

How to Enroll with ForwardHealth

Presenter Vicky Murphy ::: Date - June 5, 2019



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ForwardHealth Provider Enrollment

- To be reimbursed for services provided to members enrolled in Wisconsin Medicaid, BadgerCare Plus, or SeniorCare, providers are required enroll in Wisconsin Medicaid per Wis. Admin. Code § DHS 105.
- To be enrolled in Wisconsin Medicaid, providers must complete the application process via the ForwardHealth Portal at <https://www.forwardhealth.wi.gov>

Medicaid Billing Categories

- Wisconsin Medicaid enrolls providers in three billing categories.
- Each billing category has specific designated uses and restrictions, including:
 - Billing/rendering providers
 - Rendering-only providers
 - Billing-only providers (including group billing)

Billing/Rendering Providers

- Enrollment as a billing or rendering provider allows providers to identify themselves on claims (and other forms) as either:
 - The provider billing for the services
 - The provider rendering the services

Rendering-Only Providers

- Providers who practice under the professional supervision of another provider may be enrolled as rendering-only providers.
- Providers enrolled as a rendering provider cannot submit claims to Wisconsin Medicaid directly.

Billing-Only Providers (Including Group Billing)

- Certain provider types may be enrolled as billing-only providers when a separate rendering provider is required on claims.
- Group billing is for groups of individual practitioners that are enrolled as billing-only providers as an accounting convenience.

Terminology

- **Disclosing entity** — A Medicaid provider (not an individual practitioner or group of practitioners) or a fiscal agent.
- **Indirect ownership** — An ownership interest in an entity that has an ownership interest in the disclosing entity, which includes any entity that has an indirect ownership in the disclosing entity.

Terminology (Cont.)

- **Managing employee** — A general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operation of an institution, organization, or agency.
- **Ownership interest** — The possession of equity in the capital, stock, or profits of the disclosing entity.

Terminology (Cont.)

- **Person with an ownership or control interest** — A person or corporation for which one or more of the following applies:
 - Has an ownership interest totaling 5 percent or more in a disclosing entity
 - Has an indirect ownership interest equal to 5 percent or more in a disclosing entity
 - Has a combination of direct and indirect ownership interest equal to 5 percent or more in a disclosing entity

Terminology (Cont.)

- Owns an interest of 5 percent or more in any mortgage, deed of trust, note, or other obligation secured by the disclosing entity if that interest equals at least 5 percent of the value of the property or asset of the disclosing entity
- Is an officer or director of a disclosing entity that is organized as a corporation
- Is a person in a disclosing entity that is organized as a partnership

Terminology (Cont.)

- **Subcontractor:**

- An individual, agency, or organization to which a disclosing entity has contracted or delegated some of its management functions or responsibilities of providing medical care to its patients
- An individual, agency, or organization with which a fiscal agent has entered into a contract, agreement, purchase order, or lease (or leases of real property) to obtain space, supplies, equipment, or services provided under the Medicaid agreement.

Terminology (Cont.)

- **Re-enrollment** — Providers may re-enroll in Medicaid when their enrollment has ended for any reason other than sanctions or failure to revalidate as long as all licensure and enrollment requirements are met. Application fees and screening activities may apply.
- **Revalidation** — All enrolled providers are required to revalidate their enrollment information every three years to continue their participation with Wisconsin Medicaid.

Provider Portal Enrollment Information

Required information may vary depending on the type of provider application. Following is an example of the screens that need to be completed during enrollment:

- Type of applicant (individual or organization)
- Type of enrollment (initial, re-enrollment, change of ownership)

Provider Portal Enrollment Information (Cont.)

- Provider type
- Provider specialty
- Border status
- Name and identifying information
- Addresses (Practice, mailing, prior authorization [PA], audit)
- Financial information
- License, DEA, Medicare, and Medicaid information

Provider Portal Enrollment Information (Cont.)

