

COVID-19 Updates: Homelessness Forum

Katelynn DeGroot, MPH

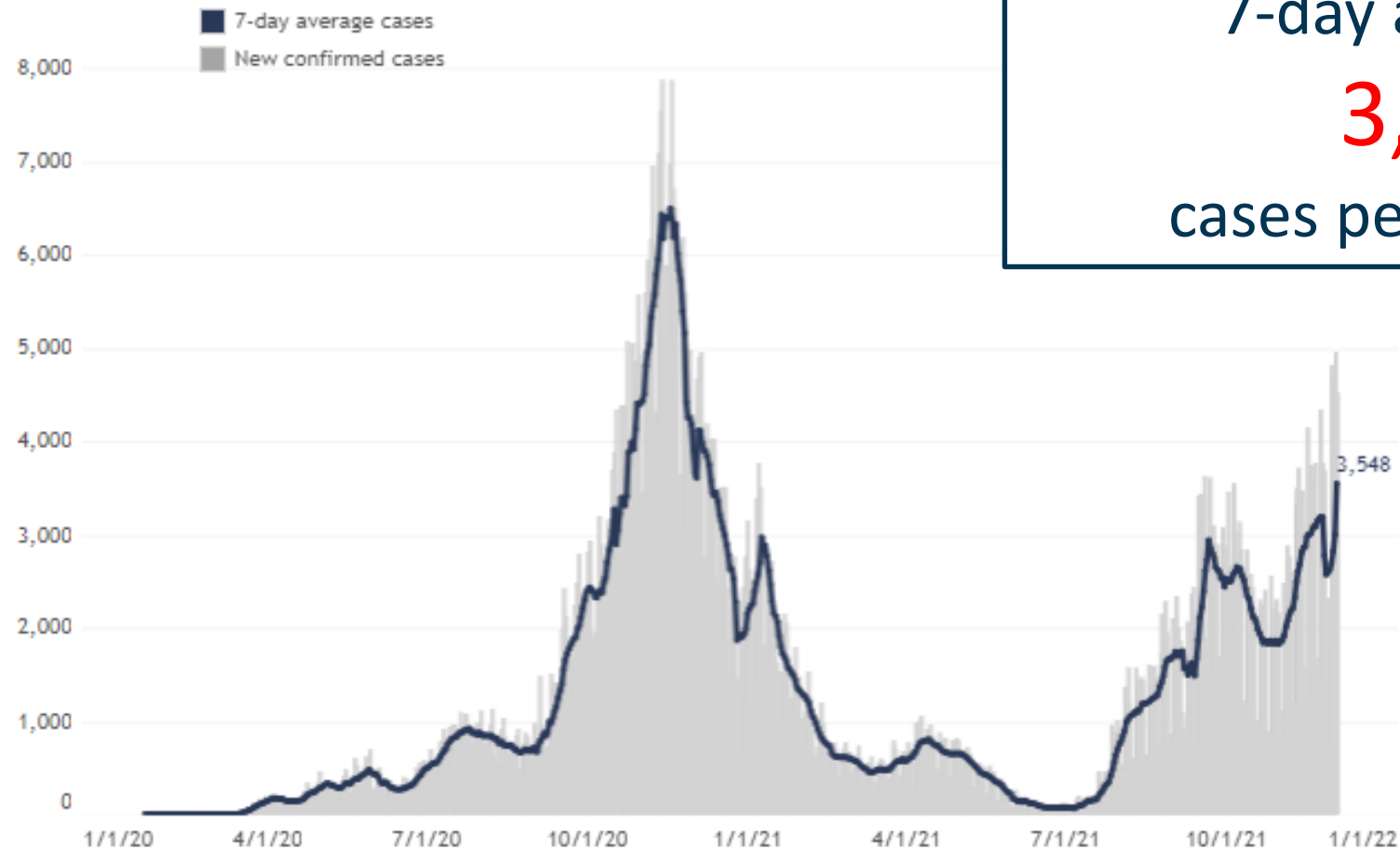
Epidemiologist, WI Department of Health Services

COVID-19 Recovery and Response Team

New COVID-19 Cases

New confirmed COVID-19 cases by date confirmed, and 7-day average

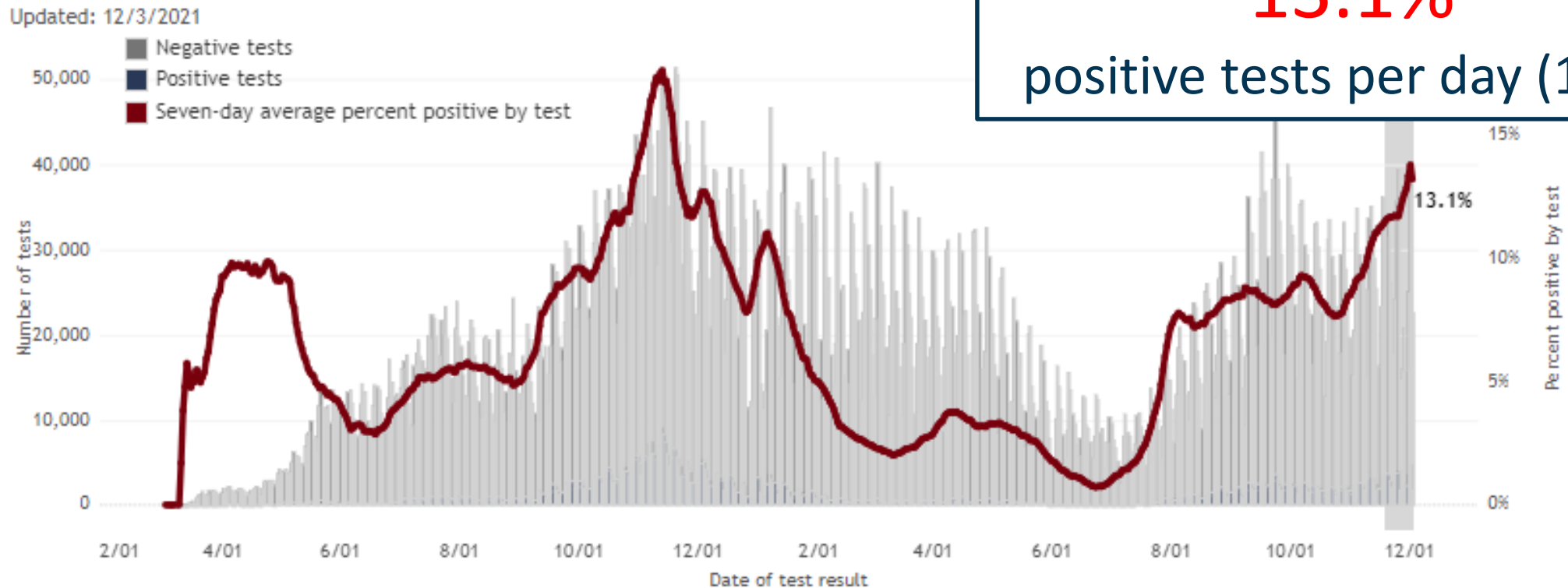
Updated: 12/3/2021



7-day average of
3,548
cases per day (12/3)

Percent Test Positivity

7-day percent positive by test, total tests by day



Cases are highest among youth <18

Confirmed cases by age group by date of symptom onset or diagnosis

Updated: 12/3/2021

Select a measure

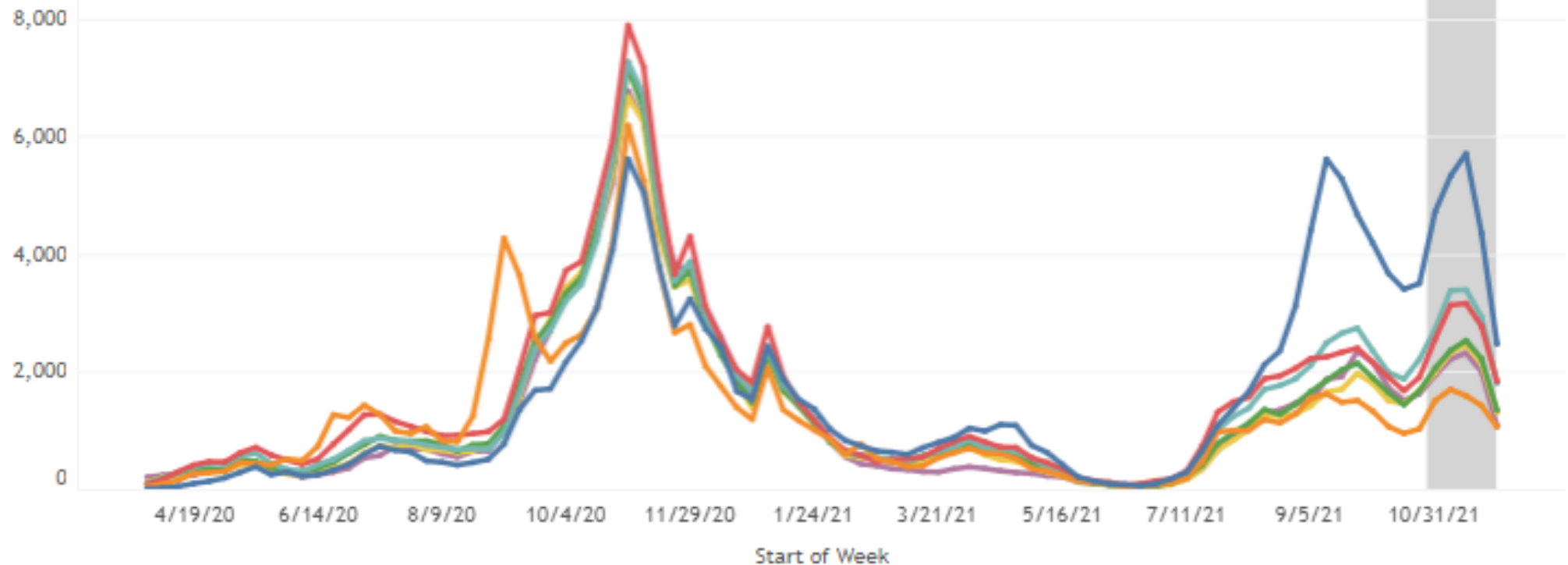
- Number
- Rate

Age group

- <18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Click on an age group to highlight the line graphs on the right

