

# ForwardHealth Portal Uploading Claim Attachments

May 16, 2022



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Instruction Sheet

# Uploading Claim Attachments

Providers may upload attachments supporting a submitted claim by using the attachment uploading function on the ForwardHealth Portal.

Files with any of the following extensions may be uploaded: .jpg, .jpeg, .pdf, .rtf, and .txt. Microsoft® Word files (.doc) cannot be uploaded but can be saved and uploaded in .rtf or .txt formats.

Photographs, X-rays, and dental models may be uploaded through the Portal if the images are in a .jpg or .jpeg format or created with OrthoCAD™ software (available free on the Web).

*Note:* If the applicable claim form is already open, it will not be necessary to search for the claim. If this is the case, do the following:

1. Click **Upload Claim Attachments** at the bottom of the form. The Upload Claim Attachment File panel will be displayed.
2. If you are uploading attachments for a new claim, proceed to the [New Claims](#) section of this instruction sheet. If you are uploading attachments for an adjusted claim, proceed to the [Adjusted Claims](#) section of this instruction sheet.

## 1.1 Searching Claims

1. Click **Claims** on the main menu at the top of the secure Provider page.



Figure 1 Main Menu

The Claims page will be displayed.

**Claims**

**Claims Submission Options**  
Providers may submit claims to ForwardHealth electronically or on paper. Providers are encouraged to submit claims electronically as it improves efficiency, reduces billing and processing errors, and allows for the timely processing of payments.

Providers may begin the claim processing function by clicking on the following options.

**What would you like to do?**

- [Claim search](#)
- [Claims Submission Report](#)
- [Submit Dental Claim](#)
- [Submit Institutional Claim](#)
- [Submit Compound/Noncompound Claim](#)
- [Submit Professional Claim](#)
- [Upload Claim Attachments](#)
- [WWWP Reporting Form Search](#)
- [Submit WWWP Breast Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Cervical Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Breast and Cervical Cancer Screening Activity Report](#)
- [Private Duty Nursing - Prior Authorization Claims Report](#)

Providers having difficulties determining which method to use when submitting a claim, or in submitting a claim through the Portal, may call provider services at 800-947-9627.

Figure 2 Claims Page

- Click **Upload Claim Attachments**. The Claim Attachment Search panel will be displayed.

**Figure 3** Claim Attachment Search Panel

- In the “Search By Claim Internal Control Number (ICN)” section, enter the ICN of the claim to which you want to add an attachment.

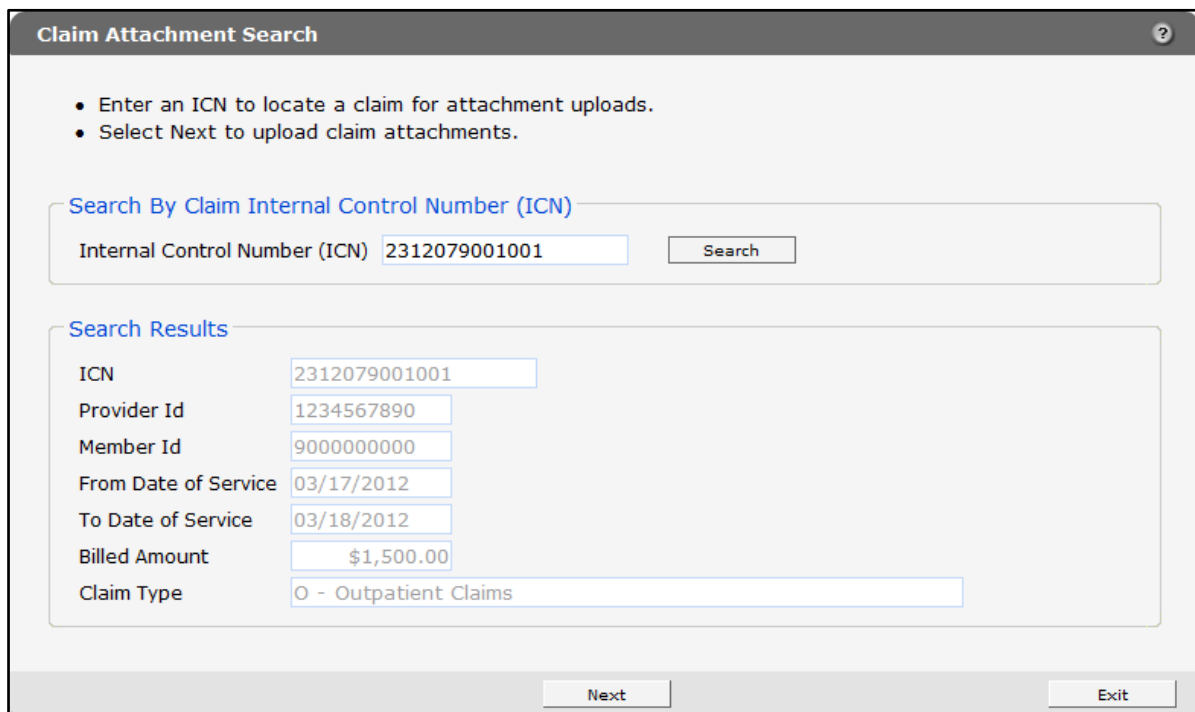
*Note:* New claims that permit attachments will have ICNs starting with 23- (if submitted via the Portal) or 21- (if submitted via EDI batch, including Provider Electronic Solutions [PES] software). Adjusted claims will start with 59-.

