

User Guide

ForwardHealth Provider Portal Remittance Advice

March 11, 2024

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1 Introduction

A Remittance Advice (RA) provides important information about the processing of claims and adjustment requests as well as additional financial transactions, such as refunds or recoupment amounts withheld. ForwardHealth provides electronic RAs to providers through their secure ForwardHealth Portal accounts when at least one claim, adjustment request, or financial transaction is processed. An RA is generated regardless of how a claim or adjustment is submitted (electronically or on paper).

RAs are accessible to providers in a text (.txt) or comma-separated values (CSV) format via their secure Portal accounts.

Note: The examples in this user guide use Microsoft Office Excel 365. Earlier versions of Microsoft Office Excel will work with the CSV file; however, files exceeding 65,000 lines may need to be split into smaller files when downloading. If using another program, the user should consult the Help function of their specific program for instructions on how to import the file.

2 Access the Remittance Advices Page

1. Access the ForwardHealth Portal at <https://www.forwardhealth.wi.gov/>.

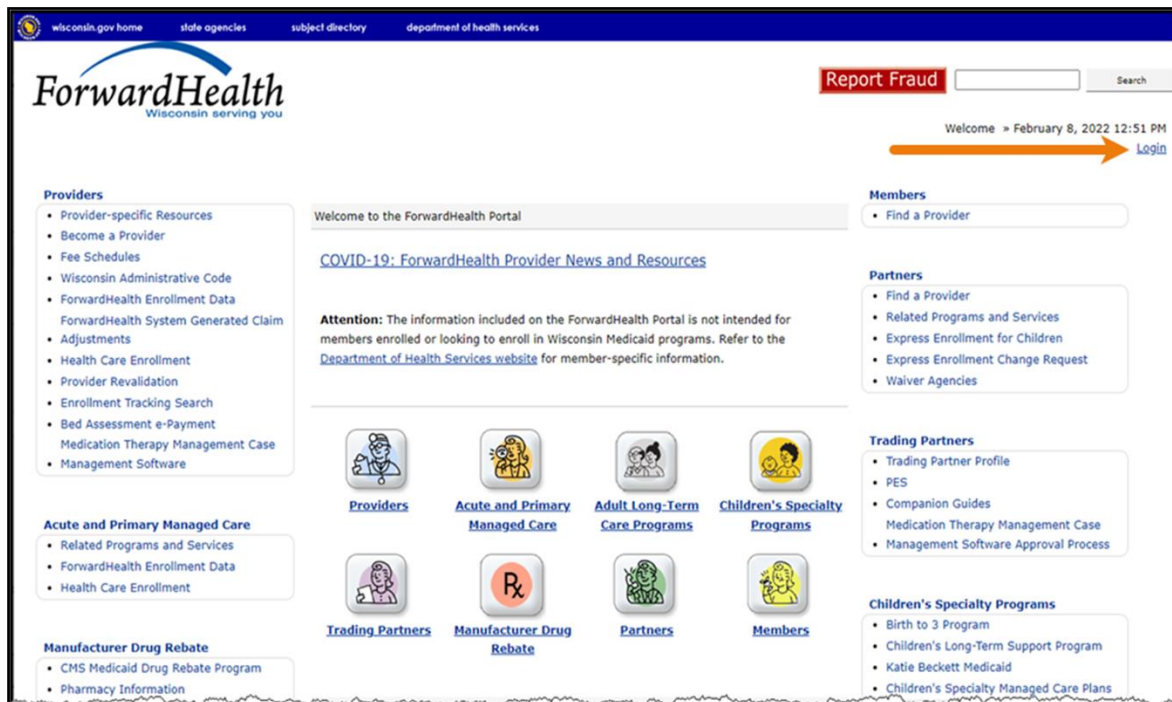
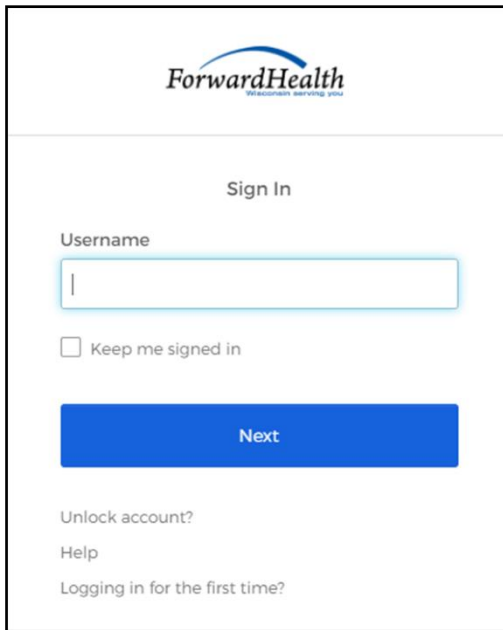


Figure 1 ForwardHealth Portal Page

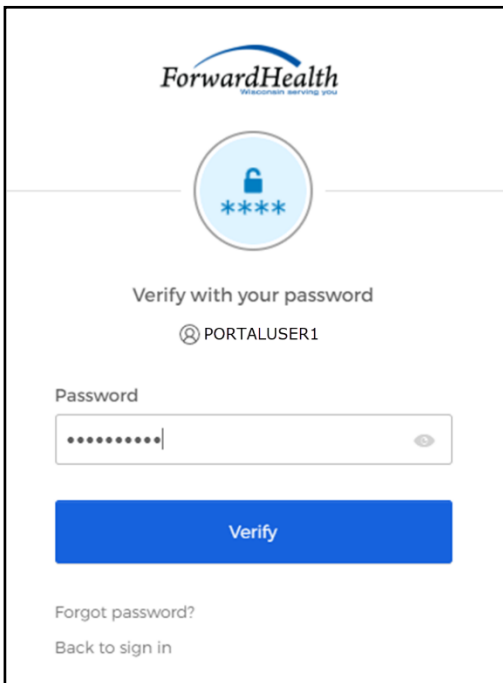
2. Click **Login**. A Sign In box will be displayed.



The screenshot shows the ForwardHealth logo at the top. Below it is the heading "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. At the bottom, there are three links: "Unlock account?", "Help", and "Logging in for the first time?".

Figure 2 Sign In Box

3. Enter the user's username.
4. Click **Next**. A Verify with your password box will be displayed.



The screenshot shows the ForwardHealth logo at the top. Below it is a circular icon containing a lock and four asterisks. The heading "Verify with your password" is centered. Below the heading is the text "PORTALUSER1" with a user icon. There is a "Password" label above a text input field filled with asterisks. A blue button labeled "Verify" is positioned below the input field. At the bottom, there are two links: "Forgot password?" and "Back to sign in".

Figure 3 Verify With Your Password Box

5. Enter the user's password.

6. Click **Verify**. The Secure Provider page will be displayed.

The screenshot displays the ForwardHealth Provider Portal interface. At the top, the navigation bar includes links for Home, Search, Providers, Enrollment, Claims, Prior Authorization, Remittance Advices (highlighted with an orange box and an arrow), Trade Files, Health Check, Max Fee Home, Account, Contact Information, and Online Handbooks. Below the navigation bar, a search bar is present. The main content area is divided into several sections:

