

ForwardHealth **UPDATE**

Wisconsin serving you

Your First Source of ForwardHealth Policy and Program Information



PROVIDER ENROLLMENT INFORMATION FOR THE NEW RESIDENTIAL FACILITY SUBSTANCE USE DISORDER TREATMENT BENEFIT

Beginning November 1, 2019, facilities can enroll as providers for the new residential facility substance use disorder (SUD) treatment benefit. This ForwardHealth Update addresses enrollment information for the new benefit and outlines Medicaid provider enrollment.

An additional Update will cover policy information such as when the benefit will be effective, covered and noncovered services, prior authorization, claims submission, and reimbursement for the new residential facility SUD treatment benefit.

Provider Enrollment

Beginning November 1, 2019, facilities can enroll as residential facility SUD treatment providers.

AFFECTED PROGRAMS

BadgerCare Plus, Wisconsin Medicaid

TO

Residential Facility SUD Treatment, HMOS and Other Managed Care Programs

The information provided in this ForwardHealth Update is published in accordance with the policies included in the federally approved waiver for the BadgerCare Reform 1115 Demonstration Waiver, per s. 20.940(3)(c)(2).

When selecting a provider specialty, providers should consider the enrollment criteria found on the Provider Enrollment Information page of the Portal. Providers can access the Provider Enrollment Information page by visiting the [Become a Provider](#) page of the ForwardHealth Portal.

Providers may contact Provider Services at 800-947-9627 with questions.

Wisconsin Medicaid Enrollment Process

Provider enrollment in Wisconsin Medicaid is required for reimbursement of services provided to Medicaid or BadgerCare Plus members.

Providers can access more provider enrollment information by visiting the [Become a Provider page](#) on the Portal. The **Information for Specific Provider Types** page provides enrollment information specific to residential facility SUD treatment.

“The Information for Specific Provider Types page provides enrollment information specific to residential facility SUD treatment.”

Existing Medicaid-enrolled providers must apply as a new enrollment if they want to apply for this residential facility SUD treatment category. Before enrolling, providers must be certified by the Division of Quality Assurance. To enroll in Wisconsin Medicaid as a residential facility SUD treatment provider, the provider should follow these steps:

1. Access the Portal at <https://www.forwardhealth.wi.gov/>.
2. Select the Become a Provider link on the left side the Portal home page. The Provider Enrollment Information home page will be displayed.
3. On the upper left side of the Provider Enrollment Information home page, click [Start or Continue Your Enrollment](#)
4. In the To Start a New Medicaid Enrollment box, click [Medicaid/Border Status Provider Enrollment Application](#).
5. Click **Next** after reading the instructions.
6. Navigate through the enrollment wizard, entering or selecting the applicable information and clicking **Next** to continue.
7. On the Provider Type panel, select **Residential Facility SUD Treatment**.

The information provided in this ForwardHealth Update is published in accordance with the policies included in the federally approved waiver for the BadgerCare Reform 1115 Demonstration Waiver, per s. 20.940(3)(c)(2).

8. On the Provider Specialty panel, select either **Clinically Managed High Intensity Residential Services**, **Clinically Managed Low Intensity Residential Services**, or both. If a provider chooses to enroll in both specialties, there will be two separate enrollments.
9. Continue through the enrollment wizard panels to completion.

Billing and rendering information will be included in a separate Update. A provider application fee will be assessed for each enrollment when applying for Wisconsin Medicaid enrollment unless the provider paid an application fee to Medicare or another state's Medicaid program.

All Medicaid-enrolled providers are required to revalidate their enrollment information every three years to continue their participation with Wisconsin Medicaid. The provider will also be subject to the application fee when revalidating their enrollment.

During the revalidation process, providers update their enrollment information and sign the Wisconsin Medicaid Provider Agreement and Acknowledgement of Terms of Participation.

In some cases, a site visit may be necessary before enrollment or revalidation.

