

# ForwardHealth **UPDATE**

Wisconsin serving you

*Your First Source of ForwardHealth Policy and Program Information*



## NEW AUTOMATED ELECTRONIC PAYMENT FUNCTIONALITY

Effective May 14, 2022, a new electronic payment functionality will be available through the ForwardHealth Portal. This functionality will allow providers to view and pay outstanding accounts receivables and submit claim refunds online.

### Portal Functionality

Providers may use this new functionality to submit electronic payments to ForwardHealth. Providers may continue to submit refunds via paper check if they prefer.

Examples of circumstances in which providers could use this functionality include:

- Bills where ForwardHealth has overpaid the claim
- Claims where third-party liability insurance is involved
- Payments related to a discrepancy found with the provider's account

## AFFECTED PROGRAMS

BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program, Wisconsin Chronic Disease Programs, Wisconsin Well Woman Program

## TO

All Providers, HMOs and Other Managed Care Programs

## QUICK LINKS

- [ForwardHealth Provider Portal](#)
- [User Guides](#) page

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The information provided in this ForwardHealth Update is published in accordance with Wis. Admin. Code § DHS 106.04(5) and Wis. Stat. § 49.475.

The new electronic payment system may be accessed through the Provider Portal Electronic Payment page, which will be linked from the secure ForwardHealth provider Portal home page beginning May 14, 2022. Providers will need to log in to their secure provider Portal account to access the page and submit payments. There will be the option to view or pay outstanding receivables or use a predefined worksheet hosted on the Portal to first identify ForwardHealth claim numbers for return payment. Providers may then submit the exact amount due via credit, debit, or bank information based on the claim numbers submitted.

There is no change to how providers receive payments from ForwardHealth.

The ForwardHealth Portal Electronic Payment User Guide with step-by-step instructions for using the new payment system will be available on the [User Guides](#) page of the Portal on May 16, 2022.

## Information Regarding Managed Care Organizations

This ForwardHealth 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.

## REMINDER

Providers will need to log in to their account to access the Provider Portal Electronic Payment page.

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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/](http://www.forwardhealth.wi.gov/).