Weekly case number by age group (Rate is cases per 100,000 residents)



Cases are highest among youth <18, especially among school-aged children

Confirmed cases by youth age group by date of symptom onset or diagnosis

Updated: 12/3/2021

Select a measure

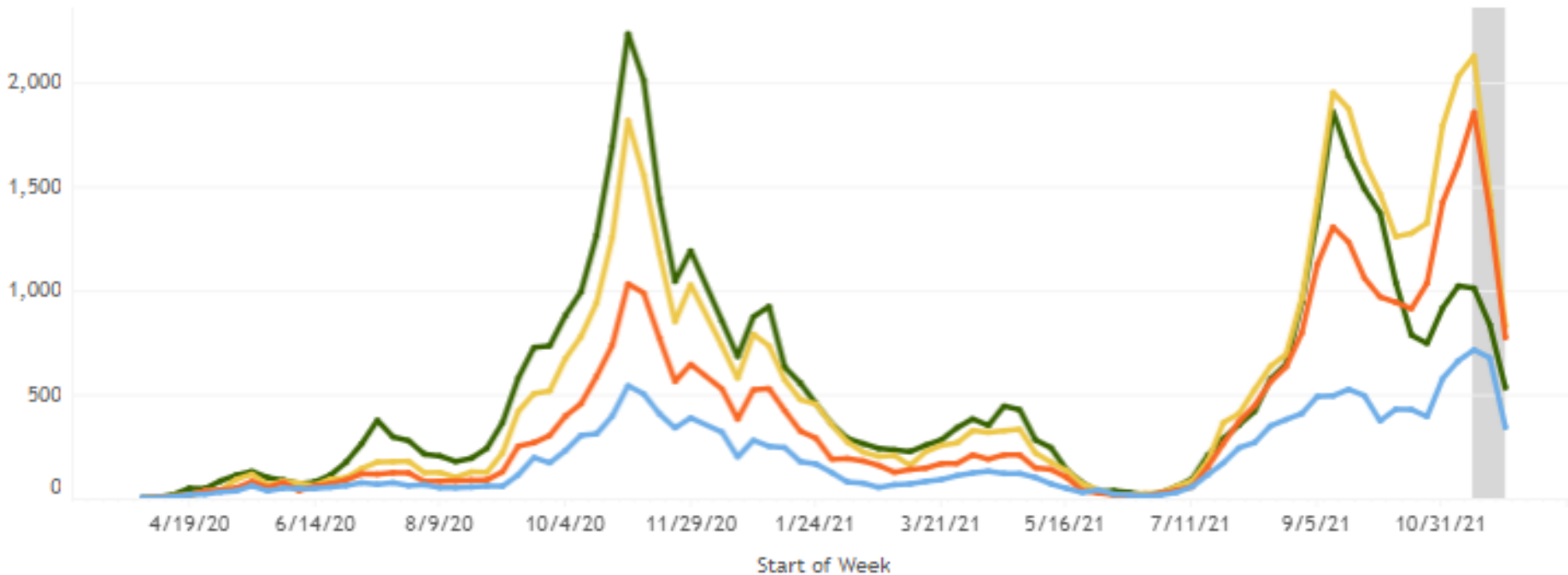
- Number
- Rate

Age Group

- 0-3
- 4-8
- 9-13
- 14-17

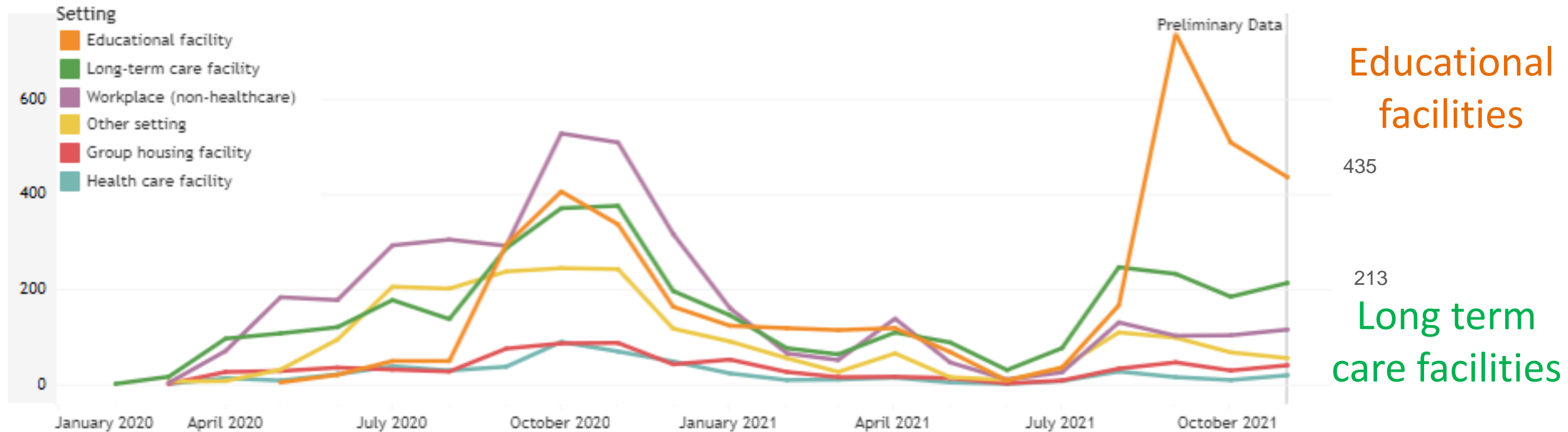
Click on an age group to highlight the line graphs on the right

Weekly case number by youth age group (Rate is cases per 100,000 residents)



Outbreak investigations in educational facilities are decreasing, but still very high

Number of facility-wide investigations by setting type and month reported

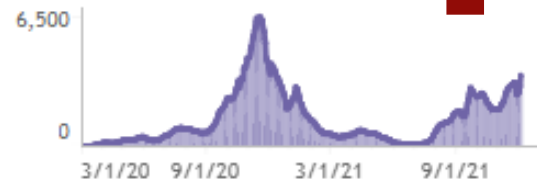


Testing data compared to last month

Testing Updated: 12/3/21

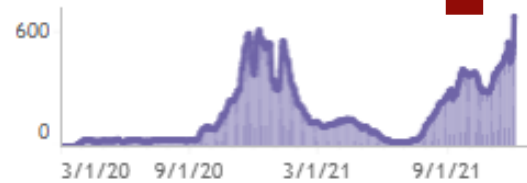
New Confirmed Cases
(7-day average)

3,548



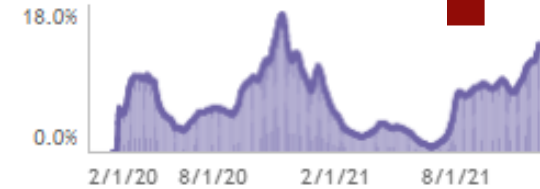
New Probable Cases
(7-day average)

673



Percent Positive by Test
(7-day average)

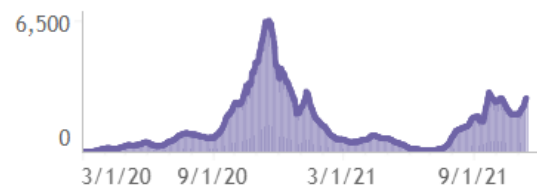
13.1%



Testing Updated: 11/12/21

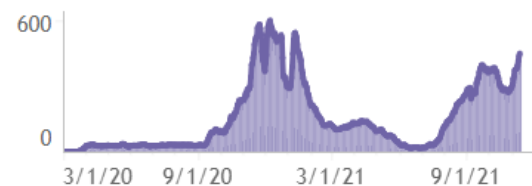
New Confirmed Cases
(7-day average)

2,649



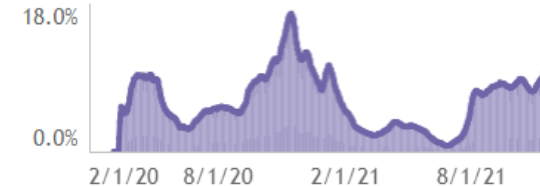
New Probable Cases
(7-day average)

452



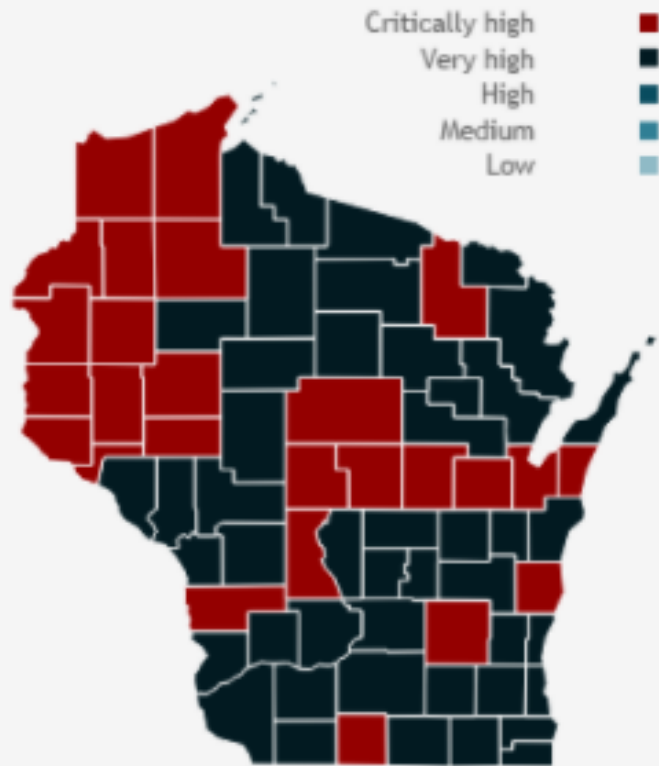
Percent Positive by Test
(7-day average)

