

ForwardHealth **UPDATE**

Wisconsin serving you

Your First Source of ForwardHealth Policy and Program Information



PROVIDER SERVICES TO IMPLEMENT VIRTUAL AGENT FOR 24/7 ASSISTANCE

Effective June 13, 2023, the Provider Services call center will implement a new automated tool for assisting callers. The change is part of an initiative to modernize ForwardHealth systems and will employ a virtual agent to help fee-for-service providers obtain the information they need quickly and easily.

The new tool will offer the following features:

- Is available 24 hours a day, seven days a week to answer questions that do not require a human call center representative, such as checking the status of a submitted claim
- Uses next-generation artificial intelligence to deliver immediate answers and perform tasks that formerly required action by a call center representative
- Enables more direct problem solving, which leads to faster and easier resolution of provider requests

AFFECTED PROGRAMS

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

TO

All Providers, HMOs and Other Managed Care Programs

- Collects information that it passes on to the call center representative, so the provider does not need to repeat the information
- Transfers the call to a call center representative if it cannot answer the question or cannot understand the caller
- Accepts corrections and learns from the experience to deliver a better response in future interactions

The new system will give providers the ability to:

- Use conversational speech instead of a phone's keypad to obtain assistance.
- Obtain immediate access to a wide breadth of data, even outside of office hours.
- Ask questions at any time during the call.
- Switch to a new topic as needed.

“The new system will give providers the ability to use conversational speech instead of a phone's keypad to obtain assistance.”

The new system will replace the former Interactive Voice Response system, which required users to enter certain digits on their phone to access increasingly specific menu options.

Questions the Virtual Agent Can Answer

The following types of questions can be answered by the virtual agent at any time, including outside normal call center hours:

- Claim status
- Prior authorization (PA) status
- Provider payment status
- Member enrollment verification

Provider Services Phone Number Remains the Same

The Provider Services phone number, 800-947-9627, will not change. Provider Services is staffed Monday through Friday, 7 a.m.–6 p.m. Central time (except on state-observed holidays).

Information to Have Ready When Calling

To facilitate service, providers are encouraged to have all pertinent information related to their inquiry on hand when contacting the call center, including:

- Provider name and National Provider Identifier or provider ID
- Member name and ID
- Claim internal control number

- PA number
- Date(s) of service
- Amount billed
- Remittance Advice
- Procedure code(s) for the service in question
- Reference to any provider publications that address the inquiry

IN THE KNOW

Stay current by [signing up](#) for ForwardHealth's email subscription service. Select from a list of service areas to receive policy, training, and benefit information specific to those areas.

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/.