

ForwardHealth Portal Basics for New Users Introduction, and Resources

Part 1 of 3 training sessions



Introduction and Resources

Agenda

- Technical Aspects of the ForwardHealth Portal
- Portal User Tips
- Provider Enrollment
- Public Portal Home Page
- Public Managed Care Organization (MCO) Area of the Portal
- Public Member Area of the Portal
- Public Provider Area of the Portal
- Secure Area of the Portal
- Managing Portal Accounts
- Portal Timeouts

Agenda (Cont.)

- Maximum Allowable Fee Schedules
- Remittance Advices (RAs)
- ForwardHealth Updates
- Email Subscriptions
- ForwardHealth Online Handbook
- Sections and Chapters
- Tools
- Provider Resources
- Communications

Technical Aspects of the Portal

The Portal is accessible through most web browsers at www.forwardhealth.wi.gov/ and:

- Can run on a Windows- or Apple-based system.
- Is most efficient with a high-speed internet connection.
- Can be accessed 24 hours a day, seven days a week.

Portal User Tips

- An asterisk next to a field indicates a required field.
- A “?” indicates that Help information is available.
- A browser’s Back feature will not work on the Portal.
- Pages display either the path or a Go Back button.
- The ForwardHealth logo returns users to the Portal home page.

Provider Enrollment

- Providers enrolled in Medicaid, Wisconsin Chronic Disease Program (WCDP), Wisconsin Well Woman Program (WWWP), or Wisconsin AIDS Drug Assistance Program (ADAP) can obtain a secure Portal account and be reimbursed for services.
- Providers enroll for Wisconsin Medicaid, BadgerCare Plus, ADAP, or SeniorCare via the public area of the Portal.
- Providers request enrollment materials to enroll as a WCDP or WWWP provide

Provider Enrollment (Cont.)

Medicaid Provider Enrollment via the Portal

- Providers apply for enrollment by selecting the Become a Provider link on the Portal home page.
- The Provider Enrollment home page contains links to important enrollment information.


Public Portal Home Page

The Portal home page:

- Is the most general of all the public areas of the Portal.
- Contains links to information for all types of users.
- Contact link (Providers submit written inquiries to Provider Services.)

Public Portal Home Page (Cont.)

wisconsin.gov home state agencies subject directory department of health services



Report Fraud


Welcome » March 25, 2019 3:29 PM [Login](#)

Providers


- Provider-specific Resources
- Become a Provider
- Fee Schedules
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- ForwardHealth System Generated Claim Adjustments
- Health Care Enrollment
- Provider Revalidation
- Enrollment Tracking Search
- Bed Assessment e-Payment
- Medication Therapy Management Case Management Software

Welcome to the ForwardHealth Portal


The ForwardHealth Portal serves as the interface to ForwardHealth interChange, the Medicaid Management Information System for the state of Wisconsin. Through this portal, providers, managed care organizations, partners, and trading partners can electronically and securely submit, manage, and maintain health records for members under their care. This Portal also provides users with access to the current health care information available.




[Providers](#)




[Managed Care Organization](#)




[Partners](#)



[Trading Partners](#)



[Manufacturer Drug Rebate](#)



[Members](#)

Members

- Member Information
- Find a Provider
- Member Contacts

Managed Care

- Related Programs and Services
- ForwardHealth Enrollment Data
- Health Care Enrollment

Hot Topics

- Annual Prescription Volume Attestation Survey Now Available
- BusinessObjects Upgrade to 4.2.5 Training
- Electronic Visit Verification Requirement

Policy and Communication

Policy

- ForwardHealth Updates
- ForwardHealth Update Summaries
- Online Handbooks
- Forms

Communication

- Communications Home
- User Guides
- Trainings
- E-mail Subscription Sign-up

Partners

- Find a Provider
- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request
- Waiver Agencies

Trading Partners

- Trading Partner Profile
- PES
- Companion Guides
- Medication Therapy Management Case Management Software Approval Process

