

# CLTS Program TPA Transition



Department of Health Services  
Gainwell Technologies, LLC  
November 30, 2023

# Agenda

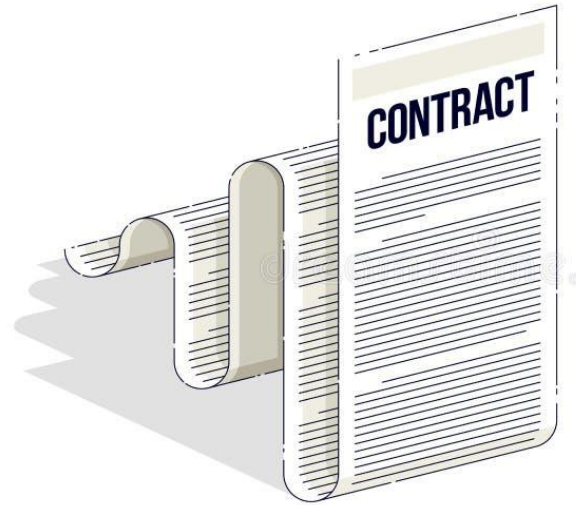
- Welcome
- **Children's Long**-Term Support (CLTS) Program third party administrator (TPA) transition overview
- Claims submission functionality
- Viewing claims history and prior authorizations
- Discussion
- Next steps

# CLTS Program TPA Transition Overview

The CLTS Program TPA will transition from Wisconsin Physicians Service (WPS) to Gainwell Technologies, LLC. The anticipated date of this transition is Q1 2025. The CLTS Program TPA processes CLTS Program claims from providers and prior authorizations from county waiver agencies (CWAs).

Throughout this transition the Wisconsin Department of Health Services (DHS) will host provider forums to provide updates and solicit feedback from specific provider groups.

# Discussion of Contract and Transition



# Forum Expectation: Three Goals

1. Share information about the CLTS Program TPA transition
2. Take questions and feedback about existing processes to gain insight about current CLTS Program TPA processes and functionality
3. Collect information about what currently works well, what does not, and suggestions for potential improvements to submitting claims and reviewing claims and prior authorizations

# Level Setting: Using Existing Systems

- Gainwell's ForwardHealth Provider Portal
  - Building CLTS Program TPA into the portal functionality
- Leveraging **Gainwell's** prior authorization knowledge
  - New to CLTS Program, but processing prior authorizations is not new to Gainwell
- Claims processing
  - Billions of dollars in Medicaid claims processed annually by Gainwell

# Timeline

- Initiate: May 2023 – September 2023: Complete
- Design: October 2023 – February 2024
- Provider Forums
  - November 2023
  - January 2024
- Construct/Test: February 2024 – September 2024
- Pre-Implementation: September 2024 – December 2024
- Go Live: January 2025 – March 2025

# Claims Submission Functionality



# Claims Submission

- What DHS must ensure:
  - Health Insurance Portability and Accountability Act (HIPAA) compliant
  - Meets Centers for Medicare & Medicaid Services (CMS) standards
  - 1915(c) Waiver compliant
- Accepted claims submission methods
  - Electronic data interchange (EDI) 837
  - CMS-1500 paper claims form
  - Universal Billing 04 (UB-04)
  - Provider portal

# Claims Submission

- No longer accepted after implementation:  
Paper claims
- Further exploration needed:  
Spreadsheet claims