- What's New:** A section with a magnifying glass icon and a text box stating: "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." Below this are three bullet points:
 - New Rate Reform Part 3 Ideas/Recommendations Requested.
 - Incentive Payments... Are you Eligible?
 - ForwardHealth System Generated Claim Adjustments
- Messages:** A section titled "You have no messages." with a text box containing a confidentiality notice: "The information contained in this message is confidential and is intended solely for the use of the person or entity named above. This message may contain individually identifiable information that must remain confidential and is protected by state and federal law. If the reader of this message is not the intended recipient, the reader is hereby notified that any dissemination, distribution or reproduction of this message is strictly prohibited. If you have received this message in error, please immediately notify the sender by telephone and destroy the original message. We regret any inconvenience and appreciate your cooperation."
- Claims:** A section titled "*** No rows found ***"
- Prior Authorizations:** A section with a text box stating: "The grant date and expiration date shown below are for the first line-item only." Below this is another "*** No rows found ***" section.
- Remittance Advices:** A section with a text box stating: "To get RA's older than 121 days, please contact provider services." Below this is a link: [View Remittance Advices](#)
- Quick Links:** A sidebar on the right containing a list of 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
 - Enrollment Tracking Search
 - Training Listing
 - Explanation of Benefits (EOBs)
 - Newborn Reporting
 - Provider Based Bills (PBB)
 - Express Enrollment for Adults
 - Accessing the MTM Member List instructions
 - MTM Data Dictionary
 - Medication Therapy Management (MTM)
 - Documentation Storage
 - View Nursing Home Rate Communications
 - Nursing Home LOC Request - Add/Revise
 - View Submitted Nursing Home LOC Requests
 - Update Pending Nursing Home LOC Request
 - Cancel Pending Nursing Home LOC Request
 - Nursing Home Level Of Care Reports
 - Hospice Election
 - Express Enrollment for Children
 - Express Enrollment for Pregnant Women
 - Express Enrollment Change Request
 - Physical Exam Health Indicators
 - MedSolutions
 - Upload Audit Documentation
 - Audit Correspondence
 - Wisconsin Well Woman Program Policy and Procedure Manual
 - Hospital Pay For Performance
 - Other Coverage Discrepancy Report
 - Prior Authorization Exempted
 - Contacts
 - PASRR Level 1 Wizard
 - Hospital Access Payment Report
- Electronic Visit Verification Links:** A sidebar on the right containing a list of links:
 - Add Worker
 - Upload Worker File
 - Manage Workers
 - List of Workers within your Agency
 - EVV Portal Functionality User Guide

At the bottom right of the page, the text "Wisconsin EVV Customer Care - 833-931-2035." is displayed.

Figure 4 Secure Provider Page

7. Click **Remittance Advices** on the main menu at the top of the page. The Remittance Advices page will be displayed.

Note: The Remittance Advices option is displayed for administrative accounts or for clerk accounts that have been assigned the Remittance Advice role. For information about adding the Remittance Advice role to a clerk account, refer to the [ForwardHealth Provider Portal Account User Guide](#), which is located on the Portal User Guides page of the Portal.

Remittance Advices

ForwardHealth offers providers and MCOs two different options for obtaining their remittance advices electronically. From this page, users will be able to select the electronic RA format that best suits their needs.

Text Report Format (.txt)

Use the following link to access remittance advices in text format. Users will be able to select which specific RA they would like to download or view. Text report formatted remittances are available for the past 121 days.

- [Download or view remittance advices in a text \(.txt\) report format](#)

Comma-Separated-Values Format (.csv)

Use the following links to access remittance advices in CSV format. Users will be able to select which specific RA they would like to download. Users will also be able to choose which sections of the RA they would like to include in the download file. A provider or MCOs last 10 remittance advices will be available in CSV format.

- [Download remittance advices in a CSV \(.csv\) report format](#)
- [View the RA User Guide](#)
- [View the CSV file User Guide](#)
- [View EOB codes and descriptions](#)

The official version of the remittance advices will continue to be maintained within the ForwardHealth databases.

Figure 5 Remittance Advices Page

The Remittance Advices page displays the following links:

- Download or view remittance advices in a text (.txt) report format—Allows users to view or download .txt copies of RAs from the past 121 days.
- Download remittance advices in a CSV (.csv) report format—Allows users to download their ten most recent RAs in a CSV format.
- View the RA User Guide—Allows users to access basic information about using RA functionality on the Portal.

- View the CSV file User Guide—Allows users to access basic information about using the CSV file containing their RA information. The CSV format is accepted by several computer software programs, including Microsoft Office Excel and Microsoft Office Access.
- View EOB codes and descriptions—Allows users to access a list of Explanation of Benefits (EOB) codes and descriptions. A list of all the EOB codes used for an RA will be displayed at the end of the RA. In .txt files, the EOB codes and their descriptions will be listed. In CSV files, only the EOB codes will be listed.

Note: Users who change their Portal account password should not access their RAs for at least 30 minutes after the password change.

3 View Remittance Advices in Text Report Format

1. In the “Text Report Format (.txt)” section, click **Download or view remittance advices in a text (.txt) report format**.

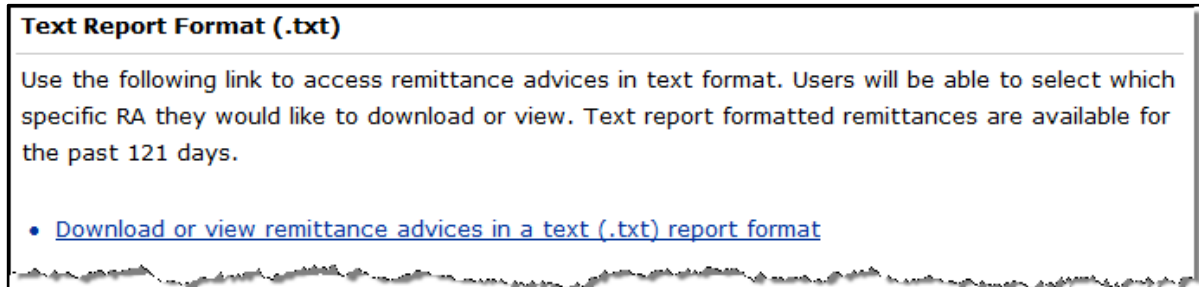


Figure 6 Text Report Format (.txt) Section

The OnBase Document Viewer showing the most recent RAs for the logged in account will open in a separate window.