- Click **Search**.

If the claim is not found or uploading an attachment for the claim is not allowed, an error message will be displayed above the panel.

**Figure 4** Error Message

If uploading an attachment for the claim is allowed, information regarding the claim will populate the “Search Results” section.



The screenshot shows a web interface titled "Claim Attachment Search". At the top, there are two bullet points: "Enter an ICN to locate a claim for attachment uploads." and "Select Next to upload claim attachments." Below this is a search section with the heading "Search By Claim Internal Control Number (ICN)". It contains a text input field for "Internal Control Number (ICN)" with the value "2312079001001" and a "Search" button. Below the search section is a "Search Results" section containing a table of claim details:

ICN	2312079001001
Provider Id	1234567890
Member Id	9000000000
From Date of Service	03/17/2012
To Date of Service	03/18/2012
Billed Amount	\$1,500.00
Claim Type	0 - Outpatient Claims

At the bottom of the interface, there are two buttons: "Next" and "Exit".

**Figure 5** Search Results Section

5. Click **Next**. The Upload Claim Attachment File panel will be displayed.

*Note:* The Upload Claim Attachment File panel also displays after you click the Upload Claim Attachments button at the bottom of the applicable claim form when submitting a new claim or adjusting a previously submitted claim.

The Upload Claim Attachment File panel differs depending on whether you are uploading an attachment for a new claim or an adjusted claim. For information about the Upload Claim Attachment File panel for adjusted claims, refer to the [Adjusted Claims](#) section of this instruction sheet.

## 1.2 New Claims

If you are uploading an attachment for a new claim, the Upload Claim Attachment File panel will be displayed.

**Upload Claim Attachment File**

Required fields are indicated with an asterisk (\*).

- Select "Browse" to locate each file you wish to upload.
- Select "Upload" when you are ready to upload each file.
- **Please Note:** JPG, JPEG, TXT, RTF, and PDF file formats are accepted for claim attachment uploads.

