

Affected Programs: BadgerCare Plus, Medicaid

To: Chiropractors, HMOs and Other Managed Care Programs

Upcoming Training Sessions Available for Chiropractors Regarding ForwardHealth Portal Functionality

Chiropractors are encouraged to attend training sessions in September 2014 regarding ForwardHealth Portal functionality specific to their business needs.

Regional Training Sessions for Chiropractors

In September 2014, ForwardHealth will offer regional training sessions for chiropractors regarding ForwardHealth Portal functionality specific to their business needs. For detailed information regarding these training sessions, including locations, dates, and times, providers should refer to the Trainings page in the Provider area of the ForwardHealth Portal at www.forwardhealth.wi.gov/WIPortal/content/provider/training/TrainingHome.htm.spage.

Covered Topics

The following topics will be covered at the training sessions:

- Claims.
 - ✓ Claim functionality on the Portal.
 - ✓ Common reasons for claim denials.
- Covered services.
 - ✓ Determining covered services, including allowable codes.
 - ✓ Maximum allowable fee schedule.
- Member enrollment verification, including the difference between fee-for-service and state-contracted HMO coverage.

- Prior authorization (PA).
 - ✓ Prior authorization functionality on the Portal.
 - ✓ Services requiring PA.
- Provider enrollment and ongoing responsibilities.
 - ✓ Difference between group and individual enrollment.
 - ✓ Documentation requirements.
 - ✓ Keeping information current, including updating information via the demographic maintenance tool on the Portal.
- Provider resources overview, including finding information in the ForwardHealth Online Handbook.
- Spell of illness overview.

Registration

Registration is required prior to attending the training sessions. To register online, providers should refer to the Trainings page on the Portal. Providers may also register by calling Provider Services at (800) 947-9627. Registrants will receive a training session confirmation number that they should keep for their records. Providers who have questions about registration or are unable to attend a session for which registration has been confirmed should call Provider Services and have their confirmation number available.

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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