ForwardHealth Portal
Manufacturer Drug Rebate

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1 Introduction

1.1 Introduction
This user guide explains how to request secure Portal access and how to use the public and secure areas of the Manufacturer Drug Rebate area of the Portal. Both public and secure information is accessible through the ForwardHealth Portal. Public information is accessible to all users; however, to gain access to secure information and to conduct business with ForwardHealth, manufacturers are required to establish a secure account within the Portal.

Depending on the level of access assigned to them, users will have differing functions available.

Important Information:
Refer to 11 Downloading Invoices for descriptions of the drug rebate programs and invoice types that are available on the Manufacturer Drug Rebate area of the Portal.

Note: Rebate processes associated with claim utilization under the Wisconsin AIDS Drug Assistance Program (ADAP) and the Preferred Drug List (PDL) for blood glucose meters and blood glucose testing strips are not available in the Manufacturer Drug Rebate Area of the Portal; manufacturers should continue to use existing rebate processes for these programs.

1.2 Purpose
The purpose of this document is to present users with an overview of the components that make up the Manufacturer Drug Rebate area of the Portal and to provide instruction on how to navigate and perform basic functions within the system.
2 Request Portal Access

To establish a Manufacturer Portal account, manufacturers will need a Personal Identification Number (PIN).

1. To request a PIN, access the ForwardHealth Portal at https://www.forwardhealth.wi.gov/.

![ForwardHealth Portal Page](image)
2. Click **Manufacturer Drug Rebate**. The public page for the Manufacturer Drug Rebate area of the ForwardHealth Portal will be displayed.

![Public Manufacturer Drug Rebate Page](image)

**Figure 2** Public Manufacturer Drug Rebate Page
3. In the Quick Links box on the right of the page, click **Request Portal Access**. The Portal Access Request Information page will be displayed.

![Portal Access Request Information Page](image)

**Figure 3** Portal Access Request Information Page

4. Read the secure Portal account statement.

5. In order to proceed, users must agree to do all processes electronically by checking the “I Agree to the above statement” checkbox.

6. Enter the user information requested. In the Select Your Parent Labeler Code field, select the labeler code for the parent organization from the drop-down menu. If the labeler code for the parent organization does not appear, a PIN may have already been issued and an account set up. Work with your organization to determine if someone has been established as the account administrator.

   A request will be denied if a PIN was already requested.

   Call the Portal Help Desk (toll free) at 866-908-1363 Monday through Friday between 8:30 a.m. and 4:30 p.m. with questions.
7. Click **Submit**. If the request is successful, a confirmation page will be displayed.

![Request Manufacturer Portal Access Confirmation Page](image)

**Figure 4** Request Manufacturer Portal Access Confirmation Page

After a drug rebate manufacturer has successfully requested Portal access, a letter containing a PIN will be mailed to the requester at the manufacturer’s invoice contact address on file with Centers for Medicare and Medicaid Services (CMS). Access to the Portal is **not** possible without a PIN. The letter also includes a Login ID, which is the five-digit labeler code for the parent organization that was used to request Portal access.
3 Set Up an Account

After receiving a PIN letter, users may set up an account on the ForwardHealth Portal. Users will use the Login ID and PIN from the PIN letter to create a user name and password as well as to enter contact and security information.

3.1 Account Types

Three different account types are available through the Portal. Access to certain features or functions on the Portal is determined by the account type assigned to the user. Through these different account types, a high level of security and accountability is maintained.

- **Administrative accounts** — The user who establishes the Portal account with the Login ID and PIN (from the PIN letter) is considered the account administrator and is responsible for managing the Portal account. Administrative accounts are granted complete access to all functions and applications within the Manufacturer Drug Rebate area of the Portal and have the ability to add, remove, and manage other account types and their access.

  Each manufacturer can only have one user designated as an administrator; however, multiple labeler codes can be attached to the same administrator. For example, one manufacturer may be associated with multiple labeler codes; the manufacturer entity, known as the “parent,” would be assigned the single administrative account for its associated labeler codes, known as “children.”

- **Clerk accounts** — The account administrator can set up clerk accounts with access to any or all of the roles available to the administrative account. If a new role becomes available to the Account Administrator, that role may also then be assigned to a clerk account.

- **Clerk administrative accounts** — Clerk accounts may be granted clerk administrative rights. A clerk administrator can create new clerk accounts with access to any or all of the roles to which the clerk administrator has access and can delete and manage clerk accounts under his or her purview.
3.2 Logging in for First Time

1. After you receive the PIN letter, access the ForwardHealth Portal at https://www.forwardhealth.wi.gov/.

Figure 5  ForwardHealth Portal Page
2. Click **Login**. The ForwardHealth Portal Login box will be displayed.

![ForwardHealth Portal Login](image)

**Figure 6** ForwardHealth Portal Login

3. Click **Logging in for the first time?** The Account Setup page will be displayed.

![Account Setup](image)

**Figure 7** Account Setup Page

4. Enter the Login ID and PIN listed in your PIN letter.

The PIN from the PIN letter can only be used once. After the account has been established, the PIN cannot be used again.
5. Click **Setup Account**. The Administrator - Manufacturer user profile page will be displayed.

![Administrator-Manufacturer User Profile Page](image)

**Figure 8** Administrator-Manufacturer User Profile Page

6. Enter information in the fields. It is necessary to **complete all the fields** on this page.

- The user name must be between 6–20 characters and can only contain letters and numbers. The user name is not case-sensitive.

  **Note:** The user name cannot be changed without deactivating the account.

- The password must be between 8–15 characters and must contain three different types of characters such as uppercase letters, lowercase letters, special characters (that is, !@#$%^&*), or numbers. The password must be unique and cannot contain information from the user name, contact first name, contact last name, or the security answers.

- The telephone number must include the area code. The number will be auto-formatted.

- The Company ID field is usually formatted with a “1” preceding the manufacturer’s unique nine-digit Federal Tax Identification Number (1XXXXXXX).

- The security answers must have at least two characters and cannot contain special characters (except for spaces). The security answers allow you to validate your identity and reset your password if necessary. Security answers are case-sensitive.
7. Click **Next**. The Manufacturer Codes Setup panel will be displayed.

![Manufacturer Codes Setup Panel](image)

**Figure 9** Manufacturer Codes Setup Panel

8. In the “Labeler Code Setup” section, if applicable, enter any additional labeler codes to be associated with the account in the Labeler Code field and click **Add** after each addition. The Description field will auto-populate the manufacturer name associated with the labeler code entered.

   Note: This is an opportunity for the user to set up any other labeler codes within their organization. For information on adding labeler codes to an existing account, refer to **8**
Adding Child Labeler. For information on removing labeler codes from an existing account, refer to 9 Remove Child Labeler.

If you are unable to enter a particular labeler code belonging to your organization, call the Portal Help Desk (toll free) at 866-908-1363 Monday through Friday between 8:30 a.m. and 4:30 p.m. with questions.

9. Read the Security and Confidentiality agreement.

10. To agree with the Security and Confidentiality agreement’s terms and conditions, complete the Electronic Signature section by entering your first and last name, today’s date, and the manufacturer’s name.

11. Review the bullets and, if applicable, check the checkbox.
12. View or print the agreement and then click **Submit**. If you receive an error message, correct the error(s) and click **Submit** again.

Because you may encounter CPT codes, descriptions, and other related data by using the Manufacturer Drug Rebate area of the Portal, the License for Use of Physicians’ Current Procedural Terminology, Fourth Edition (CPT) and Point and Click License for Use of Current Dental Terminology (CDT) agreements page will be displayed.

![Figure 10 End User Point and Click License Agreements](image)

13. Read the agreement and, if you agree to the terms of the agreement, click the radio button next to “I Accept.” Click **Submit Agreement**.

*Note:* If “I Do Not Accept” is selected, you will be returned to the ForwardHealth Portal home page and will not be able to access the secure Manufacturer Portal.
14. You are now logged in and your secure Manufacturer Drug Rebate page will be displayed.

![Image of Secure Manufacturer Drug Rebate Page]

**Figure 11** Secure Manufacturer Drug Rebate Page

### 3.3 Reset Password

The Reset Password function allows users to reset a forgotten password. The correct account user name is required to use this function.


2. Click **Login**. The ForwardHealth Portal Login box will be displayed.

![Image of ForwardHealth Portal Login]

**Figure 12** ForwardHealth Portal Login
3. Click **Forgot your password?** The Reset Password page will be displayed.

![Figure 13 Reset Password Page](image1.png)

4. Enter the account user name.

5. Click **Next**. The Reset Password page will be displayed showing two of the user’s four security questions.

![Figure 14 Reset Password Page with Security Questions](image2.png)

6. Enter the answers to the security questions. The answers are case-sensitive.
7. Click **Next**. The Reset Password page will refresh with new password fields.

![Figure 15: Reset Password Page with New Password Fields](image)

8. Enter a new password (twice for confirmation).

9. Click **Submit**. You are now logged in and your secure Manufacturer page will be displayed.
4 Maintenance

Users may change account information such as contact name, telephone number, or email address through the Maintenance link on the Account Home page.

4.1 Change Account Information


2. Click Login. The ForwardHealth Portal Login box will be displayed.

3. Enter your username.

4. Enter your password. Your password is case sensitive, make certain to enter it exactly.

5. Click Go! The secure Manufacturer Drug Rebate page will be displayed.

![Figure 16 Secure Manufacturer Drug Rebate Page](image-url)
6. Click **Account** on the main menu at the top of the page. The Account Home page will be displayed.

![Account Home Page](image)

Various account management functions can be performed using the links on the Account Home page. Detailed instructions for each of these functions can be found in the corresponding sections below.
7. Click **Maintenance**. The Account Maintenance page will be displayed.

![Account Maintenance](image)

*Figure 18* Account Maintenance Page

If not already completed, you will need to answer four security questions prior to submitting your changes. If you forget or lose your password, the security questions will be used to validate your identity and allow you to reset your password. Be sure to select questions to which you will readily know the answers but that are not common knowledge.

The security answers must have at least two characters and cannot contain special characters (except for spaces). Security answers are case-sensitive.

8. Make applicable changes.

9. Click **Submit**. A confirmation message will be displayed.

![Confirmation Message](image)

*Figure 19* Confirmation Message

If you receive an error message, correct the error(s) and click **Submit** again.
5 Change Password

Users will be required to change their Portal account passwords every 60 days; however, through the Change Password function, users can change their password at any time.

*Note:* The Change Password link on the Account Home page serves the same purpose as the Change Password button on the Account Maintenance page.

1. On the Account Home page, click **Change Password**. The Change Password page will be displayed.

![Change Password Page](image)

**Figure 20** Change Password Page

2. Enter your current password.

3. Enter your new password (twice for confirmation). The password must be 8–15 characters and must contain three different types of characters such as uppercase letters, lowercase letters, special characters (that is, !@#$%^&*), or numbers. The password must be unique and cannot contain information from the user name, contact first name, contact last name, or the security answers.

*Note:* The new password cannot match any of the last eight passwords.

4. Click **Submit**. A confirmation message will be displayed.

![Confirmation Message](image)

**Figure 21** Confirmation Message

If you receive an error message, correct the error(s) and click **Submit** again.
6 Clerk Maintenance

If more than one person will be working on the account, the account administrator must initially establish clerk accounts and assign roles for the various functions the clerks will be performing.

On the Account Home page, click Clerk Maintenance. The Clerk Maintenance Search panel will be displayed.

Through the Clerk Maintenance panels, users with administrative and clerk administrative accounts can search for, add, or remove clerks; assign clerk roles; and reset a clerk’s password.

