



ForwardHealth Reference Guide

This document was created to help our in network providers navigate through the ForwardHealth website. The ForwardHealth portal serves as a handbook for Medicaid and Badgercare Plus members. The ForwardHealth Provider Portal allows providers to view information through a secure entry. It is our goal to help you work through some of the common issues asked by many providers when receiving claim denials. The ForwardHealth website provides many of these answers and other helpful information.

How to Gain Access to ForwardHealth

Once you are enrolled as a Medicaid provider, please call Forward Health at 1-800-947-9627 to receive instructions on how to set up an account for the Forward Health website.

ForwardHealth Handbooks

- The Online Handbooks will provide answers to many common questions about services you provide. This section can be found on the main page of the website under the “Policy and Communication” Section.

Policy and Communication

Policy

- [ForwardHealth Updates](#)
 - [Online Handbooks](#)
 - [Forms](#)
- Once you are in the handbook section you will be able to look up specific information regarding services you provide.

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To begin using the Online Handbooks:

- Select a value from the user type drop down list located on the upper right side of the page.
- Once you select the minimum information required, a list of sections and chapters will appear.
- Within each chapter, you can select a specific topic to view.
- Once you select a topic, the data will replace this content. Each topic is assigned a topic number, displayed above the topic title, for reference. A topic number may be entered into the Search and the Advanced Search tools to locate the corresponding topic. Topic numbers are for reference only and are not pertinent to the information contained within a topic or to the information in other topics with topic numbers assigned in close sequence.

Overview of the Online Handbook Content:

Policies and procedures described in the Online Handbook apply to Wisconsin Medicaid and BadgerCare Plus. Wisconsin Medicaid offers access to health care to individuals who are 65 years old or older, or to individuals who have a disability. BadgerCare Plus offers access to health care to children under 19 years of age, pregnant women, and families in Wisconsin.

Policies and procedures described in the Online Handbook apply to both Medicaid and BadgerCare Plus, except when a difference is noted.

Legal framework for policy in the Online Handbook:

The information provided in the Online Handbook is published in accordance with Wis. Stat. ch. 49 and Wis. Admin. Code chs. DHS 101-108.

Select from the following options

Provider

BadgerCare Plus and Medicaid

Choose a service area:

[Advanced Search](#) [Communication Home](#)

Sections and Chapters

A list of sections and chapters will appear once you select a user type, program, and/or service area.

- After you select the appropriate information in the drop down boxes that pertains to your services, you will be able to view resources in the following areas listed below.

Select from the following options

Provider

BadgerCare Plus and Medicaid

◦ Behavioral Treatment Benefit

[Advanced Search](#) [Communication Home](#)

Sections and Chapters

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



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ForwardHealth Fee Schedules

- The ForwardHealth Fee Schedules will help you determine how to bill for certain CPT codes. The Fee Schedules are listed under the Provider section on the website.

Providers

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

- After clicking on “Fee Schedules”, the box below will appear. Click on “Begin using the interactive max fee schedule” link.

All policy information is not listed in the max fee schedules. Please refer to the appropriate provider handbook for applicable policy for each procedure code.

- Begin using the interactive [max fee schedule](#).
- Download complete [max fee schedules](#) (applies to BadgerCare Plus and Medicaid providers only).
- [Drug Search Tool](#).

- From here you will scroll to bottom of screen and click on “I Accept” to accept the License Agreement. Once in the search field you will complete the following:
 - **Financial Payer**=Medicaid

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- **Service Area**=Choose service area for the services for which you are inquiring
- **Procedure Code**=Enter the applicable CPT code
- **Dates of Service**=Enter the date in which the service took place

Fee Schedule Search

Required fields are indicated with an asterisk (*).

Financial Payer*

Service Area*

Benefit Group [Search]

Procedure Code

Procedure Description

Date of Service [Defaults to current date when blank]

Note: Please note that benefit plans CORE, Basic and Benchmark are no longer effective as of 04/01/2014.

