ForwardHealth Portal Basics for New Users Introduction, and Resources

Part 1 of 4 training sessions

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Introduction and Resources

Agenda

- Technical Aspects of the ForwardHealth Portal
- Portal User Tips
- Public Portal Home Page — Provider Quick Links
- Public Portal Home Page — Links
- Public Provider Area of the Portal
- Secure Area of the Portal
- Managing Portal Accounts
- Portal Timeouts

- Maximum Allowable Fee Schedules
- Remittance Advices (RAs)
- *ForwardHealth Updates*
- Email Subscriptions
- ForwardHealth Online Handbook
- Provider Resources
- Communications

Technical Aspects of the Portal

o The Portal is an internet site that is accessible through most web browsers at *www.forwardhealth.wi.gov/*.

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

o Is most efficient when accessed via a high-speed internet connection.

o Can be accessed from work or home 24 hours a day, seven days a week.

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Portal User Tips

o An asterisk next to a field indicates that it is 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 the path or a Go Back button.

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

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Public Portal Home Page — Provider Quick Links

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 — Links

The ForwardHealth Portal is made up of six distinct areas:

 Providers

 Managed Care Organization

 Partners

 Trading Partners

 Manufacturer Drug Rebate

 Members

ForwardHealth Portal Demonstration - Members

Public Provider Area of the Portal

The public Provider area of the Portal contains links to:

o Provider-specific Resources

o Become a Provider

o Fee Schedules

o Wisconsin Administrative Code

o ForwardHealth Enrollment Data

o 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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ForwardHealth Portal Demonstration - Provider

Updates

Updates

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

o Providers who have registered for an email subscription will receive 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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ForwardHealth Portal Demonstration – Updates, Forms and Quick Links

Secure Area of the Portal

Provider Area

The secure Provider area of the Portal contains links to the following:

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

o Designate 835 Receiver

o Forms

o Become a Provider

o Training Listing

o Explanation of Benefits (EOBs)

ForwardHealth Portal Demonstration – Secure Provider Portal

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)

Portal Timeouts

o Most areas of the Portal are set to time out after a half hour of inactivity.

o The Prior Authorization area of the Portal will time 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 User's 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.

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Fee Schedules

o Fee schedules can be accessed from the Portal home page and 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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ForwardHealth Portal Demonstration – Fee Schedule

RAs

- o RA documents 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 User can download, save and manipulate the file.

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ForwardHealth Portal Demonstration – Remittance Advice and Check My Revalidation Date

Email Subscriptions

Registering

o Links are available in multiple places on the Portal.

o New subscription requires the user's email.

o Existing Subscribers allows providers to update information.

o Available Subscriptions 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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ForwardHealth Portal Demonstration – Email Subscriptions

Online Handbook

The Online Handbook:

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

o Is accessed on the public or secure area of the Portal.

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

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

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

o Is archived every month as a PDF format.

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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 the specific provider type here, if applicable.

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

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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

Sections and Chapters (Cont.)

Covered and Noncovered Services

o Codes — diagnosis codes, *Current Procedural Terminology* (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes, modifiers, revenue codes, etc.

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

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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

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

o Payer of Last Resort

Sections and Chapters (Cont.)

Resources

o Contact Information — Provider Services and 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

ForwardHealth Portal Demonstration – Online Handbook

Tools

Advanced Search

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

o Search either the current handbook only or all handbooks.

o Click show links to display file path to topic.

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ForwardHealth Portal Demonstration – Online Handbook, Advanced Search

Tools

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 Centers for Medicare or Medicaid Services (CMS) or Wisconsin Administrative Code

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

o Electronic Visit Verification Customer Care at 833-931-2035

o Electronic Visit Verification e-mail support at VDXC.ContactEVV@Wisconsin.gov

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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: Providers > Portal User Guides

  – Secure Portal: Home tab > Provider icon > Portal User Guides

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

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

Communications (Cont.)

o Trainings page 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

Thank You