10.0%

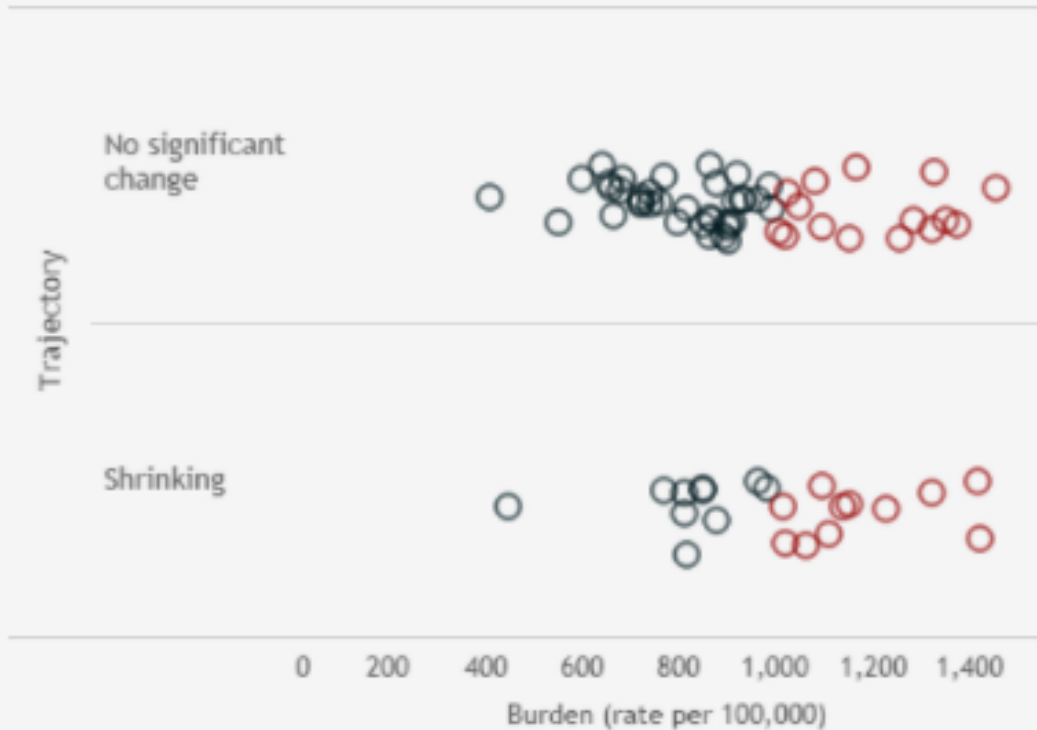


Currently in WI, case activity level is very high or critically high

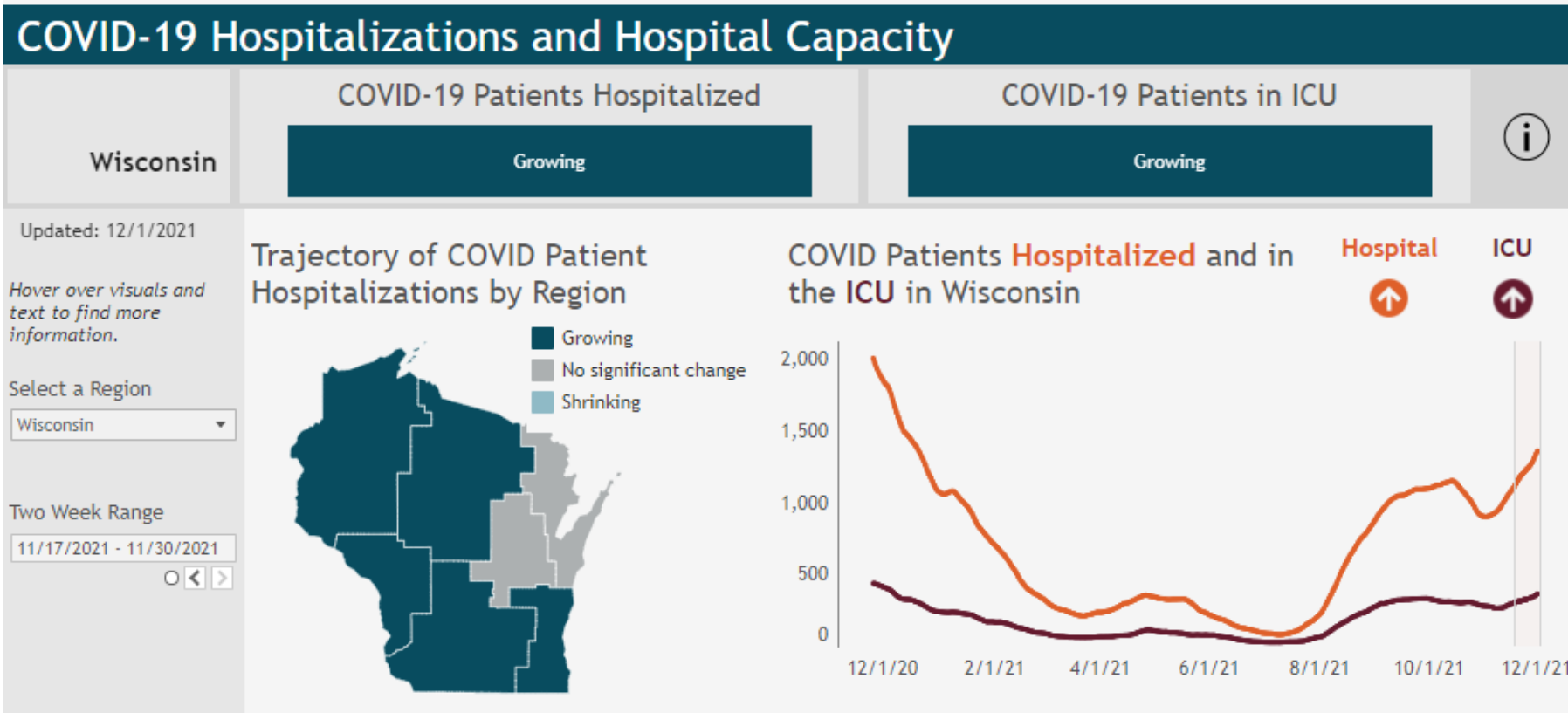
In Wisconsin between 11/17/2021 - 11/30/2021, the case activity level was very high.



Case activity level by county (last two weeks)
Each circle represents a county.



Hospitals are full



Hospital Beds

91.7% in use

ICU Beds

95.5% in use

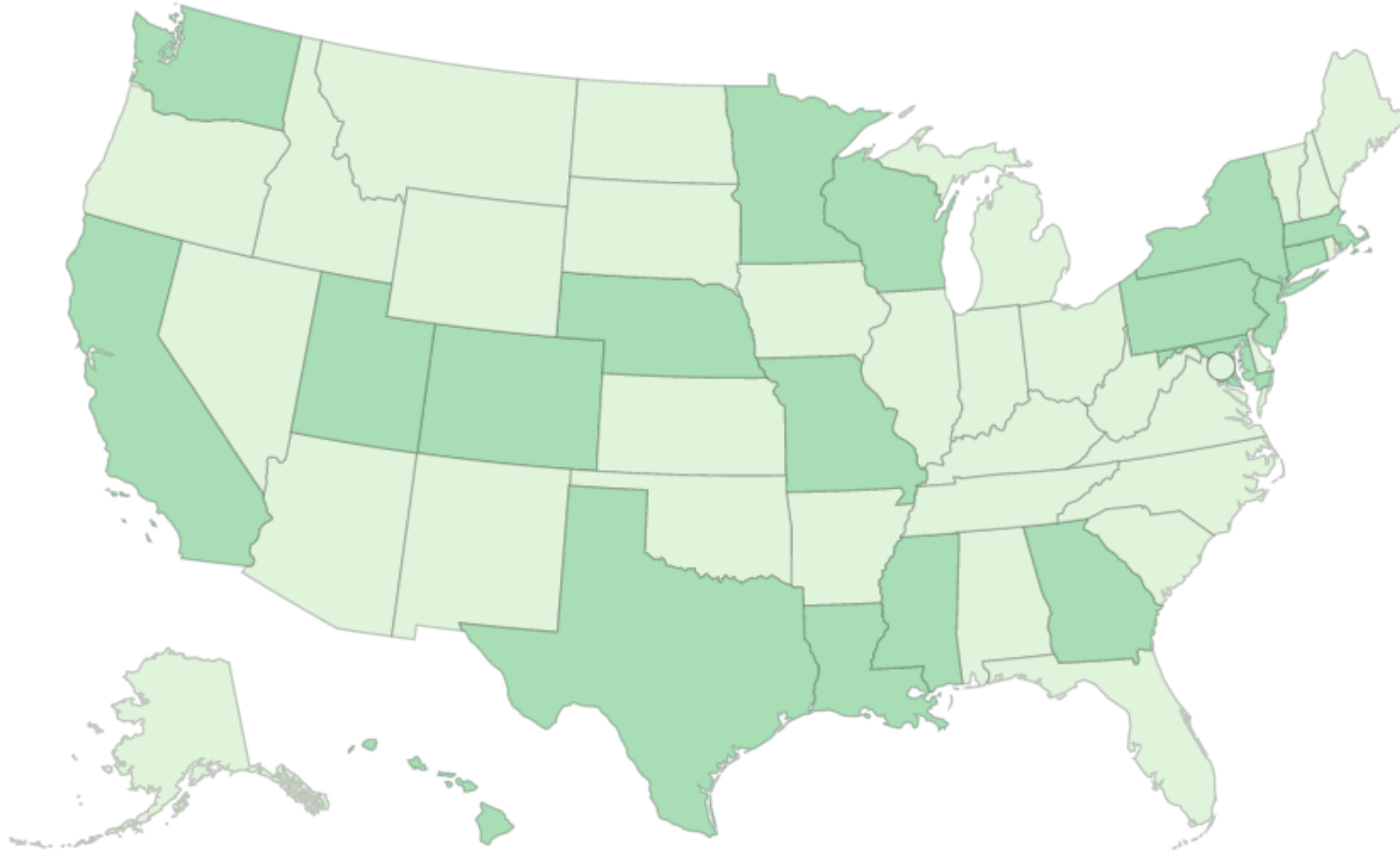
Vaccination update

- FDA **expanded eligibility for boosters** to anyone 18 years and older who received their second dose of Pfizer or Moderna at least 6 months ago
- Also allows for mix-and-match dosing for boosters

Variant updates

- Delta currently remains the predominant strain
- On November 26, **Omicron** added as a variant of concern
 - First detected in specimens collected in South Africa
 - Likely more transmissible than previous strains
 - Preliminary evidence suggests increased risk of reinfection with Omicron

US COVID-19 Cases Caused by the Omicron Variant



On December 4, Omicron was detected in Wisconsin.