Selected Claim  
2312079001001

Upload File

File Path\*

List of Files Uploaded

Figure 6 Upload Claim Attachment File Panel

1. Click **Browse**. The Open window will be displayed.

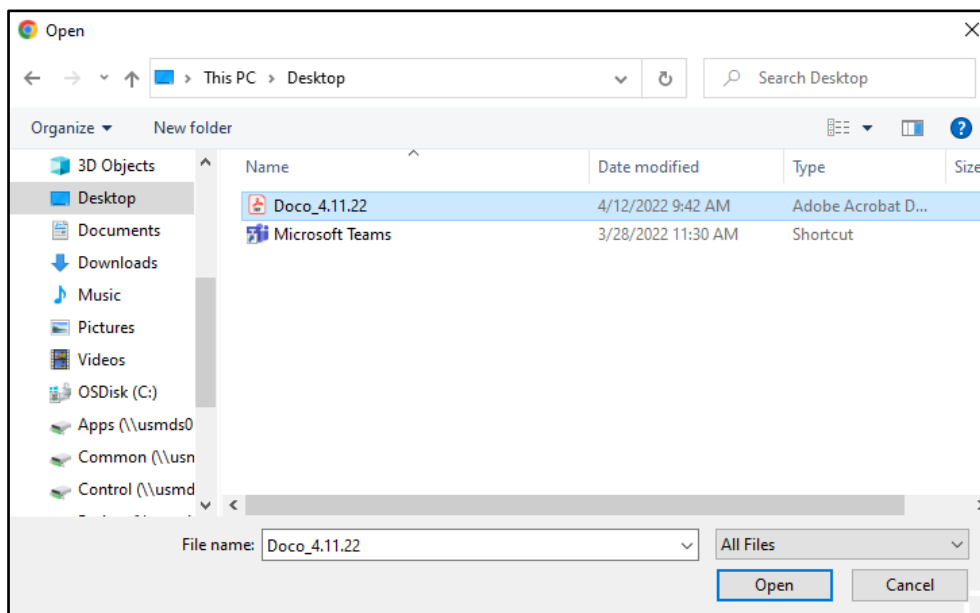
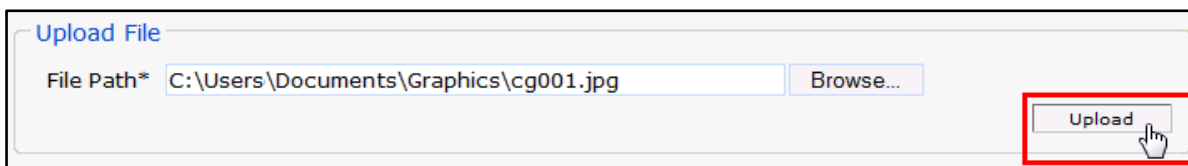


Figure 7 Open Window

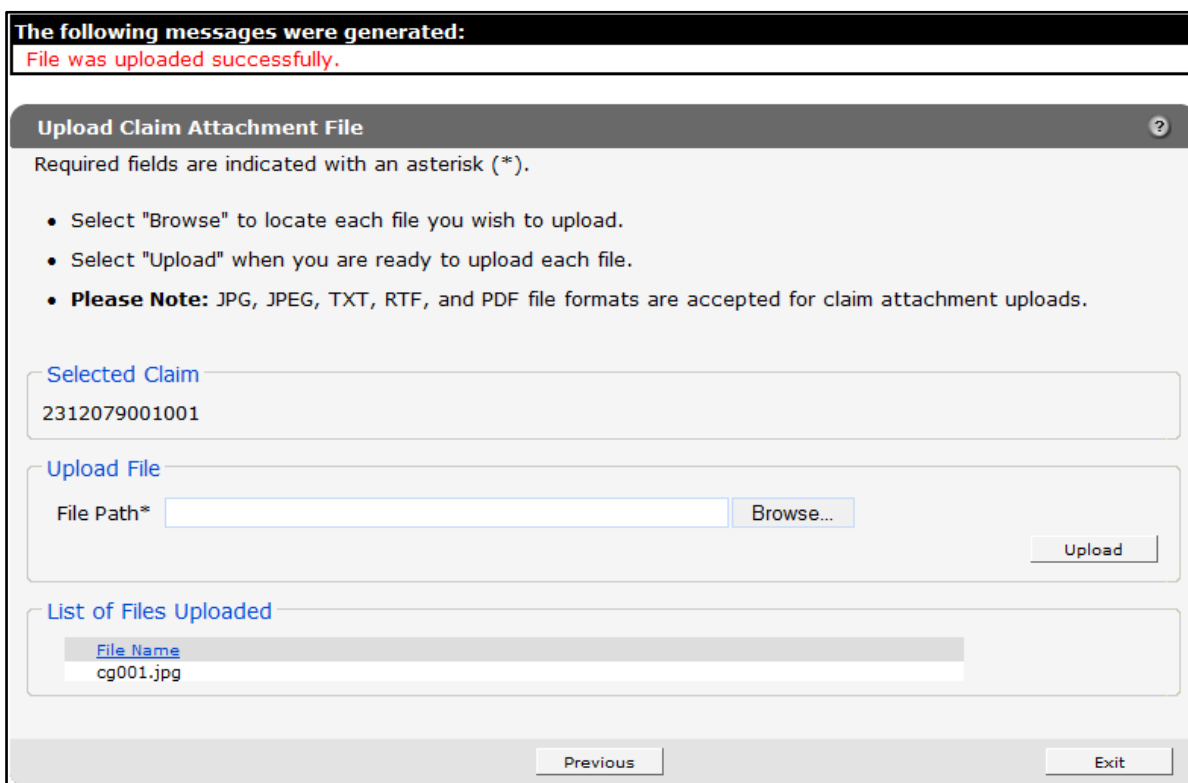
2. Navigate to the appropriate computer or network location and select the file you wish to upload.