Note: Users with clerk administrative accounts may not administer their own accounts or other administrative or clerk administrative accounts.

6.1 Add Clerks and their Roles

The Add Clerk function allows the user to add new clerks to a manufacturer organization and to assign specific roles. The user can choose to add new clerks without assigned roles or add new clerks and assign their roles at the same time.
1. Click **Add Clerk** located at the bottom of the Clerk Maintenance Search panel. The Clerk Account - Manufacturer panel will be displayed.

![Clerk Account - Manufacturer Panel](image)

**Figure 23** Clerk Account - Manufacturer Panel

Complete the following steps to add a new clerk account:

- Enter a user name. The user name must be 6-20 characters and can only contain letters and numbers. The user name is not case-sensitive.

- Enter the new clerk’s contact first name and last name.

- Enter the new clerk’s 10-digit telephone number (and extension, if applicable).

- Enter the new clerk’s email (twice for confirmation).

- Enter an initial password for the new clerk (twice for confirmation).

The password must be 8–15 characters and must contain three different types of characters such as uppercase letters, lowercase letters, special characters (that is, !@$%^&*), or numbers. The password must be unique and cannot contain information from the user name, contact first name, contact last name, or the security answers previously provided for the account.
Note: Clerks must change the password entered by the account administrator the first time they log in.

The user can now add a role(s) to a new or existing clerk using the Assign Clerk Roles function.

The following roles are available and are identified as follows:

- **Invoicing** — Allows the user to download current invoices and view previous invoices.
- **Claim Level Detail** — Allows the user to request Claim Level Detail (CLD) and download CLD requests.
- **Pay Now Access** — Allows the user to use the Pay Now functionality and view Automated Clearing House (ACH) payment information.
- **ROSI PQAS** — Allows the user to create Reconciliation of State Invoices (ROSI) and Prior Quarter Adjustment Statements (PQAS) files in the required CMS format and allows access to upload ROSI and/or PQAS files in the CMS format.
- **Legal Contact** — Allows the user to view and sign the Wisconsin State Pharmacy Assistance Program (SPAP) Rebate Agreements.
- **Communications** — Allows the user to contact and respond with a drug rebate analyst.
2. On the Clerk Account - Manufacturer panel, select the labeler code to which the clerk roles will be assigned from the drop-down menu.

![Figure 24 Clerk Account - Manufacturer Panel](image)

3. Select a role from the Available Roles box. To select more than one row, hold down the Ctrl key and click all applicable roles.

![Figure 25 Clerk Roles Section with Available Roles](image)
4. Click >. The selected role(s) will be added to the Assigned Roles box.

*Note:* To add all available roles to the clerk, click >>.

![Clerk Roles Section with Assigned Roles](image)

**Figure 26** Clerk Roles Section with Assigned Roles

5. Click **Submit**. A confirmation message will be displayed at the top of the page.

![User Successfully Updated Message](image)

**Figure 27** User Successfully Updated Message

If an error message is received, it will be displayed at the top of the page. Scroll up to view the message, correct the error(s) and click **Submit** again.

6. Click **Return to Search** to add or search for another clerk.

7. To add roles to a clerk for a different labeler, click **Add**. Select the new labeler from the drop-down menu and assign the role(s). Repeat for any additional roles and click **Submit**.

8. If adding a clerk account that has already been created but needs to be added to a new organization, complete the following steps. Otherwise proceed to Step 13.

9. Click **Search** to the right of the User Name field. The User Name Search box will be displayed.

![User Name Search Box](image)

**Figure 28** User Name Search Box

10. Enter the clerk account’s username, first name, or last name.
11. Click **Search**. The clerk’s information will be displayed in the “Clerk Details” section.

![Search Results Section](image1)

**Figure 29** Search Results Section

12. Click the row of the applicable clerk account. The User Name Search box will close and the clerk account information will be auto-populated in the “Clerk Details” section of the Clerk Account panel.

![Populated Clerk Account Panel](image2)

**Figure 30** Populated Clerk Account Panel

13. Proceed to Step 1 of **6.4 Assign a Clerk Administrator** once clerk details have been entered or populated.

### 6.2 Search for a Clerk

The Clerk Maintenance Search panel allows a user to select an existing clerk within the manufacturer organization.
1. Enter information for the clerk in any combination in the “Search Criteria” section. Alternatively, leave the fields blank to bring up a list of all clerks associated with the manufacturer organization.

![Figure 31 Search Criteria Section](image1)

2. Click **Search**.

3. Click the row containing the clerk’s name in the “Search Results” section.

![Figure 32 Search Results Section](image2)

The clerk’s information will populate in the “Selected Clerk” section.

![Figure 33 Search Results and Selected Clerk Sections](image3)
4. Click **Next**. The Clerk Account - Manufacturer panel will be displayed.

5. Proceed to the one of the following sections once a clerk has been selected:
   - **6.3 Remove a Role from Clerk**
   - **6.4 Assign a Clerk Administrator**
   - **6.5 Reset a Clerk’s Password**
   - **6.6 Delete a Clerk Account**

**6.3 Remove a Role from a Clerk**

1. Click the appropriate labeler code in the “Current Roles” section of the Clerk Account - Manufacturer panel.

![Clerk Account - Manufacturer Panel](image)

*Figure 34* Clerk Account - Manufacturer Panel
2. In the “Clerk Roles” section, select a role(s) from the Assigned Roles box. To select more than one row, hold down the Ctrl key and click all applicable roles.

![Figure 35 Clerk Roles Section with Assigned Roles](image)

3. Click `<`. The selected role(s) will be transferred to the Available Roles box.

*Note*: To remove all of a clerk’s assigned roles, click `<<`.

![Figure 36 Clerk Roles Section with Role Removed](image)

4. Click **Submit**. A confirmation message will be displayed at the top of the page.

![Figure 37 Confirmation Message](image)

If an error message is received, correct the error(s) and click **Submit** again.
6.4 Assign a Clerk Administrator

The Clerk Administrator checkbox allows a user to assign administrative rights to a clerk. A clerk with administrative rights can create accounts for and manage role assignments for clerks in the same manner as the Account Administrator.

1. Search for the clerk you wish to assign Clerk Administrator rights. Refer to 6.2 Search for a Clerk for steps.

2. Click the appropriate labeler code in the “Current Roles” section of the Clerk Account - Manufacturer panel.

![Figure 38 Clerk Account – Manufacturer Panel](image-url)
3. Check the Clerk Administrator box in the “Assign Clerk Roles” section.

![Clerk Roles Section with Clerk Administrator Checked](image)

Figure 39 Clerk Roles Section with Clerk Administrator Checked

4. Click **Submit**. A confirmation message will be displayed at the top of the page.

![Confirmation Message](image)

Figure 40 Confirmation Message

### 6.5 Reset a Clerk’s Password

1. On the Clerk Maintenance Search panel, search for and select a clerk. Click **Reset Password**. The Reset Password page will be displayed.

![Reset Password Page](image)

Figure 41 Reset Password Page

2. Enter the new password (twice for confirmation). The password must be between 8–15 characters and must contain three different types of characters such as uppercase letters, lowercase letters, special characters (that is, !@#$%^&*), or numbers. The password must be unique and cannot contain information from the user name, contact first name, contact last name, or the security answers.
3. Click **Reset Password**. A confirmation message will be displayed at the top of the page.

![Confirmation Message](image)

**Figure 42** Confirmation Message

*Note:* Clerks must change the password set up by the administrative account the first time they log in.

If an error message is received, correct the error(s) and click **Reset Password** again.

### 6.6 Delete a Clerk Account

1. On the Clerk Maintenance Search panel, search for and select a clerk. Click **Remove Clerk** to initiate the record deletion. A dialog box confirming the deletion will be displayed.

![Dialog Box](image)

**Figure 43** Dialog Box

2. Click **OK**. A confirmation message will be displayed at the top of the Clerk Maintenance Search page.

![Confirmation Message](image)

**Figure 44** Confirmation Message
6.7 Clerk Account Log in for First Time


![ForwardHealth Portal Page](image)

Figure 45  ForwardHealth Portal Page

2. Click **Manufacturer Drug Rebate**. The public page for the Manufacturer Drug Rebate area of the ForwardHealth Portal will be displayed.
3. Enter the User Name and Password provided by your Account Administrator in the Login box and click Go!

![ForwardHealth Portal Login Page](image)

*Figure 46* Public Manufacturer Drug Rebate Page

4. The ForwardHealth Portal Login page will be displayed.

![ForwardHealth Portal Login: User Name: T2345678](image)

*Figure 47* ForwardHealth Portal Login Page

5. Update your password. The password must be between 8–15 characters and must contain three different types of characters such as uppercase letters, lowercase letters, special characters (that is, !@#$%^&*), or numbers. The password must be unique and cannot contain information from the user name, contact first name, contact last name, or the security answers.
6. Click **Change Password**. Because you may encounter CPT codes, descriptions, and other related data by using the Manufacturer Drug Rebate area of the Portal, the License for Use of Physicians’ Current Procedural Terminology, Fourth Edition (CPT) and Point and Click License for Use of Current Dental Terminology (CDT) agreements page will be displayed.

![Figure 48: End User Point and Click License Agreements](image)

**Figure 48** End User Point and Click License Agreements

7. Read the agreement and, if you agree to the terms of the agreement, click the radio button next to “I Accept.” Click **Submit Agreement**.

*Note:* If “I Do Not Accept” is selected, you will be returned to the ForwardHealth Portal home page and will not be able to access the secure Manufacturer Portal.
8. The Account Maintenance Page will be displayed.

![Account Maintenance Page](image)

**Figure 49** Account Maintenance Page

9. Complete the security questions.

If you forget or lose your password, the security questions will be used to validate your identity and allow you to reset your password. Be sure to select questions to which you will readily know the answers but that are not common knowledge.

The security answers must have at least two characters and cannot contain special characters (except for spaces). Security answers are case-sensitive.

10. Click **Submit**. A confirmation message will be displayed at the top of the page.

![Confirmation Message](image)

**Figure 50** Confirmation Message
11. Click **Manufacturer** on the main menu at the top of the page. The secure Manufacturer Drug Rebate page will be displayed. Links displayed on the right of the page will correspond to the roles that have been assigned to you by the Account Administrator.

![Secure Manufacturer Drug Rebate Page](image-url)

**Figure 51** Secure Manufacturer Drug Rebate Page
7 Switch Manufacturer

The Switch Manufacturer function allows:

- Users with administrative and clerk administrative accounts to assign roles to a clerk for a different labeler code within the same Portal account without logging off.
- Clerks to perform tasks on behalf of multiple labeler codes within the same account without logging off.
- Users to change their default login manufacturer.

7.1 Switch Manufacturer

1. On the Account Home page, click **Switch Manufacturer**. The Switch Manufacturer page will be displayed.

![Switch Organization Page](image-url)

**Figure 52** Switch Organization Page
The Labeler Code under which the user is currently logged will be displayed at the top of the page, and a list of available manufacturers for that account will be displayed below.

2. To switch manufacturers, click on the row containing the applicable manufacturer. The manufacturer’s information will auto-populate in the “Currently Selected Labeler” and “Newly Selected Labeler” sections.

![Switch Manufacturer](image)

*Figure 53* Switch Organization Page with Populated Information
3. If you wish to switch to the selected organization’s account, click **Switch To**. A dialog box will appear to confirm your selection.

4. Click **OK**. The secure Manufacturer Drug Rebate page will be displayed. The newly selected labeler login will be displayed at the top of the page.

