



WISCONSIN DEPARTMENT
of HEALTH SERVICES

CLTS Program ForwardHealth Portal Other Insurance

Department of Health Services (DHS)
Gainwell Technologies, LLC
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Agenda

- Scope of Training
- Background on Other Insurance
- Applicable Children's Long-Term Support (CLTS) Service Codes
- Finding the Participant's Other Insurance
- Other Insurance Indicator OI-Y
- Demo
- Questions and Answers
- Resources



Scope of Today's Training

In-Scope

- Medicaid requirements to bill other insurance
- CLTS service codes
- Direct entry claim submission for other insurance

Out of Scope

- How to bill commercial/other insurance
- How to read an explanation of benefits (EOB) from other insurance
- Submitting an 837 with other insurance





Background



Coordination of Benefits

All Medicaid providers are required to exhaust commercial health insurance sources before submitting claims to ForwardHealth, due to coordination of benefits (COB) requirement.

- COB is the process of determining which of two or more insurance sources will have the primary responsibility of paying a claim.
- Medicaid is known as payer of last resort.



Defining Commercial Health Insurance

ForwardHealth Topic #602:

Any type of health benefit not obtained from Medicare or Wisconsin Medicaid. The insurance may be employer-sponsored or privately purchased. Commercial health insurance may be provided on a fee-for-service basis or through a managed care plan.



Impact on CLTS

- The CLTS Program is funded by Wisconsin Medicaid, therefore requiring CLTS providers to comply with coordination of benefits requirements.
- When a CLTS provider submits a claim for an “other insurance” service code and the participant has other insurance (commercial health insurance), the CLTS provider will be prompted in the ForwardHealth portal to submit other insurance paid or denied information.
- Other insurance is not applicable to all CLTS participants, as many only have Medicaid as their single form of insurance.





Applicable CLTS Service Codes



Procedure Code	CLTS Benefit Category	Federal Code Description
92508	Counseling & Therapeutic Services - Speech & Language Therapy	Treatment of speech, language, voice, communication, and/or auditory processing disorder; Group 2 or more
92523	Counseling & Therapeutic Services - Speech & Language Therapy	Evaluation of language comprehension and expression (e.g., receptive and expressive language)
97110	Counseling & Therapeutic Services - Occupational Therapy or Physical Therapy	Therapeutic procedure(s)(2 or more individuals)
97150	Counseling & Therapeutic Services - Occupational Therapy or Physical Therapy	Therapeutic procedure, one or more areas, each 15 minutes, therapeutic exercises to develop strength, endurance, gait training
97162	Counseling & Therapeutic Services - Physical Therapy	Physical therapy evaluation
97164	Counseling & Therapeutic Services - Physical Therapy	Physical therapy reevaluation
97166	Counseling & Therapeutic Services - Occupational Therapy	Occupational therapy evaluation

Procedure Code	CLTS Benefit Category	Federal Code Description
97168	Counseling & Therapeutic Services - Occupational Therapy	Reevaluation of occupational therapy
A9999	Specialized Medical & Therapeutic Supplies	Miscellaneous DME supply or accessory, not otherwise specified
E1399	Communication Assistance for Community Inclusion	Durable medical equipment, miscellaneous
T1013	Communication Assistance for Community Inclusion	Sign language or oral interpretive services, per 15 minutes
H0046	Grief & Bereavement Counseling	Mental health services, not otherwise specified

Supply Codes

CLTS has two specialized medical and therapeutic supply service codes. County waiver agencies (CWAs) and CLTS providers should be mindful of when an item would be considered medical vs. nonmedical and code accordingly:

- A9999
 - Miscellaneous durable medical equipment (DME)
 - Subject to other insurance
 - Often used by DME vendors
- T1999
 - Miscellaneous therapeutic items and supplies; non-medical
 - Not subject to COB





Finding the Participant's Other Insurance



ForwardHealth Portal Enrollment Tab

CLTS providers may look up a participant's other insurance through the Enrollment tab in the secure provider portal in ForwardHealth.