Territories

AS

GU

PR

VI

MP

FM

PW

MH



Legend

○ No

● Yes

<https://www.cdc.gov/coronavirus/2019-ncov/variants/omicron-variant.html>

Recommendations

Promoting vaccination

Mask use

Physical distancing

Screening testing

Ventilation

Handwashing &

Staying home when sick

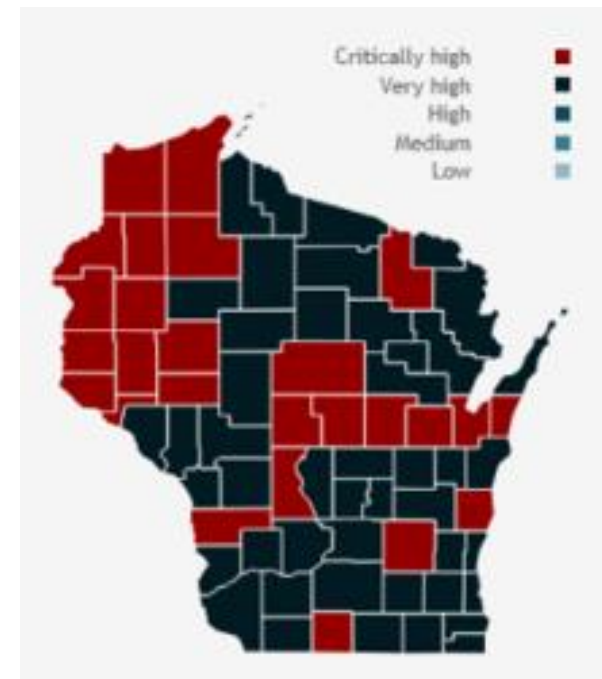
Contact tracing, isolation,
quarant

Cleaning and disinfection

**Layered
Prevention
Strategies**

Recommendations

- Continue all mitigation strategies.
- Continue facility wide testing weekly.

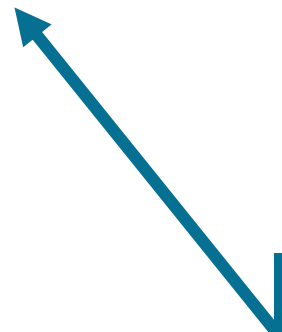


Community transmission
remains very high or
critically high

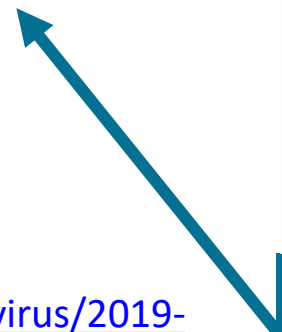
Table 3. Potential Actions based on Community Indicator Level

Prevention Strategy	Low Transmission (Blue)	Moderate Transmission (Yellow)	Substantial Transmission (Orange)	High Transmission (Red)
Conduct standard case identification and investigation**				
Implement screening testing: Test subsets of individuals according to designated criteria***				
Implement screening testing: Increase frequency of testing subsets of individuals according to designated criteria***				
Screening testing: Continue testing subsets on regular basis; consider facility-wide testing at least weekly				
Implement facility-wide testing if: <ul style="list-style-type: none"> • A positive test result is identified at the site, • A positive test result is identified in a sentinel site,**** • A cluster of probable cases at the site exceeds a pre-determined threshold, or • A site is identified in location-based contact tracing. 				
Implement facility-wide testing at least weekly with follow-up testing if cases are identified				

Continue testing subsets on a regular basis; consider facility-wide testing at least weekly.



Implement facility-wide testing at least weekly with follow-up testing if cases are identified.



Testing Resources

Testing supplies can be ordered by emailing:
WICOVIDTest@dhs.wisconsin.gov

Help applying for testing supplies can be found at:
dhscovidtestingprogram@dhs.wisconsin.gov

DHS Testing Support Page for Shelters:
<https://www.dhs.wisconsin.gov/covid-19/testing-shelters.htm>

Vaccination Resources

Local vaccination clinics and events:

https://211wisconsin.communityos.org/public-event-search?localHistory=h4hiRV_LGyLlaCnlbAn5Q

Vaccine partner resources:

<https://www.dhs.wisconsin.gov/covid-19/vaccine-resources.htm>

Vaccination resources and questions:

dhscovidvaccinator@wi.gov

COVID-19 Vaccine Information (DHS):

<https://www.dhs.wisconsin.gov/covid-19/vaccine.htm>

Data Resources

Wisconsin COVID-19 Data

Summary data: <https://www.dhs.wisconsin.gov/covid-19/data.htm>

Activity Level by Region and County: <https://www.dhs.wisconsin.gov/covid-19/local.htm>

County Data: <https://www.dhs.wisconsin.gov/covid-19/county.htm>

Cases: <https://www.dhs.wisconsin.gov/covid-19/cases.htm>

Facility wide investigations: <https://www.dhs.wisconsin.gov/covid-19/investigations.htm>

Illness after vaccination: <https://www.dhs.wisconsin.gov/covid-19/vaccine-status.htm>

COVID-19 Variants: <https://www.dhs.wisconsin.gov/covid-19/variants-info.htm>

ForwardHealth Portal Fundamentals

Agenda

- Medicaid Overview
- Technical Aspects of the ForwardHealth Portal
- Portal User Tips
- Provider Enrollment
- Public Portal Home Page
- Public Portal Home Page
- Secure Area of the Portal
- Maximum Allowable Fee Schedules
- ForwardHealth Updates
- Email Subscriptions

Agenda (Cont)

- ForwardHealth Online Handbook
- Secure Area of the Portal
- Remittance Advices (RAs)
- Electronic Claims Submission Methods
- Submitting Paper Attachments with Electronic Claims
- Accessing Claims Information
- Search Claims Tool
- Adjusting, Copying, and Voiding Paid Claims
- Communications
- Resources

Medicaid Overview

- Currently includes 1,509,366 members
- Providers include:
 - 174,246 total certified in 2021
 - 45,886 participating providers
 - 128,360 non-participating providers

Technical Aspects of the Portal

The Portal is an internet site that is accessible through most web browsers at www.forwardhealth.wi.gov/ and:

- Can run on a Windows- or Apple-based system.
- Is most efficient when accessed via a high-speed internet connection.
- Can be accessed from work or home 24 hours a day, seven days a week.
- Timeouts

Portal User Tips

- An asterisk next to a field indicates a required field.
- A “?” indicates that Help information is available.
- A browser’s Back feature will not work on the Portal.
- Some pages display the path for easy navigation while other pages contain a Go Back button.
- Clicking the ForwardHealth logo will take users back to the Portal home page.

Provider Enrollment

- Only providers enrolled with Medicaid, Wisconsin Chronic Disease Program (WCDP), Wisconsin Well Woman Program (WWWP), or Wisconsin AIDS Drug Assistance Program (ADAP) can obtain a secure Portal account.
- Providers are required to be enrolled as Medicaid providers in order to be reimbursed for services.
- Providers should enroll for Wisconsin Medicaid, BadgerCare Plus, ADAP, or SeniorCare via the public area of the Portal.
- Providers should request enrollment materials by calling Provider Services to enroll as a WCDP or WWWP provide

Provider Enrollment (Cont.)

- Medicaid Provider Enrollment via the Portal
- Providers apply for enrollment by selecting the Become a Provider link on the Portal home page.
- The Provider Enrollment home page contains links to important enrollment information.



Report Fraud

Welcome » March 11, 2019 3:54 PM
[Login](#)

Providers

- Provider-specific Resources
- Become a Provider
- Fee Schedules
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- ForwardHealth System Generated Claim Adjustments
- Health Care Enrollment
- Provider Revalidation
- Enrollment Tracking Search
- Bed Assessment e-Payment
- Medication Therapy Management Case Management Software

Managed Care

- Related Programs and Services
- ForwardHealth Enrollment Data
- Health Care Enrollment

Manufacturer Drug Rebate

- CMS Medicaid Drug Rebate Program
- Pharmacy Information
- Related Programs and Services

Welcome to the ForwardHealth Portal

The ForwardHealth Portal serves as the interface to ForwardHealth InterChange, the 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.