Public MCO Area of the Portal

The public MCO area of the Portal contains links to:

- Related Programs and Services
- ForwardHealth Enrollment Data
- Health Care Enrollment Data

Public Member Area of the Portal

The public Member area of the Portal contains links to:

- Member Information
- Find a Provider
- Member Contacts
- New Medicare Cards Are Coming

Public Provider Area of the Portal

The public Provider area of the Portal contains links to:

- Provider-specific Resources
- Become a Provider
- Fee Schedules
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- ForwardHealth System Generated Claim Adjustments

Public Provider Area of the Portal (Cont.)

- Health Care Enrollment
- Provider Revalidation
- Enrollment Tracking Search
- Bed Assessment e-Payment
- Medication Therapy Management Care Management Software
- What's New
- Policy and Communication

Public Provider Page of the Portal

wisconsin.gov home | state agencies | subject directory | department of health services

ForwardHealth
Wisconsin serving you

InterChange
Provider

Welcome - March 11, 2019 3:55 PM
[Login](#)

Providers can use this page to access up-to-date information about programs covered under ForwardHealth. The links below and to the right offer easy access to key information and tools used most often. Providers should log in to the secure Provider Portal to submit or retrieve information about their account or member data which may be sensitive and/or fall under the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

Provider Links

- [Medicaid Recovery Audit Contractor \(RAC\) Information](#)
- [Federal Poverty Limits for Presumptive Eligibility \(PE\) Determinations](#)
- [BadgerCare Plus Standard Plan Covered Services Overview](#)
- [Explanation of Benefits](#)
- [ForwardHealth System Generated Claim Adjustments](#)
- [Other Insurance - Carrier Number **NEW!**](#)
- [PERM Resources **NEW!**](#)
- [Provider-specific Resources](#)
- [Related Programs and Services](#)
- [State of Wisconsin Value Added Networks](#)
- [Wisconsin Well Woman Reporting Form Crosswalk](#)

What's New?

A summary of what is new for providers:

- [Annual Prescription Volume Attestation Survey Now Available](#)
- [Electronic Visit Verification Requirement](#)
- [Centers for Medicare and Medicaid Services Information about New Medicare Cards](#)

Policy and Communication

Policy

- [ForwardHealth Updates](#)
- [ForwardHealth Update Summaries](#)
- [Online Handbooks](#)
- [Forms](#)

Communication

- [Communications Home](#)
- [Portal User Guides](#)
- [Trainings](#)
- [E-mail Subscription Sign-up](#)

Login to Secure Site

Username

Password

- [Logging in for the first time?](#)
- [Forgot your password?](#)

Quick Links

- [Request Portal Access](#)
- [Find/Contact your Provider Relations Representative](#)
- [Provider Resources Reference Guide](#)
- [Provider-specific Resources](#)
- [Fee Schedules](#)
- [Become a Provider](#)
- [Enrollment Tracking Search](#)

- [MAC](#)
- [SBS User Guide](#)
- [Student Roster File Format](#)

- [Provider Revalidation](#)

- [Medication Therapy Management Case Management Software Approval Process](#)

- [Wisconsin Well Woman Program Policy and Procedure Manual](#)

- [Express Enrollment Change Request](#)

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Wisconsin Department of Health Services
DEV
Session expired in: 00:28:20



Public Provider Page of the Portal (Cont.)

The public Provider page of the Portal contains links to:

- Medicaid Recovery Audit Contractor (RCA) Information
- Federal Poverty Limits for Presumptive Eligibility (PE) Determination
- Explanation of Benefits (EOBs)
- ForwardHealth System Generated Claim Adjustments

Public Provider Page of the Portal (Cont.)

- Other insurance — Carrier Number
- PERM Resources
- Provider-specific Resources
- Related Programs and Services
- State of Wisconsin Value Added Networks
- Tobacco Cessation Benefit

Public Provider Page of the Portal (Cont.)

