

ForwardHealth **UPDATE**

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PRENATAL CARE COORDINATION NEW ENROLLMENT AND REVALIDATION REQUIREMENTS AND FORWARDHEALTH ONLINE HANDBOOK REVISIONS

Effective July 14, 2023, the Wisconsin Department of Health Services (DHS) has added three enrollment and revalidation requirements for prenatal care coordination (PNCC) providers per Wis. Admin. Code § [DHS 105.52\(4\)](#).

In addition, the [Prenatal Care Coordination](#) service area of the ForwardHealth Online Handbook has been revised for clarification and easier navigation, including the addition of a new Key Prenatal Care Coordination Requirements section.

New Enrollment and Revalidation Requirements

Effective July 14, 2023, PNCC providers will be required to provide the following additional documentation during enrollment or revalidation:

- Documentation that each PNCC agency owner has the minimum experience in maternal health and prenatal care through education

AFFECTED PROGRAMS

BadgerCare Plus, Medicaid

TO

Prenatal Care Coordination Providers, HMOs and Other Managed Care Programs

QUICK LINKS

- [DHS PNCC website](#)
- [PNCC Provider-specific Resources Page](#)
- [PNCC Training Video](#)
- [Provider Services](#)

The information provided in this ForwardHealth Update is published in accordance with Wis. Admin. Code § 105.52 and 107.34 and Wis. Stat. §§ 49.45(44)(a)-(c).

or at least one year of continuous work experience. This experience is needed to provide ongoing PNCC monitoring to high-risk pregnant members and to ensure that these individuals obtain all necessary services.

- A documented and implemented training plan for all employed, contracted, and volunteer care coordination staff, including qualified professionals under Wis. Admin. Code § [DHS 105.52\(2\)\(b\)](#), that shares:
 - Policies and objectives of the provider.
 - Information and training on all specific job duties assigned to staff.
 - Health and safety procedures for working in a home environment.
 - Procedures for responding to medical and nonmedical emergencies.
 - Information about ethics, client confidentiality, and client rights.
 - Documentation that all employed, contracted, and volunteer care coordination staff, including qualified professionals under Wis. Admin. Code § DHS 105.52(2)(b), have completed training as described in the provider's training plan.
- A documented and implemented plan of operation that:
 - Describes the entire service provision process including, but not limited to, referrals, service delivery, assessment, care planning, and follow-up activities.
 - Describes the provider's plan to hire, support, and train staff to provide services that are family centered and culturally appropriate.

At revalidation, providers must submit each PNCC agency owner's resumé, the documented and implemented training plan, and plan of operation as described above. Providers may refer to the Provider Enrollment Requirements topic ([#927](#)) and the Ongoing Documentation Requirements topic ([#929](#)) of the Online Handbook to view all current provider enrollment and documentation requirements. Revalidation is defined as the three-year renewal for those providers already enrolled.

Online Handbook Revisions

The Prenatal Care Coordination service area of the Online Handbook has been revised to add a new Key Prenatal Care Coordination Requirements section. This new section is intended to highlight Medicaid requirements that are unique to PNCC providers. In addition to the new section, several topics in the Prenatal Care Coordination service area have been added, revised, and/or reorganized. PNCC providers are reminded that they must meet all additional requirements as outlined in the other sections of the Prenatal Care

IN THE KNOW

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Coordination service area. PNCC providers may also refer to the [Prenatal Care Coordination Provider-specific Resources](#) page of the ForwardHealth Portal for supplemental forms and resources.

Providers should refer to the [Attachment](#) to this ForwardHealth Update or the [Prenatal Care Coordination](#) service area to review the changes.

Member Incentives and Outreach

Providers may use a variety of strategies to market and promote PNCC services in the community, such as informational brochures or community presentations.

ForwardHealth reminds providers that they cannot offer incentives that would encourage a member to select one provider over another. Providers cannot require members to provide their Medicaid information in order to receive incentives. Providers that give members cash or free/discounted items or services to influence those members' decisions to obtain care may be subject to civil monetary penalties per 42 C.F.R. § 1003.1000 and s. 1128A(a)(5) of the Social Security Act. A person who offers money, goods, services, or any other thing of value to a member to influence their decision to obtain covered services may also be subject to criminal penalties under Wisconsin law, per Wis. Stat. § [946.91\(3\)\(b\)](#).

Providers are not reimbursed separately for outreach activities. Wisconsin Medicaid includes the reimbursement for outreach activities in the reimbursement for the initial assessment.

For more information, providers may refer to the Outreach topic ([#931](#)) and the Initial Assessment topic ([#953](#)).