[Providers](#)



[Managed Care Organization](#)



[Partners](#)



[Trading Partners](#)



[Manufacturer Drug Rebate](#)



[Members](#)

Members

- Member Information
- Find a Provider
- Member Contacts

Partners

- Find a Provider
- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request
- Waiver Agencies

Trading Partners

- Trading Partner Profile
- PES
- Companion Guides
- Medication Therapy Management Case Management Software Approval Process

Hot Topics **Policy and Communication**

- Annual Prescription Volume Attestation Survey Now Available
- BusinessObjects Upgrade to 4.2.5 Training
- Electronic Visit Verification Requirement

- Policy**
- ForwardHealth Updates
 - ForwardHealth Update Summaries
 - Online Handbooks
 - Forms
- Communication**
- Communications Home
 - Portal User Guides
 - Trainings
 - E-mail Subscription Sign-up

Public Portal Home Page — Provider Quick Links





interChange
Provider

Welcome » March 11, 2019 3:55 PM
[Login](#)

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

Provider Links

- [Medicaid Recovery Audit Contractor \(RAC\) Information](#)
- [Federal Poverty Limits for Presumptive Eligibility \(PE\) Determinations](#)
- [BadgerCare Plus Standard Plan Covered Services Overview](#)
- [Explanation of Benefits](#)
- [ForwardHealth System Generated Claim Adjustments](#)
- [Other Insurance - Carrier Number **NEW !**](#)
- [PERM Resources **NEW !**](#)
- [Provider-specific Resources](#)
- [Related Programs and Services](#)
- [State of Wisconsin Value Added Networks](#)
- [Wisconsin Well Woman Reporting Form Crosswalk](#)

Login to Secure Site

Username

Password

- Logging in for the first time?
- Forgot your password?

Quick Links

- Request Portal Access
 - Find/Contact your Provider Relations Representative
 - Provider Resources Reference Guide
 - Provider-specific Resources
 - Fee Schedules
 - Become a Provider
 - Enrollment Tracking Search
-
- MAC
 - SBS User Guide
 - Student Roster File Format
-
- Provider Revalidation

What's New? **Policy and Communication**

A summary of what is new for providers:

- Annual Prescription Volume Attestation Survey Now Available
- Electronic Visit Verification Requirement
- Centers for Medicare and Medicaid Services Information about New Medicare Cards

Policy

- ForwardHealth Updates
- ForwardHealth Update Summaries
- Online Handbooks
- Forms

Communication

- Communications Home
- Portal User Guides
- Trainings

- E-mail Subscription Sign-up

- Medication Therapy Management Case Management Software Approval Process
- Wisconsin Well Woman Program Policy and Procedure Manual
- Express Enrollment Change Request

Public Provider Page of the Portal



Public Provider Page of the Portal (Cont.)

The public Provider page of the Portal contains links to:

- Medical Recovery Audit Contractor (RCA) information
- Federal Poverty limits for Presumptive Eligibility (PE) Determination
- BadgerCare Plus Standard Plan Covered Services Overview
- Explanation of Benefits (EOBs)
- ForwardHealth System Generated Claim Adjustments

Public Provider Page of the Portal (Cont.)

- Other insurance- Carrier Numbers
- PERM Resources
- Provider-specific Resources
- Related Programs and Services
- State of Wisconsin Value Added Networks
- Wisconsin Well Woman Reporting Form Crosswalk

Public Provider Page of the Portal (Cont.)

[Home](#) » [Provider Login](#) » Provider-specific Resources

[« Go Back](#)

Provider-specific Resources

Provider Type	Codes	Resources
Ambulance	List	N/A
Ambulatory Surgical Center (ASC)	List	N/A
Anesthetist	List	N/A
Audiologist	List	N/A
Behavioral Treatment Benefit	List	N/A
Case Management	List	More Information
Chiropractor	List	N/A
Comprehensive Community Services	List	N/A
Crisis Intervention/CCS/CSP	List	N/A
Day Treatment	List	More Information
Dentist	List	More Information
End Stage Renal Disease	List	More Information
Facility for the Developmentally Disabled (FDD)	List	More Information
Family Planning Clinic	List	N/A
Federally Qualified Health Clinic (FQHC)	List	More Information
HealthCheck	List	More Information
HealthCheck "Other Services"	List	N/A
Hearing Instrument Specialist	List	N/A
HMOs & Other Managed Care Programs	List	N/A
Home Health/Personal Care Agency	List	More Information
Hospice	List	N/A
Hospital	List	More Information
Independent Lab	List	N/A
Individual Medical Supply	List	More Information
Institution for Mental Disease	List	N/A
Medical Equipment Vendor	List	More Information
Licensed Midwife	List	N/A
Mental Health and Substance Abuse Services	List	More Information
Narcotic Treatment Service	List	More Information

Public Provider Page of the Portal (Cont.)

[Home](#) » [Provider Login](#) » Provider-specific Resources

« [Go Back](#)

Resources for Physicians

Reference Materials

- [Resources for Dental Service Providers in Brown, Marathon, Polk, and Racine Counties](#)
- [Diagnosis Code-Restricted Physician-Administered Drugs](#)
- [Medications monitored by the Pharmacy Services Lock-In Program](#)
- [Oral Health Provider Training](#) — "Healthy Teeth for Mom & Me"
- [Provider-Administered Drugs Carve-Out Procedure Codes](#) — (Effective 1/1/2019)

[About](#) | [Contact](#) | [Disclaimer](#) | [Privacy Notice](#)

Wisconsin Department of Health Services

Public Provider Area of the Portal – Policy and Communications

The Policy area of the Portal contains links to:

- ForwardHealth Updates
- ForwardHealth Update Summaries
- Online Handbook
- Forms

Public Provider Area of the Portal – Policy and Communications (cont.)

The Communications area of the Portal contains links to:

- Communications home
- Portal User Guides
- Trainings
- E-mail Subscription

Public Provider Area of the Portal – Policy and Communications (cont.)

ForwardHealth Communications

[Home](#)

Policy

- [ForwardHealth Updates](#)
- [ForwardHealth Update Summaries](#)
- [Online Handbooks](#)
- [Forms](#)

Communication

- [User Guides](#)
- [Training](#)
- [Email Subscription Sign-up](#)

User Guides

ForwardHealth user guides and instruction sheets provide Portal users with step-by-step instructions and screen shots to help navigate Portal functionality. They do not contain policy information.

User guides have multiple sections that contain instructions for completing tasks on the Portal, such as submitting claims and prior authorization requests, accessing Remittance Advices, and enrolling in electronic funds transfer.

Instruction sheets are short, typically single-section documents that contain instructions for procedures such as searching for a claim, copying a claim, and uploading claim attachments.

General Portal Functionality

- [Account](#)
- [Demographic Maintenance Tool](#)
- [E-mail Subscription](#)
- [Enrollment Verification](#)
- [HealthCheck](#)
- [Max Fee](#)
- [Other Coverage Discrepancy Report](#)
- [Prior Authorization](#)

Provider Portal Claims Functionality

Provider Claims Submission User Guides

- [Institutional](#)
- [Professional](#)
- [Dental](#)
- [Compound/Noncompound Drug](#)

Provider Claims Instruction Sheets (all claims)

- [Claim Search](#)
- [Claim Status Information](#)
- [Resubmitting a Denied Claim](#)
- [Adjusting a Claim](#)

Managed Care Information

- [2018 Quality](#)
- [Annual HMO Financial Audit](#)
- [Birth Outcome Registry Network \(BORN\)](#)
- [Clinical Laboratory Improvement Amendments \(CLIA\)](#)
- [Encounter Based Payment](#)
- [Health Insurance Fee Reimbursement Methodology](#)
- [HMO Encounter](#)
- [Managed Care Organization Pricing Administration](#)
- [Maternity Kick Payments](#)
- [Obstetric Medical Homes for High-Risk Medicaid Members](#)

Partner Portal Functionality

- [Partner Portal](#)

Trading Partner Information

Public Provider Area of the Portal – Quick Links

- Quick links, which provides additional useful links:
 - Request Portal Access
 - Find/Contact your Provider Relations Representatives
 - Provider Resources Reference Guide
 - Provider Specific Resources
 - Fee Schedule
 - Become a Provider
 - Enrollment Tracking Search

Fee Schedules

- Fee schedules can be accessed from either the Portal home page or the Provider area of the Portal.
- Fee schedules are available in interactive format and downloadable text (.txt) or PDF files.
- Refer to the Max Fee Portal User Guide at <https://www.dhs.wisconsin.gov/publications/p00957.pdf> for:
 - Information about reading fee schedules.
 - How to import the fee schedule into a spreadsheet (section 4.2.1).

Updates

Updates

- Policy is posted in *Updates*, then incorporated into the Online Handbook.
- Providers who have registered for an email subscription will receive email notification when *Updates* are published.
- All-provider *Updates* are sent to all provider types.
- Provider-specific *Updates* are only sent to the affected provider types.

Email Subscriptions

Registering

- Links are available in multiple places on the Portal.
- New subscription requires the user's email.
- Existing Subscribers allows providers to update information.
- Available Subscriptions allows subscribers to choose the provider type(s) for the desired notifications.
- Click the Save button at the bottom when finished.




Online Handbook

The Online Handbook:

- Is located on the Portal at www.forwardhealth.wi.gov/.
- Can be accessed from either the public or secure area of the Portal.
- Includes specific information for different types of providers, services, and benefits.
- Is updated real-time and contains the current policy.
- Incorporates the information published in *Updates*, unless specifically noted otherwise in the *Update*.
- Is archived every month as a PDF.

Sections and Chapters (Cont.)