[Home](#) » [Provider Login](#) » Provider-specific Resources

[« Go Back](#)

Provider-specific Resources

Provider Type	Codes	Resources
Ambulance	List	N/A
Ambulatory Surgical Center (ASC)	List	N/A
Anesthetist	List	N/A
Audiologist	List	N/A
Behavioral Treatment Benefit	List	N/A
Case Management	List	More Information
Chiropractor	List	N/A
Comprehensive Community Services	List	N/A
Crisis Intervention/CCS/CSP	List	N/A
Day Treatment	List	More Information
Dentist	List	More Information
End Stage Renal Disease	List	More Information
Facility for the Developmentally Disabled (FDD)	List	More Information
Family Planning Clinic	List	N/A
Federally Qualified Health Clinic (FQHC)	List	More Information
HealthCheck	List	More Information
HealthCheck "Other Services"	List	N/A
Hearing Instrument Specialist	List	N/A
HMOs & Other Managed Care Programs	List	N/A
Home Health/Personal Care Agency	List	More Information
Hospice	List	N/A
Hospital	List	More Information
Independent Lab	List	N/A
Individual Medical Supply	List	More Information
Institution for Mental Disease	List	N/A
Medical Equipment Vendor	List	More Information
Licensed Midwife	List	N/A
Mental Health and Substance Abuse Services	List	More Information
Narcotic Treatment Service	List	More Information



Public Provider Page of the Portal (Cont.)

Provider-specific Resources

Nurse Practitioner	List	More Information
Nurse Service	List	N/A
Nursing Facility	List	More Information
Occupational Therapist	List	N/A
Optician	List	More Information
Optometrist	List	More Information
Pharmacy	List	More Information
Physical Therapy	List	N/A
Physician	List	More Information
Physician Assistant	List	More Information
Physician Group	List	N/A
Podiatrist	List	N/A
Portable X-Ray	List	N/A
Prenatal Care Coordination	List	More Information
Rehabilitation Agency	List	N/A
Rural Health Clinic	List	More Information
School Based Services	List	More Information
Speech & Hearing Clinic	List	N/A
Speech-Language Pathology	List	N/A
Therapy Group	List	N/A
Transportation	List	N/A

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Wisconsin Department of Health Services



Public Provider Page of the Portal (Cont.)

[Home](#) » [Provider Login](#) » Provider-specific Resources

« [Go Back](#)

Resources for Physicians

Reference Materials

- [Resources for Dental Service Providers in Brown, Marathon, Polk, and Racine Counties](#)
- [Diagnosis Code-Restricted Physician-Administered Drugs](#)
- [Medications monitored by the Pharmacy Services Lock-In Program](#)
- [Oral Health Provider Training](#) — "Healthy Teeth for Mom & Me"
- [Provider-Administered Drugs Carve-Out Procedure Codes](#) — (Effective 1/1/2019)


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Public Provider Page of the Portal (Cont.)

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Provider

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- [PERM Resources **NEW !**](#)
- [Provider-specific Resources](#)
- [Related Programs and Services](#)
- [State of Wisconsin Value Added Networks](#)
- [Wisconsin Well Woman Reporting Form Crosswalk](#)

What's New?	Policy and Communication
<p>A summary of what is new for providers:</p> <ul style="list-style-type: none"> • Annual Prescription Volume Attestation Survey Now Available • Electronic Visit Verification Requirement • Centers for Medicare and Medicaid Services Information about New Medicare Cards 	<p>Policy</p> <ul style="list-style-type: none"> • ForwardHealth Updates • ForwardHealth Update Summaries • Online Handbooks • Forms <p>Communication</p> <ul style="list-style-type: none"> • Communications Home • Portal User Guides • Trainings • E-mail Subscription Sign-up

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Login to Secure Site

Username

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Quick Links

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- [Medication Therapy Management Case Management Software Approval Process](#)

- [Wisconsin Well Woman Program Policy and Procedure Manual](#)

- [Express Enrollment Change Request](#)



Public Provider Area of the Portal

Policy and Communications

The Policy area of the Portal contains links to:

- ForwardHealth Updates
- ForwardHealth Update Summaries
- Online Handbook
- Forms

Public Provider Area of the Portal (Cont.)