   ![Dialog Box](image)

   **Figure 54** Dialog Box

   ![Log In Information](image)

   **Figure 55** Log In Information

### 7.2 Set As Default Login Labeler

The manufacturer labeler code that is used to request the PIN is the manufacturer code that is initially set as the Default Manufacturer Labeler. If a manufacturer adds additional labeler codes, they can opt to make another labeler code their Default Login Labeler.
1. To make a manufacturer your default login user, on the Switch Manufacturer page, click the checkbox behind the row of the desired manufacturer. The organization’s information will auto-populate in the “Currently Selected Labeler” and “Newly Selected Labeler” sections.

![Switch Organization Panel with Auto-Populated Information](image)

**Figure 56** Switch Organization Panel with Auto-Populated Information
2. Click **Set As Default**. The Switch Organization page will refresh and a check mark will be displayed in the Default Labeler ID boxes for the selected organization.

![Switch Organization Page](image)

**Figure 57** Switch Organization Page
8 Add Child Labeler

The Add Child Labeler panel allows the user to add any additional labeler codes to their existing account.

1. On the Account Home page, click **Add Child Labeler**. The Add Child Labeler panel will be displayed.

   ![Add Child Labeler Panel](image)

   **Figure 58** Add Child Labeler Panel

2. In the “Labeler Code Detail” section, enter any additional labeler codes in the Labeler Code field and click **Add** after each addition. The Description field will auto-populate the manufacturer name associated with the labeler code entered.

3. Read the Security and Confidentiality agreement.

4. To agree with the Security and Confidentiality agreement’s terms and conditions, complete the Electronic Signature section by entering your first and last name, today’s date, and the manufacturer’s name.
5. Review the bullets and, if applicable, check the checkbox.

6. View or print the agreement and then click **Submit**. If you receive an error message, correct the error(s) and click **Submit** again. A confirmation message will be displayed at the top of the page.

```
The following messages were generated:
Labeler information was successfully added.
```

*Figure 59* Labeler Information Added Confirmation Message
9 Remove Child Labeler

The Remove Child Labeler panel allows the user to remove any labeler codes from their existing account.

1. On the Account Home page, click **Remove Child Labeler**. The Remove Child Labeler panel will be displayed.

2. In the “Child Labeler Codes” section, select the child labeler code that you want to remove and click **delete**. A dialog box will appear to confirm your selection.
3. Click **OK**. The labeler code to be removed will be displayed at the bottom of the page under the “Child labeler codes that will be deleted” section.

4. Click **Submit**. A confirmation message will be displayed at the top of the page.

```
The following messages were generated:
- Labeler information was successfully removed.
```

**Figure 62** Labeler Information Removed Confirmation Message
10 Update Company ID

The Update Company ID panel allows the account administrator to update the company ID after the account has been setup.

1. On the Account Home page, click **Update Company ID**. The Update Company ID panel will be displayed. The company ID that is currently assigned to the labeler code will be displayed in the Company ID - Current field.

   ![Update Company ID Panel](image)

   **Figure 63** Update Company ID Panel

2. Enter the new company ID.

3. Click **Submit**. A confirmation page with the new company ID will be displayed.

   ![Update Company ID Confirmation Page](image)

   **Figure 64** Update Company ID Confirmation Page
11 Notifications

Notifications and alerts are displayed on your secure Manufacturer Drug Rebate page. They are a one-way communication tool for receiving electronic notifications from ForwardHealth and are defined as follows:

- Alert: A message to notify users of changes to the website.
- Notification: A message to notify users of account activity that may require their attention.

Notifications and alerts are available for viewing from the date sent through the expiration date.

1. The “Notifications” section is displayed on both the secure Manufacturer Drug Rebate home page and under the Messages page accessed through the Account Home page. The secure Manufacturer Drug Rebate page lists the most recent 25 notifications and alerts while the Messages page includes a complete listing of all messages and alerts.

Note: If there is a notification or alert, the “Notifications” section will be displayed.

Figure 65 Notifications Section
2. Click a notification. The notification text will be displayed at the bottom of the page.

![Figure 66 Notifications Section with Open Notification](image)

### 11.1 Deleting a Notification

Notifications may be deleted manually using the following procedures. If they are not removed manually, notifications will be automatically deleted on the expiration date.

1. Check the Remove box next to the notification.

![Figure 67 Notifications Section](image)

2. Click **Remove**. The notification will be deleted from the “Notifications” section.
12 Downloading Invoices

Described below are the drug rebate programs and invoice types that the Wisconsin Department of Health Services (DHS) has implemented and made available for download on the Manufacturer Drug Rebate area of the Portal.

SeniorCare Drug Rebate Program

The SeniorCare program began on September 1, 2002, for residents who are 65 years of age or older. This program helps seniors with their prescription drug costs. Participants are subject to annual out-of-pocket expense requirements depending on their annual income amounts based on Federal Poverty Levels (FPL). Currently, there are four levels of participation:

- Level 1 — 0 to 160 percent of the FPL
- Level 2a — greater than 160 percent of the FPL
- Level 2b — greater than 200 percent of the FPL
- Level 3 — greater than 240 percent of the FPL

DHS received approval from CMS to operate this statewide SeniorCare demonstration project under the authority of section 1115 of the Social Security Act for participants with incomes at or below 200 percent of the FPL, which incorporates levels 1 and 2a. Because this is a federally funded program, a manufacturer who participates in the existing national Medicaid Drug Rebate Program is required to pay rebates for prescription drugs for SeniorCare participants in levels 1 and 2a.

Existing national Medicaid Rebate Agreements, however, do not cover prescription drugs for SeniorCare participants with incomes over 200 percent of the FPL, levels 2b and 3. In accordance with Wis. Stat. § 49.688(6), these income levels fall under the state-funded-only pharmacy assistance program that qualifies as a SPAP. To participate in this SeniorCare drug rebate SPAP, you are required to sign a separate SeniorCare Drug Rebate Agreement, F-13182, with the DHS in order for DHS to provide coverage of your prescription drugs for these members.

Supplemental Drug Rebate Program

The Supplemental Drug Rebate Program began on October 1, 2004, as part of the implementation of a Preferred Drug List (PDL) Program in accordance with Wis. Stat. § 49.45(49m). Manufacturers who elected to participate agreed to provide an additional supplemental rebate payment in relationship to each of their products included in the PDL. To participate in the Supplemental Drug Rebate Program, you were required to sign a separate Supplemental Drug Rebate Agreement.

Chronic Disease Drug Rebate Program

The Chronic Disease Drug Rebate Program began on January 1, 2002, in accordance with Wis. Stat. § 49.68. This program offers assistance to low-income residents who have chronic renal disease, hemophilia, or adult cystic fibrosis. The program is a state-funded health care benefits
assistance program that qualifies as an SPAP. To participate, you are required to sign a separate Wisconsin Chronic Disease Program Drug Rebate Agreement, F-13185.

**BadgerCare Plus Basic Drug Rebate Program**

The BadgerCare Plus Basic Plan began on July 1, 2010, and offered assistance to individuals who were on Wisconsin’s BadgerCare Plus Core Plan waitlist. This program was a self-funded plan that provided very limited health care benefits. The BadgerCare Plus Basic Program ended on March 31, 2014. Invoicing will continue to occur for claim adjustments and for drugs dispensed and paid for by the state for dates of service prior to April 1, 2014.

**Managed Care Organizations (MCOs)**

The Affordable Care Act, signed into law March 23, 2010, extends Medicaid prescription drug rebates to covered outpatient drugs (CODs) dispensed to enrollees of and reimbursed by Medicaid managed care organizations (MCOs). Under this provision of federal law, Wisconsin Medicaid will invoice for rebates for CODs dispensed to enrollees of and reimbursed by Medicaid MCOs responsible for eligible drug coverage.

**Invoices**

To ensure you can monitor each individual program, DHS created separate invoices for each. If you participate in all Wisconsin Drug Rebate Programs, you may receive multiple invoices for downloading.

The Download Invoices function allows users to download text or PDF versions of invoices that were produced in the last 30 days. The invoice file names include the following two-character invoice type codes, which indicate the rebate program:

- **BC**: BadgerCare Plus Basic – Indicates BadgerCare Plus Basic Plan utilization data. The BadgerCare Plus Basic Plan ended on March 31, 2014. Invoicing will continue to occur for adjustments and for drugs dispensed and paid for by the state for dates of service (DOS) prior to January 1, 2014.

- **CC**: CC-PACE — Indicates MCO utilization data for each participating Medicaid MCO. Effective for DOS on and after January 1, 2020, DHS carved out coverage of CODs from any remaining Medicaid MCOs that had previously been responsible for drug coverage. Invoicing for Medicaid MCO invoice types will only continue to occur for claim adjustments and for drugs dispensed and paid for by DHS for DOS prior to January 1, 2020.

- **CN**: CC-Partnership — Indicates MCO utilization data for each participating Medicaid MCO. Effective for DOS on and after January 1, 2020, DHS carved out coverage of CODs from any remaining Medicaid MCOs that had previously been responsible for drug coverage. Invoicing for Medicaid MCO invoice types will only continue to occur for claim adjustments and for drugs dispensed and paid for by DHS for DOS prior to January 1, 2020.

- **CW**: Care Wisconsin — Indicates MCO utilization data for each participating Medicaid MCO. Effective for DOS on and after January 1, 2020, DHS carved out coverage of CODs from any remaining Medicaid MCOs that had previously been responsible for drug coverage. Invoicing for Medicaid MCO invoice types will only continue to occur for claim adjustments and for drugs dispensed and paid for by DHS for DOS prior to January 1, 2020.
- **IC:** ICare — Indicates MCO utilization data for each participating Medicaid MCO. Effective for DOS on and after January 1, 2020, DHS carved out coverage of CODs from any remaining Medicaid MCOs that had previously been responsible for drug coverage. Invoicing for Medicaid MCO invoice types will only continue to occur for claim adjustments and for drugs dispensed and paid for by DHS for DOS prior to January 1, 2020.

- **OO:** Medicaid — Indicates utilization data under the National Medicaid Drug Rebate Program.

- **OS:** Medicaid Supplemental — Indicates supplemental program utilization data under the National Medicaid Drug Rebate Program.

- **SM:** SeniorCare Medicaid — Indicates SeniorCare utilization data approved under the 1115-demonstration project, which includes levels 1 and 2a.

- **SS:** SeniorCare Medicaid Supplemental — Indicates supplemental program SeniorCare utilization data, which includes levels 1 and 2a.

- **CM:** SeniorCare — Indicates SeniorCare utilization data under the state-funded-only program, which includes levels 2b and 3.

- **WC:** Wisconsin Chronic Disease Program — Indicates chronic renal disease, adult cystic fibrosis, and hemophilia home care utilization data.

To ensure that ForwardHealth can accurately match your returned rebate payment, you must complete and submit a separate Reconciliation of State Invoice (ROSI) for each individual invoice type in the required electronic CMS format; however, one electronic payment may be issued to cover all remittance.
1. On the secure Manufacturer page, click **Download Invoices**. The Download Invoices page will be displayed.

![Download Invoices Panel](image)

2. Click a row to select an invoice. The labeler code and invoice period will be displayed under the “Download Selected Invoice” section.

3. If an electronic format is desired:

   Click **Download Electronic Format**. The file download window will be displayed.

   ![File Download Window](image)

   Click **Open**. The text file will open in the user’s default text editing program.

4. If a PDF format is desired:
Click **Download PDF Format**. The OnBase document viewer will be displayed. All rebate programs for that quarter will display in a single PDF document.