Provider Enrollment Criteria

To be eligible for enrollment as a residential facility SUD treatment provider, Wisconsin Medicaid requires providers to be certified by the Division of Quality Assurance as a Medically Monitored Residential Treatment Facility (Clinically Managed High Intensity Residential Services provider specialty) and/or as a Transitional Residential Facility (Clinically Managed Low Intensity Residential Services provider specialty) according to Wis. Admin. Code §§ DHS [75.11](#) and [75.14](#). The Wisconsin Department of Health Services will verify Division of Quality Assurance certification upon enrollment.

Any existing certified residential treatment facility can enroll as a Residential Facility SUD treatment provider.

Notice of Enrollment Decision

ForwardHealth usually notifies the provider of their enrollment status within 10 business days after receiving the **complete** enrollment application

The information provided in this ForwardHealth Update is published in accordance with the policies included in the federally approved waiver for the BadgerCare Reform 1115 Demonstration Waiver, per s. 20.940(3)(c)(2).

but no longer than 60 days. Wisconsin Medicaid will either approve or deny the application. Wisconsin Medicaid will enroll the provider if the application is approved. If the enrollment application is denied, Wisconsin Medicaid will give the applicant the reasons for the denial in writing.

Wisconsin Medicaid will send a welcome letter to new Medicaid-enrolled providers. Included with the letter is a copy of the provider agreement and an attachment. The attachment contains important information such as effective dates and the assigned provider type and specialty. This information is used when conducting business with Wisconsin Medicaid.

Effective Date

The first effective date of a provider's enrollment will be based on the date Wisconsin Medicaid receives the complete and correct enrollment application materials. An application is considered complete by Wisconsin Medicaid when all required information has been correctly submitted and all supplemental documents have been received.

The date the applicant submits their online provider enrollment application to Wisconsin Medicaid is the earliest effective date possible and will be the effective date if both of the following are true:

- The applicant meets all applicable screening requirements, licensure, certification, authorization, or other credential requirements as a prerequisite for Wisconsin Medicaid on the date of submission.
- Supplemental documents required by Wisconsin Medicaid that were not submitted as part of the enrollment process are received by Wisconsin Medicaid within 30 calendar days of the date the enrollment application was submitted. To avoid a delay of the enrollment effective date, providers are encouraged to upload documents during the enrollment process.

If Wisconsin Medicaid receives any applicable supplemental documents more than 30 calendar days after the provider submits the enrollment application, the provider's effective date will be the date all supplemental documents are received by Wisconsin Medicaid.

The information provided in this ForwardHealth Update is published in accordance with the policies included in the federally approved waiver for the BadgerCare Reform 1115 Demonstration Waiver, per s. 20.940(3)(c)(2).

Establishing a Portal Account

Establishing a Portal Account will allow providers to keep information current with Wisconsin Medicaid. A provider may update information, check a member's eligibility, and bill via the Portal. To request Portal access and the necessary PIN, complete the following:

1. Access the Portal at <https://www.forwardhealth.wi.gov/> and click the Providers icon.
2. In the Quick Links box on the right side of the page, click Request Portal Access. The Request Portal Access page will be displayed.
3. In the NPI Information section, enter the provider's National Provider Identifier (NPI) in the NPI Number field.
4. Click Search. The ForwardHealth Enrollment for Requested NPI section will auto-populate with the provider's information that ForwardHealth has on file. If the NPI is not found, the page will refresh and it will not be populated with the provider's information.
5. Click the appropriate row from the ForwardHealth Enrollment for Requested NPI section. The Selected NPI section will auto-populate with the selected information.
6. Enter the provider's Social Security number (SSN) or Tax Identification Number (TIN) in the SSN or TIN field in the Selected NPI section.
7. Click Submit. If the request is successful, a confirmation page will be displayed.

