

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program

To: Federally Qualified Health Centers, Pharmacies, HMOs and Other Managed Care Programs

Medication Therapy Management New Electronic Submission of Documentation Requirement

ForwardHealth requires providers to maintain documentation of Medication Therapy Management (MTM) services provided to ForwardHealth members. This *ForwardHealth Update* announces a new requirement for electronic submission of MTM documentation to ForwardHealth and provides information regarding electronic submission options.

Medication Therapy Management Benefit Background and Documentation Requirements

The Wisconsin Department of Health Services is a member of the Wisconsin Pharmacy Quality Collaborative which received a Center for Medicare and Medicaid Innovation (CMMI) award from the Centers for Medicare and Medicaid Services to implement a statewide Medication Therapy Management (MTM) benefit. Providers who participate in the MTM benefit are reimbursed for value-added services that assist members in managing their medications.

Current Documentation Requirements

Providers are currently required to maintain documentation of the MTM services provided to ForwardHealth members in the member's file.

Pharmacies may use any format to document MTM services, but that format (electronic or paper) must include all of the elements outlined in the following areas of the ForwardHealth Online Handbook:

- The Intervention-Based Services — Documentation Requirements topic (topic #14577) in the Medication Therapy Management chapter of the Covered and Noncovered Services section of the Pharmacy service area.
- The Comprehensive Medication Review and Assessments — Documentation Requirements topic (topic #14697) in the Medication Therapy Management chapter of the Covered and Noncovered Services section of the Pharmacy service area.

Documentation (electronic or paper) must be made available to ForwardHealth upon request.

New Electronic Submission of Documentation Requirement

As of August 18, 2014, ForwardHealth will require providers to submit MTM documentation electronically using one of the following options:

- ForwardHealth-approved MTM case management software.
- The ForwardHealth Portal.

This electronic submission requirement is in addition to the requirement for providers to maintain on-site MTM documentation (either electronically or on paper) in the

member's file. The information required to be submitted to ForwardHealth electronically is the same information required to be maintained in the member's file.

Documentation for MTM services that is submitted to ForwardHealth may be used by ForwardHealth and CMMI to evaluate the MTM benefit.

Providers will have until August 31, 2015, to submit documentation electronically for all MTM services provided between September 1, 2012, and August 31, 2014.

For MTM services provided on and after August 31, 2014, providers are required to submit the associated MTM documentation electronically within 365 days of submitting the claim for MTM services. Providers are encouraged to submit the MTM documentation electronically within 30 days of submitting the associated claim.

A separate record is required for each MTM service provided. Providers are reminded to only submit one record for each service provided. Documentation that is stored in ForwardHealth-approved MTM case management software is automatically sent to ForwardHealth; documentation stored on the Portal is also automatically sent to ForwardHealth. In order to avoid duplication, providers should not record documentation for the same services on both the Portal and in ForwardHealth-approved MTM case management software.

Electronic Documentation Submission Options

ForwardHealth-Approved Case Management Software

ForwardHealth will approve MTM case management software that meets certain criteria to access ForwardHealth's claim information and to submit MTM claims and documentation to ForwardHealth. Once ForwardHealth has approved case management software vendors, a link to the list of approved vendors and their contact information will be added to the Medication

Therapy Management Case Management Software page on the Pharmacy Provider-specific Resources page of the Portal.

Note: Pharmacy providers are not required to contract with an MTM case management software vendor.

Providers are reminded that MTM case management software vendors who are not approved by ForwardHealth will not be able to receive claim information from, or exchange documentation with, ForwardHealth.

The ForwardHealth Portal

Beginning August 18, 2014, pharmacy providers will have the option to capture, retrieve, and submit required MTM documentation on the secure Provider area of the Portal. This is an optional service for providers; however, it will fulfill ForwardHealth's electronic documentation submission requirement for MTM services.

Entering and Accessing Medication Therapy Management Documentation on the Portal

To enter MTM documentation on the Portal, click the Medication Therapy Management (MTM) Documentation Storage link in the Quick Links box on the secure Provider home page. Once on the MTM Data Entry page, providers will have the following options:

- Review/Edit existing record.
- Create a new Medication Therapy Management record.

To create a new record, enter one of the following options in the Member Search panel:

- Member Identification Number.
- Member's Social Security number and date of birth.
- Member's first/last name and date of birth.

Providers will then complete a series of panels with information regarding the MTM services provided. Once the provider submits the MTM record, a Confirmation panel will appear indicating completion of the MTM record. Within that panel, providers will have the option to print

the record or click a link to download a Portable Document Format (PDF) version of the record to be saved to their computer.

Note: The PDF version is only generated when the MTM record is submitted; therefore, providers who intend to save the PDF version must download and save it when the option to do so is presented on the Confirmation panel.

To access an existing record, enter the Member ID in the Record Search panel. Any existing records for that member will appear as links in the MTM Records panel. Providers can click the link of the record that they would like to review or revise.

For assistance regarding the electronic submission of MTM documentation on the Portal, call the Portal Help Desk at (866) 908-1363 or refer to the Medication Therapy Management Documentation Storage Portal User Guide, available on the Provider area of the Portal at www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.btm.spage.

Information Regarding Managed Care Organizations

This *ForwardHealth Update* contains fee-for-service policy for members enrolled in Medicaid and BadgerCare Plus who receive pharmacy services on a fee-for-service basis only. Pharmacy services for Medicaid members enrolled in the Program of All-Inclusive Care for the Elderly (PACE) and the Family Care Partnership are provided by the member's managed care organization.

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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