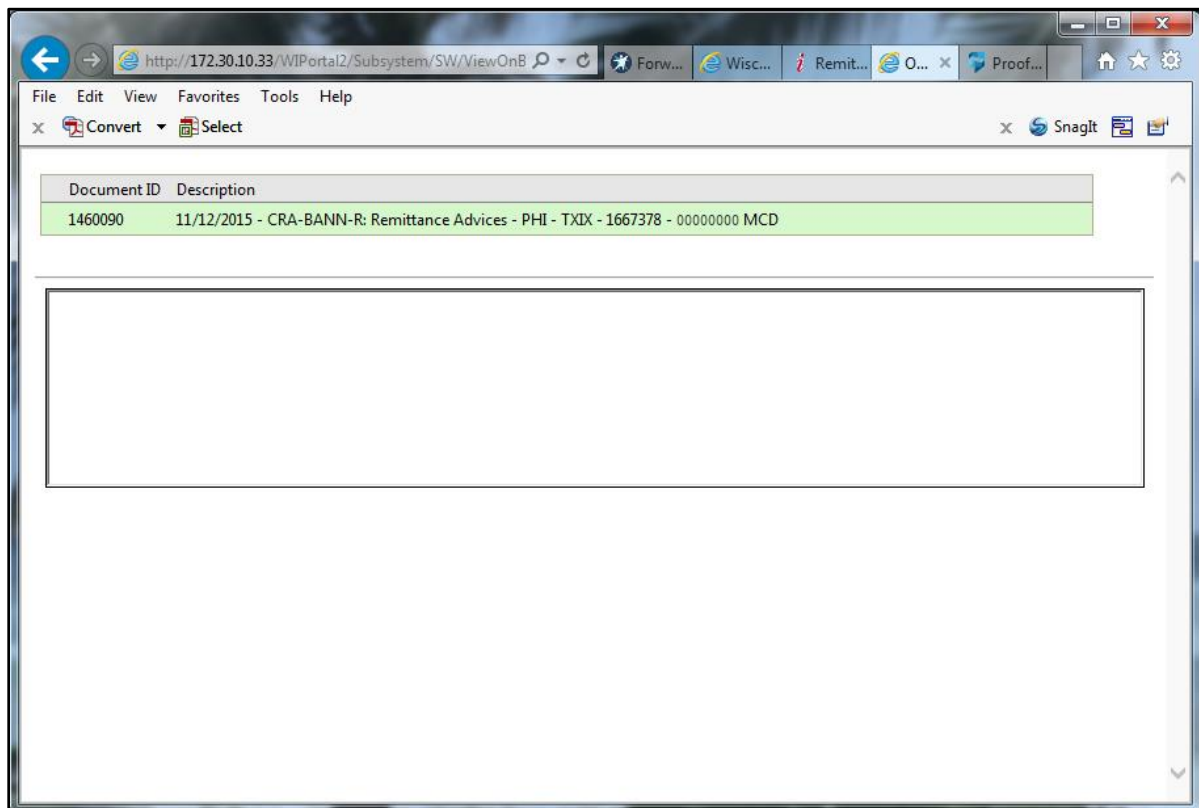


Figure 7 OnBase Document Viewer

2. Click the RA the user wishes to view. A File Download window will be displayed.

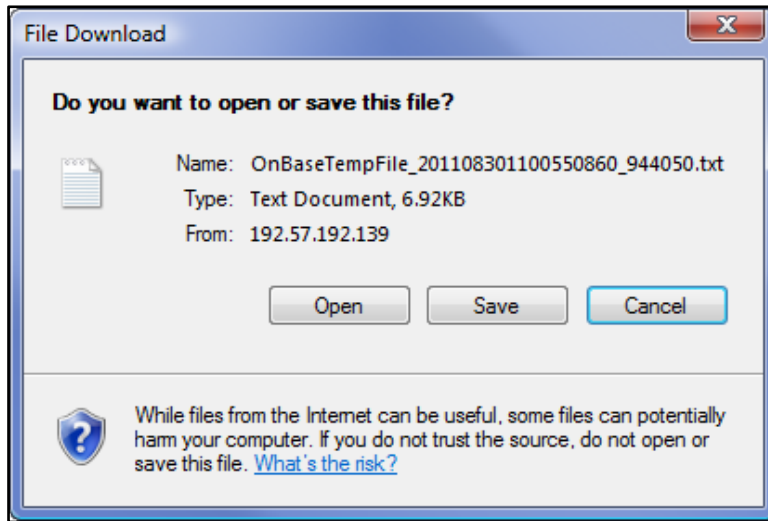


Figure 8 File Download Window

3. Choose to either open or save the RA.
 - Click **Open** to view the RA without saving. The RA text report will be displayed in a separate window. Refer to the example [RA text report](#) below.

- Click **Save** to save the RA for record-keeping purposes. A Save As window will be displayed.

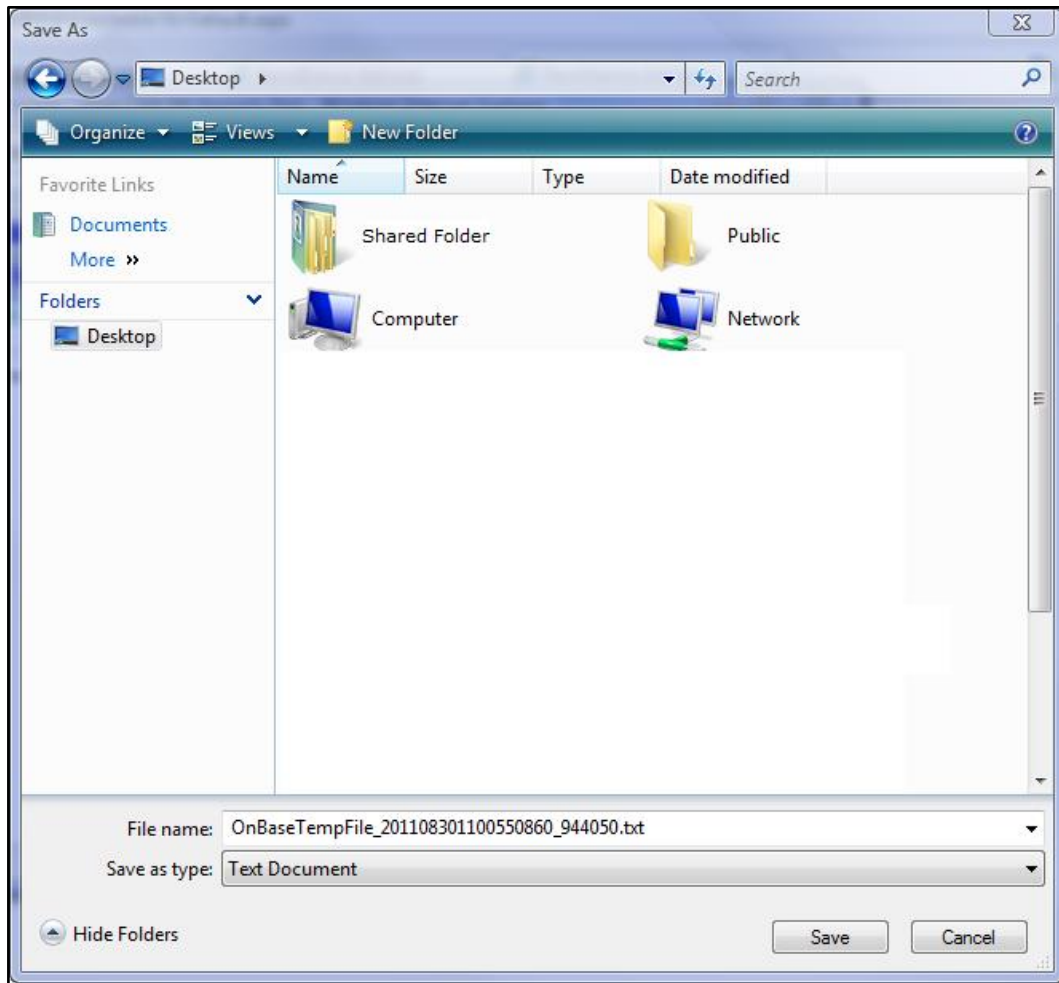


Figure 9 Save As Window

- o Choose a location on the computer or network to save the RA.

- o Click **Save**. The Download Complete window will be displayed.

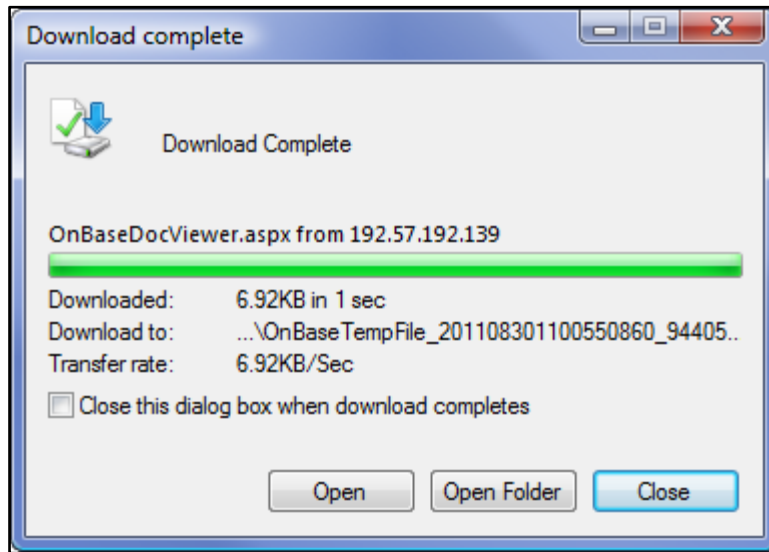


Figure 10 Download Complete Window

- o Click **Open**.

The RA text report will be displayed in a separate browser window.