3. Click **Open**. The Choose file window will close and the file path will be displayed in the File Path field.
4. Click **Upload**.



**Figure 8** Upload File Section

The uploaded file will be displayed in the “List of Files Uploaded” section at the bottom of the panel, and a confirmation message will be displayed above the panel.

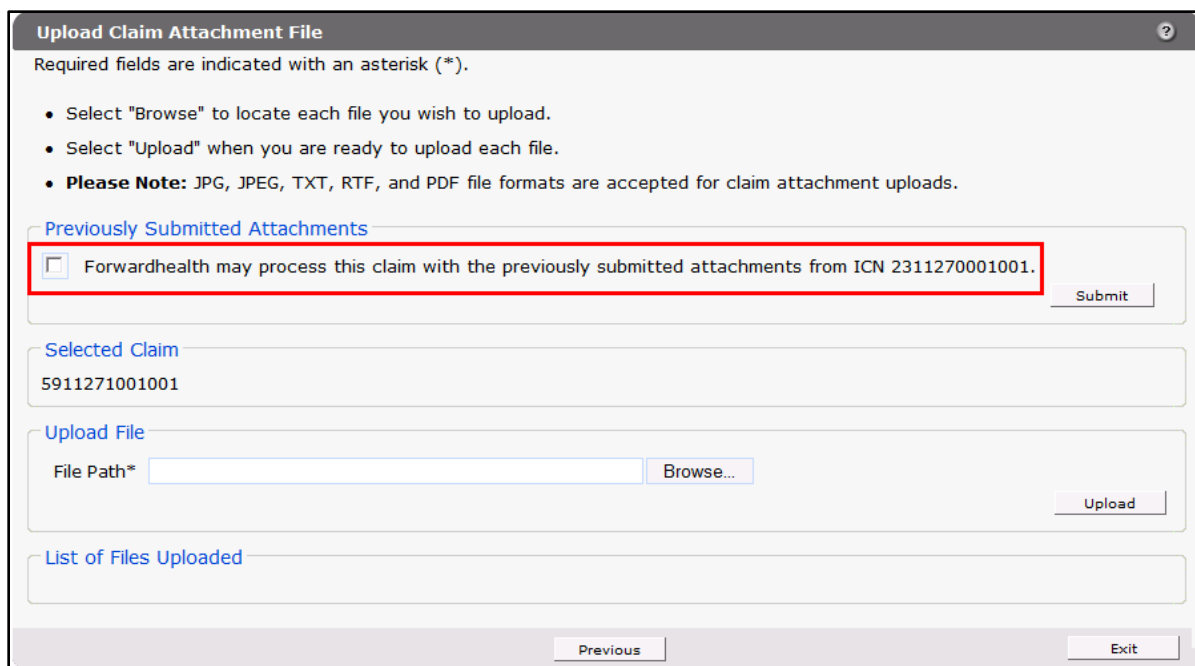


**Figure 9** File Uploaded Successfully

5. Upload as many files as necessary.
6. When all files have been uploaded, click **Exit**. The Claims page will be displayed.

## 1.3 Adjusted Claims

If you are uploading an attachment for a claim that is an adjustment to a previously submitted claim, the following screen will be displayed:



**Upload Claim Attachment File**

Required fields are indicated with an asterisk (\*).