Welcome » April 15, 2019 9:59 AM

[Login](#)

ForwardHealth Communications

[Home](#)

Policy

- [ForwardHealth Updates](#)
- [ForwardHealth Update Summaries](#)
- [Online Handbooks](#)
- Forms**

Communication

- [User Guides](#)
- [Training](#)
- [Email Subscription Sign-up](#)

ForwardHealth Forms

Required fields are indicated with an asterisk (*).

The Forms page contains links to forms for prior authorization, claim processing, and documenting special circumstances.

Most forms are available as fillable PDF documents, which can be viewed and completed using Adobe Reader. Some forms are also available as fillable Microsoft Word documents.

Search Criteria

Enter or select information from one of the following fields and click **Search** to display a list of forms matching the search parameters. Or click **Search** to display all forms.

Form Type

Keyword



Public Provider Area of the Portal (Cont.)

Search Criteria

Enter or select information from one of the following fields and click **Search** to display a list of forms matching the search parameters. Or click **Search** to display all forms.

Form Type ▼

Keyword

All Forms

Form Number	Title	Format	Instructions
F-00020	Drug Addition Review Request (04/2014)	PDF Word	
F-00021	HealthCheck Referral	PDF	
F-00022	Add Comments Nursing Home Rate Administrative Review Request	PDF	F-00022A (02/2019)
F-00023	Case Management Agency Self-Audit Checklist (02/2009)	PDF	
F-00030	State and Specialty Maximum Allowed Cost Drug Pricing Review Request	PDF Word	F-00030A
F-00079	Prior Authorization/Preferred Drug List (PA/PDL) for Armodafinil and Modafinil	PDF Word	F-00079A
F-00081	Prior Authorization/Preferred Drug List (PA/PDL) for Opioid Dependency Agents - Buprenorphine	PDF Word	F-00081A
F-00142	Prior Authorization Drug Attachment for Synagis	PDF Word	F-00142A
F-00162	Prior Authorization Drug Attachment for Lipotropics, Omega-3 Acids	PDF Word	F-00162A
F-00163	Prior Authorization Drug Attachment For Anti-Obesity Drugs	PDF Word	F-00163A
F-00194	Prior Authorization/Preferred Drug List (PA/PDL) for Antiemetics, Cannabinoids	PDF Word	F-00194A
F-00212	Prior Authorization Intensive In-Home Mental Health/Substance Abuse Services Assessment And Recovery/Treatment Plan Attachment, 02/10	PDF Word	F-00212A



Public Provider Area of the Portal (Cont.)

Policy and Communications (Cont.)

The Communications area of the Portal contains links to:

- Communications Home
- User Guides
- Trainings
- E-mail Subscription Sign-up

Public Provider Area of the Portal (Cont.)

ForwardHealth Communications

[Home](#)

Policy

- [ForwardHealth Updates](#)
- [ForwardHealth Update Summaries](#)
- [Online Handbooks](#)
- [Forms](#)

Communication

- [User Guides](#)
- [Training](#)
- [Email Subscription Sign-up](#)


User Guides

ForwardHealth user guides and instruction sheets provide Portal users with step-by-step instructions and screen shots to help navigate Portal functionality. They do not contain policy information.

User guides have multiple sections that contain instructions for completing tasks on the Portal, such as submitting claims and prior authorization requests, accessing Remittance Advices, and enrolling in electronic funds transfer. Instruction sheets are short, typically single-section documents that contain instructions for procedures such as searching for a claim, copying a claim, and uploading claim attachments.