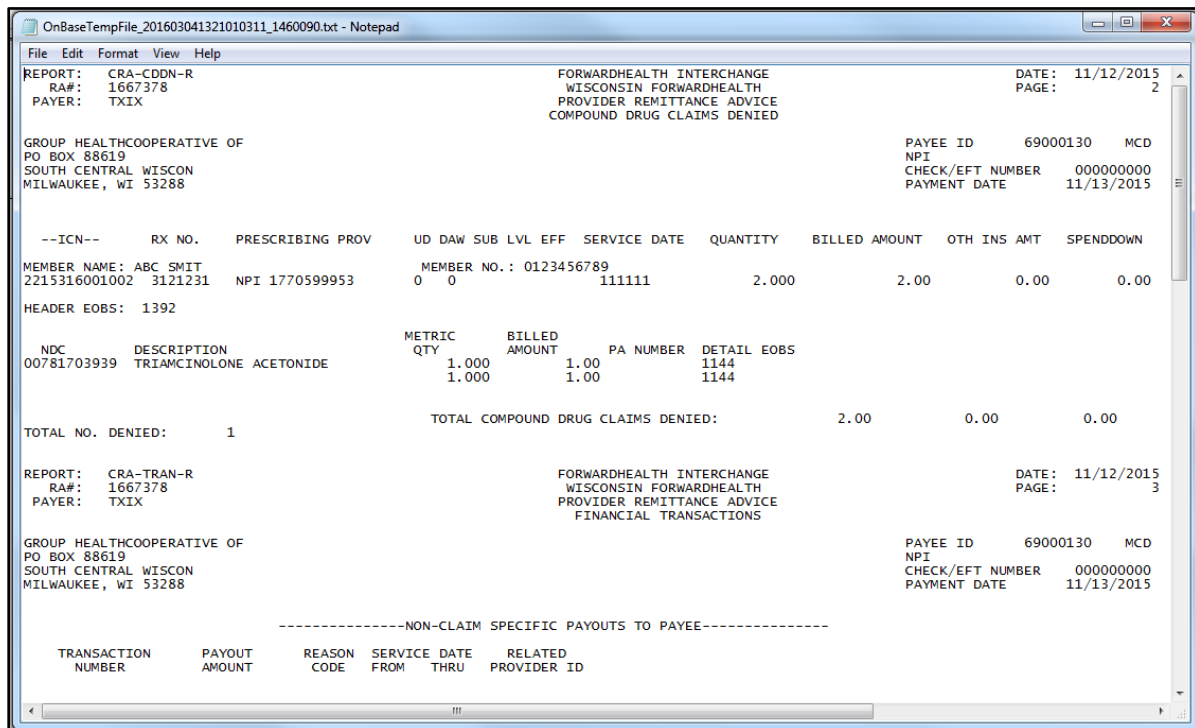


Figure 11 RA Text Report

The RA text report will usually open in Notepad, the default text viewing and editing program for most computers; however, the report may be opened in any text program.

3.1 Format the Remittance Advices Text File

To properly view and print the RA text file, the user may need to make some formatting adjustments. These adjustments can be made in any text editing program; however, the examples below use Notepad.

1. From the main menu at the top of the browser window, click **Format**. The Format drop-down menu will be displayed.

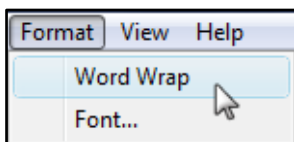


Figure 12 Format Drop-Down Menu

2. Ensure that there is *not* a checkmark next to Word Wrap. If there is a checkmark next to Word Wrap, select **Word Wrap** to uncheck the option.
3. From the Format drop-down menu, select **Font**.

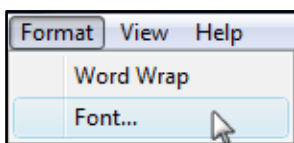


Figure 13 Format Drop-Down Menu

The Font window will open.

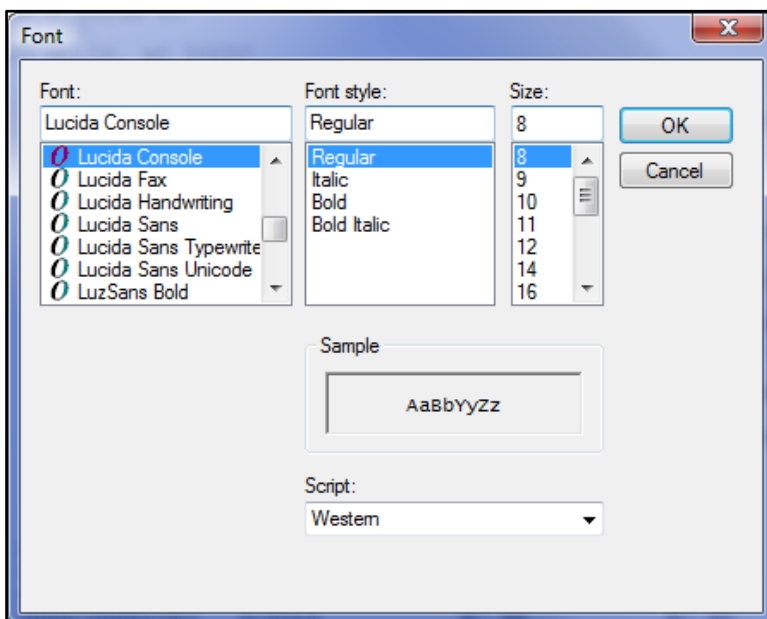


Figure 14 Font Window

4. Select **Lucida Console** as the font type if it is not already selected.

Note: You may select any non-proportional (fixed-width) font type. A proportional font type such as Times New Roman has varying character widths and will not allow the text file to be properly aligned.

5. Change the Size to 8.
6. Click **OK**.
7. From the main menu at the top of the browser window, click **File**.

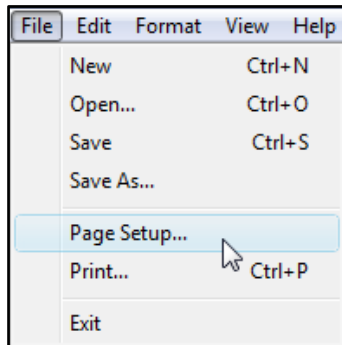


Figure 15 File Drop-Down Menu

8. From the File drop-down menu, select **Page Setup**. The Page Setup window will open.

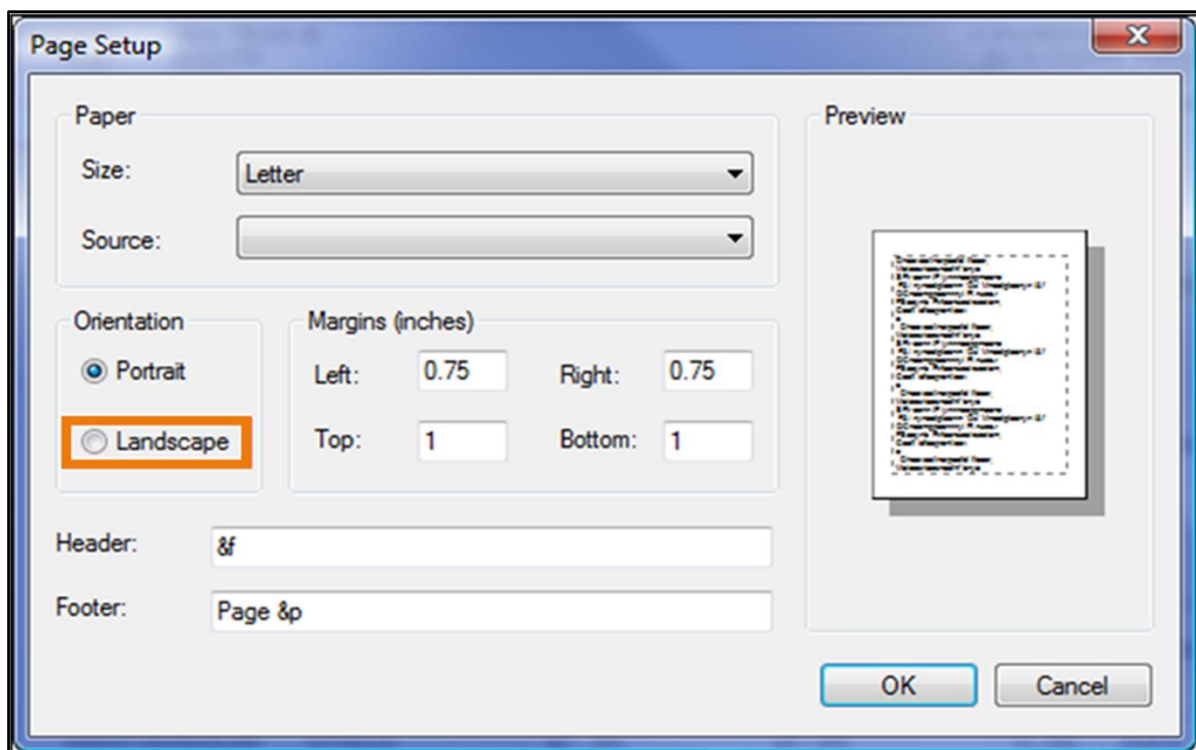


Figure 16 Page Setup Window

9. Under Orientation, click **Landscape**.
10. Click **OK**.
11. To print the file, select **Print** from the File drop-down menu.