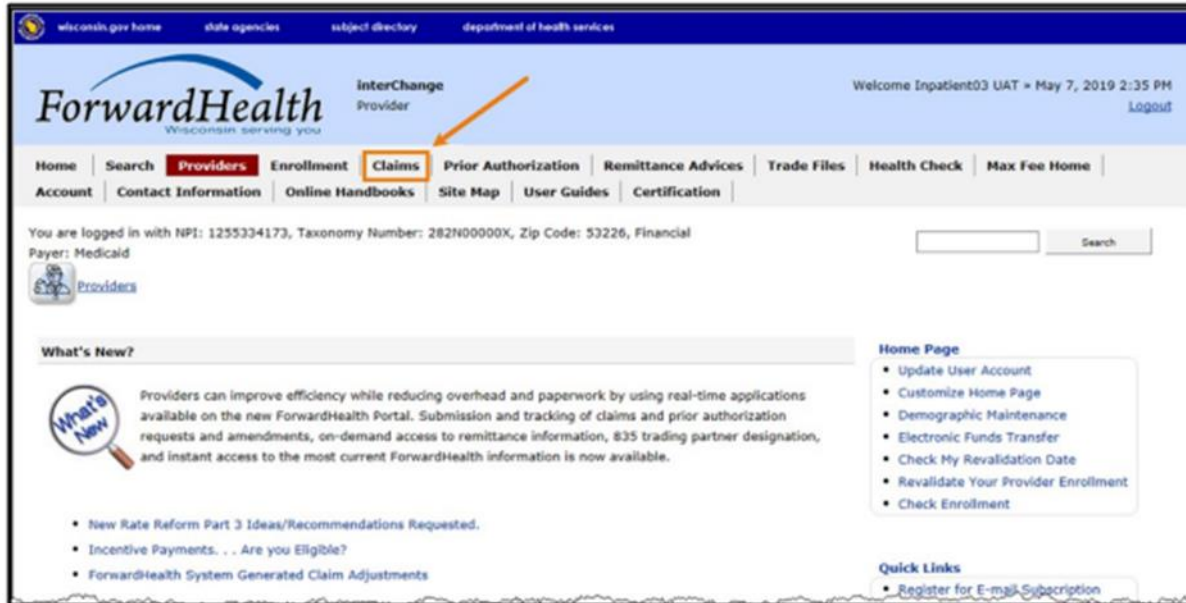
# Claims Submission: ForwardHealth Portal

## Claims [online user guides](#)

Note: The following screenshots are intended to demonstrate the user experience for claims submission. Some items may change during design of the final product.

# Claims Submission: ForwardHealth Portal

Click **Go!** The user's secure provider page will be displayed.




wiscnhs.gov home state agencies subject directory department of health services


**ForwardHealth** Wisconsin serving you  
interChange Provider  
Welcome Inpatient03 UAT - May 7, 2019 2:35 PM  
Logout

Home Search **Providers** Enrollment **Claims** Prior Authorization Remittance Advices Trade Files Health Check Max Fee Home  
Account Contact Information Online Handbooks Site Map User Guides Certification

You are logged in with NPI: 1255334173, Taxonomy Number: 282N00000X, Zip Code: 53226, Financial Payer: Medicaid

 Providers

**What's New?**

 Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available.

- New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments. . . Are you Eligible?
- ForwardHealth System Generated Claim Adjustments

**Home Page**

- Update User Account
- Customize Home Page
- Demographic Maintenance
- Electronic Funds Transfer
- Check My Revalidation Date
- Revalidate Your Provider Enrollment
- Check Enrollment

**Quick Links**

- Register for E-mail Subscription

# Claims Submission: ForwardHealth Portal

## Claims

**Claims Submission Options**  
Providers may submit claims to ForwardHealth electronically or on paper. Providers are encouraged to submit claims electronically as it improves efficiency, reduces billing and processing errors, and allows for the timely processing of payments.

Providers may begin the claim processing function by clicking on the following options.

**What would you like to do?**

- [Claim search](#)
- [Claims Submission Report](#)
- [Submit Dental Claim](#)
- [Submit Institutional Claim](#)
- [Submit Compound/Noncompound Claim](#)
- [Submit Professional Claim](#)
- [Upload Claim Attachments](#)
- [WWWP Reporting Form Search](#)
- [Submit WWWP Breast Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Cervical Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Breast and Cervical Cancer Screening Activity Report](#)
- [Private Duty Nursing - Prior Authorization Claims Report](#)

Providers having difficulties determining which method to use when submitting a claim, or in submitting a claim through the Portal, may call provider services at 800-947-9627.