After a provider successfully requests Portal access, a letter with a PIN will be mailed to the provider. Access to the Portal is **not** possible without a PIN. The letter will also include a Login ID, which is a provider's NPI. For security purposes, the Login ID only has digits 3–6 of the NPI or Provider ID. Providers should not share their login information with anyone except appropriate staff. It is recommended that providers change their login information when there are staff changes.

Adding Multiple Organizations or Enrollments

Portal users with an administrative account may add multiple organizations to an existing Portal account. This feature offers the ability to manage multiple organizations—or multiple enrollments—within one Portal account. To do so, providers with multiple organizations or enrollments must switch between different organizations or enrollments as appropriate for each transaction.

The information provided in this ForwardHealth Update is published in accordance with the policies included in the federally approved waiver for the BadgerCare Reform 1115 Demonstration Waiver, per s. 20.940(3)(c)(2).

Refer to the [ForwardHealth Provider Portal Account User Guide](#) for information on setting up Portal accounts.

Resources

Providers are encouraged to use the various resources intended to help them succeed in doing business with ForwardHealth.

User Guides and Instruction Sheets

[Portal user guides and instruction sheets](#) give step-by-step instructions on how to work through various functional areas of the Portal.

Updates and Online Handbook

Updates are the first sources of provider information and announce the latest information on policy and coverage changes.

Changes to policy information are typically included in the [Online Handbook](#) in conjunction with published Updates. More information about the addition of the residential facility SUD treatment benefit will be added to the Online Handbook after coverage of the benefit begins.

Portal Messaging and Email Subscription

ForwardHealth sends Portal account messaging and email subscription messaging to notify providers of newly released Updates.

Providers who have established a Portal account will automatically receive notifications from ForwardHealth in their Portal Messages inbox.

Providers and other interested parties may also [register](#) to receive email subscription notifications. Refer to the [ForwardHealth Portal Email Subscription User Guide](#) for instructions on how to sign up for email subscriptions.

Provider Services

Providers should call Provider Services for answers to enrollment and policy questions. Provider Services is organized to include program-specific and service-specific assistance to providers.

As a supplement to Provider Services, WiCall is an automated voice response system that allows direct access to enrollment information for providers with touch-tone phones. Providers can reach WiCall at 800-947-3544 and press “1” to begin.

The information provided in this ForwardHealth Update is published in accordance with the policies included in the federally approved waiver for the BadgerCare Reform 1115 Demonstration Waiver, per s. 20.940(3)(c)(2).

Managed Care Enrollment

ForwardHealth anticipates that most members receiving services through the residential facility SUD benefit will be enrolled in an HMO. ForwardHealth contracts with BadgerCare Plus and Medicaid SSI HMOs to provide medically necessary covered services, including residential facility SUD treatment services. HMOs then contract with individual providers. These providers are required to also be enrolled with Wisconsin Medicaid before they can provide services to members.

After completing the ForwardHealth provider enrollment process, residential facility SUD treatment providers interested in participating in a Medicaid SSI or BadgerCare Plus HMO's network should contact the HMO for more information about credentialing and contracting prior to providing services to members enrolled in that HMO. HMOs may have different prior authorization processes and claim submission processes than ForwardHealth. 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 residential facility SUD treatment benefit is not covered under Family Care or Family Care Partnership. Members of those programs would access this benefit via fee-for-service Medicaid.

Refer to the Managed Care section of the Physician service area of the Online Handbook for more information on Medicaid managed care. Providers can also refer to the Managed Care Organization area of the ForwardHealth Portal at <https://www.forwardhealth.wi.gov/WIPortal/> to access key HMO information.

The information provided in this ForwardHealth Update is published in accordance with the policies included in the federally approved waiver for the BadgerCare Reform 1115 Demonstration Waiver, per s. 20.940(3)(c)(2).

This Update was issued on 11/01/2019 and information contained in this Update was incorporated into the Online Handbook on 02/02/2021.

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 within 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 within DHS.

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