<table>
<thead>
<tr>
<th>Document ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1237587</td>
<td>RBT Invoice Cover Letter, Labeler: 000000, CTN: 2152, Date: 10/18/2017</td>
</tr>
<tr>
<td>1236658</td>
<td>RBT Invoice Cover Letter, Labeler: 000000, CTN: 1900, Date: 10/18/2017</td>
</tr>
</tbody>
</table>

**Figure 70** OnBase Document Viewer Page
Click a row to select one of the invoices. The selected invoice will be displayed in the viewer.

<table>
<thead>
<tr>
<th>Document ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1135758</td>
<td>RBT Invoice Cover Letter, Label#: 00005, CTN: 2128, Date: 10/18/2017</td>
</tr>
<tr>
<td>1136545</td>
<td>RBT Invoice Cover Letter, Label#: 00005, CTN: 1676, Date: 10/18/2017</td>
</tr>
</tbody>
</table>

Figure 71 OnBase View Document Page Showing Invoice Cover Letter

Hover the cursor over the top or bottom of the document. A section will be displayed allowing you to save, print or zoom in/out.
13 Searching for Previous Quarter Invoices

The Previous Quarter Invoice Search function allows users to download any invoice within the past five years.

1. On the secure Manufacturer page, click Previous Quarter Invoice Search. The Previous Quarter Invoice Search page will be displayed.

![Download Invoices Panel](image)

**Figure 72** Download Invoices Panel

2. Select a labeler code from the drop-down menu.

3. Enter the quarterly invoice period using the quarter/year format in the Invoice Period field (for example, 2/2017 is the 2nd quarter of 2017).

4. Select the rebate program from the Invoice Type drop-down menu.
5. Click **Search**. Invoice information matching the search parameters will be displayed at the bottom of the panel.

![Figure 73: Populated Previous Quarter Invoice Search Panel](image)

The following information will be included in the search results:

- The **NDC** column indicates the national drug code (NDC) of the drug.
- The **Drug Name** column indicates the drug name as approved by and/or listed with the Food and Drug Administration (FDA) and found on the CMS database.
- The **Rebate Amt Per Unit** column indicates the CMS calculated amount (per reported unit type).
- The **CMS Unit** column indicates the basic measurement that represents the smallest unit by which the drug is measured. The rebate amount is calculated per unit.
- The **Total Units Reimbursed** column indicates the number of units (based on the unit type) of the drug either reimbursed (fee-for-service units) or dispensed (MCO units) during the period covered.
- The **Total Rebate Amt Claimed** column indicates the rebate amount that the state claims it is owed by the labeler for the period covered for the specified drug. It is the calculated rebate amount per unit multiplied by the number of CMS units.
- The **Total Rebate Amt Paid** column indicates the total dollars paid by a labeler for the specified NDC.
• The **Total Writeoff Amt** column indicates the total write-off dollars for the specified NDC.
• The **Rebate Amt Balance Due** column indicates the amount currently due from the labeler for the specified NDC.
• The **Number of Scripts** column indicates the number of prescriptions reimbursed (for fee-for-service units) or dispensed (for MCO units) as eligible COD claims during the period covered. Includes prescriptions for which Medicaid paid either part or all of the claim.
• The **Total Prov Reimbursement** column indicates the total dollars reimbursed to providers for the specified NDC for the given quarter/year.
• The **Non-Medicaid Amount** column indicates any reimbursement amount for which the state is not eligible for Federal Matching Funds.
• The **Invoice Status** column indicates the status of an NDC invoice detail.
• The **Invoice Dtl Information** column indicates if a status change has been made to the NDC’s rebate information for a given quarter. Status changes are: In-Dispute, Written-Off, or Outstanding (either in-dispute or written-off).
• The **Write-Off Date** column indicates the date the total write-off amount was written off.
• The **Write-Off Reason** column indicates the reason the write-off took place. Common reason codes include the following: Rounding Adjustment, Manufacturer/State Reconciliation, and State Approved.

6. To export the search results to an Excel file, click **Export Results**.
7. Click **Open**. A dialog box will open prompting the user to open or save the document.

![Figure 74 Dialog Box](image)

8. The file may be saved or printed.
14 Requesting Claim-Level Detail

The ForwardHealth Manufacturer Drug Rebate Portal offers multiple options for researching the claim level detail of invoiced NDCs. The option you choose will, in most cases, determine whether you receive search results back immediately or whether the search results will be received the next day.

14.1 Requesting Claim-Level Detail for a Single National Drug Code

The claim-level detail request for a single NDC allows users to submit an NDC and receive real-time claim information if the data being returned is 1,000 lines or less.

1. On the secure Manufacturer page, click **Claim Level Detail (CLD) Requests**. The CLD Requests page will be displayed.

   **Claim Level Detail (CLD) Requests**

   - Request a Single NDC
   - Request multiple NDC's
   - Request CLD for an Entire Invoice
   - View NDC Favorite's List(s)
   - Download CLD Requests

   **Figure 75** Claim Level Detail Requests Page
2. Click **Request a Single NDC**. The CLD - Single NDC Request panel will be displayed.

![Image of CLD - Single NDC Request Panel](image1)

**Figure 76** CLD - Single NDC Request Panel

3. Enter the 11-digit NDC in the *NDC* field. Searches are limited to NDCs associated with your account’s labeler code(s).

4. Enter the quarterly invoice period using the quarter/year format in the *Invoice Period* field (for example, 2/2017 is the 2nd quarter of 2017).

5. Select the rebate program using the *Invoice Type* drop-down menu.

6. Click **Search**. NDC information matching the search parameters will be displayed at the bottom of the panel.

![Image of Populated CLD - Single NDC Request Panel](image2)

**Figure 77** Populated CLD - Single NDC Request Panel

The following information may be included in the search results:

- The *Invoice Type* column indicates the rebate program description. See [11 Downloading Invoices](#) for a description of invoice types.
- The *Original Qtr Paid* column indicates the quarter in which the original claim was paid.
• The Provider ID column indicates the NPI or Medicaid Provider ID of the prescribing provider.

• The Claim Type column indicates the type of claim submitted. Claims types are identified as follows:
  o B — Professional Medicare Crossover
  o C — Institutional Outpatient Medicare Crossover
  o M — Professional (Physician administered)
  o O — Outpatient
  o P — Pharmacy
  o Q — Compound

• The ICN column indicates the internal control number (ICN) of the claim.

• The NDC column indicates the unique NDC that identifies the drug.

• The Label Name column contains a combination of the drug name appearing on the package label, the strength description, and the dosage form description for a specified product.

• The HCPCS Code column indicates the Healthcare Common Procedure Coding System (HCPCS) code submitted on the claim.

• The Claim Units column indicates the number of HCPCS billing or NDC units of a drug dispensed, as submitted on the claim.

• The Invoiced Units column indicates the number of drug units invoiced for the NDC.

• The Days Supply column indicates the number of days’ supply of the drug as submitted on the claim. Physician administered drug claims and MCO claims do not have a days’ supply.

• The RX Number column indicates the unique number assigned by the pharmacy to identify a dispensed prescription.

• The Refill Number column indicates the number designating the subsequent dispensing of a drug allowed under the original prescription.

• The Date of Service column indicates the date that the prescription was dispensed, as submitted on the claim.

• The Paid Date column indicates the date the claim was finalized and was reported to a provider’s Remittance and Status Report for fee-for-service claims or the date of acceptance to the encounter system for Medicaid managed care organization claims.

• The Billed Amount column indicates the amount submitted by the provider for the drug dispensed for a specific ICN.
- The Reimbursed Amount column indicates the dollar amount paid to a provider for a drug on a claim.
- The Copay Amount column indicates the amount of copayment for which the member was liable.
- The TPL Amount column indicates the third-party liability amount.
- The Patient Liability Amount column indicates the dollar amount the member is responsible to pay for a service on a claim.

7. To export the search results to an Excel file, click Export Results.

8. Click Open. A dialog box will open prompting the user to open or save the document.

![Image](dialog-box.png)

**Figure 78** Dialog Box

9. The file may be saved or printed.

**14.2 Requesting Claim-Level Detail for Multiple National Drug Codes**

The claim-level detail request for multiple NDCs allows users to request claim information for more than one NDC. The claim-level detail request can be saved so it can be accessed in future quarters without re-entering data. Once submitted, the request processes overnight, and the download is available by the next business day on the Download Claim Level Detail panel.
1. On the secure Manufacturer page, click **Claim Level Detail (CLD) Requests**. The CLD Requests page will be displayed.

   **Figure 79  Claim Level Detail Requests Page**
   - **Request a Single NDC**
   - **Request multiple NDC’s**
   - **Request CLD for an Entire Invoice**
   - **View NDC Favorite’s List(s)**
   - **Download CLD Requests**

2. Click **Request multiple NDCs**. The CLD - Multiple NDC Request panel will be displayed.

   **Figure 80  CLD - Multiple NDC Request Panel**

3. Enter the NDC associated with your account’s labeler code(s) in the **NDC** field.

4. Enter the quarterly invoice period using the quarter/year format in the **Invoice Period** field (for example, 2/2017 is the 2\(^{nd}\) quarter of 2017).

5. Select the rebate program using the **Invoice Type** drop-down menu.

6. Click **Add**. The NDC request information will be displayed in the top section of the panel under “Available NDC Requests.”
7. Repeat steps 3-6 to add NDCs to the request.

8. If you wish to save this request as a Favorite to be re-run in the future, enter an identifying name for the request in the Request Name field.

9. Click Submit or save the list as an NDC Favorite and click Submit. A confirmation page will be displayed.

Note: Requests for claim-level detail on multiple NDCs and entire invoices process overnight and will be available on the Download Claim Level Detail panel for download one business day following the request. The requested information will be available for download for 14 days. For instructions on downloading request results, refer to 13.5 Downloading Claim-Level Detail Requests.
14.3 Requesting Claim-Level Detail for an Entire Invoice

The claim-level detail request for an entire invoice allows users to view all claims for a single quarterly invoice.

1. On the secure Manufacturer page, click **Claim Level Detail (CLD) Requests**. The CLD Requests page will be displayed.

![Claim Level Detail Requests Page](image)

2. Click **Request CLD for an Entire Invoice**. The Claim Level Detail - Entire Invoice Request panel will be displayed.

![Claim Level Detail - Entire Invoice Request Panel](image)

3. Select a labeler code from the drop-down menu.

4. Enter the quarterly invoice period using the quarter/year format in the *Invoice Period* field (for example, 2/2017 is the 2nd quarter of 2017).
5. Select the rebate program from the Invoice Type drop-down menu.

![Figure 85 Populated Claim Level Detail - Entire Invoice Request Panel]

6. Click **Submit**. A confirmation page will be displayed.

![Figure 86 Request for CLD Report Confirmation Page]

**Note:** Requests for claim-level detail on multiple NDCs and entire invoices process overnight and will be available for download on the Download Claim Level Detail panel one business day following the request. The requested information will be available for download for 14 days. For instructions on downloading request results, refer to 13.5 Downloading Claim-Level Detail Requests.
14.4 Viewing NDC Favorites

The View NDC Favorites function allows users to view saved request detail for claim-level detail reports. It also allows users to look up past requests and submit a new request for the same NDC(s) for a different quarter.

