

ForwardHealth UPDATE

Wisconsin serving you

Your First Source of ForwardHealth Policy and Program Information



PRIOR AUTHORIZATION CHANGES FOR COMPLEX REHABILITATION TECHNOLOGY CODES

Effective immediately, ForwardHealth has updated over 100 billing codes to reflect prior authorization (PA) changes. A PA may not be needed to reimburse a provider for complex rehabilitation technology repair. Refer to the ForwardHealth Online Handbook Complex Rehabilitation Technology Mobility Devices and Accessories topic [#1884](#) for more information.

Complex Rehabilitation Technology Repair

Under 2023 Wisconsin Act 83, ForwardHealth does **not** require a prescription or PA for complex rehabilitation technology repairs if ForwardHealth previously purchased the equipment.

Providers must utilize the UD modifier with all repair items on a claim to indicate the item is for a complex rehabilitation technology repair. If no modifier is used, ForwardHealth may **not** pay the claim. ForwardHealth

AFFECTED PROGRAMS

BadgerCare Plus, Medicaid

TO

Case Management Providers, Home Health Agencies, Hospital Providers, Individual Medical Supply Providers, Medical Equipment Vendors, Nursing Homes, Personal Care Agencies, Physical Therapists, Physician Clinics, Physicians, Tribal Federally Qualified Health Centers, HMOs and Other Managed Care Programs

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may require an attachment to validate proof of complex rehabilitation technology repair for some claims.

Note: This includes repairs to technology used by members in nursing homes.

Providers can refer to the [Durable Medical Equipment Index](#) and the [maximum allowable fee schedule](#) for current code information. ForwardHealth guidelines require PA for the purchase of any complex rehabilitation technology.

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 the Wisconsin Department of Health Services (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 result in denial of submitted claims, recoupment of paid claims, application of intermediate sanctions, or termination from the Medicaid program.

NEVER MISS A MESSAGE

Stay current on policies and procedures by signing up for Portal text messages or email alerts! These alerts let providers know when there is a new secure Portal message. Go to the **Message Center** on the secure Portal and click **Notification Preferences**. Section 12.4 of the [ForwardHealth Provider Portal Account User Guide](#) has detailed instructions.

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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/.