

Prior Authorization on the ForwardHealth Portal

Helpful Tips for Portal Prior Authorization Requests

Here are some tips and reminders for submitting a personal care services prior authorization (PA) request on the ForwardHealth Portal (the Portal).

If you have a secure Provider Portal account, you can:

- Submit a PA request.
- Amend a PA request.
- View the status of a PA request.
- Check paid claims linked to an approved PA to see how many units remain.

Are You Ready to Submit Your PA Request on the Portal?

You must submit a complete PA request for it to be reviewed. To ensure your PA request is complete:

- Read and understand the coverage and PA approval criteria for the items or services outlined in the ForwardHealth Online Handbook (available on the Portal at www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx).
- Answer all questions.
- Fill in all required fields.
- Upload required documentation to support the medical necessity of the items or services requested.



(Scan to access the Online Handbook.)

Make sure you have the information required to submit a PA request on the Portal:

- Member ID number
- Procedure codes and modifiers for requested services
- Dates for when you want to provide the services
- Concise supporting clinical documentation to support medical necessity:
 - Prescription from a provider acting within the scope of their practice
 - Current medical notes to support the request
 - Documentation that supports required coverage criteria and PA approval criteria for the items or services

Portal Tips

- Pick the correct process type.
- Select Web Submission to fill out any required attachments:
 - This ensures all required information is captured.
 - Incomplete forms may result in PA modifications or denials.
- Only upload required documentation (for example, prescriptions, plan of care, pricing information):
 - Submitting excessive documentation or irrelevant pages of information slows down the process and may result in PA modification.
 - Forgetting to include required information will result in modifications or denials.
- Remember to click Submit when complete or no PA request will be created.

Don't have a secure Portal account?

Go to www.forwardhealth.wi.gov/WIPortal/Subsystem/Account/PortalAccessRequest.aspx to request Provider Portal access.



(Scan to request secure Portal access.)

Personal Care Services Portal PA Request Checklist

- Log in to your secure Provider Portal account.
- Select process type 121 for personal care.
- Fill out the Prior Authorization Request Form (PA/RF), F-11018.
- Fill out the Personal Care Prior Authorization Provider Acknowledgement, F-11134.

What is a process type?

A process type is a way for ForwardHealth to organize your PA request based upon the service requested.

Attaching Supporting Documentation

- Upload the complete Personal Care Screening Tool (PCST), F-11133.
- Upload the signed and dated plan of care for personal care assistance. If requesting pro re nata time, ensure those orders are included on the plan of care.
- Upload recent clinic notes that support medical necessity.
- Upload the Personal Care Addendum, F-11136.
- For requesting travel time, upload a travel map for more than 28 units per week.
- For members under 18 years old**, upload the current Individualized Education Plan (IEP).
- For requesting an **Electronic Visit Verification (EVV) exemption**, upload the EVV Live-In Worker Identification, F-02717, and proof of residence for personal care worker (for example, a driver's license).