User Guides

- Portal User Guides

# Claims Submission: ForwardHealth Portal

Error checking:

The following messages were generated:

**A valid Member ID is required**

**Professional Claim** ?

Required fields are indicated with an asterisk (\*).

ICN	<input type="text"/>	Rendering Provider	<input type="text"/>	[ Search ]
Provider ID	1234567890 NPI	Referring Provider 1	<input type="text"/>	[ Search ]
<b>Member ID*</b>	<input type="text"/>	Referring Provider 2	<input type="text"/>	[ Search ]
Last Name	<input type="text"/>	Medicare Disclaimer	no disclaimer	
First Name, MI	<input type="text"/>	Other Insurance Indicator	<input type="text"/>	
Date of Birth	<input type="text"/>	Total Charge*	<input type="text"/>	\$0.00
Patient Account #	<input type="text"/>	Other Insurance Amount	<input type="text"/>	\$0.00
Medical Record Number	<input type="text"/>	Total Amount Paid	<input type="text"/>	\$0.00

[Diagnosis](#) [Condition](#) [Medicare](#) [Anesthesia](#)

# Claims Submission: ForwardHealth Portal

Claim submission and copy claim:

Information panel will be displayed indicating how the claim was processed by ForwardHealth.

Claim Status Information		
Claim Status	PAY	
Claim ICN	2211259001022	
Paid Date	09/16/2011	
Paid Amount	\$11.91	

EOB Information		
Detail Number	Code	Description
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.

# Claims Submission: ForwardHealth Portal

Copy claims on the ForwardHealth Portal:

Providers can copy institutional and professional claims on the ForwardHealth Portal. Providers can open any paid claim, click the "Copy" button, and all the information on the claim will be copied over to a new claim form.

Providers can then make any desired changes to the claim form and click "Submit" to submit as a new claim. After submission, ForwardHealth will issue a response with a new ICN (internal control number) along with the claim status.



# Claims Submission: ForwardHealth Portal

Access the Portal at <https://www.forwardhealth.wi.gov/>.

wisconsin.gov home state agencies subject directory department of health services

**ForwardHealth**  
Wisconsin serving you

Report Fraud  Search

Welcome - February 8, 2022 12:51 PM  
Login

**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

**Acute and Primary Managed Care**

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

**Manufacturer Drug Rebate**

- CMS Medicaid Drug Rebate Program
- Pharmacy Information

Welcome to the ForwardHealth Portal

[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.

**Members**

- Find a Provider

**Partners**

- Find a Provider
- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request
- Waiver Agencies

**Trading Partners**

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

**Children's Specialty Programs**

- Birth to 2 Program
- Children's Long-Term Support Program
- Katie Beckett Medicaid
- Children's Specialty Managed Care Plans

**Providers**

**Acute and Primary Managed Care**

**Adult Long-Term Care Programs**

**Children's Specialty Programs**

**Trading Partners**

**Manufacturer Drug Rebate**

**Partners**

**Members**

# Claims Submission: ForwardHealth Portal

Member ID*	Referring Provider 2	[ Search ]
Last Name	Medicare Disclaimer	no disclaimer
First Name, M1	Other Insurance Indicator	
Date of Birth		
Patient Account #	Total Charge*	\$0.00
Medical Record Number	Other Insurance Amount	\$0.00
SOI Date	Total Amount Paid	\$0.00
	Net Difference	

[Diagnosis](#)
[Condition](#)
[Medicare](#)
[Anesthesia](#)
[Other Insurance](#)

**Detail**

Line Number	From Date of Service	To Date of Service	Procedure Code	Mod1	Mod2	Mod3	Mod4	Status	Units	Charge
A 1									0	\$0.00

Type data below for new record.