General Portal Functionality

- [Account](#)
- [Demographic Maintenance Tool](#)
- [E-mail Subscription](#)
- [Enrollment Verification](#)
- [HealthCheck](#)
- [Max Fee](#)
- [Other Coverage Discrepancy Report](#)
- [Prior Authorization](#)


Provider Portal Claims Functionality 

Provider Claims Submission User Guides


- [Institutional](#)
- [Professional](#)
- [Dental](#)
- [Compound/Noncompound Drug](#)

Provider Claims Instruction Sheets (all claims)


- [Claim Search](#)
- [Claim Status Information](#)
- [Resubmitting a Denied Claim](#)
- [Adjusting a Claim](#)

Managed Care Information 

- [2018 Quality](#)
- [Annual HMO Financial Audit](#)
- [Birth Outcome Registry Network \(BORN\)](#)
- [Clinical Laboratory Improvement Amendments \(CLIA\)](#)
- [Encounter Based Payment](#)
- [Health Insurance Fee Reimbursement Methodology](#)
- [HMO Encounter](#)
- [Managed Care Organization Pricing Administration](#)
- [Maternity Kick Payments](#)
- [Obstetric Medical Homes for High-Risk Medicaid Members](#)

Partner Portal Functionality 

- [Partner Portal](#)

Trading Partner Information 

Public Provider Area of the Portal (Cont.)

- [Adjusting a Claim](#)
- [Voiding a Claim](#)
- [Copying a Claim](#)
- [Uploading Claim Attachments](#)

Provider Remittance Advice

- [User Guide](#)
- [CSV File](#)

Provider Electronic Funds Transfer

- [User Guide](#)
- [Fact Sheet](#)

Wisconsin Medicaid EHR Incentive Program

- [Eligible Professionals](#)
- [Eligible Hospitals](#)
- [Upload Audit Information Instruction Sheet](#)

Prescribing/Referring/Ordering Providers

- [Prescribing/Referring/Ordering Provider User Guide](#)

Medication Therapy Management Documentation

[MTM Documentation Change User Guide](#)

Training Partner Information

- [Provider Electronic Solutions Manual, v.3.10](#)
- [Provider Electronic Solutions Manual, previous versions](#)
- [HIPAA Version 5010 Companion Guides](#)
- [NCPDP Version D.0 Payer Sheet](#)

Manufacturer Drug Rebate User Guide

- [Manufacturer Drug Rebate User Guide](#)

Public Provider Area of the Portal (Cont.)

Quick Links

- Request Portal Access
- Find/Contact your Provider Relations Representative
- Provider Resources Reference Guide
- Provider-specific Resources
- Fee Schedule
- Become a Provider
- Enrollment Tracking Search

Public Provider Area of the Portal (Cont.)

Quick Links (Cont.)

- MAC
- SBS User Guide
- Student Roster File Format
- Provider Revalidation

Secure Area of the Portal

Provider Area

The secure Provider area of the Portal contains links to:


- Update User Account
- Demographic Maintenance
- Check My Revalidation/Revalidate Provider Enrollment
- Check Enrollment
- Online Handbook

Secure Area of the Portal (Cont.)

Provider Area (Cont.)

- Designate 835 Receiver
- Forms
- Become a Provider
- Training Listing
- EOBs

Secure Area of the Portal (Cont.)




interChange
Provider


Welcome Training Provider » January 7, 2019 11:41 AM [Logout](#)

[Home](#) | [Search](#) | **[Providers](#)** | [Enrollment](#) | [Claims](#) | [Prior Authorization](#) | [Remittance Advices](#) | [Trade Files](#) | [Health Check](#) | [Max Fee Home](#) | [Account](#) | [Contact Information](#) | [Online Handbooks](#) | [Site Map](#) | [User Guides](#) | [Certification](#)

You are logged in with NPI: 1639245558, Taxonomy Number: 282N00000X, Zip Code: 53709 - 1234, Financial Payer: Medicaid

 [Providers](#)

What's New?

 Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available.

- New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments. . . Are you Eligible?
- ForwardHealth System Generated Claim Adjustments

Messages

*** No rows found ***

Home Page

- [Update User Account](#)
- [Customize Home Page](#)
- [Demographic Maintenance](#)
- [Electronic Funds Transfer](#)
- [Check My Revalidation Date](#)
- [Revalidate Your Provider Enrollment](#)

Quick Links

- [Register for E-mail Subscription](#)
- [Provider-specific Resources](#)
- [Request Portal Access](#)
- [Designate 835 Receiver](#)
- [Online Handbooks](#)
- [ForwardHealth Updates](#)
- [Fee Schedules](#)
- [Forms](#)
- [Become a Provider](#)

Managing Portal Accounts

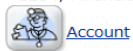
The Account page contains links to the following key functionality:

- Maintenance
- Messages
- Change Password
- Clerk Maintenance
- Switch Organization
- Add Organization
- Account User Guide (PDF)

Managing Portal Accounts (Cont.)

Home	Search	Providers	Enrollment	Claims	Prior Authorization	Remittance Advices	Trade Files	Health Check
Max Fee Home	Account	Contact Information	Online Handbooks	Site Map	User Guides	Certification		

You are logged in with NPI: 1639245558, Taxonomy Number: 282N00000X, Zip Code: 53709
- 1234, Financial Payer: Medicaid



Account Home

From this page, authorized users can manage their user account(s) for the ForwardHealth Portal. Users may setup, update, and maintain account login credentials, change/reset passwords, assign roles for authorized employees, and read and manage messages pertaining to their account. Click on the link from those provided below to select the action you wish to perform. Consult the Account User Guide for specific instructions on each task.

What would you like to do?

- [Setup](#)
- [Maintenance](#)
- [Messages](#)
- [Change Password](#)
- [Clerk Maintenance](#)
- [MCO Universe Management](#)
- [Switch Organization](#)
- [Add Organization](#)
- [View the Account User Guide](#)



Portal Timeouts

- Most areas of the Portal will time out after a half hour of inactivity.
- The Prior Authorization area of the Portal times out after one hour of inactivity.
- Activity is defined as:
 - Moving from one page to another within the Portal.
 - Submitting information within the Portal.
 - Calling information from the Portal.

Portal Timeouts (Cont.)

- Activity does not include entering data into the fields.
- Users should consult their IT department if the Portal regularly times out early.
- Troubleshooting ideas include ensuring the organization does not have any proprietary security features that would cause an early time-out.

Fee Schedules

- Fee schedules can be accessed from either the Portal home page or the Provider area of the Portal.
- Fee schedules are available in interactive format and downloadable text (.txt) or PDF files.
- Refer to the Max Fee Portal User Guide at <https://www.dhs.wisconsin.gov/publications/p00957.pdf> for:
 - Information about reading fee schedules.
 - How to import the fee schedule into a spreadsheet (section 4.2.1).

RAAs

- RAAs are available via the secure Providers or Remittance Advice pages of the Portal.
- RAAs are available in two formats: .txt and comma-separated value (CSV).
- Text files may be printed to produce a paper RA.
- CSV files are accepted by a wide range of computer software programs (e.g., Microsoft Excel).
- Users can download, save, and manipulate the file.

Updates

Updates

- Policy is posted in *Updates*, then incorporated into the Online Handbook.
- Providers who registered for an email subscription will receive an email notification when *Updates* are published.
- All-provider *Updates* are sent to all provider types.
- Provider-specific *Updates* are only sent to the affected provider types.

Email Subscriptions

Registering

- Links are available in multiple places on the Portal.
- New subscribers register with the user's email.
- Existing Subscribers allows providers to update information.
- The Available Subscriptions area allows subscribers to choose the provider type(s) for the desired notifications.
- Click the Save button at the bottom when finished.