- Select "Browse" to locate each file you wish to upload.
- Select "Upload" when you are ready to upload each file.
- **Please Note:** JPG, JPEG, TXT, RTF, and PDF file formats are accepted for claim attachment uploads.

**Previously Submitted Attachments**

Forwardhealth may process this claim with the previously submitted attachments from ICN 2311270001001. Submit

**Selected Claim**

5911271001001

**Upload File**

File Path\*  Browse... Upload

**List of Files Uploaded**

Previous Exit

**Figure 10** Upload Claim Attachment File Panel for an Adjusted Claim

Users may choose to either upload new files or use the attachment(s) that was attached to the original claim.

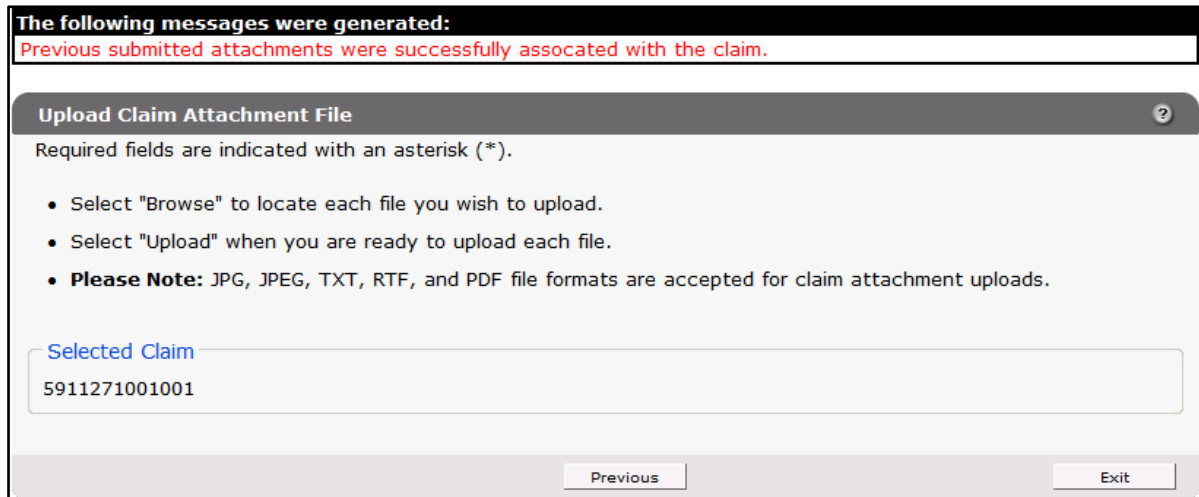
*Note:* Users may select to either upload a new attachment or use the existing attachment(s); both options cannot be used at the same time. To attach both a previously submitted attachment and a new attachment to a single claim, you must upload both the new attachment and the previously submitted attachment.

To use a previously submitted attachment, complete the following steps:

1. Check the box in the "Previously Submitted Attachments" section.
2. Click **Submit**.



If the save was successful, the ICN of the adjusted claim will be displayed in the “Selected Claim” section, and a confirmation message will be displayed above the panel.



The screenshot shows a software interface for uploading claim attachments. At the top, a black banner with white text reads "The following messages were generated:". Below this, a red message box contains the text "Previous submitted attachments were successfully associated with the claim." The main panel has a dark grey header with the title "Upload Claim Attachment File" and a help icon. Below the header, a grey box contains instructions: "Required fields are indicated with an asterisk (\*)." followed by a bulleted list: "• Select 'Browse' to locate each file you wish to upload.", "• Select 'Upload' when you are ready to upload each file.", and "• **Please Note:** JPG, JPEG, TXT, RTF, and PDF file formats are accepted for claim attachment uploads." Below the instructions is a text input field labeled "Selected Claim" containing the value "5911271001001". At the bottom of the panel are two buttons: "Previous" on the left and "Exit" on the right.

**Figure 11** Previously Submitted Attachments Successfully Associated with Claim

If any problems occurred, an error message indicating what needs to be corrected will be displayed above the panel.

3. Click **Exit**. The Claims page will be displayed.