ForwardHealth Portal Basics for New Users Introduction, and Resources

Part 1 of 3 training sessions

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Introduction and Resources

Agenda

o Technical Aspects of the ForwardHealth Portal

o Portal User Tips

o Provider Enrollment

o Public Portal Home Page

o Public Managed Care Organization (MCO) Area of the Portal

o Public Member Area of the Portal

o Public Provider Area of the Portal

o Secure Area of the Portal

o Managing Portal Accounts

o Portal Timeouts

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Agenda (Cont.)

o Maximum Allowable Fee Schedules

o Remittance Advices (RAs)

o ForwardHealth Updates

o Email Subscriptions

o ForwardHealth Online Handbook

o Sections and Chapters

o Tools

o Provider Resources

o Communications

Technical Aspects of the Portal

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

o Can run on a Windows- or Apple-based system.

o Is most efficient with a high-speed internet connection.

o Can be accessed 24 hours a day, seven days a week.

Portal User Tips

o An asterisk next to a field indicates a required field.

o A "?" indicates that Help information is available.

o A browser's Back feature will not work on the Portal.

o Pages display either the path or a Go Back button.

o The ForwardHealth logo returns users to the Portal home page.

Provider Enrollment

o 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.

o Providers enroll for Wisconsin Medicaid, BadgerCare Plus, ADAP, or SeniorCare via the public area of the Portal.

o Providers request enrollment materials to enroll as a WCDP or WWWP provide

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Provider Enrollment (Cont.)

Medicaid Provider Enrollment via the Portal

o Providers apply for enrollment by selecting the Become a Provider link on the Portal home page.

o The Provider Enrollment home page contains links to important enrollment information.
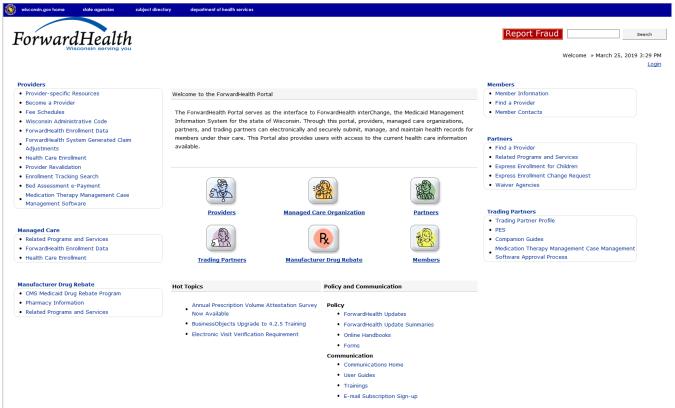
Public Portal Home Page

The Portal home page:

o Is the most general of all the public areas of the Portal.

o Contains links to information for all types of users.

o Contact link (Providers submit written inquiries to Provider Services.)

Public Portal Home Page (Cont.)

Public MCO Area of the Portal

The public MCO area of the Portal contains links to:
o Related Programs and Services
o ForwardHealth Enrollment Data
o Health Care Enrollment Data

Public Member Area of the Portal

The public Member area of the Portal contains links to:
o Member Information
o Find a Provider
o Member Contacts
o New Medicare Cards Are Coming

Public Provider Area of the Portal
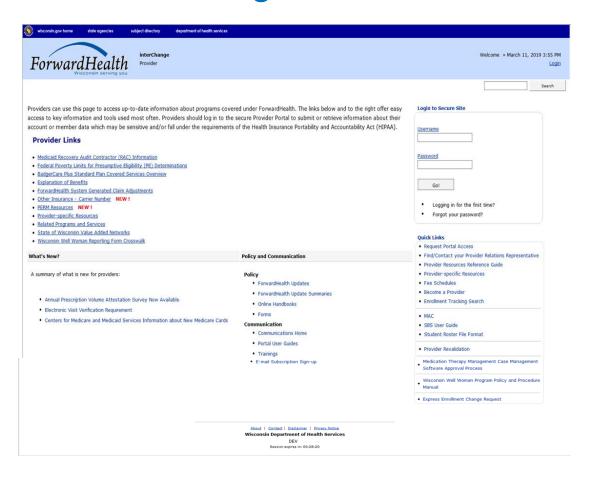
The public Provider area of the Portal contains links to:
- Provider-specific Resources
- Become a Provider
- Fee Schedules
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- ForwardHealth System Generated Claim Adjustments

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Public Provider Area of the Portal (Cont.)

o   Health Care Enrollment

o   Provider Revalidation

o   Enrollment Tracking Search

o   Bed Assessment e-Payment

o   Medication Therapy Management Care Management Software

o   What's New

o   Policy and Communication

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Public Provider Page of the Portal

Public Provider Page of the Portal (Cont.)