Online Handbook

The Online Handbook:

- Is located on the Portal at www.forwardhealth.wi.gov/.
- Is accessible on the public or secure areas of the Portal.
- Includes specific information for providers, services, and benefits.
- Is updated real-time and contains the current policy.
- Incorporates information published in *Updates*, unless specifically noted otherwise in the *Update*.
- Is archived every month as a PDF.

Online Handbook (Cont.)

How to Use

- Select Online Handbooks from the Providers menu.
- Use the drop-down menus on the right to select the appropriate program:
 - Choose a user type. Provider is automatically selected.
 - Choose a program. Different programs have their own handbooks.
 - Choose a service area. Select a provider type if applicable.

Online Handbook (Cont.)

How to Use (Cont.)

- Click a section to expand the list; chapters display below the selected section.
- Click a chapter to display the topics for that chapter:
 - Chapter topics may be selected individually.
 - An entire chapter may be selected by clicking All Information.
 - Topics are assigned numbers that can be used for reference.

Sections and Chapters

Claims

- Responses — information about RAs
- Submission — claim submission methods and instructions
- Timely Filing Appeals Requests — information about timely filing policy

Sections and Chapters (Cont.)

Coordination of Benefits

- Commercial Health Insurance — policy related to private insurance/HMOs
- Medicare — policy related to Medicare and Medicare Advantage (Managed Care)
- Provider-Based Billing
- Reimbursement for Services Provided for Accident Victims

Sections and Chapters (Cont.)

Covered and Noncovered Services

- Codes — diagnosis codes, procedure codes, modifiers, revenue codes, etc.
- Covered Services and Requirements — information about what is covered for different benefit plans

Sections and Chapters (Cont.)

Managed Care

- Managed Care Information
- Provider Information

Sections and Chapters (Cont.)

Member Information

- Enrollment Categories — explains different categories/benefit plans
- Special Enrollment Circumstances — retroactive enrollment, spenddown

Sections and Chapters (Cont.)

Prior Authorization

- Forms and Attachments
- General Information

Sections and Chapters (Cont.)

Provider Enrollment and Ongoing Responsibilities

- Documentation — information about records requests/retention
- Provider Enrollment — information about enrollment process for new providers
- Revalidation — information about recertification process

Sections and Chapters (Cont.)

Reimbursement

Payer of Last Resort

Sections and Chapters (Cont.)

Resources

- Contact Information — Provider Services, Professional Relations Representatives, suggestions, reference guide
- Enrollment Verification — different ways to verify the member's eligibility
- Portal — information about accessing the Portal and its resources
- Updates — directions to email subscription service

Sections and Chapters (Cont.)

Select from the following options

Provider ▼

BadgerCare Plus and Medicaid ▼

◦ Pharmacy ▼

[Advanced Search](#) [Communication Home](#)

Sections and Chapters

- ▣ Claims
- ▣ Coordination of Benefits
- ▣ Covered and Noncovered Services
- ▣ Managed Care
- ▣ Member Information
- ▣ Prior Authorization
- ▣ Provider Enrollment and Ongoing Responsibilities
- ▣ Reimbursement
- ▣ Resources

Sections and Chapters (Cont.)

Select from the following options

Provider ▼

BadgerCare Plus and Medicaid ▼

◦ Physician ▼

[Advanced Search](#) [Communication Home](#)

Sections and Chapters

- ☐ Claims
 - ☐ Adjustment Requests
 - ☐ Good Faith Claims
 - ☐ Overpayments
 - ☐ Responses
 - ☐ Responsibilities
 - ☐ Submission
 - ☐ Timely Filing Appeals Requests
- ☐ Coordination of Benefits
 - ☐ Commercial Health Insurance
 - ☐ Medicare
 - ☐ Other Coverage Information
 - ☐ Provider-Based Billing
 - ☐ Reimbursement for Services Provided for Accident Victims
- ☐ Covered and Noncovered Services

Tools

Advanced Search

- Enter specific text or topic number to search for specific handbook information.
- Search either the selected handbook or all handbooks.
- Click show links to display file path to the topic.

