

## Wisconsin Well Woman Program ForwardHealth Provider Training

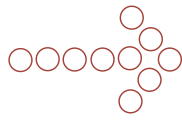
February/March 2009



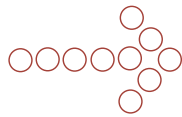
### Agenda

- Introductions.
- Communications available via the Portal.
- Activity and follow-up reporting (ARF/DRFs).
- Claims submission.
- Establishing a secure provider Portal account.
- Enrollment verification.
- WWWP provider resources.





## Communications Available via the Portal



## Communications

- ForwardHealth Portal ([www.ForwardHealth.wi.gov](http://www.ForwardHealth.wi.gov)).
  - Alerts: Post implementation. Will end in the near future.
  - Resources: Post implementation. Will end in the near future.
  - Updates: Ongoing.
- Email subscription service.
- Online Handbook.
  - The State is in the process of revising the W3P manual.
- Secure mailbox.
- Portal User Guides.



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**Providers**

- Provider-specific Resources
- Become a Provider
- Online Handbooks
- Fee Schedules
- Certification Packets
- Trainings
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- Health Care Enrollment

Welcome to the ForwardHealth Portal

The ForwardHealth Portal serves as the interface to ForwardHealth interChange, the new 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.

**Members**

- Member Information
- Find a Provider
- Member Contacts
- Medicaid Brochures/Fact Sheets/Updates
- Privacy Notices

  
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- Find a Provider
- Related Programs and Services


**Trading Partners**

- Trading Partner Profile
- PES
- Companion Documents

**Hot Topics**

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**Hot Topics**

Important Alerts Regarding the Implementation of interChange  
 Important Resources for Implementation

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Date	Alert #	To	Alert	Status
2/27/09	0080	All Providers	Clarification on Financial Payer Names and Addresses for Paper Claims	Informational
2/27/09	0079	Providers Submitting Medicare Crossover Claims	ForwardHealth Denies Medicare Crossover Claims Submitted with Illegible Medicare Remittance Advices	Informational
3/5/09	0078	All Providers	Prior Authorization Requests Reminders — <b>Revised</b>	Informational
2/26/09	0077	All Portal Users (Providers, Managed Care Organizations, Trading Partners, and Partners)	Password Expiration and Correcting Forgotten Passwords on the ForwardHealth Portal	Informational
2/24/09	0076	Inpatient and Outpatient Hospital Providers	Claims Submitted with Certain Etiology Diagnosis Codes Were Denied by ForwardHealth interChange; Issue Resolved as of February 18, 2009	Informational
2/23/09	0075	All Providers	Provider Services Call Routing	Informational
2/23/09	0074	All Providers	Changes to the 835 Health Care Claim/Payment Advice	Informational
3/4/09	0073	Wisconsin Well Women Program Local Coordinating Agencies	Clarification of Enrollment Information and Procedures for Local Coordinating Agencies — <b>Revised</b>	Informational
2/20/09	0072	Providers	Reporting Member Enrollment Discrepancies to ForwardHealth	Informational
2/19/09	0071	All Providers	Duplicate Claims Will Be Denied	Informational
2/18/09	0070	Partners, Providers, and Managed Care Organizations	Enrollment Verification Function Enhancements to the ForwardHealth Portal	Informational
3/19/09	0069	Providers	ForwardHealth interChange Deducts Too Much Copayment for Certain Disposable Medical Supplies and Enteral Nutrition Products on Medicare Crossover Claims	<b>Resolved</b>
2/18/09	0068	Providers	Overpaid Outpatient Hospital Medicare Crossover Claims	Resolution Pending
2/17/09	0067	Wisconsin Well Woman Program Providers and Local Coordinating Agencies	Magnetic Swipe Card Readers Now Able to Check Member Enrollment in the Wisconsin Well Woman Program	Informational

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### Implementation Resources

#### ForwardHealth interChange Implementation Resources

The links below provide access to key information and resources that will help Providers, Partners, Trading Partners, and Managed Care organizations during the days and weeks following the implementation of the new ForwardHealth interChange system.

Resources For	Resource
Managed Care	<a href="#">Contact List Quick Reference</a> — Revised
Managed Care	<a href="#">Provider Representatives and Coverage Areas</a>
Managed Care	<a href="#">Interim Payments</a> — ForwardHealth interChange Implementation Transitional Payment Request
Managed Care and Members	<a href="#">Member ID Cards</a>
Managed Care Programs, Providers, Trading Partners, and MCOs	<a href="#">Frequently Asked Questions from Providers About National Provider Identifiers</a>
Managed Care Providers, Partners, Trading Partners, Managed Care Organizations	<a href="#">Requirements for Successful Portal Account Set-up</a>
Pharmacy Providers	<a href="#">Resources Available to Pharmacy Providers on the ForwardHealth Portal</a> — Revised
Managed Care Providers, Partners, Trading Partners, Managed Care	<a href="#">How to Successfully Combine Portal Administrator Accounts Into One Account</a>

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- Wisconsin Administrative Code
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- Member Information
- Find a Provider
- Member Contacts
- Medicaid Brochures/Fact Sheets/Updates
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**Managed Care**

- Related Programs and Services
- References and Tools
- ForwardHealth Enrollment Data
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**Partners**

- Find a Provider
- Related Programs and Services

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**Hot Topic** [This is the link to get to the public area of the provider Portal.](#)

[Important Resources for Implementation](#)

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Providers can use this page to access up-to-date information about programs covered under ForwardHealth. 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 membership, which may be sensitive and/or fall under the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

**Provider-specific Resources**

You are looking for additional information specific to your provider type. [Go >](#)

**References & Tools**

References & Tools to access information, tools, and data specific to the various provider types. [Go >](#)