Documentation Retention

Providers are reminded that they must follow the documentation retention requirements per Wis. Admin. Code § [DHS 106.02\(9\)](#). Providers are required to produce or submit documentation, or both, to DHS upon request. Per Wis. Stat. § [49.45\(3\)\(f\)](#), providers of services shall maintain records as required by DHS for verification of provider claims for reimbursement. DHS may audit such records to verify the actual provision of services and the appropriateness and accuracy of claims. DHS may deny or recoup payment for services that fail to meet these requirements. Refusal to produce documentation may

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result in denial of submitted claims, recoupment of paid claims, application of intermediate sanctions, or termination from the Medicaid program.

Information Regarding Managed Care Organizations

This Update applies to PNCC services that members receive on a fee-for-service basis. For information about 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.

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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/.

ATTACHMENT

Prenatal Care Coordination Online Handbook Revisions

TOPIC NUMBER	TOPIC NAME	ADDED/ DELETED/ REVISED	REASON FOR CHANGE
Topic # 927	Provider Enrollment Requirements	Revised	Updated owner and documentation requirements; revised for clarity and conciseness. Topic title revised.
Topic # 929	Ongoing Documentation Requirements	Revised	Updated owner and documentation requirements; revised for clarity and conciseness. Topic title revised.
Topic # 931	Outreach	Revised	Added information for providers.
Topic # 937	Diagnosis Codes on Claims for Prenatal Care Coordination Services	Revised	Information revised for clarity and conciseness.
Topic # 940	Procedure Codes and Modifiers	Revised	Added information for providers; information revised for clarity and conciseness. Topic title revised.
Topic # 942	Health Education and Nutrition Counseling	Revised	Information revised for clarity and conciseness.
Topic # 944	Postpartum Services	Revised	Added information for providers, information revised for clarity and conciseness.
Topic # 947	Care Plan Development	Revised	Information revised for conciseness and clarity.
Topic # 953	Initial Assessment	Revised	Information revised for conciseness and clarity.

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TOPIC NUMBER	TOPIC NAME	ADDED/ DELETED/ REVISED	REASON FOR CHANGE
Topic # 954	Ongoing Care Coordination and Monitoring	Revised	Added information for providers; information revised for conciseness and clarity.
Topic # 956	Members Receiving Care Coordination Services From Multiple Providers	Revised	Information revised for conciseness and clarity.
Topic # 965	Adjusting a Claim to Include Additional Units of Service	Revised	Information revised for conciseness and clarity.
Topic # 975	Freedom of Choice	Revised	Information revised for conciseness and clarity.
Topic # 982	An Overview	Revised	Information revised for conciseness and clarity.
Topic # 1523	Transportation to Medical Appointments	Revised	Information revised for conciseness and clarity.
Topic # 14977	Unit of Service	Revised	Information revised for conciseness and clarity.
Topic # 16917	Wisconsin Medicaid Managed Care	Revised	Information revised for conciseness and clarity.
Topic # 22880	Concurrent Services	Revised	Information revised for conciseness and clarity.
Topic # 22877	Overview and Best Practices	New	Topic added to give overview of PNCC benefit and PNCC best practices.
Topic # 22879	Reducing or Ending Services Early	New	Topic added to consolidate information on service changes.
Topic # 22882	Service Limitations	New	Topic added to consolidate information on service limitations.

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TOPIC NUMBER	TOPIC NAME	ADDED/ DELETED/ REVISED	REASON FOR CHANGE
Topic #22883	Billing Requirements	New	Topic added to consolidate information on billing requirements.
Topic #936	Prenatal Care Coordination Pregnancy Questionnaire	Deleted	Content moved to the Initial Assessment topic (#953).
Topic #938	Modifiers	Deleted	Content moved to the Procedure Codes and Modifiers topic (#940).
Topic #941	A Comprehensive Overview	Deleted	Relevant content moved to Prenatal Care Coordination Provider-specific Resources page of the ForwardHealth Portal or other Online Handbook topics where appropriate.
Topic #943	Guidelines and Performance Measures	Deleted	Relevant content moved to Prenatal Care Coordination Provider-specific Resources page of the ForwardHealth Portal or other Online Handbook topics where appropriate.
Topic #946	Assessment Updates	Deleted	Content moved to the Initial Assessment topic (#953).
Topic #949	Care Plan Updates	Deleted	Content moved to the Care Plan Development topic (#947).
Topic #969	Program Requirements	Deleted	Content moved to the new Service Limitations topic (#22882).
Topic #979	Reimbursement Not Available	Deleted	Content moved to the new Service Limitations topic (#22882).
Topic #14978	Quantity Limits for Prenatal Care Coordination Services	Deleted	Content moved to the new Service Limitations topic (#22882).
Topic #15417	Limitations	Deleted	Content moved to the new Service Limitations topic (#22882).

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