Select from the following options

- Provider 
- BadgerCare Plus and Medicaid 
- Pharmacy 

[Advanced Search](#) [Updates and handbooks](#)

Sections and Chapters

- ⊕ Claims
- ⊕ Coordination of Benefits
- ⊕ Covered and Noncovered Services
- ⊕ Managed Care
- ⊕ Member Information
- ⊕ Prior Authorization
- ⊕ Provider Enrollment and Ongoing Responsibilities
- ⊕ Reimbursement
- ⊕ Resources

Select from the following options

Provider

BadgerCare Plus and Medicaid

◦ Physician

[Advanced Search](#) [Updates and handbooks](#)

Sections and Chapters

- Claims
 - Adjustment Requests
 - Good Faith Claims
 - Overpayments
 - Responses
 - Responsibilities
 - Submission
 - Timely Filing Appeals Requests
- Coordination of Benefits
- Covered and Noncovered Services
 - Clozapine Management
 - Codes
 - Covered Services and Requirements
 - Evaluation and Management
 - HealthCheck "Other Services"
 - Medicine Services
 - Mental Health and Substance Abuse Screening for Pregnant Women
 - Noncovered Services
 - Obstetric Care
 - Screening, Brief Intervention, and Referral to Treatment Benefit
 - Surgery Services

Sections and Chapters (Cont.)

Secure Area of the Portal

Provider Area

The secure Provider area of the Portal contains links to the following:

- Update User Account
- Demographic Maintenance
- Check My Revalidation/Revalidate Provider Enrollment
- Check Enrollment
- Online Handbook
- Designate 835 Receiver

Secure Area of the Portal (Cont.)



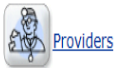
interChange
Provider

Welcome Training Provider » January 7, 2019 11:41 AM

[Logout](#)

- Home
- Search
- Providers**
- Enrollment
- Claims
- Prior Authorization
- Remittance Advices
- Trade Files
- Health Check
- Max Fee Home
- Account
- Contact Information
- Online Handbooks
- Site Map
- User Guides
- Certification

You are logged in with NPI: 1639245558, Taxonomy Number: 282N00000X, Zip Code: 53709 - 1234, Financial Payer: Medicaid



What's New?



Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available.

- New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments. . . Are you Eligible?
- ForwardHealth System Generated Claim Adjustments

Messages

*** No rows found ***

Home Page

- Update User Account
- Customize Home Page
- Demographic Maintenance
- Electronic Funds Transfer
- Check My Revalidation Date
- Revalidate Your Provider Enrollment

Quick Links

- Register for E-mail Subscription
- Provider-specific Resources
- Request Portal Access
- Designate 835 Receiver
- Online Handbooks
- ForwardHealth Updates
- Fee Schedules
- Forms
- Become a Provider

RAs

- RAs are available via the secure Providers or Remittance Advice pages of the Portal.
- RAs are available in two formats: .txt and comma-separated value (CSV).
- Text files may be printed to produce a paper RA.
- CSV files are accepted by a wide range of computer software programs (e.g., Microsoft Excel).
- Once downloaded, the file may be saved to a user's computer and manipulated.

Electronic Claims Submission Methods

- Submitting claims electronically is the most efficient claims submission method.
- Providers may submit claims using the following electronic claims submission options:
 - ForwardHealth Portal via Direct Data Entry (DDE).
 - Provider Electronic Solutions software.
 - 837 Health Care Claim transactions for Electronic Data Interchange (EDI).
 - National Council for Prescription Drug Programs.

Electronic Claims Submission Methods (Cont.)

DDE

Forms available for DDE include:

- 1500 Health Insurance Claim Form
- UB-04 Claim Form
- ADA 2006/2012 Dental Claim Form
- Compound Drug Claim form, F-13073
- Noncompound Drug Claim form, F-13072

Electronic Claims Submission Methods (Cont.)

DDE (Cont.)

- Users can access the Claims tab within the secure Provider area of the Portal.
- Refer to the Claims Submission User Guide for detailed information.



Next Search By: ICN

Dental Claim

Required fields are indicated with an asterisk (*).

ICN	<input type="text"/>	Place of Service Code*	11	<input type="button" value="[Search]"/>
Provider ID	1234567890 NPI	Emergency	No	<input type="button" value="v"/>
Member ID*	<input type="text"/>	Other Insurance Indicator	<input type="button" value="v"/>	
Last Name	<input type="text"/>			
First Name, MI	<input type="text"/>			
Date of Birth	<input type="text"/>			
Patient Account #	<input type="text"/>			
Rendering Provider ID	<input type="text"/> <input type="button" value="[Search]"/>	Total Charges*	<input type="text" value="\$0.00"/>	
Referring Provider 1	<input type="text"/> <input type="button" value="[Search]"/>	Other Insurance Amount	<input type="text" value="\$0.00"/>	
Referring Provider 2	<input type="text"/> <input type="button" value="[Search]"/>	Total Payable Amount	<input type="text" value="\$0.00"/>	
Notes	<input type="text"/>			

Diagnosis Other Insurance

Detail

Line Number	Date of Service	Procedure	Units	Tooth	Area of Oral Cavity	Charges	Status	Allowed Amount
A 1			1.00			\$0.00		\$0.00

Type data below for new record.

Line Number	1	Date of Service*	<input type="text"/>
Procedure*	<input type="text"/> <input type="button" value="[Search]"/>	Place Of Service	<input type="text"/> <input type="button" value="[Search]"/>
Tooth	<input type="text"/>	Rendering Provider ID	<input type="text"/> <input type="button" value="[Search]"/>
Area of Oral Cavity	<input type="text"/> <input type="button" value="[Search]"/>	Units*	1.00
Diagnosis Code Pointers	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Charges*	<input type="text" value="\$0.00"/>
		Status	<input type="text"/>
		Allowed Amount	<input type="text" value="\$0.00"/>

Surfaces (Line Number 1)

*** No rows found ***

Select row above to update -or- click Add button below.

Surface

Attachments

*** No rows found ***

Select row above to update -or- click Add button below.

Attachment Control Number

Description

Claim Status Information

Claim Status Not submitted yet

Next Search By: ICN

Institutional Claim

Required fields are indicated with an asterisk (*).

ICN

Provider ID 1255334173 NPI

Member ID*

Last Name

First Name, MI

Date of Birth

Patient Account #

Medical Record #

Attending Provider*

Rendering Provider [Search]

Referring Provider [Search]

Other Provider

Notes

Type Of Bill* [Search]

From Date of Service*

To Date of Service*

Patient Status* [Search]

Point of Origin* [Search]

Admission Date

Priority* [Search]

Admission Diagnosis Code [Search]

Covered Days 0

Non Covered Days 0

Medicare Disclaimer no disclaimer

Other Insurance Indicator

Total Charge* \$0.00

[Diagnosis](#) [Condition](#) [Medicare](#) [Payer](#) [Procedure](#) [Occurrence/Span](#) [Value](#) [Patient Reason for Visit](#) [External Cause of Morbidity](#) [Other Insurance](#)

Detail

Line Number	Revenue Code	Rendering Provider	Referring Provider	Procedure Code	Units	Charge	Status	Allowed Amount
A 1					0	\$0.00		\$0.00

Type data below for new record.

Line Number 1

Revenue Code [Search]

From Date of Service*

Rendering Provider [Search]

To Date of Service*

Referring Provider [Search]

Procedure Code [Search]

Units* 0

Charge \$0.00

Modifiers [Search] [Search] [Search] [Search] [Search]

Professional Service Description

Status

Allowed Amount \$0.00

[NDCs for JCode](#)

Medicare Information(Detail)

Line Number	<input type="text"/> 1	Deductible Amount	<input type="text"/> \$0.00	+
Medicare Paid Date	<input type="text"/>	Coinsurance Amount	<input type="text"/> \$0.00	+
Medicare Paid Amount	<input type="text"/> \$0.00	Blood Deductible Amount	<input type="text"/> \$0.00	+
Medicare Non Covered Charged	<input type="text"/> \$0.00	Copayment Amount	<input type="text"/> \$0.00	+
Remaining Patient Liability		<input type="text"/> \$0.00	=	

Attachments

*** No rows found ***

Select row above to update -or- click Add button below.

Attachment Control Number

Description

Claim Status Information

Claim Status Not submitted yet



Next Search By: ICN

Professional Claim

Required fields are indicated with an asterisk (*).

ICN <input type="text"/>	Rendering Provider <input type="text"/> [Search]
Provider ID 1234567890 NPI <input type="text"/>	Referring Provider 1 <input type="text"/> [Search]
Member ID* <input type="text"/>	Referring Provider 2 <input type="text"/> [Search]
Last Name <input type="text"/>	Medicare Disclaimer no disclaimer <input type="text"/>
First Name, MI <input type="text"/>	Other Insurance Indicator <input type="text"/>
Date of Birth <input type="text"/>	
Patient Account # <input type="text"/>	Total Charge* <input type="text"/> \$0.00
Medical Record Number <input type="text"/>	Other Insurance Amount <input type="text"/> \$0.00
SOI Date <input type="text"/>	Total Amount Paid <input type="text"/> \$0.00

[Diagnosis](#) [Condition](#) [Medicare](#) [Anesthesia](#) [Other Insurance](#)

Detail

Line Number	From Date of Service	To Date of Service	Procedure Code	Mod1	Mod2	Mod3	Mod4	Status	Units	Charge
A 1									0	\$0.00

Type data below for new record.

Line Number <input type="text"/> 1	Rendering Provider <input type="text"/> [Search]
From Date of Service* <input type="text"/>	Referring Provider 1 <input type="text"/> [Search]
To Date of Service* <input type="text"/>	Referring Provider 2 <input type="text"/> [Search]
Procedure Code* <input type="text"/> [Search]	Ordering Provider <input type="text"/> [Search]
Modifiers <input type="text"/> [Search] <input type="text"/> [Search] <input type="text"/> [Search] <input type="text"/> [Search]	
Diagnosis Code Pointers <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Units* <input type="text"/> 0	Status <input type="text"/>
Charge* <input type="text"/> \$0.00	Allowed Amount <input type="text"/> \$0.00
Place of Service Code* <input type="text"/> [Search]	CoPay Amount <input type="text"/> \$0.00
Emergency <input type="text"/>	
Family Planning <input type="text"/>	
Notes <input type="text"/>	Professional Service Description <input type="text"/>

[NDCs for JCode](#)

Medicare Information (Detail)

Line Number <input type="text"/> 1	Medicare Deductible <input type="text"/> \$0.00 +
Medicare Date Paid <input type="text"/>	Medicare Coinsurance <input type="text"/> \$0.00 +
Medicare Paid Amount <input type="text"/> \$0.00	Psychiatric Reduction <input type="text"/> \$0.00 +
Medicare Non Covered Charge <input type="text"/> \$0.00	Medicare Copayment <input type="text"/> \$0.00 +
Remaining Patient Liability* <input type="text"/> \$0.00 =	

Attachments

*** No rows found ***

Select row above to update -or- click Add button below.

