded successfully.” This message indicates that ForwardHealth needs to verify the licensure information before providers’ files can be updated. An Application Submitted panel will also be displayed and will indicate next steps.

Verification

ForwardHealth will verify licensure information with the applicable licensing authority within 10 business days of submission, per current policy. Providers updating their license information should plan accordingly so that they do not experience any of the aforementioned interruptions in enrollment.

If the information can be verified, ForwardHealth will update providers’ files, and the information will display in the demographic maintenance tool. Providers should check the demographic maintenance tool after 10 business days to ensure their licensure information was verified. If the provided licensure information (e.g., grant and expiration

dates) does not correspond with the licensing authority’s information, the licensing authority’s information will be retained and will display in the demographic maintenance tool.

If the information 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.

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.

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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