

Affected Programs: BadgerCare Plus, Medicaid

To: Facilities for Developmentally Disabled, Home Health Agencies, Nursing Homes, Personal Care Agencies, HMOs and Other Managed Care Programs

Reminder of Correct Billing Process for Long-Term Care Services

This *ForwardHealth Update* reminds providers of the correct billing process for long-term care services for members who also have commercial long-term care insurance.

Correctly Billing Long-Term Care Insurance for Long-Term Care Services

ForwardHealth has become aware that some nursing home providers are incorrectly billing Medicaid members' commercial long-term care insurance. In these occurrences, providers are only billing the patient liability amount to the long-term care insurance. Providers are reminded that they are required to bill the member's commercial long-term care insurance for the full room and board amount for each month that services are provided.

Providers may submit claims to a commercial long-term care insurance carrier in the manner and schedule that the carrier prefers. Concurrently, providers may submit claims to ForwardHealth for the member's room and board each month. Providers are required to follow this claim submission process for all members with commercial long-term care insurance beginning the first day in which the member becomes enrolled in Wisconsin Medicaid.

As a reminder, Medicaid members who have a long-term care insurance plan are required to assign these benefits to the State of Wisconsin.

Providers receiving payment for long-term care services from a member's commercial long-term care insurance carrier should forward the payment to ForwardHealth. Providers should mail payments, along with the corresponding Explanation of Benefits form, to the following address:

Wisconsin Department of Health Services
Third-Party Liability Unit
PO Box 6220
Madison WI 53784-6220

Adjustments for Claims Submitted Incorrectly

Providers are encouraged to adjust and resubmit claims for long-term care services that were submitted incorrectly to the commercial long-term care insurance carrier, regardless of the time elapsed from the date of service indicated on the claim. This includes claims that only included the patient liability amount.

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 website at www.forwardhealth.wi.gov/.

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