Line Number	1	Rendering Provider	[ Search ]
From Date of Service*		Referring Provider 1	[ Search ]
To Date of Service*		Referring Provider 2	[ Search ]
Procedure Code*	[ Search ]	Ordering Provider	[ Search ]
Modifiers	[ Search ] [ Search ] [ Search ] [ Search ] [ Search ]		
Diagnosis Code Pointers			
Units*	0		
Charge*	\$0.00	Status	
Place of Service Code*	[ Search ]	Allowed Amount	\$0.00
Emergency		CoPay Amount	\$0.00
Family Planning			
Notes	Professional Service Description		

Viewing claims history and  
prior authorizations

# Viewing Claims History ForwardHealth Portal

The screenshot displays the ForwardHealth Provider Portal interface. At the top left is the ForwardHealth logo with the tagline "Wisconsin serving you". To its right is the "interChange Provider" logo. The top right corner shows a welcome message: "Welcome Claim test02 » November 9, 2023 10:16 AM" and a "Logout" link. A horizontal navigation bar contains various menu items, with "Claims" highlighted in a red box. Below the navigation bar, a user information section displays "You are logged in with NPI: [redacted], Taxonomy Number: 193200000X, Zip Code: 54661 - 4837, Financial Payer: Medicaid, Type Of Business: Other, IRS Tax-Exempt: No, Public/Private: Private" and a search input field. The main content area is titled "Claims" and includes a "Claims Submission Options" section with explanatory text. A "User Guides" section contains a link to "Portal User Guides". At the bottom, a "What would you like to do?" section features a link to "Claim search".


**ForwardHealth** Wisconsin serving you

interChange  
Provider

Welcome Claim test02 » November 9, 2023 10:16 AM  
Logout

Home | Search | Providers | Trading Partners | Partners | Managed Care | Manufacturer | Electronic Visit Secure Home | Waiver Agency | Enrollment | **Claims** | Prior Authorization | Remittance Advices | Trade Files | Health Check | Max Fee Home | Account | Contact Information | Online Handbooks | Site Map | Portal Admin | Sys Maint | IC Functionality | Wisconsin Provider Index | User Guides | Certification | Internal Message Center | Message Center | Content Management | Content Management Approval

You are logged in with NPI: [redacted], Taxonomy Number: 193200000X, Zip Code: 54661 - 4837, Financial Payer: Medicaid, Type Of Business: Other, IRS Tax-Exempt: No, Public/Private: Private

 [Claims](#)

**Claims**

**Claims Submission Options**  
Providers may submit claims to ForwardHealth electronically or on paper. Providers are encouraged to submit claims electronically as it improves efficiency, reduces billing and processing errors, and allows for the timely processing of payments.

Providers may begin the claim processing function by clicking on the following options.


**What would you like to do?**

- [Claim search](#)

**User Guides**

- [Portal User Guides](#)

# Viewing Claims History ForwardHealth Portal

 [Claims](#) » [Portal Search](#)

### Claim Search

Required fields are indicated with an asterisk (\*).

Provider ID : <input type="text"/> *	NPI	Rendering Provider ID	<input type="text"/>
Internal Control Number(ICN)	<input type="text"/>	Claim Type	<input type="text"/>
Member ID	<input type="text"/>	Status	<input type="text"/>
Old Internal Control Number(ICN)	<input type="text"/>	Date Paid	<input type="text"/>
From Date of Service	<input type="text"/> 10/01/2023	Amount Billed	<input type="text"/> \$0.00
To Date of Service	<input type="text"/> 10/31/2023		

# Viewing Claims History ForwardHealth Portal

**Claim Search**

Required fields are indicated with an asterisk (\*).

