

Affected Programs: BadgerCare Plus, Medicaid
To: Nursing Homes, HMOs and Other Managed Care Programs

Nursing Home Level of Care Process Change and New Level of Care Report

This *ForwardHealth Update* includes a change to the nursing home level of care (LOC) process and also announces a new LOC report that will be available to nursing home providers.

LOC Process Change

Effective for dates of process on and after November 15, 2017, an open LOC will be systematically closed if a Minimum Data Set (MDS) assessment supporting the need for skilled nursing care is not received by ForwardHealth via the Centers for Medicare and Medicaid Services (CMS) within 120 days of the previous Assessment Reference Date (ARD). This change does not affect any CMS or Division of Quality Assurance submission requirements.

Nursing home providers are reminded to submit the MDS assessment to CMS with the correct member information and National Provider Identifier (NPI). The member information and NPI must match the corresponding information listed on the Nursing Home Care Determination Request, F-01020 (02/2017).

New LOC Report

Beginning November 15, 2017, nursing home providers will be able to track the status of their LOC requests by accessing a new weekly LOC report via the secure Provider area of the ForwardHealth Portal at www.forwardhealth.wi.gov/. The report will display the provider's approved, pending, or denied LOC requests and will include a status description. Additionally, the report will list any LOC that have been systematically

closed because of the new LOC process (i.e., the current MDS assessment did not support the continued need for skilled nursing care or an MDS assessment was not received by ForwardHealth via CMS within 120 days of the previous ARD).

Nursing home providers will be able to view and download the report via the secure Provider area of the Portal by clicking the "Nursing Home Level of Care Reports" link in the Quick Links box located on the right side of the Provider page. It is recommended that providers download and save a copy of the report for their records. Older reports will continue to be available.

Nursing home providers are encouraged to establish individual Portal accounts in order to access their LOC reports. Refer to the Portal Account User Guide on the Portal User Guides page of the Portal at www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage for more information on establishing and managing a Portal account.

ForwardHealth will send members a written notification when an LOC determination request is denied and the nursing home will receive a copy of that notification. Nursing home providers do not have the right to appeal an LOC determination; however, they are encouraged to assist members by submitting timely MDS assessments to CMS and other supporting medical documentation to ForwardHealth, as appropriate, to facilitate correct LOC

determinations. Member appeal rights will be detailed on the notification.

Nursing home providers may contact Provider Services at 800-947-9627 or their regional Provider Relations representative with any questions. Refer to the Provider Relations Representatives topic (topic #473) of the Contact Information chapter of the Resources section of the Nursing Home service area of the Online Handbook for specific information about Provider Relations representatives.

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 (MCO). MCOs 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 Medicaid Services, the 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, DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at www.forwardhealth.wi.gov/.

P-1250

This *Update* was issued on 10/6/17 and information contained in this *Update* was incorporated into the Online Handbook on 11/15/17.