

CLTS Program Third-Party Administrator (TPA) Transition Provider Forum



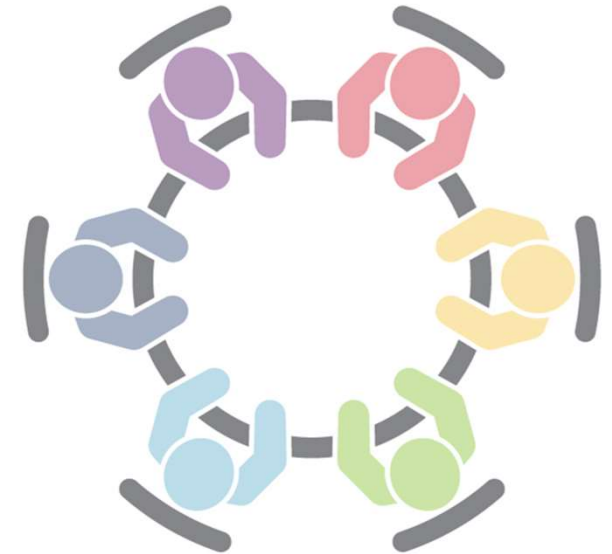
Gainwell Technologies, LLC

May 16, 2024

Wisconsin Department of Health Services

Agenda

- Welcome
- Updated Project Timeline
- ForwardHealth Portal
- Claims Submission – General Updates
- Claims Submission – Options
 - Direct Entry
 - 837 Information
- Medicaid IDs
- Discussion
- What's Next



CLTS Program TPA Transition Overview

- The CLTS Program TPA role will be transitioning from Wisconsin Physicians Service (WPS) to Gainwell Technologies, LLC.
- The CLTS Program TPA processes CLTS Program claims from providers and prior authorizations (PAs) from county waiver agencies (CWAs).
- The anticipated date of this transition is Q2 2025.
- Throughout this transition, DHS will communicate with providers with updates and provide opportunities for training prior to implementation.

Updated Project Timeline

- **Initiate:** May–Sep. 2023: Complete
- **Design:** Sep. 2023–May 2024
- **Construct/Test for Gainwell:** May 2024–Jan. 2025
- **Pre-Implementation & Go Live Phase:** Feb.–Jul. 2025
 - Provider testing available with technical assistance: Feb.–May 2025
 - Go live: May 2025
 - Provider testing environment will remain available until: July 2025

ForwardHealth Portal

ForwardHealth Portal

There is only one portal for the program.

- The ForwardHealth portal will be the source for information such as viewing claims history, viewing prior authorizations (PAs), and other reference information such as user guides and fee/rate schedules. You can also submit claims from the portal which we will talk about in later slides.
- There is no separate “Gainwell” portal.
- Before the transition date, you will receive a letter containing a PIN to sign in to the ForwardHealth Portal. We will talk more about this later.

Claims Submission – General Updates

Claims Submission: ICD-10

New requirement to submit International Classification of Diseases (ICD)-10th Revision Clinical Modification (CM) codes on claims.

- Will be included on the PA
- Will be a specific diagnosis code or Z41.8 – encounter for other procedures for purposes other than remedying health state, unspecified

Claims Submission: Place of Service

New requirement to submit place of service (POS) code on claims.

Will not be included on PA to continue to allow flexibility for POS 02 Remote Services.

- Guidance will be found in the ForwardHealth Portal in the CLTS Fee Schedule for all procedure codes.
- Guidance will also be found in the Claims Submission User Guide.
- Will be included in claims submission training closer to the transition date.

Claims Submission – Options

Claims Submission Options

DHS accepts Health Information Portability and Accountability Act (HIPAA) compliant formats.

- We cannot accept WPS proprietary spreadsheet submissions.
- Formats accepted:
 - Direct entry claims in the ForwardHealth Portal
 - Electronic – 837i and 837p
 - Paper - Centers for Medicare & Medicaid Services (CMS)-1500 and Universal Billing (UB)-04

Direct Entry

ForwardHealth has three options for direct entry:

- Claim Wizard – Direct Entry
- Claim Wizard – Claim Copy - Allows the user to create an exact copy of a paid claim, and then providers may update details as necessary, such as date of service or units.
- Claims Panel – Create Claim From PA - Allows users to create a claim based on information from the PA, with information prepopulated on the claim.