1. On the secure Manufacturer page, click Claim Level Detail (CLD) Requests. The CLD Requests page will be displayed.

   ![Claim Level Detail (CLD) Requests](image)

   Figure 87 Claim Level Detail Requests Page

   - Request a Single NDC
   - Request multiple NDC's
   - Request CLD for an Entire Invoice
   - View NDC Favorite's List(s)
   - Download CLD Requests

2. Click View NDC Favorite’s List(s). The View NDC Favorite’s List(s) panel will be displayed.

   ![View NDC Favorite’s List(s) Panel](image)

   Figure 88 View NDC Favorite’s List(s) Panel

3. Enter one or both of the following:

   - The name of the saved request in the Request Name field
   - The date the request was submitted in the Add Date field

   Note: Clicking Search without entering any data will bring up all saved requests for the account’s labeler code(s).
4. Click **Search**. The “Previously Saved Requests” section will be displayed on the panel.

![View NDC Favorite’s List(s) Panel with Previously Saved Requests Section](image)

*Figure 89* View NDC Favorite’s List(s) Panel with Previously Saved Requests Section
5. To receive an updated report based on the NDCs in the saved request:

   Click the name of a saved request. The NDC list from the selected request will be displayed, along with the “CLD Request” section.

   ![Figure 90 View NDC Favorite’s List(s) Panel with CLD Request Section]

   Enter the quarterly invoice period using the quarter/year format in the Invoice Period field (for example, 2/2017 is the 2\textsuperscript{nd} quarter of 2017).

   Select the rebate program from the Invoice Type drop-down menu.
Click **Submit**. A confirmation page will be displayed.

![Request for CLD Report Confirmation Page](image)

**Figure 91** Request for CLD Report Confirmation Page

Note: Requests for claim-level detail on multiple NDCs and entire invoices process overnight and will be available for download on the Download Claim Level Detail panel one business day following the request. The requested information will be available for download for 14 days. For instructions on downloading request results, refer to [13.5 Downloading Claim-Level Detail Requests](#).

### 14.5 Downloading Claim-Level Detail Requests

#### 14.5.1 Downloading the Comma-Separated Values File

Claim-level detail requests for multiple NDCs and entire invoices process overnight and are typically available for download by the next business day. Downloads are available in a comma-separated values (CSV) format.

1. On the secure Manufacturer page, click **Claim Level Detail (CLD) Requests**. The CLD Requests page will be displayed.

![Claim Level Detail (CLD) Requests](image)

**Figure 92** Claim Level Detail Requests Page
2. Click **Download CLD Requests**. The Download Claim Level Detail panel will be displayed.

![Download Claim Level Detail Panel](image1)

**Figure 93** Download Claim Level Detail Panel

3. Click the row of the desired report. The file download window will be displayed.

![File Download Window](image2)

**Figure 94** File Download Window

4. Click **Open**. The CSV file will open in your computer’s default spreadsheet program.

![CSV File](image3)

**Figure 95** CSV File
5. Click **File** and then click **Save As**.

   *Note: You must first save the CSV text file to properly download and format the data content as a spreadsheet document.*

![Save As Window](image)

**Figure 96** Save As Window

6. Choose a location on your computer or network and save the file in Excel or CSV format.

For instructions on how to format a CSV file, refer to Attachment A: Formatting the Comma-Separated Values File.
15 Transferring Funds Electronically

ForwardHealth offers manufacturers two options for making electronic payments. Manufacturers may utilize Pay Now through U.S. Bank’s E-Payment Service, or they may initiate an Automated Clearing House (ACH) payment via their bank.

ACH Payments

Drug manufacturers with secure Portal accounts may only submit ACH payments for invoice records associated with their secure Portal account for the following drug rebate programs:

- Medicaid
- SeniorCare
- Supplemental
- Chronic Disease
- BadgerCare Plus Basic
- MCOs

Note: Rebate payments associated with claim utilization under Wisconsin ADAP and the PDL for blood glucose meters and blood glucose testing strips may not be submitted via ACH payment; manufacturers should continue to use existing rebate processes for these programs.
On the secure Manufacturer page, click **EFT (Electronic Funds Transfer)**. The Electronic Funds Transfer page will be displayed.

![Electronic Funds Transfer Page](image)

**15.1 Pay Now**

This function allows users to initiate a one-time drug rebate payment transaction through the U.S. Bank E-Payment System.

1. Click **Pay Now**.
The Pay Now page will be displayed.

**Figure 99** Pay Now Page
2. Enter labeler ID, payment information, contact information, and payment method in the form provided. Please note that all fields on this page are required.

3. Click Continue. The Review Payment page will be displayed; review the payment information and the Terms and Conditions at the bottom of the page.

4. Check the “I accept the Terms and Conditions” box.

5. Click Confirm. A Confirmation page will be displayed. If desired, note the confirmation number listed at the top of the screen or print the page using the link provided.

6. An email confirmation will be sent to the email address provided.

7. The payment may be viewed on the Portal using the Payment Activity link within 24–48 hours depending on when the transaction occurred. For more information, refer to 15 Searching for Payment Activity.

15.2 Manufacturer-Initiated ACH Payment

Only manufacturers with an account for the secure Manufacturer Drug Rebate area of the ForwardHealth Portal may make an Automated Clearing House (ACH) payment through their bank. The ACH payment option allows manufacturers to work directly with their bank to have drug rebate payments sent electronically to the Wisconsin Department of Health Services (DHS) drug rebate program. Electronic payments ensure timely and automated posting of payments to the manufacturer’s account, streamlining and simplifying the drug rebate payment process.

The following instructions should be shared with the manufacturer’s financial institution (bank) or staff within the manufacturer’s organization who are responsible for initiating electronic payments. These instructions include detailed ACH payment requirements that must be followed to ensure the proper crediting of drug rebate payments to the manufacturer’s secure Portal account.

Manufacturers may send payments originating from their bank electronically via ACH credit only using the banking information and required payment Remittance Advice instructions provided below.

DHS accepts ACH credit payments in the following transaction formats, also referred to as Standard Entry Class (SEC) codes. The following are acceptable SEC codes for the purpose of making a drug rebate payment to DHS:

- CCD (+) – Cash Concentration and Disbursement (Corporate)
- CTX – Corporate Trade Exchange (Corporate)

These transactions allow for the use of addenda records. An addenda record contains additional remittance information for the preceding ACH payment record. In order to facilitate the application of ACH drug rebate payments to the manufacturer’s Portal account, DHS requires an addenda record with a unique identifier format to appear in a pre-determined placement.
DHS Drug Rebate Bank Account Information

<table>
<thead>
<tr>
<th>Bank</th>
<th>Account Name</th>
<th>Bank Routing Number (ABA)</th>
<th>UPIC Account Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Bank</td>
<td>DHS WS2 HPE Drug Rebates</td>
<td>021052053</td>
<td>28988784</td>
</tr>
</tbody>
</table>

1. Provide the DHS Drug Rebate Bank Account (U.S. Bank) information to the manufacturer’s bank or those persons within the manufacturer’s organization who are responsible for initiating electronic ACH payments.

2. Determine the specific data fields the manufacturer must have coded in their ACH addenda record(s). This must include the requirements described above for including the manufacturer’s five-digit Labeler ID (that is, Labeler Code) in the addenda record utilizing the required unique identifier format:

   RBTPGM99999WI (99999=Labeler ID)

3. Provide the DHS ACH Credit CCD+ or CTX addenda record format requirements to the manufacturer’s software provider or bank for customization, if needed.

4. Once the manufacturer is enrolled in the Manufacturer Drug Rebate area of the ForwardHealth Portal and ready to make an ACH credit payment (with an addenda record containing the required unique identifier), arrange for the creation and transmission of the manufacturer’s ACH credit files to U.S. Bank.

### 15.2.1 Setting Up an Addenda Record

When submitting the manufacturer’s ACH drug rebate payment, an addenda record must be included, along with the unique identifier format in order to associate the manufacturer’s ACH drug rebate payment to their Portal account.

#### CCD (+) and CTX Addenda Format Examples

When utilizing CCD (+) and free form text in the addenda record, provide the manufacturer’s labeler Code in the following unique identifier format.
Freeform Text CCD (+) Example

When utilizing CCD (+) or CTX and a formatted addenda record, provide the manufacturer’s Labeler Code in the unique identifier format as shown in one of the following examples or provide the Labeler Code in the unique identifier format in any subsequent REF02 segment.

Formatted CCD (+), RMR02 Segment Example

Formatted CTX, RMR02 Segment Example
**Formatted CTX, REF02 Segment Example**

```
01 02 03 04 05 06 07 08 09
12345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
705 ... \RMR*IV*OTHERNUMBER**123.56*123.56*0.00\REF*IV*RMTPGM99999W\  
0017777777
```

*Figure 103* Formatted CTX, REF02 Segment Example

**Note:** To further assist DHS with associating ACH payments to the manufacturer’s Portal account, the Company ID included on the manufacturer’s ACH payment (located in the Batch Header Record field number 5) should match the Company ID submitted during the manufacturer’s Portal enrollment. This field is usually formatted with a “1” preceding the manufacturer’s unique nine-digit Federal Tax identification Number (1XXXXXXXXX). This field is optional and can be updated as needed.
16 Searching for Payment Activity

The Payment Activity Search function allows users to view payments made under the selected labeler. Notification of these payments will appear in the Notifications Box on the secure Manufacturer page and include the Payment Control Number.

1. On the secure Manufacturer page, click **Payment Activity Search**. The Payment Activity Search page will be displayed.

2. Enter the payment control number in the appropriate field, if known. Alternately, this field may be left blank to view all payments made under the selected labeler.

3. Enter the received from and received to dates in the respective fields. Alternately, these fields may be left blank to view payments for all dates.

4. Select a status from the drop-down menu to narrow the search. Alternately, this field may be left blank to view payments with any status. The drop-down menu has the following status options:
   - Closed Successfully — Payment and associated reconciliation files have processed successfully.
   - In Progress — Payment and/or associated reconciliation files are still processing.
   - Open — Payment has processed and is available for association to reconciliation files.
   - Payment Returned — Payment returned.
   - ROSI/PQAS Rejected — ROSI or PQAS file was rejected for errors.
5. Click **Search**. Payment information will be displayed in the “Search Results” section.

![Payment Activity Search Panel](image)

**Figure 105** Populated Payment Activity Search Panel

6. Click **Exit** to return to the Manufacturer home page.
17 Submitting Reconciliation of State Invoices (ROSI) and Prior Quarter Adjustment Statements (PQAS)

The ForwardHealth Manufacturer Drug Rebate Portal is utilizing the following CMS versions of the electronic form CMS-304 ROSI and the electronic form CMS-304a PQAS from the CMS Website which were developed for use in the drug rebate program:

- CMS Labeler Data Definitions for CMS-304 ROSI
- CMS Electronic Record Format for CMS-304 ROSI (CMS Appendix A for CMS 304) — Provides the electronic field size listing which must be used if manufacturers submit these forms to States electronically.
- CMS Labeler Data Definitions for CMS 304a PQAS
- CMS Electronic Record Format for CMS-304a PQAS (CMS Appendix A for CMS 304a) — Provides the electronic field size listing which must be used if manufacturers submit these forms to States electronically.
- CMS Adjustment and/or Dispute codes (CMS Appendix C for both CMS 304/304a) — Provides the available adjustment and/or dispute codes for the ROSI and/or PQAS.