Provider ID :  NPI

Internal Control Number(ICN)       Rendering Provider ID

Member ID       Claim Type

Old Internal Control Number(ICN)       Status

From Date of Service       Date Paid

To Date of Service       Amount Billed

---

**Search Results**

ICN/Old ICN	Claim Sequence	Adjustment Status	Original ICN	Member ID	Member First Name	Member Last Name	From Date of Service	To Date of Service	Claim Type	Status	Date Paid	Amo
2223311001009				7207950179	GEORGE	WASHINGTON	06/01/2023	06/01/2023	Professional	SUSPEND	0	
5923311001001	2		2223201001016	7207950179	GEORGE	WASHINGTON	06/01/2023	06/01/2023	Professional	SUSPEND	0	
2223201001013				7207950179	GEORGE	WASHINGTON	06/01/2023	06/01/2023	Professional	SUSPEND	0	
2223311001011				7207950179	GEORGE	WASHINGTON	07/01/2023	07/01/2023	Professional	SUSPEND	0	
2223200001006				7207950179	GEORGE	WASHINGTON	02/01/2023	02/01/2023	Professional	SUSPEND	0	
2223153001003				9010006406	POST	PANDYA	02/28/2023	02/28/2023	Professional	PAY	06/02/2023	
2223153001025				9010006406	POST	PANDYA	05/01/2023	05/01/2023	Professional	PAY	06/02/2023	\$
2223153001024				9010006406	POST	PANDYA	02/28/2023	02/28/2023	Professional	PAY	06/02/2023	
2223312001001				7207950179	GEORGE	WASHINGTON	08/01/2023	08/01/2023	Professional	PAY	11/08/2023	
2223201001016	1	Adj. In Progress		7207950179	GEORGE	WASHINGTON	06/01/2023	06/01/2023	Professional	PAY	07/21/2023	
2223269001010				2208771222	FFS	ADULTTCENCOUNTERS	09/01/2023	09/01/2023	Professional	DENY	09/26/2023	

# Viewing Claims History ForwardHealth Portal

Claims > Professional

Next Search By: ICN

### Professional Claim

Required fields are indicated with an asterisk (\*).

ICN 2223153001003      Rendering Provider 1013003060      NPI [ Search ]

Provider ID       Referring Provider 1       [ Search ]

Member ID\* 9010006406      Referring Provider 2       [ Search ]

Last Name PANDYA      Medicare Disclaimer no disclaimer ▼

First Name, MI POST      Other Insurance Indicator ▼

Date of Birth 06/25/1982

Patient Account #       Total Charge\* \$50.00

Medical Record Number       Other Insurance Amount \$0.00

SOI Date       Total Amount Paid \$16.23

Net Difference

[Diagnosis](#)   [Condition](#)   [Medicare](#)   [Anesthesia](#)   [Other Insurance](#)

### Detail

Line Number	From Date of Service	To Date of Service	Procedure Code	Mod1	Mod2	Mod3	Mod4	Status	Units	Charge
1	02/28/2023	02/28/2023	J0491					PAY	1.00	\$50.00

Select row above to update -or- click Add button below.

# Viewing Claims History ForwardHealth Portal

Select row above to update -or- Click Add button below.

Attachment Control Number

Description

---

**Claim Status Information**

Claim Status

Claim ICN

Paid Date

Paid Amount

---

**EOB Information**

Detail Number	Code	Description
1	1178	Service is not reimbursable for Date(s) of Service.
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.