837 Information

- Electronic 837 submissions will need to be created.
 - Free software is available online (eg, [PC-ACE Pro 32](#), which is endorsed by Medicare)
 - Providers should find the solution right for them
- 837 submissions, once created, can then be uploaded directly into the portal
 - Training will be provided
 - Companion guides are available to help you get your systems ready

837 Companion Guides

Companion guides offer payer-specific requirements that supplement the overall 837 implementation guides.

- Every payer has these documents outlining what they require in addition to the standard 837 format.
- This will provide you with the information we discussed, including the sender/receiver ID as well as other elements.

837 Companion Guides

These guides are public and currently available on the [ForwardHealth Portal](#):

- [P-00265](#): Instructions Related to 837 Health Care Claim: Professional (837P) Transaction Based on ASC X12 Implementation Guide
- [P-00266](#): Instructions Related to 837 Health Care Claim: Institutional (837I) Transactions Based on ASC X12 Implementation Guide



Report Fraud

Welcome » March 13, 2024

Alerts

- Some disruption is still occurring due to the cyber security incident involving [Change Healthcare](#). Visit the ForwardHealth [Change Healthcare Service Interruption: Resources](#) page for more information.
- Multi-factor authentication (MFA) is now required for the secure ForwardHealth Portal. Providers are encouraged to refer to the [ForwardHealth Multi-Factor Authorization Instruction Sheet](#) for help setting up MFA preferences. Providers may contact their Portal account administrator or call the ForwardHealth Portal Help Desk at 866-908-1363. Note: This is a project-specific announcement and is not related to the Change Healthcare disruption.

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

Welcome to the ForwardHealth Portal

[Resources Supporting Coverage of Over-the-Counter Oral Contraception Under State Standing Order](#)

[Resources for Child Care Coordination Services](#)

[COVID-19: ForwardHealth Provider News and Resources](#)

Attention: The information included on the ForwardHealth Portal is not intended for members enrolled or looking to enroll in Wisconsin Medicaid programs. Refer to the [Department of Health Services website](#) for member-specific information.

ForwardHealth Portal supports the following browsers: Edge, Chrome, Firefox, and Safari.

Members

- Find a Provider

Partners

- Find a Provider
- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request
- Waiver Agencies
- Adult Incident Reporting System (AIRS) for MCO Reporting

Trading Partners

- Trading Partner Profile
- PES
- **Companion Guides**
- Medication Therapy Management Case Management Software
- Approval Process

Acute and Primary Managed Care

- Related Programs and Services
- ForwardHealth Enrollment Data
- Health Care Enrollment





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Trading Partner Public Links

- [Trading Partner Profile](#)
- [Provider Electronic Solutions](#)
- [Companion Guides](#)
 - [Medication Therapy Management Case Management Software Approval Process](#)
- [ForwardHealth Updates](#)
- [Communications Home](#)

HIPAA Version 5010 Companion Guides and NCPDP Version D.0 Payer Sheet

The purpose of the ForwardHealth companion guides and payer sheet is to provide trading partners and managed care organizations with ForwardHealth-specific information for successfully exchanging transactions electronically with ForwardHealth.

These publications are available only as PDFs. You will need Adobe Reader® to view these files.

- [P-00262](#) Instructions Related to 820 Health Care Payroll Deducted and Other Group Premium Payment for Insurance Products (820) Based on ASC X12 Implementation Guide (07/23)
- [P-00263](#) Instructions Related to 837 Health Care Claim: Dental (837D) Transactions Based on ASC X12 Implementation Guide (12/18)
- [P-00264](#) Instructions Related to 834 Benefit Enrollment and Maintenance (834) Based on ASC X12 Implementation Guide (03/19)
- [P-00265](#) Instructions Related to 837 Health Care Claim: Professional (837P) Transaction Based on ASC X12 Implementation Guide (12/18)
- [P-00266](#) Instructions Related to 837 Health Care Claim: Institutional (837I) Transactions Based on ASC X12 Implementation Guide (07/16)

Medicaid IDs

Provider ID Requirements

- Medicaid IDs (MA IDs) are required for the submission and processing of CLTS claims.
 - Tax IDs will no longer be accepted on claim submissions.
 - MA IDs will be on the PA.
- Prior to the provider testing window, you will receive a letter containing a PIN to sign in to the ForwardHealth Portal. This letter will include your MA ID(s).
- DHS will share provider MA IDs with CWAs if the provider is registered to provide services in their county.