For information on the proper utilization of the above referenced CMS ROSI and PQAS information in the ForwardHealth Manufacturer Drug Rebate Portal, refer to Attachments B, C, and D of this user guide. Refer to Attachment B: Adjustment and/or Dispute Codes for Reconciliation of State Invoices (ROSI) and/or Prior Quarter Adjustment Statements (PQAS) for the proper utilization of CMS adjustment and dispute codes. For electronic record formats and labeler data definitions for ROSI and PQAS, Attachment C: Reconciliation of State Invoices (CMS-304) Electronic Record Format and Labeler Data Definitions and Attachment D: Prior Quarter Adjustment Statements (CMS-304a) Electronic Record Format and Labeler Data Definitions.

Manufacturers with the capability to create reconciliation files using the file formats contained in Attachments B and C of this User Guide may proceed to 16.3 Uploading Manufacturer Reconciliation Files and upload their files directly. Manufacturers who do not have this capability may download templates to create a ROSI or a PQAS.
On the secure Manufacturer page, click **Submit ROSI/PQAS**. The Submit ROSI/PQAS page will be displayed.

![Submit ROSI/PQAS Page](image)

**Note:** An associated payment must have been submitted and available with an Open status on the Payment Activity Search Panel prior to uploading corresponding reconciliation files.

### 17.1 Creating a ROSI File

1. Click **Create a ROSI**. The ROSI Format Request panel will be displayed.

![ROSI Format Request Panel](image)

2. Select a labeler code associated with your Portal account from the drop-down menu.
3. Enter the quarterly invoice period using the quarter/year format in the Invoice Period field (for example, 2/2017 is the 2\textsuperscript{nd} quarter of 2017).

4. Select the rebate program from the Invoice Type drop-down menu.

   \textit{Note:} Check the \textbf{Remove record headings and only export the data} box to show export results without column headings.

5. Click \textbf{Search}. Rebate information pulled from the invoice detail will be displayed at the bottom of the panel.

![Populated ROSI Format Request Panel](image)

\textbf{Figure 108} Populated ROSI Format Request Panel

6. Click \textbf{Export Results}. A file download window will be displayed.

7. Click \textbf{Open}. The rebate information will be displayed in an Excel spreadsheet. The document opens pre-filled for the manufacturer to pay the invoice amount in full.

8. Save as a Microsoft\textsuperscript{®} Excel file to the user’s computer.

   \textit{Note:} If the user is not paying the invoice amount in full, they will need to make adjustments to the Excel spreadsheet, including the appropriate adjustment and dispute codes and recalculating the rebate payment amounts and unit totals.

17.2 Creating a PQAS File

1. From the Submit ROSI/PQAS page, click **Create a PQAS**. The PQAS Format Request panel will be displayed.

   ![PQAS Format Request Panel](image)

   **Figure 109** PQAS Format Request Panel

2. Select a labeler code associated with your Portal account from the drop-down menu.

3. Enter the quarterly invoice period using the quarter/year format in the Invoice Period field (for example, 2/2017 is the 2nd quarter of 2017).

4. Select the rebate program from the Invoice Type drop-down menu.

   *Note:* Check the **Remove record headings and only export the data** box to show export results without column headings.
5. Click **Search**. Rebate information pulled from the invoice detail will be displayed at the bottom of the panel.

![Figure 110 Populated PQAS Format Request Panel](image)

6. Click **Export Results**. The rebate information will be formatted into an Excel spreadsheet.

7. Save as a Microsoft® Excel file to the user’s computer. For instructions on creating a PQAS file to submit an interest only payment, refer to **17.2.1 Creating a PQAS File to Submit an Interest Only Payment**.

   *Note*: The user must populate the blank columns in the PQAS with the appropriate unit and dollar information, as well as the applicable adjustment and dispute codes. If the user is only submitting certain adjusted NDCs, the remaining NDC rows can be deleted from the spreadsheet. If rows are deleted, the user must update all the Total fields in Record 3.

8. Re-save the document in Excel once all updates are complete.

**17.2.1 Creating a PQAS File to Submit an Interest Only Payment**

To create a PQAS file that will be used to submit an interest only payment, please follow these steps after saving the Microsoft® Excel file.

1. In the saved Microsoft® Excel PQAS file, select all the rows for Record 2. This will include the row that contains the column headings and the blank row separating Record 2 from Record 3.

2. Delete the rows from Record 2 from the spreadsheet so only Record 1 and Record 3 remain.

3. In Record 3, populate the Total fields with zeroes except for the Interest field and the Total Remittance field. The interest payment and total will be the same.
4. In the Interest and Total Remittance fields, populate the amount of interest you are paying on that quarter.

5. Re-save the document in Excel once all updates are complete.

**17.3 Uploading Manufacturer Reconciliation Files Individually**

1. From the Submit ROSI/PQAS page, click **Upload the File**. The Find Your Payment panel will be displayed.

   ![Find Your Payment Panel]

   **Figure 111** Find Your Payment Panel

2. Enter the payment control number in the appropriate field. Alternately, this field may be left blank to view all payment control numbers associated with the manufacturer.

3. Enter the received from and received to dates in the respective fields. Alternately, these fields may be left blank to view payments for all dates.

4. Click **Search**. Payment information will be displayed in the “Search Results” section.

   *Note: Only payments with a status of Open, indicating that they are available to be matched to ROSI and/or PQAS reconciliation files, will display here. If you need to view payments with a different status (e.g., in progress) you may search on the Payment Activity Search panel. If you cannot find record of your payment in either location, you may contact a drug rebate analyst through the Contact a Drug Rebate Analyst link.*
5. Click the desired payment under the “Search Results” section and select Upload file(s) individually under the “Upload Method” section. If a file(s) has already been uploaded, it will be listed under the “Previously Uploaded Files” section. Users can choose to include a previously uploaded file(s) by clicking the Yes or No radio buttons under the “Upload Method” section.

![Find Your Payment Panel with Selected Payment](image)

**Figure 112**  Find Your Payment Panel with Selected Payment
6. Click **Next**. The Upload ROSI/PQAS Files panel will be displayed.

![Upload ROSI/PQAS Files Panel](image)

**Figure 113** Upload ROSI/PQAS Files Panel

7. To begin associating your documents to a payment, select an Invoice Type from the drop-down menu.

8. Click either the ROSI or the PQAS radio button to select the file type.

9. Click **Browse** and navigate to the appropriate upload file. Click **Open**.

10. Click **Upload File**. The file(s) will be validated. Error messages will display at the top of the page.

   *Note:* To review the errors, click on the file identified in the error message. The issue in need of correction will display at the bottom of the page. Correct the file and re-upload the document. Click **Submit**. The original erroneous file will need to be deleted from the upload.
11. Repeat steps 7–10 until all files you wish to associate to the payment have been uploaded.

   Note: Text files with a .txt file extension or Microsoft® Excel files with either Excel 97-2003 Workbook (*.xls) or Excel Workbook (*.xlsx) file extensions may be uploaded. The file types Microsoft Excel 5.0/95 Workbook (*.xls) and Strict Open XML Spreadsheet (*.xlsx) are not accepted. The amount indicated on the uploaded files must match the receipt amount shown on the panel.

12. Click Submit.

13. Click Exit to return to the Manufacturer home page.
17.4 Uploading Multiple Manufacturer Reconciliation Files

1. From the Submit ROSI/PQAS page, click **Upload the File**. The Find Your Payment panel will be displayed.

![Find Your Payment Panel](image)

**Figure 115** Find Your Payment Panel

2. Enter the payment control number in the appropriate field. Alternately, this field may be left blank to view all payment control numbers associated with the manufacturer.

3. Enter the received from and received to dates in the respective fields. Alternately, these fields may be left blank to view payments for all dates.

4. Click **Search**. Payment information will be displayed in the “Search Results” section.

   **Note:** Only payments with a status of Open, indicating that they are available to be matched to ROSI and/or PQAS reconciliation files, will display here. If you need to view payments with a different status (e.g., in progress) you may search on the Payment Activity Search panel. If you cannot find record of your payment in either location, you may contact a drug rebate analyst through the Contact a Drug Rebate Analyst link.
5. Click the desired payment under the “Search Results” section and select Upload multiple files at once under the “Upload Method” section. If a file(s) has already been uploaded, it will be listed under the “Previously Uploaded Files” section. Users can choose to include a previously uploaded file(s) by clicking the Yes or No radio buttons under the “Upload Method” section.

Figure 116 Find Your Payment Panel with Selected Payment
6. Click **Next**. The Upload Multiple ROSI/PQAS Files panel will be displayed.

![Figure 117 Upload Multiple ROSI/PQAS Files Panel](image)

7. Click **Browse** and navigate to the appropriate files. Hold down the shift or ctrl key to select additional files. Click **Open**.

8. Click **Upload File(s)**.

   *Note:* Text files with a .txt file extension or Microsoft® Excel files with either Excel 97-2003 Workbook (*.xls) or Excel Workbook (*.xlsx) file extensions may be uploaded. The file types Microsoft Excel 5.0/95 Workbook (*.xls) and Strict Open XML Spreadsheet (*.xlsx) are not accepted. The amount indicated on the uploaded files must match the receipt amount shown on the panel.
9. Select an Invoice Type from the drop-down menu for each file under the “Uploaded Files” section.

![Upload Multiple ROST / PQAS Files](image)

**Figure 118** Upload ROSI/PQAS Files Panel
10. Click **Next**. The uploaded files will be listed under the “Uploaded Files” section.

![Figure 119 Upload ROSI/PQAS Files Panel](image)

*Note: To review any errors associated with a file that has failed validation, click on the file under the “Uploaded Files” section. The issue in need of correction will display at the bottom of the page. Correct the file and re-upload the document. The original erroneous file will need to be deleted from the upload.*

11. Click **Submit**.

12. Click **Exit** to return to the Manufacturer home page.

### 17.5 Save and Complete Later Option for ROSI/PQAS Files

Prior to submitting the ROSI/PQAS files needed for supporting a single payment, users are able to utilize the Save and Complete Later button to store a partial list of validated ROSI or PQAS files (e.g., if 10 ROSI and PQAS files are needed to support a single payment, the user can upload five files and save the files for later use before going back in and adding the remaining five files).

Users may save a validated file any time after it has been uploaded.

Users are able to retrieve the saved files for up to seven days.
The Save and Complete Later button will become available for use at the bottom of the Upload ROSI/PQAS Files panel after any file(s) have been uploaded and passed validation.

1. Click **Save and Complete Later** at the bottom of the Upload ROSI/PQAS Files panel.

   ![Figure 120 Save and Complete Later Button](image)

   The Save Confirmation page will be displayed.

   ![Figure 121 Save Confirmation Page](image)

2. Click **Exit** to be redirected to the Submit ROSI/PQAS page.
18 Retrieving Notifications and Letters

An additional advantage to manufacturers when signing up for the ForwardHealth Manufacturer Drug Rebate Portal is the receipt of notifications and letters in an electronic format. ForwardHealth allows users to download various letters and notifications related to the drug rebate program. Rebate agreements, informational letters, invoice cover letters, reminder letters, dispute letters, and more may be downloaded using this function.

*Note:* Invoice Cover letters also contain a PDF of the original invoice information sent to a manufacturer.

1. On the secure Manufacturer page, click **Labeler Notification/Letters**. The Letter Request panel will be displayed.

![Figure 122 Letter Request Panel](image)

2. Select a letter type from the drop-down menu.

3. Select a labeler code associated with your Portal account from the drop-down menu.
4. Enter begin and end dates in the respective fields for letters that are greater than 60 days from the current date. The system will automatically retrieve letters that were created in the last 60 days.

![Figure 123 Letter Request Panel](image1)

5. Click **View Letters**. The OnBase document viewer will be displayed.

![Figure 124 OnBase Document Viewer Page](image2)
6. Click a row to select one of the notifications. The selected notification will be displayed in the viewer.