- National Provider Identifier
- Taxonomy code
- Criminal disclosures
- Controlling interest
- Managing employee(s)
- Group
- Subcontractor
- Provider agreement

Enrolling on the Portal

<https://www.forwardhealth.wi.gov/WIPortal/Default.aspx>

The screenshot shows the ForwardHealth Wisconsin portal homepage. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The ForwardHealth logo is prominently displayed on the left, with the tagline 'Wisconsin serving you'. A 'Report Fraud' button and a search box are located in the top right corner. Below the navigation bar, the page is divided into several sections:

- Providers:** A list of links including 'Provider-specific Resources', 'Become a Provider', 'Fee Schedules', 'Wisconsin Administrative Code', 'ForwardHealth Enrollment Data', 'ForwardHealth System Generated Claims Adjustments', 'Health Care Enrollment', 'Provider Revalidation', 'Enrollment Tracking Search', 'Bed Assessment, e-Payment', and 'Medication Therapy Management Case Management Software'.
- Managed Care:** A list of links including 'Related Programs and Services', 'ForwardHealth Enrollment Data', and 'Health Care Enrollment'.
- Manufacturer Drug Rebate:** A list of links including 'CMS Medicaid Drug Rebate Program', 'Pharmacy Information', and 'Related Programs and Services'.
- Members:** A list of links including 'Member Information', 'Find a Provider', and 'Member Contacts'.
- Partners:** A list of links including 'Find a Provider', 'Related Programs and Services', 'Express Enrollment for Children', 'Express Enrollment Change Request', and 'Waiver Agencies'.
- Trading Partners:** A list of links including 'Trading Partner Profile', 'PES', 'Companion Guides', 'Medication Therapy Management Case Management Software Approval Process'.
- Hot Topics:** A list of links including 'Annual Prescription Volume Attestation Survey Now Available', 'BusinessObjects Upgrade to 4.2.5 Training', and 'Electronic Visit Verification Requirement'.
- Policy and Communication:** A list of links including 'ForwardHealth Updates', 'ForwardHealth Update Summaries', 'Online Handbooks', 'Forms', 'Communication', 'Communications Home', 'Portal User Guides', 'Trainings', and 'E-mail Subscription Sign-up'.

At the bottom of the page, there is a footer with links for 'About', 'Contact', 'Disclaimer', and 'Privacy Notice', along with the text 'Wisconsin Department of Health Services'.



Enrolling on the Portal (Cont.)



Welcome » March 26, 2019 12:23 PM

[Login](#)

Provider Enrollment Information

[Start or Continue Your Enrollment Application](#)

Medicaid Criteria

- [Home](#)
- [Affordable Care Act](#)
- [Border-Status Providers](#)
- [Categories of Enrollment](#)
- [Change in Ownership](#)
- [Effective Date of Medicaid Enrollment](#)
- [Enrollment Application and Tracking Process](#)
- [Express Enrollment](#)
- [Fingerprint Requirement Overview](#)
- [In-State Emergency Providers](#)
- [Information for Specific Provider Types](#)
- [Multiple Locations and Services](#)
- [Notice of Enrollment Decision](#)
- [Out-of-State Providers](#)
- [Out-of-State Youth Program](#)
- [Prescribing/Referring/Ordering Providers](#)
- [Provider Addresses](#)
- [Provider Application Fee](#)
- [Provider Identification](#)
- [Re-enrollment](#)
- [Reporting Group Member Information and Group Affiliations](#)
- [Reporting Ownership Information](#)
- [Risk Level Classification by Provider Type](#)
- [Terms of Reimbursement](#)

Other Programs

- [Wisconsin AIDS Drug Assistance Program](#)
 - [Change in Ownership](#)
- [Wisconsin Chronic Disease Program](#)
- [Wisconsin Well Woman Program](#)

[Home](#)

To be reimbursed for services provided to members enrolled in Wisconsin Medicaid, BadgerCare Plus, or SeniorCare, providers are required to be enrolled in Wisconsin Medicaid as described in [DHS 105](#), Wis. Admin. Code.

Personally identifiable information about Medicaid providers, persons with ownership or control interest in the provider, managing employees, agents, or other provider personnel is only used for purposes directly related to Medicaid administration, such as determining the enrollment of providers and monitoring providers for waste, fraud, and abuse. All information provided is protected under federal and/or state confidentiality laws. Failure to supply the information requested by the application may result in denial of Medicaid payment for the services.

To be enrolled in Wisconsin Medicaid, providers are required to complete the application process. Failure to complete the enrollment application process will cause a delay, and may cause denial, of enrollment. As part of the enrollment application, providers are required to sign a provider agreement with the Department of Health Services (DHS). Providers sign the provider agreement electronically by selecting the box acknowledging and agreeing to the terms of the agreement. By electronically signing the provider agreement, the provider attests that the provider and each person employed by the provider, for the purpose of providing services, holds all licenses or similar entitlements and meets other requirements specified in [DHS 101 through DHS 109](#), Wis. Admin. Code, and required by federal or state statute, regulation, or rule for the provision of the service.