# Viewing Prior Authorization History ForwardHealth Portal

wisconsin.gov home    state agencies    department of health services

**ForwardHealth** Wisconsin serving you    InterChange Provider    Welcome Claim test02 » November 10, 2023 3:25 PM [Logout](#)

[Home](#) | [Search](#) | [Providers](#) | [Trading Partners](#) | [Partners](#) | [Managed Care](#) | [Manufacturer](#) | [Electronic Visit Secure Home](#) | [Waiver Agency](#) | [Enrollment](#) | [Claims](#) | **[Prior Authorization](#)** | [Remittance Advices](#) | [Trade Files](#) | [Health Check](#) | [Max Fee Home](#) | [Account](#) | [Contact Information](#) | [Online Handbooks](#) | [Site Map](#) | [Portal Admin](#) | [Sys Maint](#) | [IC Functionality](#) | [Wisconsin Provider Index](#) | [User Guides](#) | [Certification](#) | [Internal Message Center](#) | [Message Center](#) | [Content Management](#) | [Content Management Approval](#)

You are logged in with NPI:    Taxonomy Number: 207Q00000X, Zip Code: 53593, Financial Payer: Medicaid   

**Prior Authorization Search**


PA Number <input type="text"/>	Member ID <input type="text"/> [ Search ]
Provider ID <input type="text"/> MCD [ Search ]	Rendering Provider Number <input type="text"/> [ Search ]
Process Type <input type="text"/>	Media Type <input type="text"/>
Service Code <input type="text"/> [ Search ]	Financial Payer <input type="text"/>
NDC <input type="text"/> [ Search ]	DUR <input type="text"/>
Revenue Code <input type="text"/> [ Search ]	Emergency Supply <input type="text"/>
ICD Code <input type="text"/> [ Search ]	Primary Diagnosis <input type="text"/> [ Search ]
Modifier 1 <input type="text"/> [ Search ]	Secondary Diagnosis <input type="text"/> [ Search ]
Modifier 2 <input type="text"/> [ Search ]	Authorized Eff Date <input type="text"/>
Modifier 3 <input type="text"/> [ Search ]	Authorized End Date <input type="text"/>
Modifier 4 <input type="text"/> [ Search ]	Received Date
Tooth <input type="text"/> [ Search ]	From <input type="text"/> 01/01/2023
Area of the Oral Cavity <input type="text"/> [ Search ]	Thru <input type="text"/> 12/31/2023
PA Status <input type="text"/>	Finalized Date
Line Status <input type="text"/>	From <input type="text"/>
Amendment Status <input type="text"/>	Thru <input type="text"/>
ESC Override <input type="text"/>	
Collaborative ID <input type="text"/>	

Records 100

# Viewing Prior Authorization History ForwardHealth Portal

Search Results								
<a href="#">PA Number</a>	<a href="#">Collaborative ID</a>	<a href="#">Media Type</a>	<a href="#">PA Status</a> <sup>A</sup>	<a href="#">Amendment Status</a>	<a href="#">Provider ID</a>	<a href="#">Member ID</a>	<a href="#">Process Type</a>	<a href="#">Financial Payer</a>
<a href="#">2222222200</a>		FAX	APPROVED			MCD <a href="#">6110000022</a>	PHYSICIAN	TXIX
<a href="#">8231510002</a>		TELEPHONE	APPROVED			MCD <a href="#">6110000026</a>	PHYSICIAN	TXIX
<a href="#">1111111102</a>		PAPER	APPROVED			MCD <a href="#">6110000021</a>	PHYSICIAN	TXIX
<a href="#">2222222201</a>		FAX	APPROVED			MCD <a href="#">6110000022</a>	PHYSICIAN	TXIX
<a href="#">5231940003</a>		WEB	APPROVED	PENDING - FISCAL AGENT REVIEW		MCD <a href="#">3209070636</a>	PHYSICIAN	TXIX
<a href="#">2223160692</a>		FAX	APPROVED			MCD <a href="#">3111240231</a>	PHYSICIAN	TXIX
<a href="#">2222222444</a>		FAX	APPROVED			MCD <a href="#">6110000022</a>	PHYSICIAN	TXIX
<a href="#">1222222222</a>		PAPER	APPROVED			MCD <a href="#">6110000021</a>	PHYSICIAN	TXIX

# Viewing Prior Authorization History ForwardHealth Portal

 [IC Functionality](#) > [PA Information](#)

