

2008 Medicaid Changes for Audiologists and SLPs

Quick Procedure Guides

ForwardHealth Interchange

- ForwardHealth Interchange will replace Wisconsin's existing Medicaid Management Information System (MMIS) which has been in existence since the 70s.
- Providers and trading partners will have more ways to verify member enrollment, submit electronic claims, adjustments and prior authorizations through the secure portal.

ForwardHealth Interchange: Changes to Hearing Services, Hearing Instruments and SLP Services

- Establishes deadlines for providers to respond to returned PA requests and amendment requests.
- Revises all PA forms. New forms can be downloaded and printed from the Forward Health website or providers can order copies from Provider Services.

ForwardHealth Interchange: Changes to Hearing Services, Hearing Instruments and SLP Services

- PA numbers will NO LONGER be pre-printed on PA request forms. Once received, ForwardHealth will assign a PA number which will consist of 10 digits.
- After the change over, if ForwardHealth receives a PA request on an old form, it will be sent back to the provider with a letter requiring resubmission on a new form.

ForwardHealth Interchange: Revisions to the PA/HIAS1

- No PA number on form
- One part form available in Microsoft Word or PDF (fillable)
- The term “rendering provider” replaces “performing provider” to align with HIPPA.
- Billing and rendering provider taxonomy code fields are added (Elements 4b, 6b and 13) for NPI implementation.
- Audiologist taxonomy code is 231H00000X
- Provider’s are now required to include the ZIP+4 code (Element 3) for NPI implementation.

ForwardHealth Interchange: Revisions to the PA/RF

- No PA number on form
- One part form available in Microsoft Word or PDF (fillable) the PA/TA or PA/SOI is also available in either Microsoft Word or PDF (fillable) form
- The term “rendering provider” replaces “performing provider” to align with HIPPA
- Billing and rendering provider taxonomy code fields are added (Elements 5a, 5b and 16) for NPI implementation
- Speech Language Pathologist taxonomy code is 235Z0000X (Note: if you are billing under a rehabilitation agency or outpatient clinic check with your billing department on how to fill out these elements)
- Providers are now required to include the ZIP+4 code (Element 4) for NPI Implementation

ForwardHealth Interchange: PA Forms

- Forms are available prior to implementation at dhs.wisconsin.gov/ForwardHealth
- After implementation forms will be available from the Portal.
- Provider services can supply a paper copy for photocopying at 1-800-947-9627 or can be ordered from
ForwardHealth
Form Reorder
6406 Bridge Rd.
Madison, WI 53784-0003

PA Decisions

- PA review process will be the same with a clerical and clinical review.
- A decision will be rendered within 20 working days from receipt of all the necessary information. Decisions will be returned via the Portal if the provider has a portal account. If no account, then decision will be mailed to the rendering provider address on file (NOT the one on the PA). Faxed PA's will receive notification by mail.

PA's continued

- If a provider's response is requested they have 30 **calendar** days to respond.
- If ForwardHealth does not receive a response, the PA status becomes inactive and the provider will be required to submit a new request.
- ForwardHealth changes do not affect the current Managed Care MA policy procedures.

Other PA tidbits

- Recipients are now referred to as Members. All members will be receiving new member cards and numbers eliminating the SSN+ methodology.
- Providers have to use their NPI number which they have already supplied to ForwardHealth. If you have not reported your number you should do so NOW.

Forward Health Portal

- Once you are at the Portal you will select whether you want to enter as a Provider unless you are also managing your office billing etc.

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

ForwardHealth Portal - Windows Internet Explorer

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

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ForwardHealth Portal

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ForwardHealth


Wisconsin serving you


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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 most current health care information available.

 [Providers](#)

 [Managed Care Organization](#)

 [Trading Partners](#)

Important Reminder for Trading Partners and Providers:
Prior to the implementation of ForwardHealth interChange, all Trading Partners¹ must successfully complete authorization testing for all electronic transactions that they submit on behalf of themselves or the providers they serve.

If you are a trading partner and you have not completed your authorization testing you are strongly encouraged to complete this testing as soon as possible. It is critical that this testing be completed in order to ensure that there will be no delays to business processes or payments with the implementation of the new system.

If you are a provider that uses a trading partner to do your billing, or if you act as your own trading partner, you are strongly encouraged to contact your trading partner, or internal billing department, to ensure they have completed their authorization testing.

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Provider Portal

- The first time you enter to provider portal you will need to register on the right side of the screen.
- Follow up visits you will enter your username and password.

Provider Login - Windows Internet Explorer

https://www.forwardhealth.wi.gov/WIPortal/Home/Provider%20Login/tabid/37/Default.aspx

File Edit View Favorites Tools Help

Google forwardhealth portal Go Bookmarks PageRank 90 blocked Check AutoLink AutoFill Send to forwardhealth portal Settings

Provider Login

Quick Search [F3] Type your search here... Search web Look for File Services (17) Web Security Guard Customize

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ForwardHealth

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interChange

Provider

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By following the links to the right, Providers may use this page to request access to the ForwardHealth secure section of the Provider portal or designate an 835 Trading Partner. Providers already issued access to the secure section of the portal may log into the site and designate their 835 Trading Partner or update their user account information.

Important Reminder for Trading Partners and Providers:
Prior to the implementation of ForwardHealth interChange, all Trading Partners¹ must successfully complete authorization testing for all electronic transactions that they submit on behalf of themselves or the providers they serve.

