

Affected Programs: BadgerCare Plus, Medicaid

To: Hospital Providers, Occupational Therapists, Physical Therapists, Physician Clinics, Physicians, Rehabilitation Agencies, Speech and Hearing Clinics, Speech-Language Pathologists, Therapy Groups, HMOs and Other Managed Care Programs

Upcoming Training Sessions Available for Therapists Regarding ForwardHealth Portal Functionality

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

Regional Training Sessions for Therapists

In November 2014, ForwardHealth will offer regional training sessions for therapists, including occupational therapists, physical therapists, speech-language pathologists, and office staff, 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 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.
 - ✓ Common reasons for claim denials.
 - ✓ Submission.
- Member information.
 - ✓ Changes to BadgerCare Plus.
 - ✓ Enrollment categories.
 - ✓ Enrollment verification on the Portal.
- Prior authorization.
 - ✓ Completing applicable forms for therapy services.
 - ✓ Prior authorization process.

- Provider enrollment and ongoing responsibilities.
 - ✓ Categories of enrollment.
 - ✓ Keeping information current, including updating information via the demographic maintenance tool on the Portal.
- Provider resources overview.
 - ✓ ForwardHealth Online Handbook navigation.
 - ✓ Provider communications (e.g., e-mail, *ForwardHealth Updates*, Portal user guides) and trainings.
- Remittance Advice overview.
- 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.

Information Regarding Managed Care Organizations

This *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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