If the user wishes to have numbered pages, open the RA in a word processing program such as Microsoft Office Word and, after making the same formatting changes as detailed above for the text file, add page numbers to the RA.

4 Download Remittance Advices in a Comma-Separated Values Report Format

A CSV file is a specially formatted plain text file which stores information in a format that can be easily imported into a spreadsheet or database.

1. From the “Comma-Separated-Values Format (.csv)” section of the Remittance Advices page, click **Download remittance advices in a CSV (.csv) report format**.

Comma-Separated-Values Format (.csv)

Use the following links to access remittance advices in CSV format. Users will be able to select which specific RA they would like to download. Users will also be able to choose which sections of the RA they would like to include in the download file. A provider or MCOs last 10 remittance advices will be available in CSV format.

- [Download remittance advices in a CSV \(.csv\) report format](#)
- [View the RA User Guide](#)
- [View the CSV file User Guide](#)
- [View EOB codes and descriptions](#)

Figure 17 Comma-Separated-Values Format (.csv) Section

The Download RA page will be displayed.

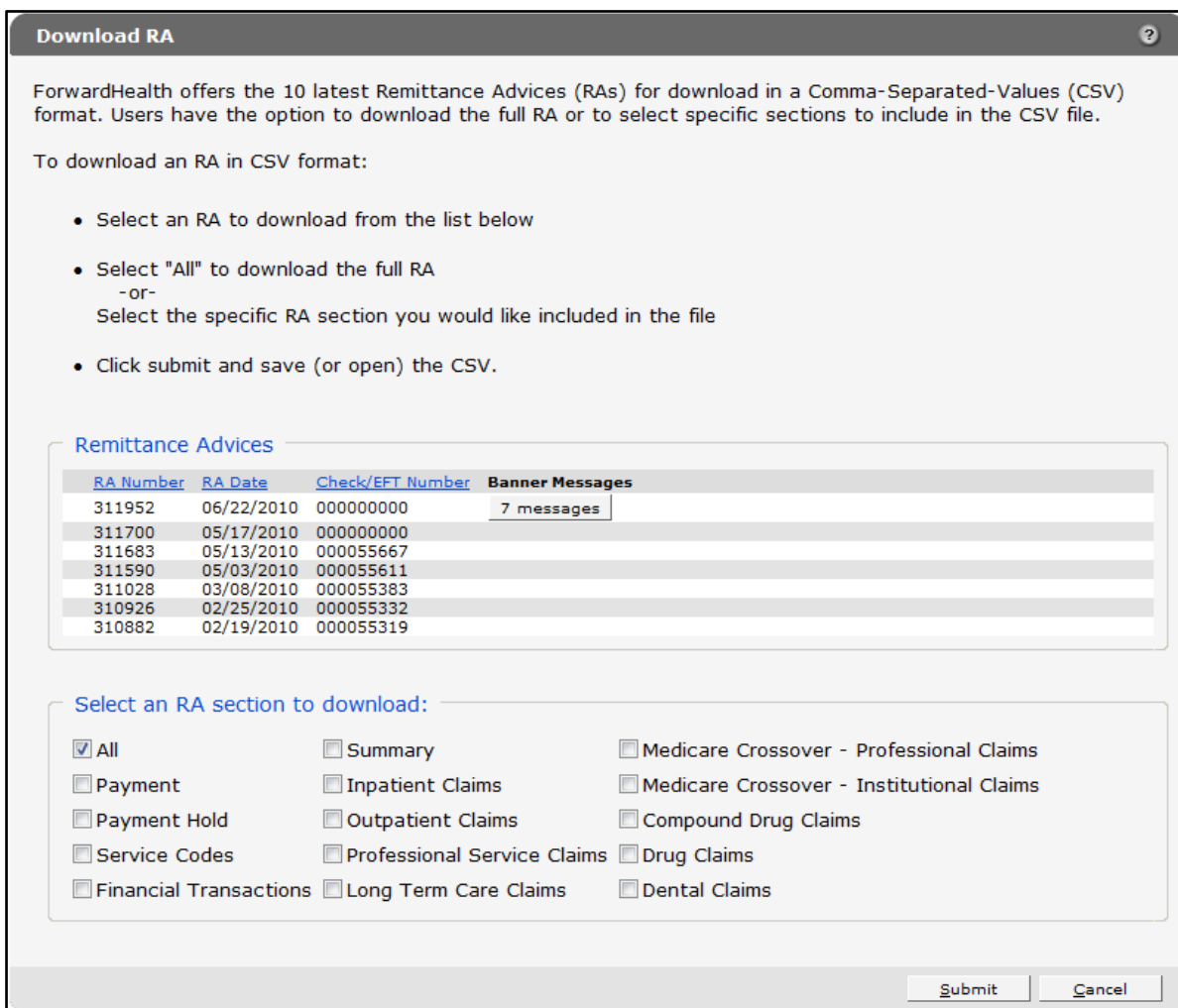


Figure 18 Download RA Page

On the Download RA page, users can choose to download their 10 most current RAs.

If there is a banner message(s) for an RA, users can click the button in the Banner Messages column to view the message(s).

- Click the row of the RA the user wishes to download. In the "Select an RA section to download" section, the All box is checked by default. The entire RA will be downloaded if this option is checked.

- To download parts of the RA, the user can uncheck the All box and check the box for the parts of the RA they wish to download.

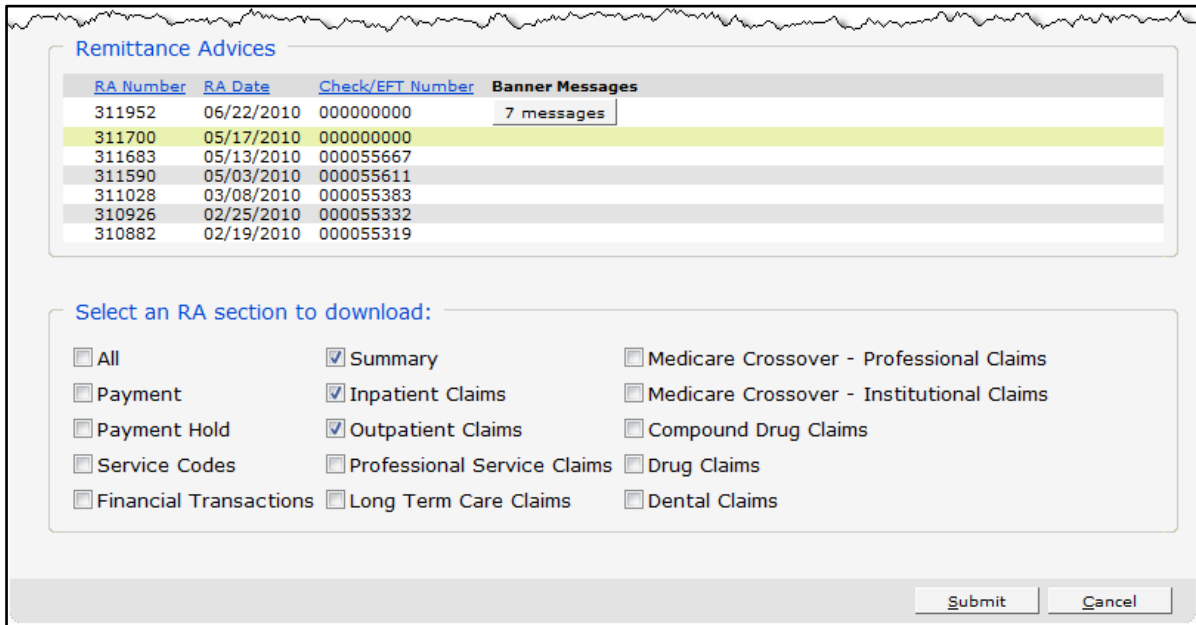


Figure 19 Remittance Advices and Select an RA Section to Download Sections

- Click **Submit**. The File Download window will be displayed.