Attachment Control Number

Description

Claim Status Information

Claim Status Not submitted yet

Accessing Claims Information

- All submitted claims will appear in the secure Claims area of the Portal.
- Providers have the ability to view and search for claims.
- Paid claims may be adjusted, copied, or voided.
- Denied claims may be corrected and resubmitted.
- Refer to the Provider page and the Claims page of the Portal for information about the PA process.

Accessing Claims Information (Cont.)

Claims via the Provider Area of the Portal

- Providers may customize their home page to display the most recent five to 20 claims.
- Providers may also customize claims so that only claims of a particular type and/or status display on the home page.
- Any claims older than 30 days will appear under the Provider tab.
- Providers can click any claim to select it; the claim detail will then be displayed.
- Providers will need to select the Provider tab to return to the home page.

Accessing Claims Information (Cont.)

Claims via the Claims Page

- A claim search can display current claims as well as those dating back three years.
- Search for claims by entering data into at least one of the parameter fields.
- The more parameters completed, the narrower the search.
- Navigate through multiple pages of results by:
 - Using the page numbers.
 - Modifying the sort by selecting any of the column headers.
- Providers can click any claim to select it; the claim detail will then be displayed.

Search Claims Tool

- Providers may perform a search by entering the internal control number (ICN) in the claims search function.
- Providers may also search by ICN in the submit a claim function.
- If the provider enters an ICN incorrectly in the claim search field, click Clear and re-enter the ICN.

Search Claims Tool (Cont.)

- Click New Search and to return to the Claims Search screen.
- Enter data into at least one of the parameter fields:
 - The more parameters completed, the narrower the search.
 - The search results will also include the member's first and last name.
- If multiple claim results appear, click one claim result to view.

Adjusting, Copying, and Voiding Paid Claims

Adjusting Paid Claims

- Some reasons for adjusting a claim:
 - To correct billing or processing errors
 - To correct inappropriate payments — overpayments/underpayments
 - To add or delete services

Adjusting, Copying, and Voiding Paid Claims (Cont.)

Copying Paid Claims

- Select the claim and click Copy at the bottom of the page.
- Once all the necessary changes are made, click Submit. (*Note: Change both header and detail information, as necessary.*)
- Attachment information will not be retained on a copied claim.
- To indicate an attachment, users must add a row in the attachment panel.
- Follow the instructions to electronically upload an attachment.

Adjusting, Copying, and Voiding Paid Claims (Cont.)

Voiding Paid Claims

- Select a claim and click Void at the bottom of the page.
- The status of a claim will change to Denied once voided.
- The EOB reflecting the void will be displayed on the original claim.
- The Void function can be performed on any paid claim that has not previously been adjusted or voided.

Provider Resources

- ForwardHealth Portal: www.forwardhealth.wi.gov/
- Provider Services: 800-947-9627
- WiCall: 800-947-3544 (ForwardHealth's Automated Voice Response system)
- ForwardHealth Portal Helpdesk: 866-908-1363
- Electronic Data Interchange: 866-416-4979

Provider Resources (Cont.)

- Provider Relations Representatives
- ForwardHealth Managed Care Ombudsmen: 800-760-0001
- Member Enrollment: www.access.wi.gov/

Communications

- User Guides:
 - Public home page: Providers > Portal User Guides
 - Secure Portal: Home tab > Provider icon > Portal User Guides
- Subscribe to Provider Email Notifications:
 - Public home page: Providers quick links box > Register for E-mail Subscription
 - Public home page: Providers > Quick Links > Register for E-mail Subscription

Communications (Cont.)

- Secure Messaging
- RA Banner Messages
- *Updates*
- Contact link: submit Portal-related questions
- Trainings page of the Providers area of the Portal

Questions?

Now is your chance to ask questions!



Thank You

Provider Relations Meet and Greet

Adam Schabow – Introduction to Provider Relations
Kyle Robel – ForwardHealth Portal

Support

- Services:
 - Contact Center (Provider and Member)
 - Prior Authorization (Clerical and Clinical)
 - Claims
 - Provider Enrollment
 - Eligibility
 - Systems
 - Provider Relations (Publications, Training, Professional Field Representatives)

Provider Relations

Adam Schabow / Dec 13, 2021

Topic**Speaker**

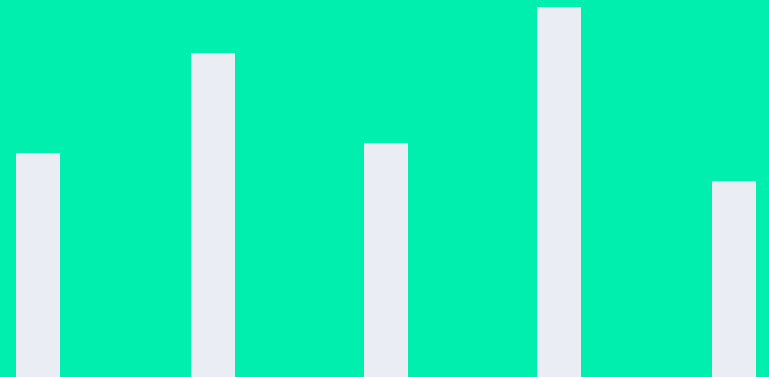
Publications

Adam Schabow

Training/Field Representatives

Gainwell Publications Unit

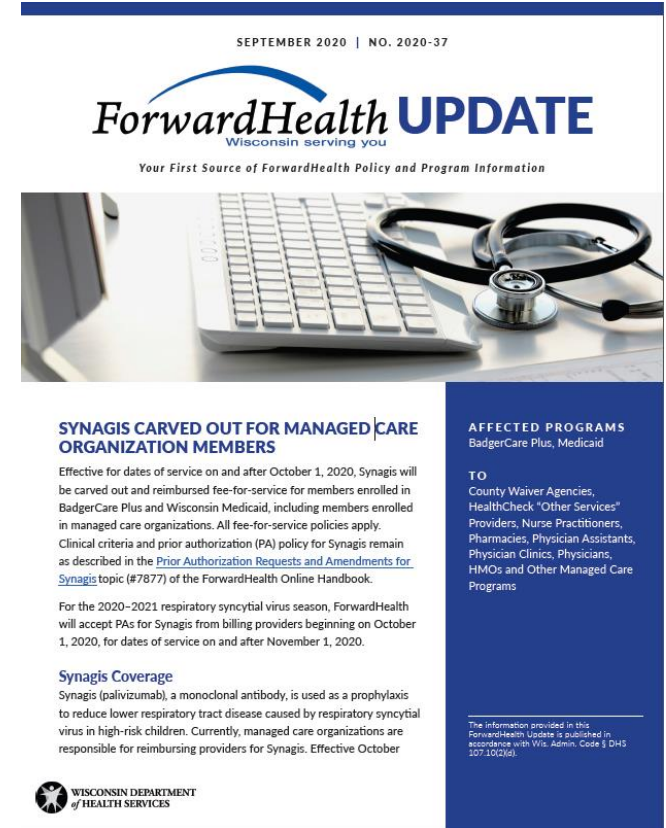
What We Do



Communication Types

Some of the communications we develop:

- ForwardHealth Updates (member and provider)
- CLTS Bulletins
- Family newsletters
- User Guides
- Online Handbook
- Messaging
- Forms and letters
- Brochures, banners, posters, flyers, social media
- FAQs, call scripts, talking points



What We Communicate



Examples of Changes Requiring Communication

Changes to the following often require communication:

- New programs and benefits
- Provider revalidation and other responsibilities
- Allowable procedure codes, modifiers, etc.
- Coverage of procedures/services/drugs/equipment
- Claim or prior authorization request processes
- Other insurance



Examples of Changes Requiring Communication (Cont.)

- Documentation requirements
- Forms
- Rates (for some providers)
- Reimbursement methodology
- Functionality of applications or systems used by providers
- Training for providers, partners, etc.
- Planned system downtime

Training & Field Representative Unit

Who We Are

- Adam Schabow is the manager over Trainers and Field Representatives.
- The Team consists of:
 - 3 Trainers
 - 9 Field Representatives
 - 1 Internal Account Trainer
 - 1 Administrator
 - 1 Dental QA

Northwest Wisconsin:

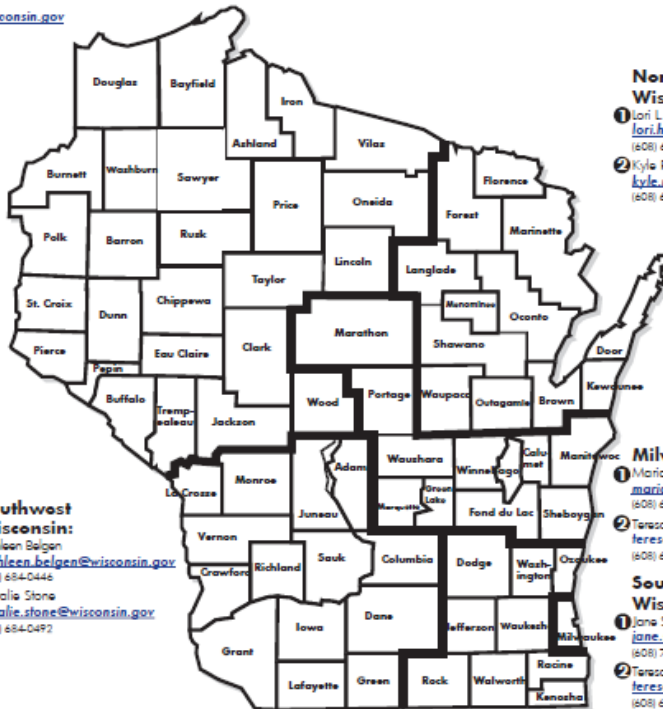
- 1 Lailani Jopp
lailani.jopp@wisconsin.gov
 (608) 684-0467
- 2 Lailani Jopp
lailani.jopp@wisconsin.gov
 (608) 684-0467

