# CLTS Program TPA Transition



Wisconsin Department of Health Services Gainwell Technologies, LLC December 19, 2023

# Agenda

- Welcome
- Agenda
- Timeline
- Prior authorization solutions
- Claims history
- Discussion
- Next steps

#### Timeline

- Initiate: May-September 2023: Complete
- Design: October 2023 February 2024
  - County Forum 1: October 2023
  - County Forum 2: December 2023
  - County Forum 3: February 2024
- Construction/Testing: February—September 2024
- Pre-Implementation: September—December 2024
- Go Live: January–March 2025

#### Prior Authorization Solutions

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- Two Children's Long-Term Support (CLTS) County Waiver Agency (CWA) Third Party Administration (TPA) Transition User Groups were held regarding prior authorization solutions.
- The user group provided the Wisconsin Department of Health Services (DHS) and Gainwell Technologies with robust feedback on how to enhance and streamline the current prior authorization (PA) process.

### User Group Feedback

- Capability to submit multiple PAs at once Large file submission
- An option to revise or cancel existing PAs as needed Real-time editing
- Ability to upload a .csv file from an electronic health records (EHR) system
- Capability to submit PAs on a daily, weekly, and monthly basis

#### Prior Authorizations Solutions

The first two solutions were chosen based on the feedback:

- Flat file (.csv file) submitted via the ForwardHealth Portal
- On demand/as needed direct entry into the ForwardHealth Portal
- Flat file (such as a .csv file) submitted via secure file transfer protocol (SFTP)

#### Benefits of the PA Solutions

- Flat file (.csv file) submitted via the ForwardHealth Portal
  - Supports large file submissions.
  - Real-time data validation: including member ID, provider ID, PA status, and start date.
  - CWA would receive a response file detailing the exact errors on the file so that the CWAs can make the correction.
  - The auth file status (new/revised/canceled) will be indicated on the file and uploaded with the correct status.

#### Benefits of the PA Solutions

- On demand/as needed direct entry into the ForwardHealth portal
  - The CWAs would enter prior authorization information directly into the ForwardHealth Waiver Agency Portal (one at a time).
  - Realtime error checking occurs throughout the data entry process. This
    gives the user the ability to make any corrections necessary for the PA to
    pass validation.
  - Direct entry provides realtime feedback on individual records, allowing errors to be addressed before submission.

# Claims and Claims History

# Claims Processing and History

- In addition to accepting Health Information Portability and Accountability Act (HIPAA) compliant formats (837, Paper CMS-1500 UB-04) the ForwardHealth Portal also allows for direct claims entry.
- Additional claims submission options are under review understanding the spreadsheet option is widely used today.

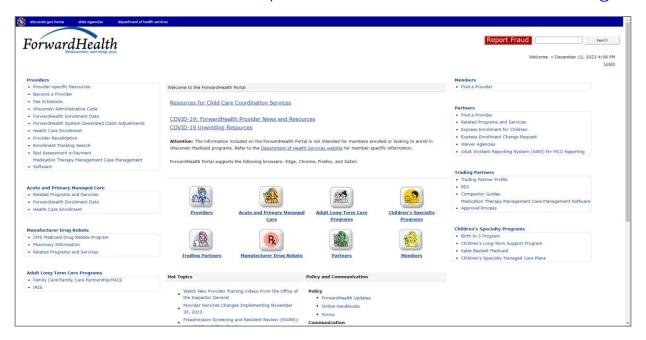
#### ForwardHealth Portal

#### Claims online user guides

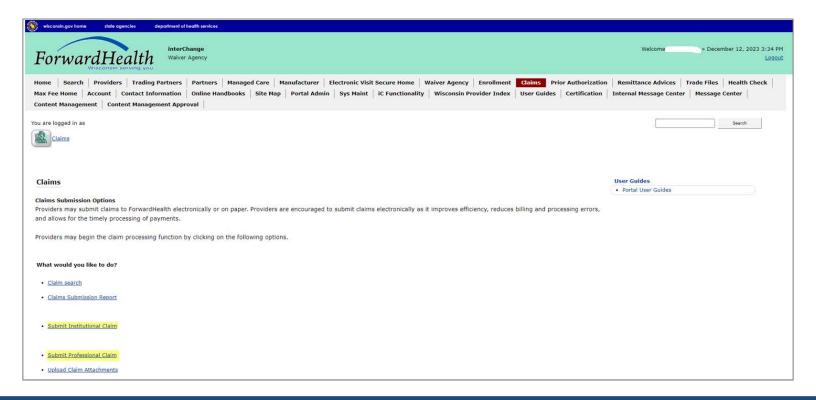
Note: The following screenshots are intended to demonstrate the user experience for claims submission. Some items may change during design of the final product.