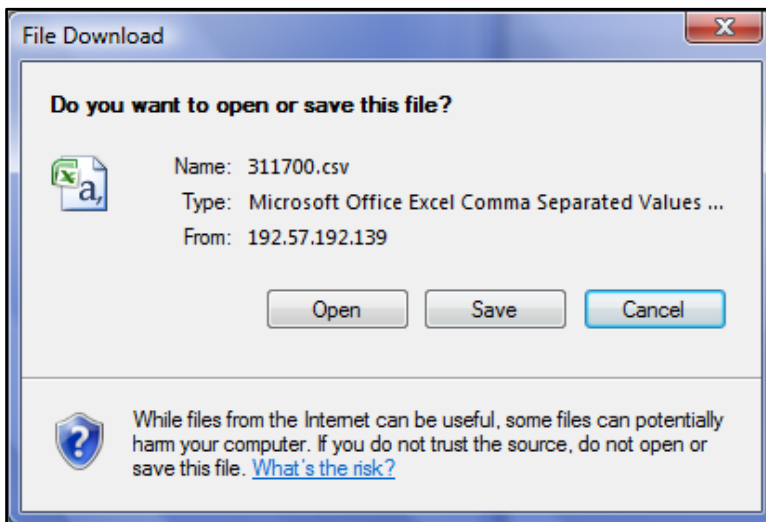


Figure 20 File Download Window

5. Click **Open**. The CSV text file will be displayed in Excel.

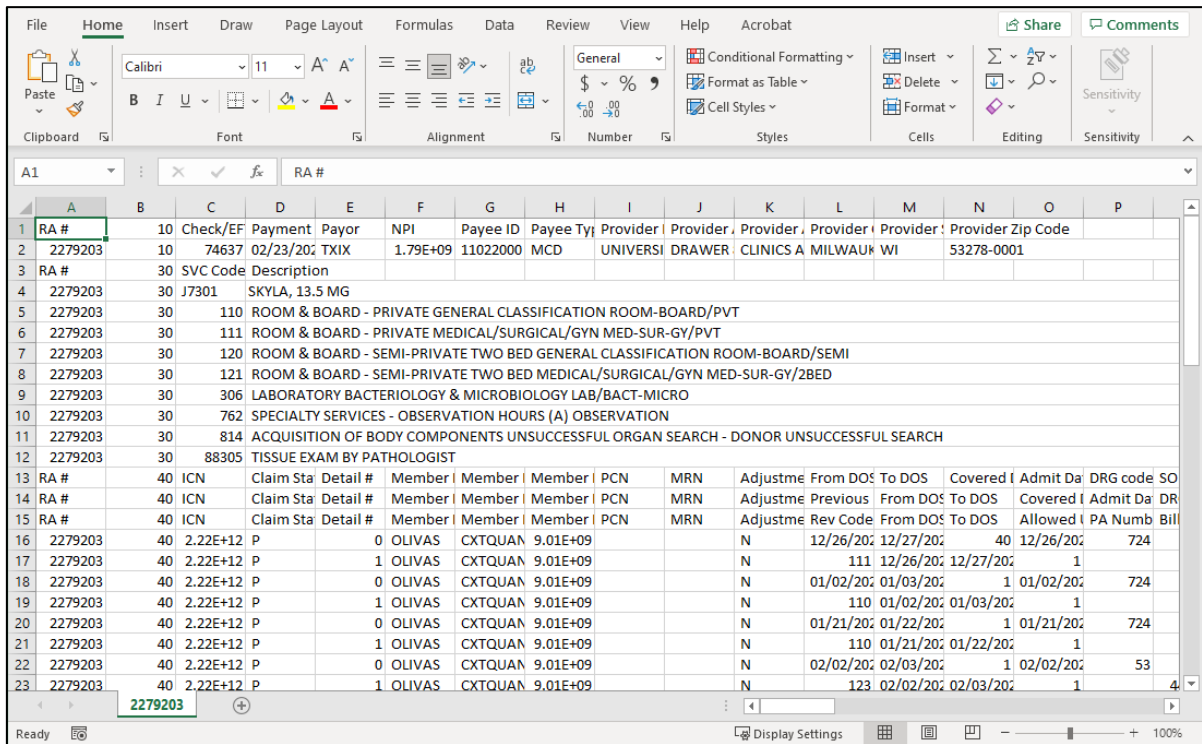


Figure 21 CSV Text File

6. Certain columns may show scientific notation in place of long numbers such as internal control numbers. To correct this:

- a. Click a column header to highlight the column.

- b. Under the Home menu item, click the Number Format dialog box (represented by a diagonal arrow in the corner).

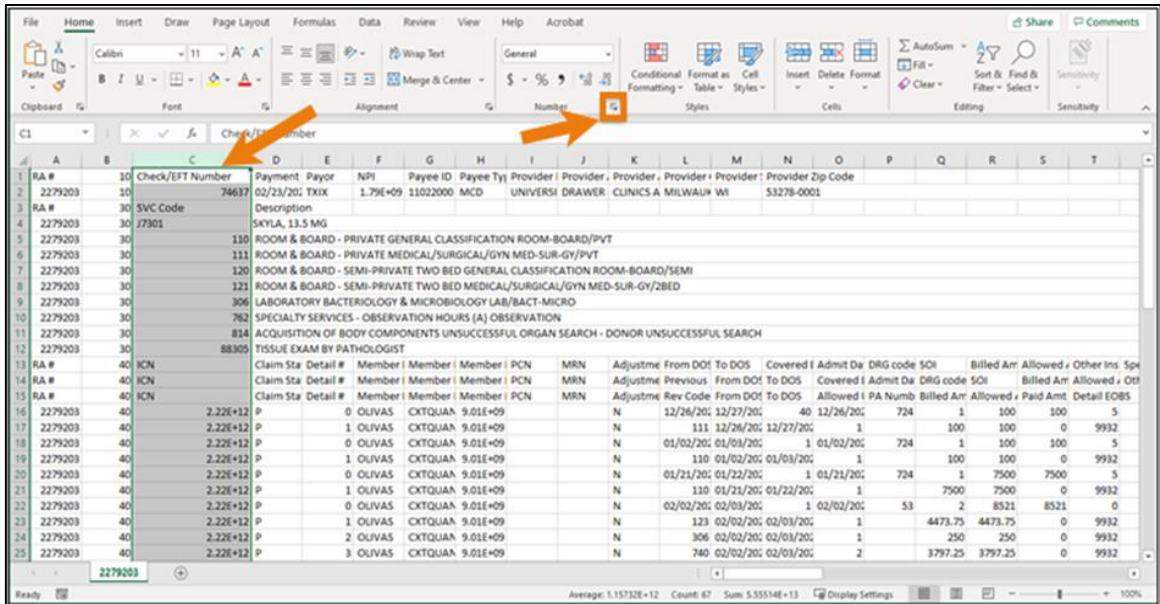


Figure 22 CSV Text File Number Fix

- c. Select **Custom** in the Category section.