<table>
<thead>
<tr>
<th>Document ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>187578</td>
<td>RBT Invoice Cover Letter, Labelen: 00005, CTN: 2128, Date: 10/18/2017</td>
</tr>
<tr>
<td>1336948</td>
<td>RBT Invoice Cover Letter, Labelen: 00005, CTN: 1876, Date: 10/18/2017</td>
</tr>
</tbody>
</table>

![Figure 125 OnBase Viewer Document Page Showing Invoice Cover Letter](image)

7. To save the document, the user can do either of the following:

- Click **File** and then click **Save As** from the browser window. Name the document and save it to your computer.

- Hover the cursor over the top or bottom of the document. A section will be displayed allowing you to save, print or zoom in/out. Select **Save**.
19 Contacting a Drug Rebate Analyst

The message center function allows users to have a dialogue with a drug rebate analyst without the necessity of having to leave the Portal. Messages can be exchanged on a variety of drug rebate related topics along with the ability to attach documentation that needs to be included in the conversation.

On the secure Manufacturer page, click **Contact a Drug Rebate Analyst**. The Message Center page will be displayed. Each view includes the same functionality (e.g., read, reply, print) described below.

![Message Center Panel](image-url)

*Figure 126 Message Center Panel*
19.1 Send a New Message

1. Click **New Message**. The “Message,” “Upload Attachment,” and “Attachments” sections will be displayed on the Message Center panel.

![Message Center Panel for New Message](image)

2. Select a message subject from the drop-down menu.
3. Enter the labeler code the message pertains to.

4. Enter a message in the free text space. Messages are limited to 4,000 characters.

5. Click **Browse** to upload an attachment to the message, if applicable. The Choose File to Upload window will be displayed.

![Choose File to Upload Box](image)

**Figure 128** Choose File to Upload Box

6. Select the desired file and click **Open**.

7. Click **Upload Attachment**. A confirmation message will be displayed at the top of the page.

![File Upload Confirmation Message](image)

**Figure 129** File Upload Confirmation Message

The following file extensions are allowed for uploading: .jpg, .png, .csv, .pdf, .jpeg, and .xlsx.

8. Click **Send Message**. A confirmation message will be displayed at the top of the page.

![Message Sent Confirmation Message](image)

**Figure 130** Message Sent Confirmation Message
19.2 Read a Message

1. Click the row of the desired message at the bottom of the All Messages, New Messages, Read Messages, or Sent Messages views. The Message Center panel will be displayed with message details and options.

![Message Center Panel for Reading Messages](image)

2. If desired, click **Print Message** to open a printable view of the message. Select the print icon at the bottom of the page to choose the appropriate printer and properties.
19.2.1 Respond to an Open Message

1. Click **Reply to Message** to respond to an Inbox message. A message reply panel will be displayed.

![Message Center Panel for Replying to Messages](image)

2. Enter a message in the free text space. Messages are limited to 4,000 characters.
3. Click **Browse** to upload an attachment to the message, if applicable. The Choose File to Upload box will be displayed.

![Choose File to Upload Box](image)

**Figure 133** Choose File to Upload Box

4. Select the desired file and click **Open**.

5. Click **Upload Attachment**. A confirmation message will be displayed at the top of the page.

![File Upload Confirmation Message](image)

**Figure 134** File Upload Confirmation Message

6. Click **Send Message**. A confirmation message will be displayed at the top of the page.

![Message Sent Confirmation Message](image)

**Figure 135** Message Sent Confirmation Message

### 19.3 Search for a Message

1. Enter a keyword in the Search Filter field on the All Messages, New Messages, Read Messages, or Sent Messages views.

2. Click **Search**. Messages containing the keyword will be displayed.

   If the desired message is not found, click **Clear Filter**, enter a new keyword, and click **Search**.
3. Click on the row in the search results to open the message.
20 Wisconsin State Pharmacy Assistance Program Rebate Agreements

The State of Wisconsin offers two drug assistance programs that manufacturers can participate in voluntarily. Information on the programs and the opportunity to review the Rebate Agreements associated with these programs can be found under the Wisconsin State Pharmaceutical Assistance Program (SPAP) Rebate Agreements link. The ability to participate and electronically sign an agreement is also available through this link.

1. On the secure Manufacturer page, click Wisconsin State Pharmacy Assistance Program (SPAP) Rebate Agreements.

2. Click the first or second links under the desired program (SeniorCare or Wisconsin Chronic Disease Program [WCDP]) to view rebate agreement cover letters or informational website pages.
20.1 SeniorCare Agreement

1. Click **SeniorCare Agreement** under the applicable heading to review the agreement and submit an electronic signature. The SeniorCare Agreement panel will be displayed.

![SeniorCare Agreement Panel](image)

Figure 138 SeniorCare Agreement Panel

2. Click **SeniorCare Agreement** to view the agreement.

3. Select all labeler codes that will be subject to the agreement by checking the boxes next to the applicable codes.

4. Enter the user’s first and last name, the current date, and the user’s title in the appropriate fields.
5. Check the certification box.

6. Click **Submit**. An acceptance confirmation message will be displayed.

![SeniorCare Agreement Submitted](image)

**Figure 139** SeniorCare Rebate Agreement Submitted Message

7. Click **Print** in the message to open a printable copy of the signed agreement to retain for your records.
20.2 WCDP Agreement

1. Click **WCDP Agreement** under the applicable heading to review the agreement and submit an electronic signature. The WCDP Agreement panel will be displayed.

![WCDP Agreement Panel](image)

**Figure 140**  WCDP Agreement Panel

2. Click **WCDP Agreement** to view the agreement.
3. Select all labeler codes that will be subject to the agreement by checking the boxes next to the applicable codes.

4. Enter the NDCs associated with your labeler code(s) that you are requesting for inclusion in the WCDP formulary:

*Note:* NDCs should directly relate to treating one of the chronic conditions included in the WCDP program.

Click **Search**. The NDC search box will be displayed.

![Figure 141 NDC Search Box](image)

Enter the NDC number and/or other requested identifying information in the NDC window.

Click **Search**.

Click the row containing the desired NDC under the “Search Results” section. The NDC and description will populate the fields in the “NDC Detail” section of the panel.

Click **Add**. The NDC and its description will populate in the “Request NDC Coverage” section of the panel.

Repeat steps a-e for each NDC being requested.

*Note:* Inclusion of NDCs on this form does not guarantee WCDP coverage. WCDP shall determine the specific NDCs that the program will include in the WCDP formulary if a signed rebate agreement is approved.

5. Enter the user’s first and last name, the current date, and the user’s title in the appropriate fields.

6. Check the certification box.
7. Click **Submit**. A submission confirmation message will be displayed.

![WCDP Agreement Submitted]

**Figure 142** WCDP Rebate Agreement Submitted Message

8. Once the user is notified via email that the rebate agreement and labeler attachment have been reviewed and approved by the Wisconsin Department of Health Services, the signed agreement may be viewed using the Labeler Notification/Letters function. Refer to [17 Retrieving Notifications and Letters](#) for instructions.
21 Attachment A: Formatting the Comma-Separated Values File

To properly read the comma-separated values (CSV) text file after it has been saved, you will need to first import the text file into a spreadsheet or database program and then format it.

1. Open a blank spreadsheet.
2. In the menu bar at the top of the screen, click Data. The Data menu will be displayed.

![Blank Spreadsheet](Figure 143 Blank Spreadsheet)
3. Click **From Text** located on the left of the Data menu. The Import Text File window will open.

![Image of Import Text File Window](image1.png)

**Figure 144** Import Text File Window

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

5. Click **Import**. The Text Import Wizard - Step 1 of 3 window will be displayed.

![Image of Text Import Wizard - Step 1 of 3 Window](image2.png)

**Figure 145** Text Import Wizard - Step 1 of 3 Window

6. In the “Original data type” section, click **Delimited**.
7. Click **Next**. The Text Import Wizard - Step 2 of 3 window will be displayed.

![Text Import Wizard - Step 2 of 3 Window](image)

**Figure 146** Text Import Wizard - Step 2 of 3 Window

8. Check the **Comma** box.

9. Clear any additional boxes that are checked.
10. Click **Next**. The Text Import Wizard - Step 3 of 3 window will be displayed.

11. Click the first column on the left in the “Data preview” section.

12. Hold down the Shift key. Scroll to the last column.
13. Click the last column. All the columns should be selected (highlighted).

![Figure 148 Text Import Wizard - Step 3 of 3 Window with All Columns Selected]

14. Select **Text** in the “Column data format” section.

15. Click **Finish**. The Import Data window will be displayed.

![Figure 149 Import Data Window]

16. Click **Existing worksheet** or **New worksheet**.
17. Click **OK**. The claim-level detail information will be displayed in the chosen worksheet.

![Figure 150 Claim-Level Detail in CSV Report Format](image)

18. Once the CSV file has been imported and formatted, save the formatted file before making any changes to avoid having to convert the CSV file again should you encounter problems while working with the data.
22 Attachment B: Adjustment and/or Dispute Codes for Reconciliation of State Invoices (ROSI) and/or Prior Quarter Adjustment Statements (PQAS)

Note: Some codes are described by the Centers for Medicare and Medicaid Services as possibly applicable for use both as an adjustment code or dispute code when submitting on a ROSI and/or PQAS. For electronic submission of ROSI and/or PQAS reconciliation files through the ForwardHealth Manufacturer Drug Rebate Portal, codes A, B, C, H, and I may only be utilized as adjustment codes. All other codes may be utilized as dispute codes.

Adjustment and/or Dispute Codes for ROSI and/or PQAS

A. Unit rebate amount (URA) has been revised by labeler and reported to CMS, as required.
B. Labeler has calculated URA and/or rebate where none (a zero URA) was reported by state.
C. Units invoiced adjusted through mutual agreement between labeler/state. Adjustments must be reflected to labeler and in utilization reporting to CMS.
D. Unit Type and/or Units Per Package Size (UPPS) reported on state invoice is different than unit of measure (UOM) reported to CMS by labeler for NDC. Labeler and state to follow up to discuss the need for conversions prior to rebate invoice billing or labeler change in reported UOM.
E. State is invoicing a decimal value for whole number value (UPPS) reported by labeler.
F. Package size discrepancy (for example, could include correction to package size by labeler.
G. Transferred NDC to another labeler code or company. (Labeler code is ultimately responsible for rebate payment.)*
H. Utilization change from the state.
I. URA amount adjusted through correspondence between labeler/state. USE THIS CODE ONLY when the state has reported a URA not based on the CMS file and code A is not applicable.
J. No state reimbursement reflected on claims level detail (Fee-For-Service only).
K. J-Code to NDC crosswalk requires validation data (for example, crosswalk to products with multiple NDCs and/or package sizes).*
L. Generic Substitution.
M. Duplicate claim.

N. Discontinued/terminated NDC for which the shelf life expired more than one year from the dispense date. (Documentation should support dispensed date.)