Tools (Cont.)

You are logged in with NPI: 1639245558, Taxonomy Number: 282N00000X, Zip Code: 53709 - 1234, Financial Payer: Medicaid



[Online Handbooks](#) » [Display](#)

Records matching search criteria:3

Pages: 1

Member Payment for Covered Services

Under state and federal laws, a Medicaid-enrolled provider may not collect payment from a member, or authorized person acting on behalf of the member, for covered services even if the services are covered but do not meet program requirements.

This information appears in the following 1 link(s)...[[hide links](#)]

• Provider » BadgerCare Plus and Medicaid

1. [Physician](#) » [Covered and Noncovered Services](#) » [Covered Services and Requirements](#)

Screening Computed Tomographic Colonography

PA requests for screening CT colonography must be adjudicated and processed by MedSolutions.

This information appears in the following 1 link(s)...[[show links](#)]

Amounts

Copayment amounts for most physician services are determined per procedure code under the BadgerCare Plus Standard Plan and Wisconsin Medicaid.

This information appears in the following 1 link(s)...[[show links](#)]

Pages: 1

Select from the following options

Provider

BadgerCare Plus and Medicaid

Physician

[Advanced Search](#) [Updates and handbooks](#)

Advanced Search

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- Search within the options selected above
- Search all handbooks, programs and service areas

Sections and Chapters

- Claims
- Coordination of Benefits
- Covered and Noncovered Services
- EHR Incentive Program
- Managed Care
- Member Information
- Prior Authorization

Tools (Cont.)

Links

The Online Handbook contains links to internal and external information, such as:

- Internal — forms, other parts of handbook
- External — outside websites, such as Wisconsin Administrative Code

Tools (Cont.)

Example of Internal Link

Topic #486

Evaluation and Management Services Provided With Surgical Procedures

If a provider performs an office or a hospital visit and a surgical procedure on the same DOS for the same member, the provider will receive reimbursement for the surgical procedure only. However, if the surgery is a minor surgery (as determined by Wisconsin Medicaid), the provider may submit an [Adjustment/Reconsideration Request](#) form for the allowed surgery claim to request additional reimbursement for the E&M service.

If the E&M service was unrelated to the surgery, the E&M service may be reimbursed if it is billed under a different diagnosis code than the diagnosis code for the surgery.

Tools

Example of an External Link

Topic #44

Definition of Covered Services

A covered service is a service, item, or supply for which reimbursement is available when **all** program requirements are met. Wis. Admin. Code § [DHS 101.03\(35\)](#) and ch. [DHS 107](#) contain more information about covered services.

Provider Resources

- ForwardHealth Portal: www.forwardhealth.wi.gov/
- Provider Services: 800-947-9627
- WiCall: 800-947-3544 (ForwardHealth's Automated Voice Response system)
- ForwardHealth Portal Helpdesk: 866-908-1363
- Electronic Data Interchange: 866-416-4979

Provider Resources (Cont.)

- Provider Relations Representatives
- ForwardHealth Managed Care Ombudsmen: 800-760-0001
- Member Enrollment: www.access.wi.gov/

Communications

- User Guides:
 - Public home page: Policy and Communication > Communication > User Guides
 - Secure Portal: Providers > Users Guide
- E-mail Subscription Sign-up on the public home page: Policy and Communication > Communication > E-mail Subscription Sign-up
- Updates on the public home page: Policy and Communication > Policy > ForwardHealth Updates

Communications (Cont.)

- Trainings on the public home page: Policy and Communication > Communication > Trainings
- Contact link at the bottom of Portal pages
- Secure Messaging on the secure Portal
- RA Banner Messages on the secure Portal

Thank You