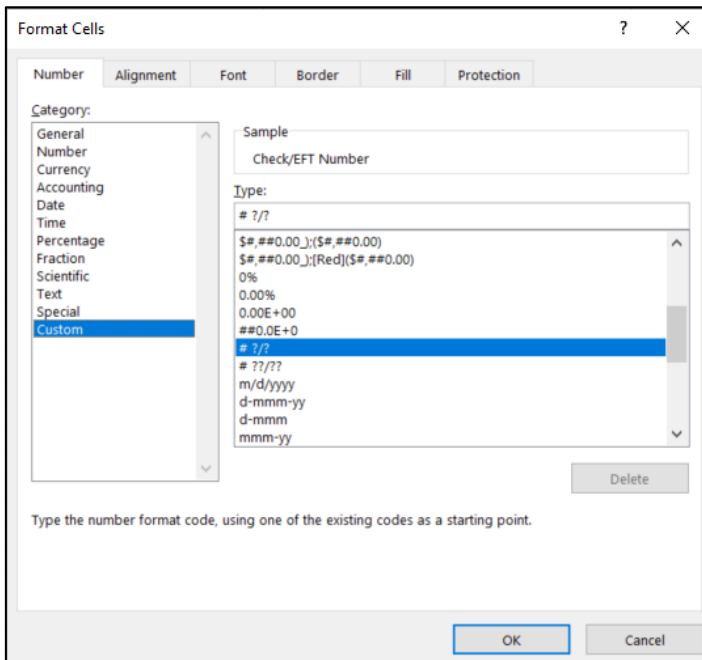


Figure 23 Number Format Dialog Box

- d. Select **# ?/?** in the Type section.
- e. Click **OK**. Once expanded, all columns with long numbers should now appear correctly.

- Click **Save As** under the File menu item to save the CSV text file.
Note: The user **must** first save the CSV text file to properly download and format the data content as a spreadsheet document.

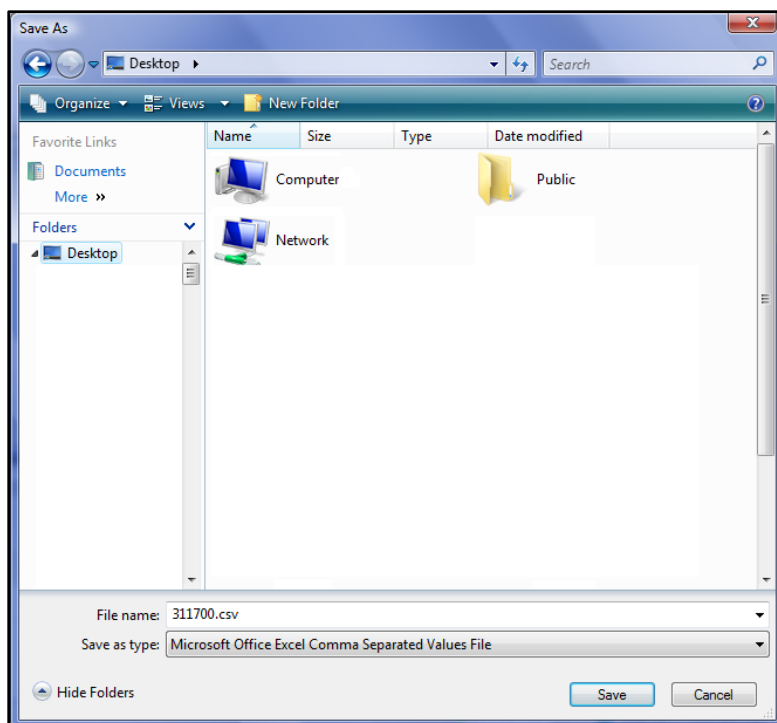


Figure 24 Save As Window

- Choose a location on the computer or network to save the RA CSV text file.
- Click **Save**.

4.1 Format the Comma-Separated Values File

To properly read the CSV text file after it has been saved, the user will need to first import the text file into a spreadsheet or database program and then format it. The examples shown here use the Excel spreadsheet program.

- Open a blank spreadsheet.

2. In the menu bar at the top of the screen, click **Data**. The Data menu will be displayed.

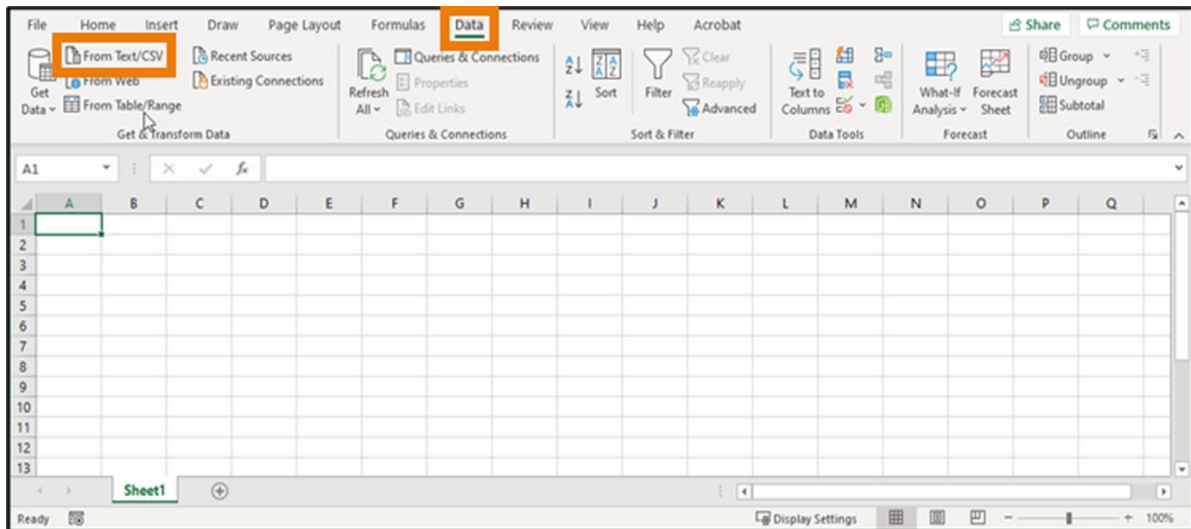


Figure 25 Blank Spreadsheet

3. Click **From Text/CSV** located on the left side of the Data menu. The Import Data window will open.

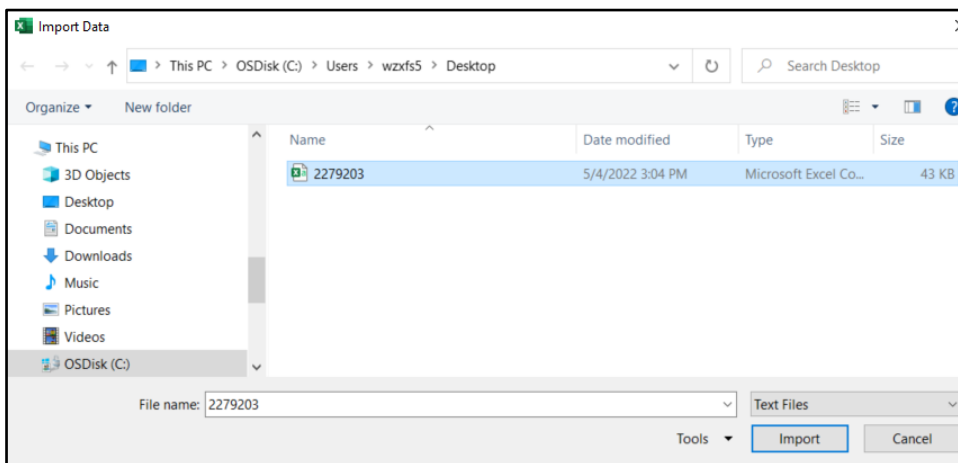


Figure 26 Import Data Window

4. Navigate to the location where the user saved the CSV file and select the file.

- Click **Import**. The data capture window will be displayed.