**Related Programs & Services**

Related programs & services to access information for all ForwardHealth programs as well as other programs and services. [Go >](#)

**Trainings**

Trainings to view up-to-date training offerings for providers. [Go >](#)

**What's New?**

<https://www.forwardhealth.wi.gov/WIPortal/content/html/updates.htm.spage>

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**Quick Links**

- Request Portal Access
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- Provider Representatives
- Provider-specific Resources **ForwardHealth Updates**
- Fee Schedules
- Subscribe to Provider Notifications
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**Choose to view either the 2008 or the 2009 Updates by selecting one of these links.**

[2009 ForwardHealth Updates](#) | [2008 ForwardHealth Updates](#)

**These are the ForwardHealth Update Summaries.**

**ForwardHealth Update Summaries**


- February 2009
- January 2009
- December 2008
- November 2008

Update Number	ForwardHealth Update Topic(s) and release date	Program(s) Affected
2009-11 (38 KB)	Changes to Express Enrollment in BadgerCare Plus for Children and Pregnant Women, 3/1/09	BadgerCare Plus, Medicaid
2009-10 (371 KB)	Spring 2009 Preferred Drug List Review, 3/1/09	BadgerCare Plus, Medicaid, SeniorCare
2009-09 (35 KB)	Copayment Policy Clarification for Members in Foster Care, Subsidized Adoption, and the Katie Beckett Program, 3/1/09	Medicaid
2009-08	Personal Care Activity Time Allocation Table Revised 3/1/09	BadgerCare Plus, Medicaid

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# ForwardHealth

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## Update Summary

January 2009  
P-1251

**Attention Providers:**  
The *ForwardHealth Updates* included in this *Update Summary* are posted in their entirety in the Provider area of the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/). *New Updates* are continually being posted. Providers are encouraged to check the ForwardHealth Portal frequently.

January 2009 ForwardHealth Updates	Affected Programs*				
Update Title	BC+	Med	SC	WCDP	WWWP
Clarifications and Changes to Dental Services for Members Enrolled in Medicaid and BadgerCare Plus (2009-01)	✓	✓			
HealthCheck Outreach Services Are Covered by the BadgerCare Plus Benchmark Plan (2009-02)	✓	✓			
1099 Miscellaneous Form for the 2008 Tax Year from ForwardHealth (2009-03)	✓	✓		✓	✓

**Clarifications and Changes to Dental Services for Members Enrolled in Medicaid and BadgerCare Plus**

**Affected Programs:** BadgerCare Plus, Medicaid

**To:** Ambulatory Surgery Centers, Dentists, Hospital Providers, HMOs and Other Managed Care Programs

ForwardHealth is expanding dental coverage for members enrolled in Medicaid and BadgerCare Plus in an effort to increase access to oral health in Wisconsin. This *Update* explains these changes to dental services for members and clarifies coverage

**HealthCheck Outreach Services Are Covered by the BadgerCare Plus Benchmark Plan**

**Affected Programs:** BadgerCare Plus, Medicaid

**To:** HealthCheck Providers, HMOs and Other Managed Care Programs

This *Update* clarifies that HealthCheck outreach services are covered by the BadgerCare Plus Benchmark Plan.

**Update number:**  
2009-02

**1099 Miscellaneous Form for the 2008 Tax Year from ForwardHealth**

**Affected Programs:** BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

**To:** All Providers, HMOs and Other Managed Care Programs

In January 2009, ForwardHealth will send the 1099 Miscellaneous form for the 2008 tax year. This *Update* outlines how the 1099 Miscellaneous forms are generated with the implementation of ForwardHealth interChange.


**Update number:**  
2009-03

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**Affected Programs & Services**

Related programs & services to access information for various programs and services. [Go >](#)

**Trainings**

Trainings to view up-to-date training offerings for your specialty or interest and then register for courses on the web. [Go >](#)

**What's New?**

[https://www.forwardhealth.wi.gov/WIPortal/Online Handbooks/Subscriptions/tabid/154/Default.aspx](https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Subscriptions/tabid/154/Default.aspx)

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All you need is to do is register by supplying your e-mail address. Once you register, you will be able to add one or more service areas listed on the right to your subscription.

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  - Family Care
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- WCDP-Hemophilia Home Care**
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- Within each chapter, you can select a specific topic to view.
- Once you select a topic, the data will replace this content.

Select from the following options

Choose a user type:

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Sections and Chapters

A list of sections and chapters will appear once you select a user type, program, and/or service area.

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Select from the following options

Choose a user type:

Choose a user type:  
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Providers

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Select from the following options

Provider

Choose a program:

- BadgerCare Plus and Medicaid
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- Senior Care
- WCDP-Adult Cystic Fibrosis
- WCDP-Chronic Renal Disease
- WCDP-Hemophilia Home Care
- Wisconsin Well Woman Program

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**Secondly, select that you want information on the WWWP program.**

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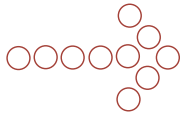
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Sections and Chapters

- Certification and Ongoing Responsibilities
- Claims
- Coordination of Benefits
- Covered and Noncovered Services
- Member Information
- Reimbursement
- Resources

**Expand the sections and chapters to get to the information you are looking for.**



## Important Communications

The following communications are referenced in this presentation. They are located on the ForwardHealth Portal. They are listed in the order in which they are discussed.

- Alert 0066.
- Update 2008-177.
- Update 2008-178.
- Alert 0080.
- Alert 0057.
- Alert 0059.
- Update 2008-45.
- Update 2008-154.
- Alert 0067.
- Resource titled "Provider Representatives and Coverage Areas."
- Resource titled "Provider Resources."