#### ForwardHealth Portal

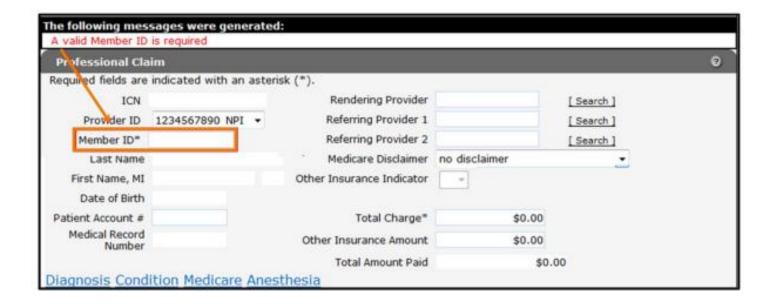
Access the Portal at <a href="https://www.forwardhealth.wi.gov/">https://www.forwardhealth.wi.gov/</a>



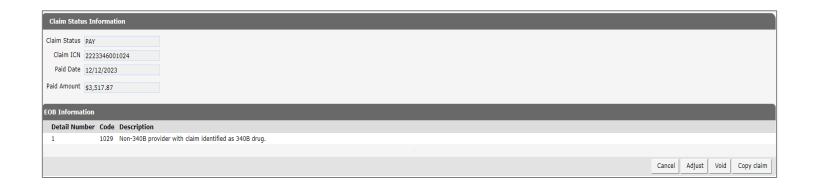




Member ID*	Referring Provider 2		[ Search ]			
Last Name	Medicare Disclaimer	no disclaimer	~			
First Name, MI	Other Insurance Indicator	~				
Date of Birth						
Patient Account #	Total Charge**	\$0.00				
Medical Record	Other Insurance Amount	\$0.00				
Number		\$0.00				
SOI Date	Total Amount Paid	\$0.00				
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From Date of Service*		Referring Provider	1	[ Search ]		
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Procedure Code*	[ Search ]	Ordering Provide	er	[ Search ]		
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Diagnosis Code Pointers						
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Charge*	\$0.00	Statu	IS			
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Emergency	•	CoPay Amour	nt \$0.00			
Family Planning	•					
Notes	F	Professional Service Descriptio	on			
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Information panel will be displayed indicating how the claim was processed by ForwardHealth.

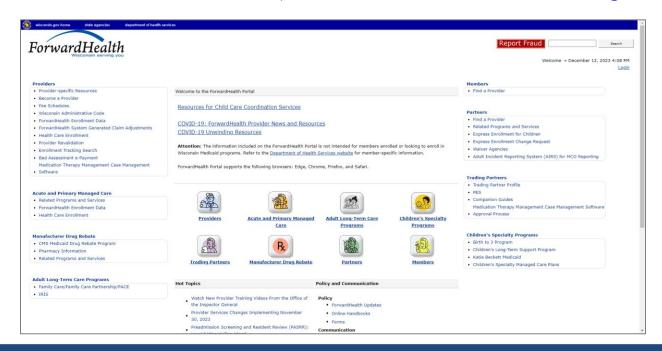


# Copy Claims on the ForwardHealth Portal

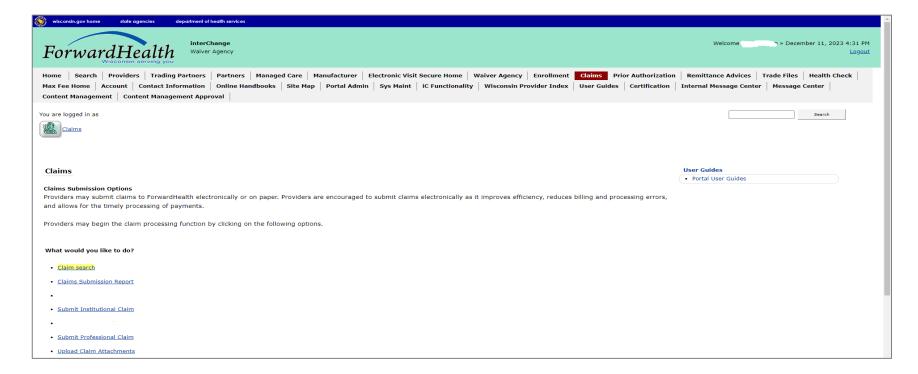
- Providers can copy their paid claims on the ForwardHealth Portal.
- Providers can open any paid claim, click the "Copy" button, and all information on the claim will be copied over to a new claim form.
- Providers can then make any desired changes to the claim form and click
   "Submit" to submit as a new claim.
- After submission, ForwardHealth will issue a response with a new internal control number (ICN) along with the claim status.