The public Provider page of the Portal contains links to:

o Medicaid Recovery Audit Contractor (RCA) Information

o Federal Poverty Limits for Presumptive Eligibility (PE) Determination

o Explanation of Benefits (EOBs)

o ForwardHealth System Generated Claim Adjustments

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Public Provider Page of the Portal (Cont.)

o Other insurance — Carrier Number

o PERM Resources

o Provider-specific Resources

o Related Programs and Services

o State of Wisconsin Value Added Networks

o Tobacco Cessation Benefit

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Public Provider Page of the Portal (Cont.)

« 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

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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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Public Provider Page of the Portal (Cont.)

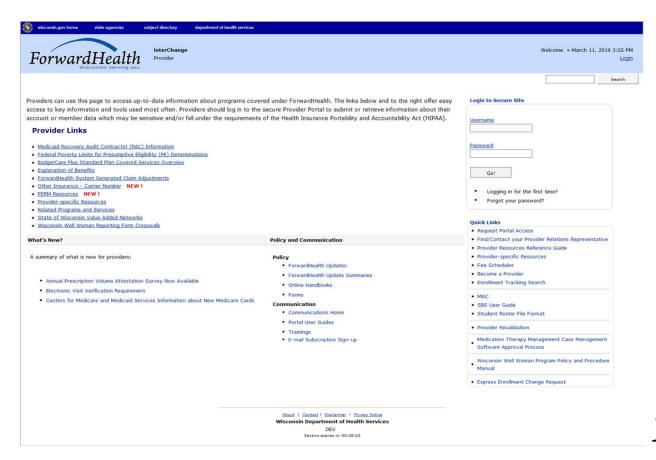Home » Provider Login » Provider-specific Resources

« 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.)

Public Provider Area of the Portal

Policy and Communications
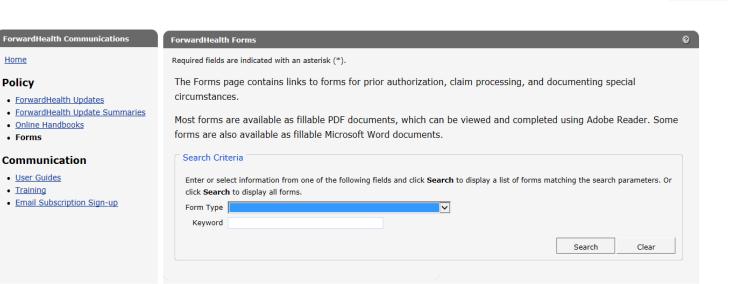
The Policy area of the Portal contains links to:

o ForwardHealth Updates

o ForwardHealth Update Summaries

o Online Handbook

o Forms

Public Provider Area of the Portal (Cont.)

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 [All Forms ▼]

Keyword [   ]

[Search] [Clear]

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

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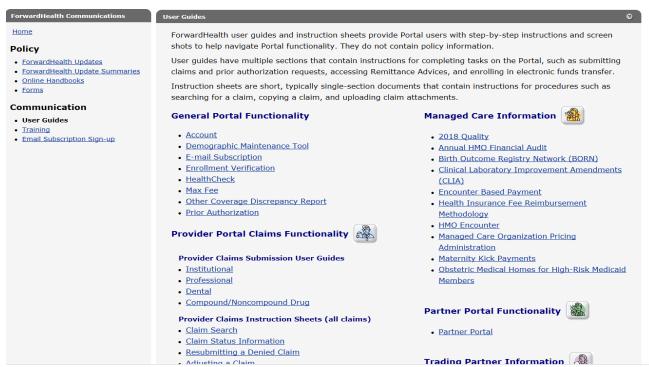# Public Provider Area of the Portal (Cont.)

Policy and Communications (Cont.)