- [View](#) list of service areas by provider type and specialty.
- [View](#) search hints.

All policy information is not listed in the max fee schedules. Please refer to the appropriate provider handbook for applicable policy for each procedure code.

- Once you enter in all of the information, click the search button.

Max Fee Details

Financial Payer MEDICAID

Service Area MEDICAL - MEDICAL SERVICES

Procedure Code 99213

Procedure Description OFFICE/OUTPATIENT VISIT EST

Date of Service 01/01/2020

Benefit Group Established Patient

- ForwardHealth will then provide you with all of the billing information for that CPT code
 - [Rules](#) for this service code.
 - [Max Fee Rates](#) for this service code.
 - [Restrictions](#) for this service code.
 - [Show All](#) rates, rules, restrictions and copayments in one page.
 - [Provider](#) type and specialty codes and descriptions.
 - [Rate](#) type codes and descriptions.

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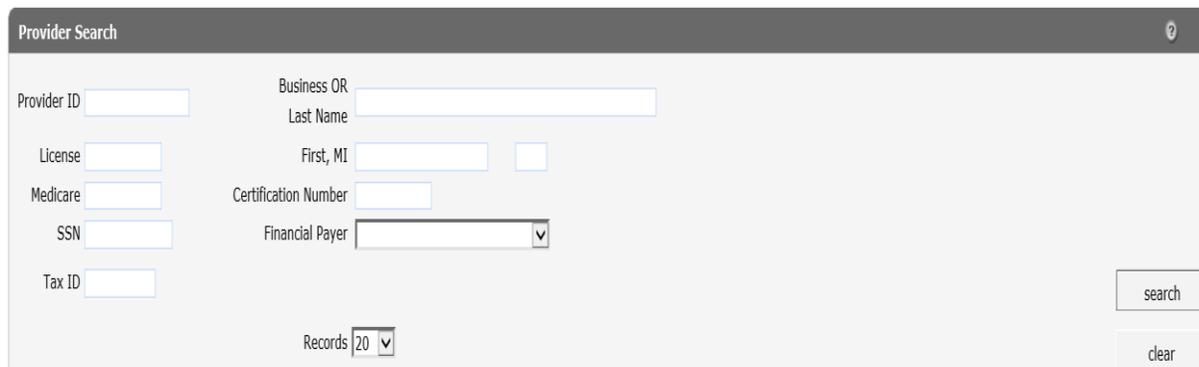
Taxonomy & NPI Issues

ForwardHealth requires certified Medicaid providers to bill with their Provider ID# (NPI#) and their Taxonomy code. You can verify your specific ID#'s by logging into the ForwardHealth website and using the "iC Functionality" section of the website.



The screenshot shows the top navigation bar of the ForwardHealth website. It includes links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The main header features the 'ForwardHealth' logo with the tagline 'Wisconsin serving you' and the 'interChange Managed Care Organization' logo. A user greeting reads 'Welcome Rebecca Jens » June 17, 2020 10:37 AM' with a 'Logout' link. Below the header is a navigation menu with the following items: Home, Search, Managed Care (highlighted), Enrollment, Health Check, Account, Contact Information, Online Handbooks, Site Map, iC Functionality, User Guides, and Certification.

Click on the Provider Search link to enter in your provider information. From there you will enter in your specific information. Once you click search, your Provider ID# (NPI#) and Taxonomy Code# will appear. This is information you will want to use when billing your claims. Please reference our **Taxonomy Billing Requirement Guide** and **Taxonomy Tip Sheet** for more information on how to bill this information correctly.



The screenshot shows the 'Provider Search' form. It contains the following fields and controls:

- Provider ID
- Business OR
- Last Name
- License
- First, MI
- Medicare
- Certification Number
- SSN
- Financial Payer
- Tax ID
- Records
- search
- clear