Live Demonstration on Using the Enrollment Tab





Other Insurance Indicator



Other Insurance – Paid and Denied (OI-P and OI-D)

OI-P — PAID in part or in full by commercial health insurance.

OI-D — DENIED by commercial health insurance. Do not use this code unless the claim was actually billed to the commercial health insurer.



Other Insurance – Yes (OI-Y)

- In some scenarios, CLTS providers may use the OI-Y indicator when submitting claims in the ForwardHealth Portal.
- Per ForwardHealth: “OI-Y may only be used when the member has commercial health insurance coverage, but it was not billed for reasons including, but not limited to, the following:
 - The member denied coverage or will not cooperate.
 - The provider knows the service in question is not covered by the carrier.
 - The member’s commercial health insurance failed to respond to initial and follow-up claims.
 - Benefits are not assignable or cannot get assignment.
 - Benefits are exhausted.”

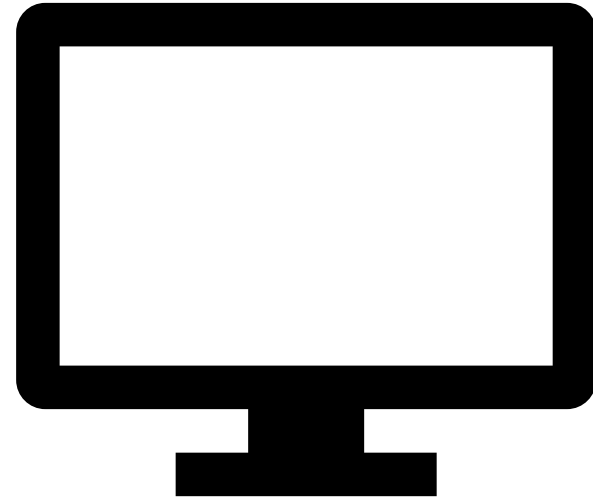


OI-Y Reminder

Important: the intentional misuse of other insurance indicators to obtain inappropriate reimbursement constitutes fraud.



Live Demonstration on Entering a Claim with Other Insurance in the ForwardHealth Portal





Explanation of Medical Benefits

Paper claims and 837 submitters



EOMB/EOB

For paper claims an EOB/Explanation of Medical Benefits (EOMB) form must be included with the paper claim when the participant has other insurance.

- For 837 submitters, the EOMB form must be uploaded in the ForwardHealth portal under claim attachments when the participant has other insurance.
- You may not provide the other insurer's EOB/EOMB when a claim was paid or denied. All providers must use the ForwardHealth EOMB Form (Explanation of Medical Benefits, [F-01234](#)).





Questions and Answers



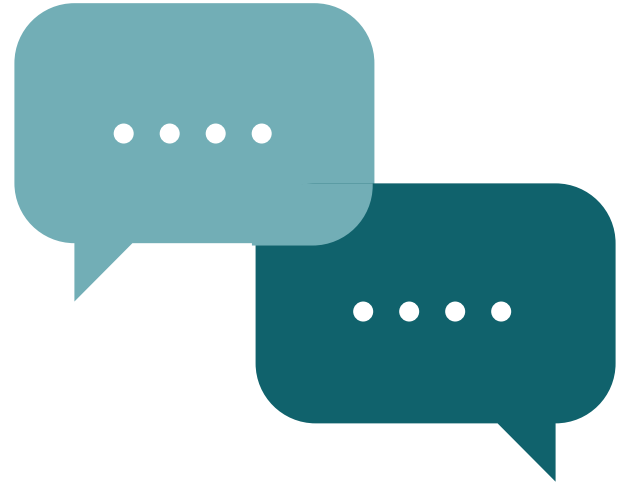
Resources

- [ForwardHealth Portal Enrollment Verification User Guide](#)
- [ForwardHealth Trainings Home Page:](#)
Coordination of Benefits
- [ForwardHealth Portal Professional Claims User Guide](#)



Contact Us

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Thank you!

Protecting and promoting the
health and safety of the people
of Wisconsin



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