FORWARDHEALTH
MEDICATION THERAPY MANAGEMENT CASE MANAGEMENT SOFTWARE
VENDOR STEPS FOR SOFTWARE APPROVAL PROCESS

Instructions: Print or type clearly. Vendors should affirm that the requirements below have been met by checking the box next to each item. Completed documents detailed in this checklist may be submitted to the following address:

Medication Therapy Management Project Lead
Wisconsin Department of Health Services
1 W Wilson St Rm 350
PO Box 309
Madison WI 53701-0309

Steps for Medication Therapy Management Case Management Software Vendor to Be Approved

In order for the Medication Therapy Management (MTM) case management software to be approved, the vendor must perform the following actions.

☐ 1. Complete the Medication Therapy Management Case Management Software Requirements checklist, F-00855, and send it to Department of Health Services (DHS) at the address above.

☐ 2. The DHS will review the responses. If the responses are acceptable, the DHS will send the Business Associate Agreement (BAA) and Trading Partner Agreement to the vendor. The vendor then signs the BAA and Trading Partner Agreement and sends the documents to DHS at the previously listed address.

☐ 3. Complete the standard Trading Partner Profile which can be accessed using the Trading Partner Profile link in the Trading Partners box on the right side of the ForwardHealth Portal home page at *www.forwardhealth.wi.gov/.* A personal identification number (PIN) will be sent in the mail.

☐ 4. Complete Portal set up by clicking the Logging in for the First Time link in the Trading Partner Log-in: box on the Trading Partner page of the Portal.

☐ 5. Create a username, password, and security questions and answers.

☐ 6. Send at least two verified positive references to the DHS at the previously listed address.

☐ 7. Pass User Acceptance Testing (UAT), which will include the following:
  ☐ a. When the vendor's decision support software is applied to a test group of members, the software identifies at least 85 percent of members the DHS believes are eligible for a Comprehensive Medication Review and Assessments (CMR/A).
  ☐ b. Software can retrieve claims information (data dictionary/layout will be provided) from the Secured File Transfer Protocol (SFTP) server.
  ☐ c. Software can send Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant professional claims to ForwardHealth for processing.
  ☐ d. Software can capture the documentation on the MTM service provided and send this information to ForwardHealth (data dictionary/layout will be provided).
  ☐ e. If enabled with Direct Secure Messaging or another HIPAA-compliant secure electronic messaging system, software can send and receive messages through this system.

☐ 8. Once the software is approved, the vendor contacts the Electronic Data Interchange (EDI) Helpdesk to complete process for production transactions.

Remediation Action Plan

If the software fails any of the above approval requirements, the vendor has 30 business days to correct the problem. If the problem is not corrected after the vendor makes three attempts, the software will not be approved. The vendor may restart the approval process 180 days after the date of denial letter.

Steps for Evaluation Process

Approved vendor/software will have initial performance evaluations at one month, three months, and six months from the date of approval to ensure compliance. After that time, the software may be evaluated annually to maintain approval status.