

ForwardHealth **UPDATE**

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FORWARDHEALTH PORTAL PRIOR AUTHORIZATION ELECTRONIC UPLOAD ENHANCEMENTS FOR PERSONAL CARE SERVICES

Effective June 14, 2025, ForwardHealth has enhanced the prior authorization (PA) request process on the ForwardHealth Portal (the Portal) and improved providers' ability to make their PA requests for personal care services eligible for real-time review.

Real-Time Review Eligibility for Personal Care Services PA Requests

PA real-time review may greatly reduce processing wait times. When submitting PA requests for personal care services, providers who select the **Electronic Upload** option may be eligible for real-time review. In some cases, providers may receive approval within seconds. In others, the request may be sent for manual review.

AFFECTED PROGRAMS

BadgerCare Plus, Medicaid

TO

Home Health Agencies, Personal Care Agencies, HMOs and Other Managed Care Programs

QUICK LINKS

- [ForwardHealth Portal](#)
- [ForwardHealth Online Handbook](#)
- [ForwardHealth Trainings page](#)

The information provided in this ForwardHealth Update is published in accordance with Wis. Admin. Code §§ DHS 101.03(96m) and 107.02(3).

To make PA requests for personal care services eligible for real-time review, providers must:

- **Gather all clinical documentation necessary for the PA request submission** prior to starting the PA request process.
- **Upload all required documents through the Electronic Upload option** when prompted during the PA submission process. Mailed, faxed, and partial electronic submissions are **not** eligible for real-time review and will be manually reviewed.
- **Meet all other applicable criteria for PA.**

Refer to the ForwardHealth Online Handbook Submitting PA Requests for Personal Care Through the Portal for Real-Time Review and Approval topic [#22398](#) for more information about real-time review criteria.

Video trainings about how to submit PA requests via the Portal, including the Electronic Upload option, are available under the Prior Authorization drop-down menu on the [Trainings](#) page.

For general information about submitting PA requests on the Portal, providers may refer to the [ForwardHealth Provider Portal Prior Authorization User Guide](#).

Required Documentation for PA Requests for Personal Care Services

To be eligible for real-time review, all documentation for the PA request must be submitted through the Portal at the time of PA submission.

During the PA request process, providers will answer questions that will be used to generate a specific list of the documents required for the PA request submission. Refer to the [Attachment](#) to this ForwardHealth Update for a list of these required documents.

New Enhancements to Portal PA Request Submission Process for Personal Care Services

Effective June 14, 2025, ForwardHealth added several updates to the Portal's PA process for personal care services to improve the provider's experience.

THE KEY MESSAGE

Providers are encouraged to submit PA requests through the Portal.

Personal Care Prior Authorization Provider Acknowledgment Form

ForwardHealth added the fields from the Personal Care Prior Authorization Provider Acknowledgment form, F-11134 (07/2012), into the Portal's PA process.

- The Portal generates a completed version of the form during the process of submitting PA requests for personal care services.
- **Providers will not need to upload this form as a separate document.**

ForwardHealth requires providers submitting PA requests via mail/fax to submit hard copy versions of the form and all other required documentation.

Required Attachments

ForwardHealth added the submission of required documentation to the Portal's PA request process and removed the stand-alone Required Attachment section.

Additional Changes to the Portal PA Process

Electronic Visit Verification Exemption

ForwardHealth will ask providers electronic visit verification (EVV)-related questions and, if necessary, generate a separate service line in the provider's PA request.

When a PA request includes an EVV exemption for live-in caregivers, the KX modifier should be indicated on a separate service line of the PA request.

Refer to the Personal Care Live-in Workers topic #[21777](#) and the Wisconsin EVV Customer Care and Other Resources topic #[21877](#) for more information about EVV exemptions.

Requests with an EVV exemption are **not eligible** for real-time review.

Medically Oriented Tasks

ForwardHealth added a question about medically orientated tasks (MOTs), such as gastrostomy tube feedings, Hoyer lifts, or other tasks.

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.

PA requests that include MOTs for medication assistance are eligible for real-time review. However, if MOTs beyond medication assistance are requested, the PA request will be manually reviewed.

New Process for PA Portal Submissions

Providers will see a new sequence of steps when submitting their PA through the Portal:

1. Enter member-related information.
2. Provide details such as the units requested, pro re nata time, EVV exemption, and travel time.
3. Choose the submission method for required documents. Providers who upload all documents at this stage may be eligible for real-time review.
4. Verify the reimbursement policy attestation, if applicable.
5. Enter the diagnosis codes and prescribing provider's information.
Providers may review the system-generated line items.
6. Submit the request.

After submitting the request, providers will receive a PA number and have the opportunity to review the and print the completed Prior Authorization Request Form (PA/RF), F-11018 (05/2013).

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.

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.

Information Regarding Managed Care Organizations

This Update applies to personal care services that members receive on a fee-for-service basis and through BadgerCare Plus, Medicaid SSI, and other managed care programs. For information about managed care implementation of the updated 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.

The information provided in this ForwardHealth Update is published in accordance with Wis. Admin. Code §§ DHS 101.03(96m) and 107.02(3).

This Update was issued on 6/6/2025 and information contained in this Update was incorporated into the Online Handbook on 6/27/2025.

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



Required Documentation for PA Requests of Personal Care Services

		Prior Authorization Request Form (PA/RF), F-11018	Personal Care Prior Authorization Provider Acknowledgement form, F-11134	Complete Personal Care Screening Tool (PCST), F-11133	Signed and dated POC	Personal Care Addendum ¹ , F-11136	Travel map (If greater than 28 units/week requested)	Electronic Visit Verification (EVV) Live-in Worker Identification form, F-02717	EVV proof of PCW residency	POC includes specific orders for PRN (Example: 24 hours per year ...)	Supplemental notes to support medical necessity (Example: clinic visit notes)
FOR ALL MEMBERS	PRN	✓	✓	✓	✓	✓				✓	+
	EVV exemption	✓	✓	✓	✓	✓	✓	✓	✓		+
	Travel time	✓	✓	✓	✓	✓	✓				+
	EVV and PRN	✓	✓	✓	✓	✓		✓	✓	✓	+
	EVV and travel time	✓	✓	✓	✓	✓	✓	✓	✓		+
	PRN and travel time	✓	✓	✓	✓	✓	✓			✓	+
	EVV, PRN, and travel time	✓	✓	✓	✓	✓	✓	✓	✓	✓	+
FOR UNDER 18	All of the above are required for minors under the age of 18 with the addition of: ✓ IEP ✓ School schedule² ✓ Parent Survey¹ ✓ Parent work schedule ¹Personal Care Addendum, Section IV, Element 12: Enter the parent's/guardian's home and work schedules; include a statement explaining parent's/guardian's need for help with the member's ADL. ²Personal Care Addendum, Section IV, Element 13: Enter the member's school schedule.										

KEY

- ✓ Required and generated on the ForwardHealth Portal during PA submission only
- ✓ Required documentation to submit
- + Supplemental documentation

ADL=activities of daily living; EVV=electronic visit verification; IEP=Individualized Education Plan; PCW=personal care worker; POC=plan of care; PRN=pro re nata (Latin for "as needed")

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