Provider Registrations and MA IDs

- Each service location/directory location will have a unique MA ID.
- Providers are encouraged to ensure their registration is up-to-date now.

The DHS [CLTS Provider Registry](#) remains the “source of truth” regarding provider information, meaning all changes must be made in this registry. DHS passes this information to Gainwell to upload to their provider file and ForwardHealth Portal.

Provider Registrations and MA IDs: Locations

- If you have one location:
 - Enter this as your main **Business Name** and **Business Address**.
 - Enter this as your **Directory Location**.
- If you have more than one location:
 - Enter your main location as your **Business Name** and **Business Address**.
 - Enter your main location as a **Directory Location**.
 - Enter **all** other service locations as a **Directory Location**.

Medicaid IDs

Details Services & Qualifications

✓ **Registration Overview**

Business Name
[TEst Account 27](#)

Service(s)
Daily living skills training

Service Area(s)
Brown

✓ **Dates**

Submission Date	Date of Initial Approval
<hr/>	4/2/2024
Provider Agreement Signed Date	Renewal Date
1/24/2020	1/24/2024

✓ **System Details**

Registration ID	Prior Registration
REG-000012	<hr/>
Record Type	
CLTS Registration Approved	

Please keep your approved registration up to date: The following items can be changed without DHS review or approval. To edit:

- Business Address, Website, or Billing Contact (Name, Title, Phone, Mobile, Fax, Email) – click on your Business Name and edit the fields with the pencil icons,
- Directory Locations – click the Organization Name and edit the field with pencil icons, or click on the Add Directory Location button,
- Services & Qualifications – click on the Services & Qualifications tab, then under Qualifications click the Qualification ID or View All to see a list of qualifications

Clicking the Submit Changes button below will send you to the process flow that allows you to submit information that requires DHS review/approval including:

- Changes to Business Name or NPI
- Add or delete Services: Note you must select ALL service types you want to deliver including your current service types(s)
- Add or edit Service Areas
- Add or edit Provider Types

If you need to change your Registration Type, Tax ID or SSN, a new registration needs to be completed. Please log out of the Provider Registry. From the home page, select “Create a new provider account” to start the process.

If you are within 60 days of your renewal date, you will be prompted to complete the renewal process.

Directory Locations (5)

Organization Name	Services	Service Area	Street	
TEst Account 27 Madis...	Daily living skills training	Brown	1 West Wilson	▼
TEst Account 27 - Rhin...	Daily living skills training	Brown	2187 North Stevens	▼
TEst Account 27 - Milw...	Daily living skills training	Brown	89 N. 6th Street	▼
TEst Account 27 - Wau...	Daily living skills training	Brown	141 N.W. Barstow St.	▼
TEst Account 27 - Eau ...	Daily living skills training	Brown	610 Gibson St.	▼

Claims Submission and Medicaid IDs

- Non-Healthcare Providers who **do not** have a National Provider Identifier (NPI)
 - Will submit claims using their MA ID with **all** claim submission methods.
- Healthcare Providers who **do** have an NPI
 - Must submit the NPI on claims submitted via the electronic 837 method. Cannot submit MA ID on an 837.
 - Will use the MA ID to submit on all other claim submission methods. Can also include NPI.

Discussion

Discussion





What's Next

Gainwell and DHS will partner to offer another provider forum. We will send out an email soon to save the dates. There will be one forum with two options to attend:

- August 21, 10-11 a.m.
- August 28, 2-3 p.m.

Training – Dates to be announced

What's Next: Claims Training

- Two sessions
 - Providers who use technology often
 - Providers who are less familiar with technology
- Topics
 - Accessing ForwardHealth Portal
 - Claim form
 - How to fill out the panels (i.e., header, detail, insurance, etc.)
 - How to upload attachments
 - How to submit the claim
 - Understanding claim status
 - Adjusting a claim
 - Copying a claim
 - Resources

What's Next: PA and EFT Training

- One session
- Topics
 - Accessing ForwardHealth Portal
 - Viewing PAs
 - Creating a claim from a PA
 - How to sign up for electronic funds transfer (EFT)

Questions?

If you have questions regarding the CLTS Program TPA transition, please email:
dhscltsproviderrelations@dhs.wisconsin.gov.

**THANK
YOU**