Overview of Portal Navigation and Claims Submission Options

ForwardHealth
Wisconsin serving you

Agenda

- Introduction
- Navigating the ForwardHealth Portal
- Portal Resources
- Claim Submission Options
- Direct Data Entry
  - o Copy Claim
  - o Create a Claim from PA
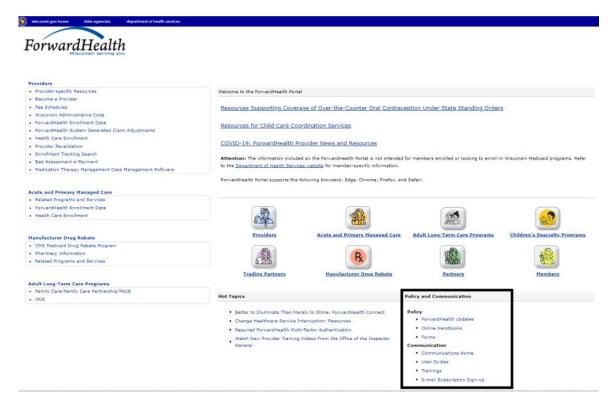- Paper Claim
- 837 Submission
- Q&A

Introduction

- forwardhealth.wi.gov

- The ForwardHealth Portal allows authorized users to conduct business through a secure entry point 24 hours a day, seven days a week.

- Both public and secure information are accessible through the Portal.

Introduction

- Public information is accessible to all users; however, users are required to establish a secure account within the Portal to gain access to secure information and to conduct business with ForwardHealth.

- Providers are encouraged to submit claims electronically as it improves efficiency, reduces billing and processing errors, and allows for the timely processing of claims.

ForwardHealth
Wisconsin serving you

Navigating the ForwardHealth Portal

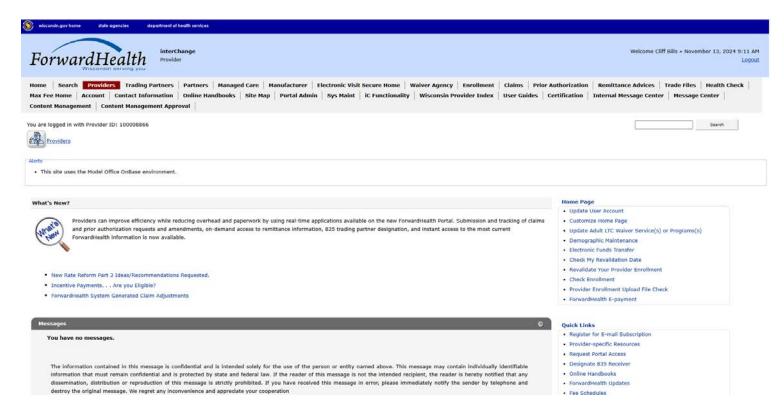# Navigating the ForwardHealth Portal

Navigating the ForwardHealth Portal

Navigating the ForwardHealth Portal

Claim Submission Options

- Direct data Entry (DDE)
  - Copy a paid claim
  - Create a claim from a PA
- Paper Claims
- 837

Direct Data Entry

- Submit claims directly within the ForwardHealth Portal

- Submit claims 24 hours a day, seven days a week

- Immediate feedback to any errors

- Specific functionality to make submitting multiple claims easier

- Great option for providers submitting 1-1000 claims per month (Depending on the needs of your organization)

ForwardHealth
Wisconsin serving you

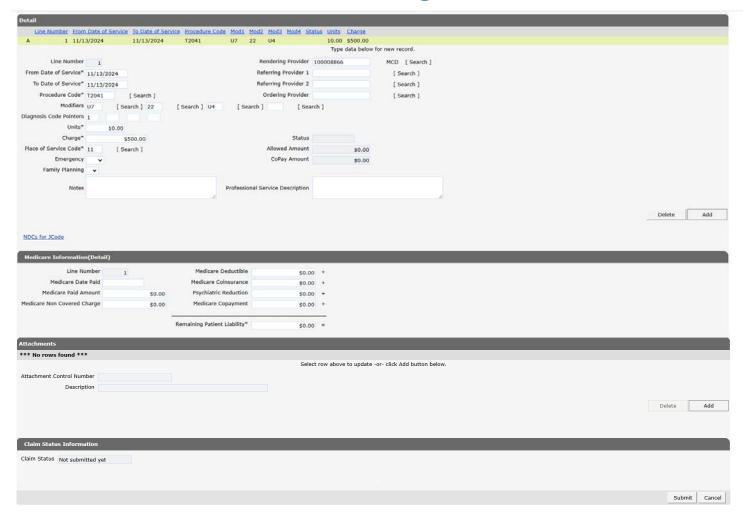# Direct Data Entry

Direct Data Entry

Direct Data Entry

Direct Data Entry

The following messages were generated:

Invalid Diagnosis Code - Z41.8
Diagnosis Code is required.
Diagnosis code pointed to from detail - 1 is not available.
The sum of the detail Charge amounts is not equal to the header Total Charge amount.

ForwardHealth
Wisconsin serving you

Direct Data Entry

Copy Claim

- Providers may copy a claim if it is in PAY status.

- All the information on the claim will be copied to a new claim.

- Providers can then make any desired changes to the claim and submit it as a new claim.

- After submission, ForwardHealth will assign the claim a new internal control number (ICN) and status.

- Providers may refer to Copying a Claim User Guide.

ForwardHealth
Wisconsin serving you

Copy Claim

Copy Claim

You are logged in with NPI: 8591521520, Taxonomy Number: 207QS0010X, Zip Code: 53704 - 4444, Financial Payer: Medicaid   [Search]

Claims » Portal Search

Message Description

At least one of the search parameters must be entered.

Claim Search

Required fields are indicated with an asterisk (*).

Provider ID : 8591521520 NPI

Internal Control Number(ICN)		Rendering Provider ID	
Member ID		Claim Type	
Old Internal Control Number(ICN)		Status	
From Date of Service	01/01/2000	Date Paid	
To Date of Service		Amount Billed	$0.00

[Search]

[Clear]

Wisconsin Department of Health Services

ForwardHealth
Wisconsin serving you

17

Copy Claim

Copy Claim

Copy Claim

Create a Claim from PA

You are logged in with Provider ID: 100008866

Search

🕵️ Prior Authorization

Alerts
- This site uses the Model Office OnBase environment.

Prior Authorization

Prior authorization (PA) is the electronic or written authorization issued by ForwardHealth to a provider prior to a service being provided to a member. In most cases, providers are required to obtain PA before providing services that require it.

Select a link below to begin a process that you need.

- Submit a new PA

- Complete a saved PA request

- Check on a previously submitted PA

- Amend an approved PA

- Correct a returned PA

- Correct a returned PA amendment

User Guides
- View the Prior Authorization User
- Guide

ForwardHealth
Wisconsin serving you

21

Create a Claim from PA

Create a Claim from PA

Choose PA Record

From the list below select the PA record you wish to view and press enter. If the PA is not listed, select "Previous", refine your search criteria and search again, or contact provider services for assistance at 1-800-947-9627.

PA Number	Member Id	Last Name	First Name	Process Type	PA Status	Amendment Status	Requested Start Date	Grant Date	Expiration Date	PA Notice
8243170002	9010006899	CLTSCLAIMS		TRAINING	147 - CHILDRENS LONG-TERM SUPPORT	INACTIVE - REVERSAL		11/12/2024	11/12/2024	11/30/2024	Decision Notice
8243170003	9010006899	CLTSCLAIMS		TRAINING	147 - CHILDRENS LONG-TERM SUPPORT	APPROVED	APPROVED	11/12/2024	11/12/2024	11/30/2024	Decision Notice
8243170006	8209562983	CLTSCLAIMSTEST	THIRD ONE	147 - CHILDRENS LONG-TERM SUPPORT	APPROVED	APPROVED	09/01/2024	09/01/2024	12/31/2024	Decision Notice

Previous   Exit

ForwardHealth
Wisconsin serving you

23

Create a Claim from PA

Paper Claims

- ForwardHealth will accept paper claims.

- ForwardHealth does not supply 1500 Professional or UB-04 Claim Forms.

ForwardHealth
Wisconsin serving you

837 Claim Submission

- Providers have the option to submit 837 claims to ForwardHealth.

- [CLTS TPA Webinar 837 Demonstration Session 8.13.24 on Vimeo](#)

Questions?

Thank You