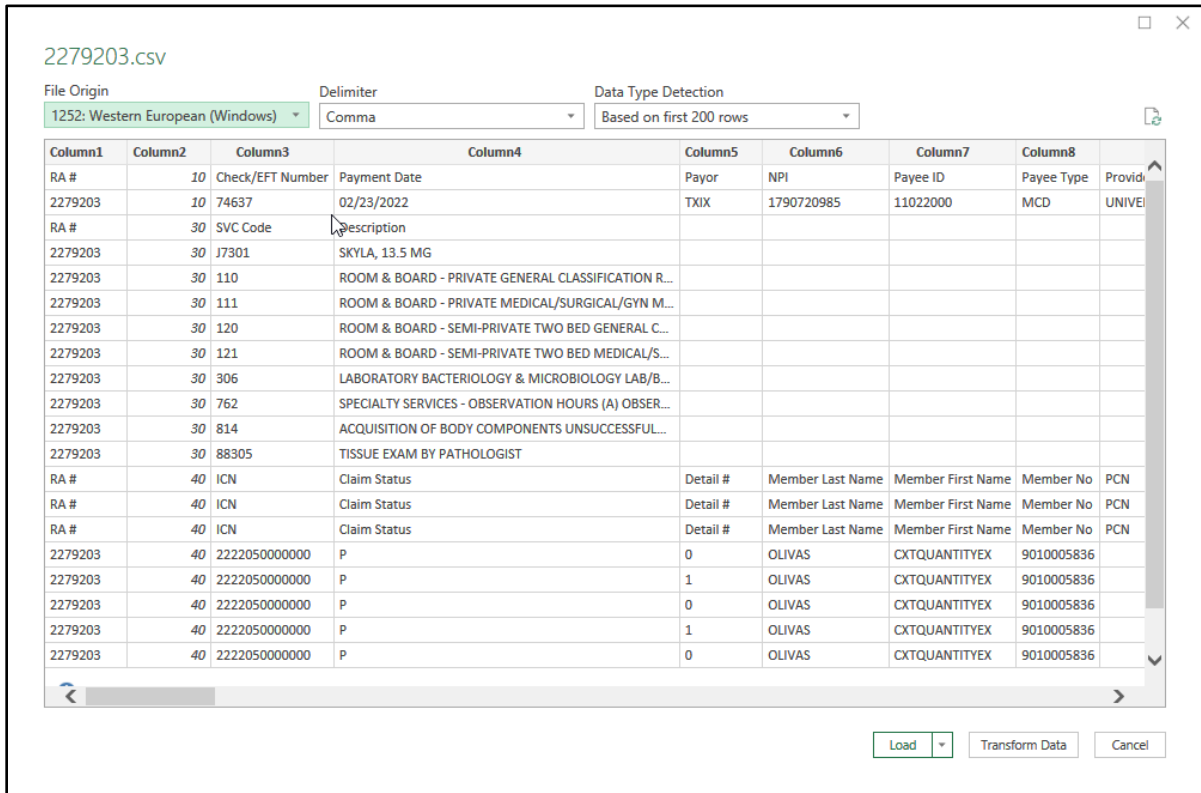


Figure 27 Data Capture Window

- Keep the default File Origin, Delimiter, and Data Type Detection values, as shown.
- Click **Load**. The final imported file will be displayed.

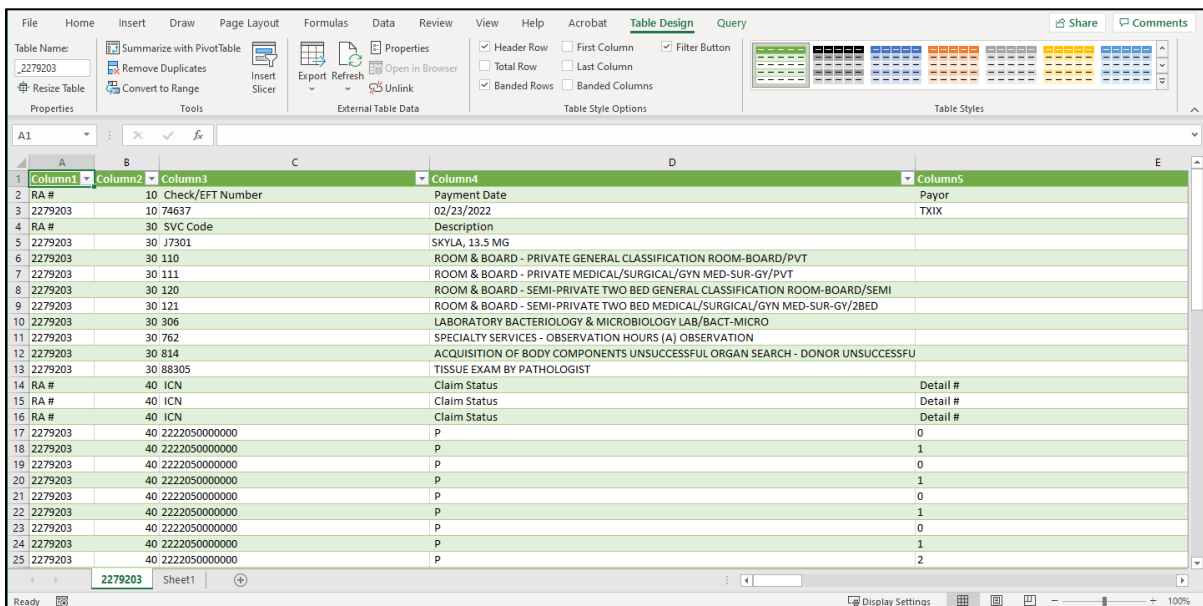


Figure 28 Final Imported RA File

8. Save the formatted file. Saving before making changes will help to avoid having to convert the CSV file again should the user encounter problems while working with the data.

5 View Explanation of Benefits Codes and Descriptions

1. On the Remittance Advices page, click **View EOB codes and descriptions** in the “Comma-Separated-Values Format (.csv)” section.

Comma-Separated-Values Format (.csv)

Use the following links to access remittance advices in CSV format. Users will be able to select which specific RA they would like to download. Users will also be able to choose which sections of the RA they would like to include in the download file. A provider or MCOs last 10 remittance advices will be available in CSV format.

- [Download remittance advices in a CSV \(.csv\) report format](#)
- [View the RA User Guide](#)
- [View the CSV file User Guide](#)
- [View EOB codes and descriptions](#)

Figure 29 Comma-Separated-Values Format (.csv) Section

The Explanation of Benefits Code Listing page will be displayed.

Explanation of Benefits Code Listing

An Explanation of Benefits (EOB) code corresponds to a printed message about the status or action taken on a claim. Providers will find a list of all EOB codes used with the corresponding description on the last page of the Remittance Advice.

EOB Code	EOB Description
0000	This claim/service is pending for program review.
0001	Member's ForwardHealth I.d. Number Is Missing Or Incorrect
0002	ForwardHealth Number On Claim Does Not Match ForwardHealth Number On Prior Authorization Request.
0003	A minimum of one detail is required.
0004	DME rental beyond the initial 30 day period is not payable without prior authorization.
0005	Charges Paid At Reduced Rate Based Upon Your Usual And Customary Pricing Profile.
0006	Amount Paid Reduced By Amount Of Other Insurance Payment.
0007	Information inadequate to establish medical necessity of procedure performed.Please resubmit with additional supporting documentation.
0008	The Number Of Weeks Has Been Reduced Consistent With Goals And Progress Documented.
0009	Member Name Missing. Please Correct And Resubmit.
0010	Member is enrolled in Medicare Part A and/or Part B on the on the Dispense Dateof Service.
0011	Medicare Part A Services Must Be Resubmitted. Please Attach Copy Of Medicare Remittance.
0012	Service Paid At The Maximum Amount Allowed By ForwardHealth ReimbursementPolicies.
0013	Dollar Amount Of Claim Was Adjusted To Correct Mathematical Error.
0014	A discrepancy exists between the Other Coverage Indicator and the Other Paid Amount.
0015	Pediatric Community Care is limited to 12 hours per DOS.
0016	Drug Dispensed Under Another Prescription Number. Multiple Prescriptions For Same Drug/ Same Fill Date, Not Allowed.
0017	The Evaluation Was Received By ForwardHealth Fiscal Agent More Than Two Weeks After The Evaluation Date.

Figure 30 Explanation of Benefits Code Listing Page

2. Scroll to the EOB code the user wishes to view.