The provider's enrollment in Wisconsin Medicaid may be terminated by the provider as specified in [DHS 106.05](#), Wis. Admin. Code, or by the DHS upon grounds set forth in [DHS 106.06](#), Wis. Admin. Code.

The provider agreement remains in effect as long as the provider is enrolled in Wisconsin Medicaid.



Enrolling on the Portal (Cont.)

The screenshot shows the ForwardHealth Wisconsin portal. At the top left is the logo with the tagline "Wisconsin serving you". At the top right, it says "Welcome" followed by the date and time "March 26, 2019 12:32 PM" and a "Login" link. Below this is a search bar with a "Search" button. The main content area is divided into four sections:

- To Start a New Medicaid Enrollment:** Includes instructions to select a link and save applications, with a link to "Medicaid/Border Status Provider Enrollment Application".
- To Start a New ADAP Enrollment:** Includes instructions to select a link and complete a separate application for ADAP providers, with a link to "ADAP Provider Enrollment Application".
- To Start a New Prescribing/Referring/Ordering Enrollment:** Includes instructions for prescribers and a note that this enrollment does not allow reimbursement for services, with a link to "Medicaid Prescribing/Referring/Ordering Provider Enrollment Application".
- To Continue a Previous Medicaid Enrollment:** Includes instructions to enter an enrollment key and password, with a note that ADAP enrollment cannot be completed here. It features input fields for "Enrollment Key" and "Password", and a "Login" button.

Saving Partially Completed Enrollment Applications

- Providers can save a partially completed application.
- Providers must return to finish application within 10 calendar days.
- Applicants will be given an enrollment key and will be able to set their own password for re-entry into their application.

Uploading Forms During the Enrollment Process

- Providers may upload any needed documentation or forms during the application process.
- Providers may upload documents in the following formats:
 - Joint Photographic Experts Group (JPEG) (.jpg or .jpeg).
 - PDF (.pdf).
 - Rich Text Format (.rtf).
 - Text File (.txt).
 - Comma Delimited (.csv).

Submitting an Application

- Providers receive an application tracking number (ATN) once they submit their enrollment application through the Portal.
- Providers can track the status of their enrollment application either on the Portal or by calling Provider Services.

Tracking an Application

Tracking on the Portal

- Providers can track the status of an enrollment application on the Portal by entering their ATN in the Enrollment Tracking Search.
- Providers receive current information on their application, such as whether it is being processed or has been returned for more information.

Tracking an Application(Cont.)

Tracking Through Provider Services

Providers may check the status of their submitted enrollment application by contacting Provider Services and giving their ATN.

Notification of Enrollment Decision

- Wisconsin Medicaid notifies the provider of the enrollment status usually within 10 business days, but no longer than 60 days, after receipt of the complete enrollment application.
- Providers receive the Notice of Enrollment Decision as official notification that enrollment has been approved.
- This notice contains information the provider needs to conduct business with Wisconsin Medicaid, BadgerCare Plus, or SeniorCare.

Provider Responsibilities

Medicaid-enrolled providers are responsible for:

- Providing the same level and quality of care to ForwardHealth members as private-pay patients.
- Complying with all state and federal laws related to ForwardHealth.
- Obtaining PA for services, when required.
- Notifying members in advance if a service is not covered by ForwardHealth and the provider intends to collect payment from the member for the service.

Provider Responsibilities (Cont.)

- Maintaining accurate medical and billing records.
- Retaining preparation, maintenance, medical, and financial records, along with other documentation, for a period of not less than five years from the date of payment, except rural health clinic providers who are required to retain records for a minimum of six years from the date of payment.
- Billing only for services that were actually provided.
- Allowing a member access to their records.

Provider Responsibilities (Cont.)

- Monitoring contracted staff.
- Accepting Medicaid reimbursement as payment in full for covered services.
- Keeping provider information (i.e., address, business name) current.
- Notifying ForwardHealth of changes in ownership.

Provider Responsibilities (Cont.)

- Responding to Medicaid revalidation notifications.
- Safeguarding member confidentiality.
- Verifying member enrollment.
- Keeping up-to-date with changes in program requirements as announced in ForwardHealth publications.

Other Programs

Providers are required to enroll separately for:

- Wisconsin AIDS Drug Assistance Program
- Wisconsin Chronic Disease Program
- Wisconsin Well Woman Program

Provider Resources

- ForwardHealth Portal - <https://www.forwardhealth.wi.gov/>
- Provider Services – 800-947-9627
- Portal Help Desk – 866-908-1363
- ForwardHealth Professional Relations Representative

Questions

Thank You