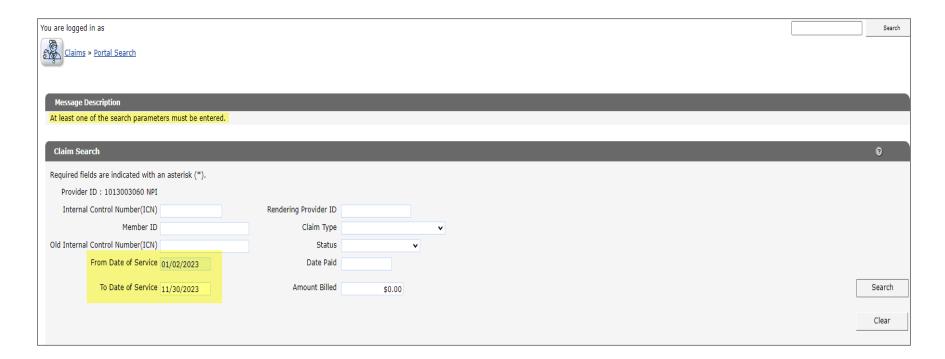


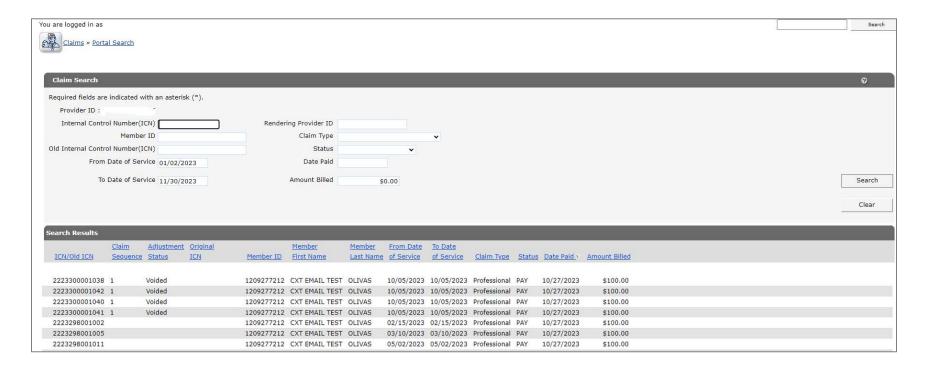
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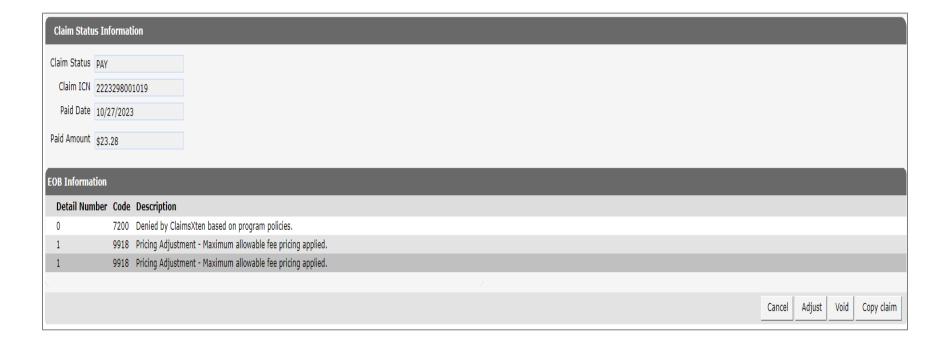












#### Questions

- If you answered "Yes" to the survey question on having an EHR system today:
  - o Do you use it for the CLTS Program or other programs?
  - Do you have the capability to create an 837 from your EHR system?
  - o If not, what is the level of effort to create an 837 from your EHR?
- If you answered "No" to the survey question on having an EHR system today:
  - Are you manually populating claims in Word or Excel or exporting from another system?
  - o What would be helpful for us to know about your current claims billing work?

#### Questions

- What type of response file(s) do you get from WPS after the claims are paid or denied:
  - Do you receive a formal Remittance Advice?
  - Do you ingest the response file into your EHR system?
  - How does that arrive? Email, mail, or other?

## Discussion





# Upcoming TPA Forums

CWA Group Forum

February 21, 2024, 10-11 a.m.

#### Questions?

If you have questions regarding the TPA transition, please contact Jess Ford-Kelly at: <a href="mailto:Jessica.FordKelly@dhs.wisconsin.gov">Jessica.FordKelly@dhs.wisconsin.gov</a>