The Communications area of the Portal contains links to:

o Communications Home

o User Guides

o Trainings

o E-mail Subscription Sign-up

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Public Provider Area of the Portal (Cont.)

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 Storage User Guide

Trading 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

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Public Provider Area of the Portal (Cont.)

Quick Links

o Request Portal Access

o Find/Contact your Provider Relations Representative

o Provider Resources Reference Guide

o Provider-specific Resources

o Fee Schedule

o Become a Provider

o Enrollment Tracking Search

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Public Provider Area of the Portal (Cont.)

Quick Links (Cont.)

o MAC

o SBS User Guide

o Student Roster File Format

o Provider Revalidation

Secure Area of the Portal

Provider Area

The secure Provider area of the Portal contains links to:

o Update User Account

o Demographic Maintenance

o Check My Revalidation/Revalidate Provider Enrollment

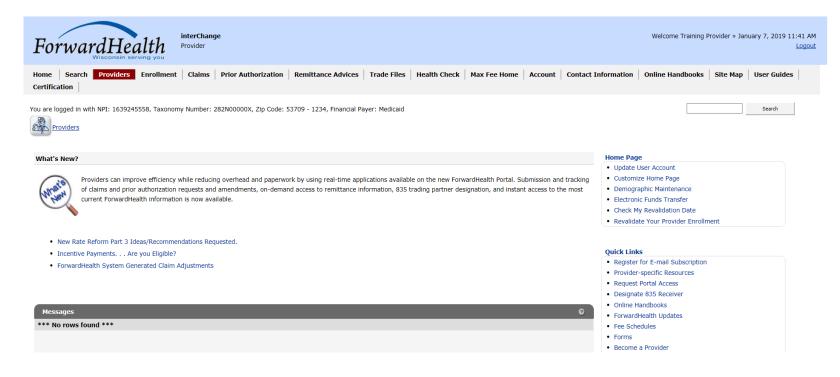o Check Enrollment

o Online Handbook

Secure Area of the Portal (Cont.)

Provider Area (Cont.)

o Designate 835 Receiver

o Forms

o Become a Provider

o Training Listing

o EOBs

Secure Area of the Portal (Cont.)

Managing Portal Accounts

The Account page contains links to the following key functionality:

o Maintenance

o Messages

o Change Password

o Clerk Maintenance

o Switch Organization

o Add Organization

o Account User Guide (PDF)

Managing Portal Accounts (Cont.)

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

Account

Search

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

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Portal Timeouts

o Most areas of the Portal will time out after a half hour of inactivity.

o The Prior Authorization area of the Portal times out after one hour of inactivity.

o Activity is defined as:

– Moving from one page to another within the Portal.

– Submitting information within the Portal.

– Calling information from the Portal.

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Portal Timeouts (Cont.)

o Activity does not include entering data into the fields.

o Users should consult their IT department if the Portal regularly times out early.

o Troubleshooting ideas include ensuring the organization does not have any proprietary security features that would cause an early time-out.

Fee Schedules

o Fee schedules can be accessed from either the Portal home page or the Provider area of the Portal.

o Fee schedules are available in interactive format and downloadable text (.txt) or PDF files.

o 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).

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RAs

o RAs are available via the secure Providers or Remittance Advice pages of the Portal.

o RAs are available in two formats: .txt and comma-separated value (CSV).

o Text files may be printed to produce a paper RA.

o CSV files are accepted by a wide range of computer software programs (e.g., Microsoft Excel).

o Users can download, save, and manipulate the file.

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Updates

Updates

o Policy is posted in *Updates*, then incorporated into the Online Handbook.

o Providers who registered for an email subscription will receive an email notification when *Updates* are published.

o All-provider *Updates* are sent to all provider types.

o Provider-specific *Updates* are only sent to the affected provider types.

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Email Subscriptions

Registering

o Links are available in multiple places on the Portal.

o New subscribers register with the user's email.

o Existing Subscribers allows providers to update information.

o The Available Subscriptions area allows subscribers to choose the provider type(s) for the desired notifications.

o Click the Save button at the bottom when finished.

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Online Handbook

The Online Handbook:

o Is located on the Portal at www.forwardhealth.wi.gov/.

o Is accessible on the public or secure areas of the Portal.

o Includes specific information for providers, services, and benefits.

o Is updated real-time and contains the current policy.

o Incorporates information published in *Updates*, unless specifically noted otherwise in the *Update*.

o Is archived every month as a PDF.