Wisconsin Wall Woman Program (ontario state):

Jane Sawles — jane.sawles@wisconsin.gov
 (608) 764-4844

Dental (ontario state):

Natalie Stone — natalie.stone@wisconsin.gov
 (608) 684-0492



Northeast Wisconsin:

- 1 Lori L. Hock
lori.hock@wisconsin.gov
 (608) 684-0470
- 2 Kyle Rabel
kyle.rabel@wisconsin.gov
 (608) 684-0508

Central Wisconsin:

- 1 Vickie Wilson
vickie.wilson@wisconsin.gov
 (608) 684-0550
- 2 Vickie Wilson
vickie.wilson@wisconsin.gov
 (608) 684-0550

Southwest Wisconsin:

- 1 Kathleen Belgen
kathleen.belgen@wisconsin.gov
 (608) 684-0446
- 2 Natalie Stone
natalie.stone@wisconsin.gov
 (608) 684-0492

Milwaukee:

- 1 Maria Schwartz
maria.schwartz@wisconsin.gov
 (608) 684-0475
- 2 Teresa Heusel
teresa.heusel@wisconsin.gov
 (608) 684-0536

Southeast Wisconsin:

- 1 Jane Sawles
jane.sawles@wisconsin.gov
 (608) 764-4844
- 2 Teresa Heusel
teresa.heusel@wisconsin.gov
 (608) 684-0536

Note: Border-state and out-of-state providers should contact the field representative in the territory closest to their location.

Specialty Group 1:

Ambulatory Surgery Centers, Anesthesiology, Federally Qualified Health Centers, Home Health, Hospice, Hospitals and Institutions for Mental Disease, Licensed Midwives, Medical Equipment Vendors and Individual Medical Supply Providers, Nursing Homes, Nurses in Independent Practice and Respiratory Care Services, Nurse Midwives, Personal Care, Physicians, Physician Assistants and Nurse Practitioners, Physician Clinics, Portable X-Ray, Rural Health Clinics

Specialty Group 2:

Ambulance, Audiologist, Speech and Hearing Clinic, and Hearing Instrument Specialist, Behavioral Treatment, Case Management and High Cost Medically Complex Case Management, Child Care Coordination, Chiropractic, Community Recovery Services, End-Stage Renal Disease Services, Family Planning Clinic, HealthCheck, Independent Labs, Mental Health and Substance Abuse, Narcotic Treatment Services, Day Treatment, Crisis Intervention/Comprehensive Community Services/Community Support Programs, Non-emergency Medical Transportation, Optometrist, Optician, Pharmacy, Physical Therapy, Occupational Therapy, and Speech-Language Pathology, Therapy Group, Rehabilitation Agency, Podiatry, Prenatal Care Coordination, School-Based Services, Specialized Medical Vehicle, Special Supplemental Nutrition Program for Women, Infants and Children, Tuberculosis-Related Services, Wisconsin AIDS Drug Assistance Program (ADAP), Wisconsin Chronic Disease Program

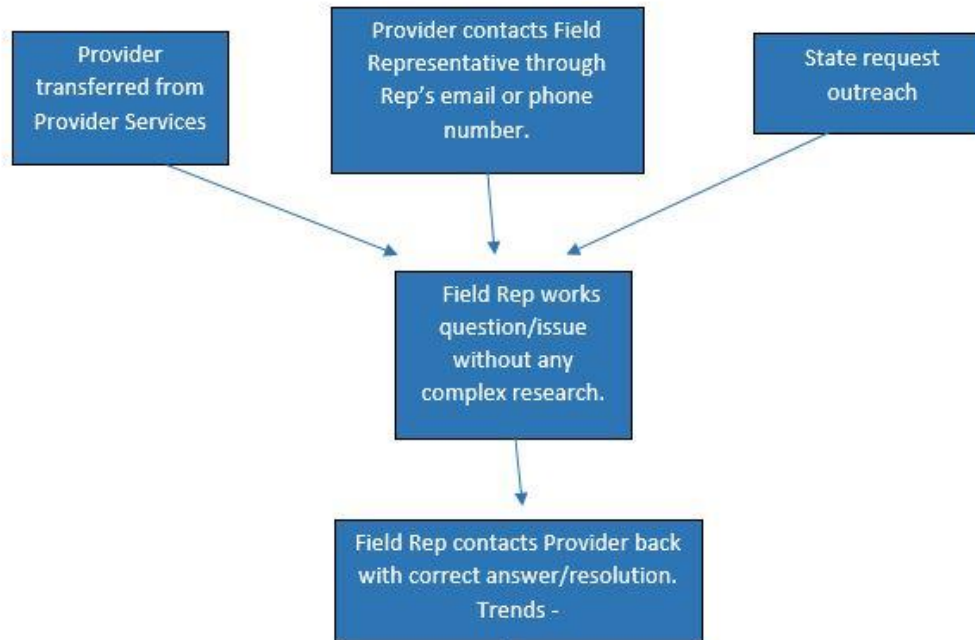
Rev. December 2021

Provider Field Representative Roles

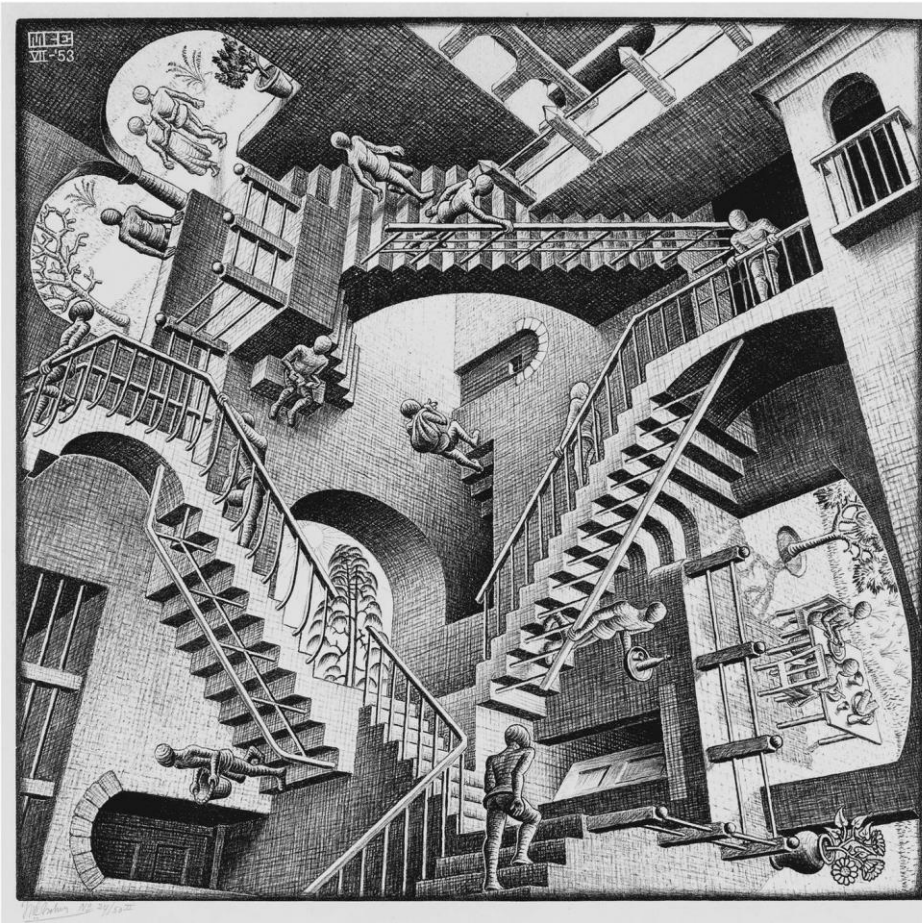
A Provider Field Representative's role is:

- Resolve complex issues that requires knowledge, resources, and detailed research.
- Mass outreach to Providers pertaining to significant policy or system changes.
- Build partnership and relationship with Providers in each Region.
- Create and present training to Providers.
- Review trends within each region.

Field Representative Flowchart (Simple Issue)



Field Representative Flowchart (Complex Issue)



Researching complex issues as a Field Representative is more like an M.C. Escher painting than a flowchart.

“Relativity”
By M.C. Escher

Training for 2022

Pro-Active Training

- Trainings are reactive to a program being implemented or an issue that requires additional training.
- Provider Relations also focuses on Pro-Active Training. Through surveying, CTN trends, subject video view counts, and other additional data, we collectively determine the subjects of trainings needed for Providers throughout the year.



Types of Training

Live, In-Person Training

Provider Services recognizes balancing the major benefits of in-person training with the limited resources many provider offices experience today. Our trainers have the potential to deliver to the largest attendance and relevance to the provider community.

Webcast Training

As we have trended in the past several years, the bulk of training activities will be conducted via the internet – either as “live,” web-based sessions, or recorded sessions.

Types of Training (cont.)

Recorded Video Trainings

Video Training, a “how to” step by step video on a variety of subjects, is essential, especially during these times.

Podcasts

When a new service is implemented, Podcasts are a great way to get the word out and to explain the nuances of program.



With a team of 15 employees, there are **303 years** of combined experience working at the WI Healthcare Account!

- Vast knowledge of past and current policy
- Context
- Resources (External/Internal)
- Relationship with Providers
- Broad knowledge of system/program



Questions and answers