   Note: Since 2Q2014, per labeler release #91 and state release #168, labelers that reported retroactive termination dates cannot dispute until after the quarter in which they reported the retroactive termination date.*

O. Invalid/miscoded NDC.

P. State units invoiced exceed unit sales. (Documentation should include supporting methodology and data source.)*

Q. Utilization/quantity is inconsistent with the number of prescriptions.

R. Utilization/quantity is inconsistent with pharmacy reimbursement levels, including Third Party Payments. (This dispute code should be used in conjunction with another code or other supporting documentation.)*

S. Utilization/quantity is inconsistent with state historical trends or current state program information (Documentation should include trend/program information.)*

T. Utilization/quantity is inconsistent with lowest dispensable package size.

U. Product not rebate-eligible (for example, product was not reported to CMS because the product is not a COD, product is for a non-Medicaid state-only program, an HMO non-Fee-For-Service program, etc.)*

V. No record of sales directly to state or state history of purchase from out-of-work provider (for example, border pharmacies, mail order pharmacies, etc.).*

W. Closed out. All disputes resolved.

X. PHS entity not extracted from state data. (Documentation should include PHS provider number.)*

Y. State-invoiced managed care organization (MCO) claims based on date of payment (DOP) rather than date of service (DOS). (This adjustment code to be used only for MCO utilization beginning 3Q2017 or later. The labeler should pay using the URA that applies to the suspended date of service, such as the preceding quarter, and should request claims-level data (CLD) from the state in order to apply claims to the correct invoice period and close outstanding balances.)*

*Supporting Documentation REQUIRED.

Note: Some adjustments/dispute codes are specifically noted to require supporting documentation; however, supporting documentation can always be submitted, even for those instances where it is not specifically mentioned in this document.
23 Attachment C: Reconciliation of State Invoices (CMS-304) Electronic Record Format and Labeler Data Definitions

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**Data Fields**

**Labeler Name**: Name of labeler as it appears on the signed rebate agreement. Alphanumeric, first 25 letters of labeler name, left-justified, blank-filled.

**Labeler Code**: The first segment of the national drug code (NDC 1) as assigned by the FDA. Numeric only, 5 positions, right-justified, zero-filled.

**Quarter Covered**: Current quarter and year. Numeric, 5-digit field, QYYYY, no blanks.

Valid values for Q:
1 = January 1 – March 31
2 = April 1 – June 30
3 = July 1 – September 30
4 = October 1 – December 31

Valid values for YYYY: Four-digit calendar year covered.

**Labeler Contact**: Labeler’s Invoice contact. Alphabetic, 20-character field, left-justified, first name and last name separated by 1 blank.

**Phone**: Labeler's Invoice contact phone number. Alphanumeric, 14-digit field, 10-digit area code and phone number, and 4-digit extension or blanks.
Fax: Labeler’s Invoice contact fax number. Alphanumeric, 10-digit field, area code and fax number.

State: State postal abbreviation. Alphabetic, 2-character field, no blanks.

Invoice Number: If no invoice number, blank-filled. Alphanumeric, 10-digit field, right-justified.

Date: Date ROSI was generated. Numeric only, 8-digit field, MMDDYYYY, no blanks.

Product/Package Code (Column A): The second and third segments of the NDC. Alphanumeric, 6-digit field, right-justified, zero-filled.

Product Name (Column B): First 10 characters of product name as approved by and/or listed with the FDA. Alphanumeric, 10-digit field, left-justified, blank-filled.

FSS/MCO Record ID (Column C): Constant of "FFSU" or "MCOU": The FFSU Record ID indicates that the information for this NDC represents a Fee-For-Service record. The MCOU Record ID indicates that the information for this NDC represents a Managed Care Organization record. 4-digit field, no blanks, valid values: FFSU or MCOU.

Rebate Per Unit (Column D): CMS-calculated unit rebate amount (URA) as shown on the state invoice. Numeric, 12-digit field: 6 whole numbers and 6 decimals or zero-filled per invoice, right-justified.

Adjusted Rebate Per Unit (Column E): URA if adjusted from the amount in the Rebate Per Unit field or blank if not applicable. (The Adjustment Code field must be annotated.) Numeric, 11-digit field: 5 whole numbers and 6 decimals, right-justified. Calculate to five decimals and round to four, pad positions 5 & 6 with zeros.

Units Invoiced (Column F): The total units reimbursed as shown on the invoice. Numeric, 15-digit field: 12 whole numbers and 3 decimals, right-justified, zero-filled.

Adjusted Units (Column G): Adjusted units preceded by a + or - based on labeler and state agreement. Annotate Adjustment Code field if adjusted units are present. Numeric, 13-digit field: 9 whole numbers and 3 decimals, right-justified, blank-filled if not applicable.

Labeler Disputed Units (Column H): Disputed units. Numeric, 12-digit field: 9 whole numbers and 3 decimals, right-justified.

Units Paid (Column I): Number of units paid after calculating adjustments and disputes. Numeric, 12-digit field: 9 whole numbers and 3 decimals, right-justified, zero-filled.

Adjustment Code(s) (Column J): Adjustment explanation(s). Alphabetic, 3-character field. Valid values per attached list of codes. Up to 3 Adjustment Codes per NDC; blanks for fewer than 3 codes.

Dispute Code(s) (Column K): Dispute explanation. Alphabetic only, 3-character field. Valid values per attached list of codes. Up to 3 Adjustment Codes per NDC; blank for fewer than 3 codes.
**Rebate Amount Invoiced (Column L):** The total rebate amount the state agency has billed the labeler for the period covered for this 11-digit NDC. Numeric, 12-digit field: 10 whole numbers and 2 decimals, right-justified, zero-filled.

**Invoice Correction Amount (+ or -) (Column M):** Adjusted invoice amount based on any adjustments or disputes. Numeric, preceded by a + or -, 10-digit field: 7 whole numbers and 2 decimals, right-justified, zero-filled.

**Withheld Invoice Amount (Column N):** Rebate amount withheld based on any adjustments or disputes. Numeric, 9-digit field: 7 whole numbers and 2 decimals, right-justified, zero-filled.

**Rebate Amount Paid (Column O):** Total rebate amount paid for the NDC in the current quarter. Numeric, 9-digit field: 7 whole numbers and 2 decimals, right-justified, zero-filled.

**Totals (Bottom Row of Chart):** Add totals for each column. Use parameters for each column total as described for each field above.

**Plus Interest Payment:** Total amount of interest paid with this invoice. Numeric, 8-digit field: 6 whole numbers and 2 decimals, right-justified, zero-filled.

**Total Remittance:** Total rebate amount paid for all NDCs, including any interest payment. Numeric, 10-digit field: 8 whole numbers and 2 decimals, right-justified, zero-filled.
## 24 Attachment D: Prior Quarter Adjustment Statements (CMS-304a) Electronic Record Format and Labeler Data Definitions

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### Data Fields

**Labeler Name**: Name of labeler as it appears on the signed rebate agreement. Alphanumeric, first 25 letters of labeler name, left-justified, blank-filled.

**Labeler Code**: The first segment of the national drug code (NDC 1) as assigned by the FDA. Numeric only, 5 positions, right-justified, zero-filled.

**Quarter Covered**: Current quarter and year. Numeric, 5-digit field, QYYYY, no blanks.

*Valid values for Q:*
- 1 = January 1 – March 31
- 2 = April 1 – June 30
- 3 = July 1 – September 30
- 4 = October 1 – December 31

*Valid values for YYYY: Four-digit calendar year covered.*

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**Labeler Contact:** Labeler’s Invoice contact. Alphabetic, 20-character field, left-justified, first name and last name separated by 1 blank.

**Phone:** Labeler's Invoice contact phone number. Alphanumeric, 14-digit field, 10-digit area code and phone number, and 4-digit extension or blanks.

**Fax:** Labeler's Invoice contact fax number. Alphanumeric, 10-digit field, area code and fax number.

**State:** State postal abbreviation. Alphabetic, 2-character field, no blanks.

**Invoice Number:** If no invoice number, blank-filled. Alphanumeric, 10-digit field, right-justified.

**Date:** Date ROSI was generated. Numeric only, 8-digit field, MMDDYYYY, no blanks.

**Product/Package Code (Column A):** The second and third segments of the NDC. Alphanumeric, 6-digit field, right-justified, zero-filled.

**Product Name (Column B):** First 10 characters of product name as approved by and/or listed with the FDA. Alphanumeric, 10-digit field, left-justified, blank-filled.

**FSS/MCO Record ID (Column C):** Constant of "FFSU" or "MCOU": The FFSU Record ID indicates that the information for this NDC represents a Fee-For-Service record. The MCOU Record ID indicates that the information for this NDC represents a Managed Care Organization record. 4-digit field, no blanks, valid values: FFSU or MCOU.

**Original Rebate Per Unit (Column D):** CMS-calculated unit rebate amount (URA) as shown on the original state invoice. Numeric, 12-digit field: 6 whole numbers and 6 decimals or zero-filled per invoice, right-justified.

**Current Rebate Per Unit (Column E):** The adjusted/current URA. Numeric, 12-digit field: 6 whole numbers and 6 decimals or blank-filled if not applicable, right-justified.

**Original Units Invoiced (Column F):** The number of units reported on the original invoice. Numeric, 15-digit field: whole numbers and 3 decimals, right-justified, zero-filled.

**Current Units to Date (Column G):** The number of units agreed upon by the labeler and state, as adjusted from the original invoice. Numeric, 15-digit field: 12 whole numbers and 3 decimals, right-justified, zero-filled.

**Prior Units Paid (Column H):** The total units previously paid from the original invoice. Numeric, 12-digit field: 9 whole numbers and 3 decimals, right-justified, zero-filled.

**Current Units Paid to Date (Column I):** The total units paid for this NDC with this PQAS. Numeric, 12-digit field: 9 whole numbers and 3 decimals, right-justified, zero-filled.

**Prior Units Disputed (Column J):** The total units previously disputed from the original invoice. Numeric, 12-digit field: 9 whole numbers and 3 decimals, right-justified, zero-filled.

**Current Units Disputed to Date (Column K):** The total units disputed for this NDC, with this PQAS. Numeric, 12-digit field: 9 whole numbers and 3 decimals, right-justified, zero-filled.
**Original Amount Invoiced (Column L):** The total rebate amount originally invoiced for this NOC. Numeric, 12-digit field: 10 whole numbers and 2 decimals, right-justified, zero-filled.

**Revised Invoice Amount (Column M):** The total rebate amount as adjusted (where applicable) by this PQAS for this NOC. Numeric, 12-digit field: 10 whole numbers and 2 decimals, right-justified, zero-filled.

**Prior Amount Paid (Column N):** The total amount previously paid for this NDC from the original invoice. Numeric, 9-digit field: 7 whole numbers and 2 decimals, right-justified, zero-filled.

**Current Amount Paid to Date (Column O):** The total amount paid for this NDC, including payments made via this PQAS. Numeric, 9-digit field: 7 whole numbers and 2 decimals, right-justified, zero-filled.

**Amount Paid This Transaction (Column P):** The difference between columns M and N (the result may be a positive or negative number). Numeric, 9-digit field: 7 whole numbers and 2 decimals, right-justified, zero-filled.

**Adjustment Code(s) (Column Q):** Adjustment explanation(s). Alphabetic, 3-character field. Valid values per attached list of codes. Up to 3 Adjustment Codes per NDC; blanks for fewer than 3 codes.

**Dispute Code(s) (Column R):** Dispute explanation(s). Alphabetic, 3-character field. Valid values per attached list of codes. Up to 3 Dispute Codes per NDC; blanks for fewer than 3 codes.

**Totals (Bottom Row of Chart):** Add totals for each column. Use parameters for each column total as described for each field above.

**Plus Interest Payment:** Total amount of interest paid with this PQAS. Numeric, 8-digit field: 6 whole numbers and 2 decimals, right-justified, zero-filled.

**Total Remittance:** Total rebate amount paid on this PQAS for all NDCs, including any interest payment. Numeric, 10-digit field: 8 whole numbers and 2 decimals, right-justified, zero-filled.