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Online Handbook (Cont.)

How to Use

o Select Online Handbooks from the Providers menu.

o 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.)

o Click a section to expand the list; chapters display below the selected section.

o 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

o Responses — information about RAs

o Submission — claim submission methods and instructions

o Timely Filing Appeals Requests — information about timely filing policy

Sections and Chapters (Cont.)

Coordination of Benefits

o Commercial Health Insurance — policy related to private insurance/HMOs

o Medicare — policy related to Medicare and Medicare Advantage (Managed Care)

o Provider-Based Billing

o Reimbursement for Services Provided for Accident Victims

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Sections and Chapters (Cont.)

Covered and Noncovered Services

o Codes — diagnosis codes, procedure codes, modifiers, revenue codes, etc.

o Covered Services and Requirements — information about what is covered for different benefit plans

Sections and Chapters (Cont.)

Managed Care

o Managed Care Information

o Provider Information

Sections and Chapters (Cont.)

Member Information

o Enrollment Categories — explains different categories/benefit plans

o Special Enrollment Circumstances — retroactive enrollment, spenddown

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Sections and Chapters (Cont.)

Prior Authorization

o Forms and Attachments

o General Information

Sections and Chapters (Cont.)

Provider Enrollment and Ongoing Responsibilities

o Documentation — information about records requests/retention

o Provider Enrollment — information about enrollment process for new providers

o Revalidation — information about recertification process

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Sections and Chapters (Cont.)

Reimbursement

Payer of Last Resort

Sections and Chapters (Cont.)

Resources

o Contact Information — Provider Services, Professional Relations Representatives, suggestions, reference guide

o Enrollment Verification — different ways to verify the member's eligibility

o Portal — information about accessing the Portal and its resources

o Updates — directions to email subscription service

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Sections and Chapters (Cont.)

Sections and Chapters (Cont.)

Tools

Advanced Search

o Enter specific text or topic number to search for specific handbook information.

o Search either the selected handbook or all handbooks.

o Click show links to display file path to the topic.

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Tools (Cont.)

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

[Search]

Online Handbooks » Display
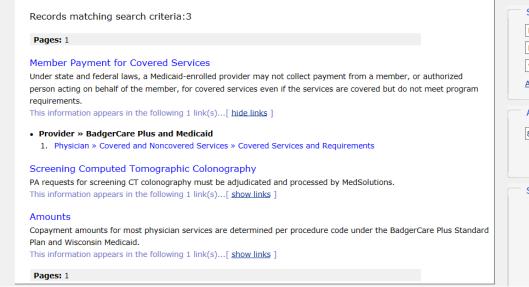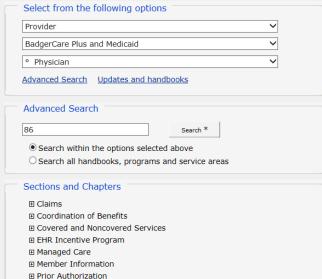

Records matching search criteria:3

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

86   [Search *]

◉ 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

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Tools (Cont.)

Links

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

o Internal — forms, other parts of handbook

o 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.

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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.

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Provider Resources

o ForwardHealth Portal: *www.forwardhealth.wi.gov/*

o Provider Services: 800-947-9627

o WiCall: 800-947-3544 (ForwardHealth's Automated Voice Response system)

o ForwardHealth Portal Helpdesk: 866-908-1363

o Electronic Data Interchange: 866-416-4979

Provider Resources (Cont.)

o Provider Relations Representatives

o ForwardHealth Managed Care Ombudsmen: 800-760-0001

o Member Enrollment: *www.access.wi.gov/*

Communications

o User Guides:

   – Public home page: Policy and Communication > Communication > User Guides

   – Secure Portal: Providers > Users Guide

o E-mail Subscription Sign-up on the public home page: Policy and Communication > Communication > E-mail Subscription Sign-up

o Updates on the public home page: Policy and Communication > Policy > ForwardHealth Updates

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Communications (Cont.)

o Trainings on the public home page: Policy and Communication > Communication > Trainings

o Contact link at the bottom of Portal pages

o Secure Messaging on the secure Portal

o RA Banner Messages on the secure Portal

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Thank You