If you are a trading partner and you have not completed your authorization testing you are strongly encouraged to complete this testing as soon as possible. It is critical that this testing be completed in order to ensure that there will be no delays to business processes or payments with the implementation of the new system.

If you are a provider that uses a trading partner to do your billing, or if you act as your own trading partner, you are strongly encouraged to contact your trading partner, or internal billing department, to ensure they have completed their authorization testing.

Trading partners who have not successfully completed authorization testing before the implementation of ForwardHealth interChange will not be able to submit transactions to the new ForwardHealth interChange system upon implementation.

¹A trading partner is defined as a covered entity that exchanges electronic health care transactions as mandated by the Health Insurance Portability and Accountability Act of 1996. Therefore, the following covered entities are considered trading partners:

- Billing providers who exchange electronic transactions directly with the DHS.
- Billing services and clearinghouses that exchange electronic transactions directly with the DHS on behalf of a billing provider.

EDI Help Desk Contact Information

For more information please contact EDI at (866) 416-4979, or email VEDSWIEDI@wisconsin.gov.

Login to Secure Site

Username

Password

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

Quick Links

- [Request Portal Access](#)
- [Designate 835 PDF](#)

https://www.forwardhealth.wi.gov/WIPortal/Account/Request%20Portal%20Access/tabid/93/Default.aspx

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Provider registration

- The following screen is what you will see when registering to use the portal as a provider.



Search

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[Logout](#)

Request Portal Access

Required fields are indicated with an asterisk(*).
Please complete the fields below to request your secure provider portal web access.

NPI Information*

NPI Number
Taxonomy
ZIP -
Financial Payer
SSN or TIN
OR

Provider Number Information*

Provider ID
Financial Payer
SSN or TIN

Press Submit button to request access.

Confirmation letter

- After you request access to the portal you will receive a letter back from Forward Health.
- This letter will have your Login and PIN along with your taxonomy code and other information that you will need to fill out prior authorizations.



Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

FORWARDHEALTH
ELECTRONIC DATA INTERCHANGE DEPT
8406 BRIDGE ROAD
MADISON WI 53784-0009

Telephone: 866-416-4979
FAX: 608-221-0885
TTY: 608-221-4746

www.forwardhealth.wisconsin.gov

August 25, 2008

ABC Health Clinic
Jane Doe
123 Wisconsin St
Ste 400
Milladore WI 55555-5555

Dear Provider:

ForwardHealth has received your request to establish a secure Portal account. A summary of the information you provided is included below, along with the Login ID and Personal Identification Number (PIN) you will need in order to set up your secure provider account on the ForwardHealth Portal.

NPI or Provider ID:	XX3456XXXX
Taxonomy:	123456789X
Zip Code:	55555-5555
Financial Payer:	Medicaid

Please note that for security purposes, only digits 3, 4, 5 and 6 of your NPI or Provider ID are shown.

To create your secure provider account, please follow these steps:

1. Go to the ForwardHealth Portal at www.forwardhealth.wi.gov/.
2. Select the "Providers" button.
3. Select the "Logging in for the first time?" link under "Login to Secure Site".
4. Enter your Login ID and PIN:

Login ID:	NPI or Provider ID
PIN:	123456789

Detailed instructions and helpful hints on setting up your secure Provider account can be found in the *Account User's Guide*. This guide can be found by selecting the "Account" menu located at the top of your screen once you have successfully logged in.

Please contact the EDI Help Desk at (866) 416-4979 or VEDSWIEDI@wisconsin.gov if you have any additional questions or need further assistance.

Sincerely,

EDI Department

HCF 13512 (8/08)

Handbooks/Updates

- All provider handbooks will be accessible online. You can print out various sections that relate to your professional needs.
- All future ForwardHealth (Medicaid) updates will be posted on this website. You can request hardcopy if you so desire.



interChange
Provider

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Login

 Search

Providers can use this page to access up to date information about the Wisconsin BadgerCare Plus healthcare systems by following the links below. Additional links are provided on the right side of the page for those processes likely to be used often. Providers should log in to the secure side of the website (by using the box to the right) to submit or to retrieve information about their account or patient data which may be sensitive and/or fall under the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

Online Handbooks

Use Online Handbooks to view and subscribe to the most current Wisconsin BadgerCare Plus electronic information via the web. Go >

References & Tools

Use References & Tools to access Caseload Statistics, Fee Schedules, Training Information, and Wisconsin Administrative Code information. Go >

Related Programs & Services

Related information is available through this link for BadgerCare Plus, the Electronic Data Interchange (EDI), HIRSP, HIPAA, Family Care, Managed Care, Senior Care, Supplemental Security Income (SSI), and Web Prior Authorization (PA). Go >

Trainings

View up to date training offerings for your specialty or interest and then register for courses via the web. Go >

What's New?

A summary of what is new for providers:

- February 2007 Medicare Part D. Wisconsin BadgerCare Plus is now collecting NPIs. Wisconsin BadgerCare Plus will require NPI for All Health Care Providers. Revenue Codes No Longer Covered.

Login to Secure Site

Username

Password

Go!

- Logging in for the first time?
- Forgot your password?
- Account Users Guide

Quick Links

- Request Portal Access
 - Online Handbooks
 - Fee Schedules
 - Subscribe to Provider Notifications
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 - Forms
 - Become a Provider
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-
- HealthCheck
 - HealthCheck Online Inquiry
 - Provider Forms
 - Provider Links