**@neTouch**

Quick Search ▲

---

PA Number

---

Recent Searches ▲

No Recent Searches Found

PA Number <input style="width: 90%;" type="text" value="2222222200"/>	Received Date <input style="width: 90%;" type="text" value="07/18/2023"/>	
PA Status <input style="width: 90%;" type="text" value="APPROVED"/>	Amendment <input style="width: 90%;" type="text"/>	Received Date <input style="width: 90%;" type="text"/>
Amendment Status <input style="width: 90%;" type="text"/>	Date Return <input style="width: 90%;" type="text"/>	Provider Review <input style="width: 90%;" type="text"/>
Process Type <input style="width: 90%;" type="text" value="PHYSICIAN"/>	Finalized Date <input style="width: 90%;" type="text" value="07/20/2023"/>	
Media Type <input style="width: 90%;" type="text" value="FAX"/>	Date Decision Notice Sent <input style="width: 90%;" type="text" value="07/20/2023"/>	Member ID <input style="width: 90%;" type="text"/>
Provider ID <input style="width: 90%;" type="text"/>	Member Last <input style="width: 90%;" type="text" value="FAX"/>	Member First <input style="width: 90%;" type="text" value="PA"/>
Provider Check <input style="width: 90%;" type="text" value="ANY SERVICE LOCATION WITH THE SAME NPI"/>	DOB <input style="width: 90%;" type="text" value="01/01/2000"/>	24 Hour Drug <input style="width: 90%;" type="text" value="NO"/>
Financial Payer <input style="width: 90%;" type="text" value="Medicaid"/>	HealthCheck Other Services <input style="width: 90%;" type="text" value="NO"/>	Clinical Notes <input style="width: 90%;" type="text" value="NO"/>
Print Option <input style="width: 90%;" type="text" value="NO PRINT"/>	Emergency Supply <input style="width: 90%;" type="text" value="NO"/>	ESC Override <input style="width: 90%;" type="text" value="NO"/>
Primary Diagnosis <input style="width: 90%;" type="text" value="E232"/>	PA Automation <input style="width: 90%;" type="text" value="NO"/>	
Secondary Diagnosis <input style="width: 90%;" type="text"/>		
Internal Text <input style="width: 90%;" type="text" value="NO"/>		
External Text <input style="width: 90%;" type="text" value="NO"/>		
Version Number <input style="width: 90%;" type="text" value="5010"/>		
Collaborative ID <input style="width: 90%;" type="text"/>		

# Discussion



# Discussion Questions

- How is prior authorization information communicated to you from CWAs?
- When submitting claims using the WPS spreadsheet, how do you generate the spreadsheet?
  - Manually?
  - Third-party software?
  - Other?

# Discussion Questions

- How long does it usually take you to generate a claim using the spreadsheet submission?
- Are your services generally billed as single dates of service or do you span date bill (such as week or month)?



# Additional Provider Forum by Provider Service Type

Gainwell and DHS will present a second provider forum in January 2024.

This forum will have three different sessions based on the provider service type.

An email with dates and times will be sent out in December 2023, allowing you to register for a session by provider service type.

If you are registered for more than one service type, choose your main service offering or which session works best for you.



# Provider Groups for January Forum

Group I	Group III
Financial Management Services	Counseling and Therapeutic
	Grief and Bereavement
Group II	Health and Wellness
Assistive Technology	Safety Planning and Prevention
Personal emergency response system (PERS)	Community/competitive integrated employment-individual
Specialized medical and therapeutic supplies	Community/competitive integrated employment-group
Virtual equipment and supports	Discovery and career planning
Participant and Family Directed Goods Services	Daily Living Skills
Participant and Family-Direction Broker Services	Respite
Home Modifications	Personal Supports
Vehicle Modifications	Mentoring
Housing Support Services	Community Integration Services
Relocation Services	
Adult Family Home	
Child Care	
Day Services	
Family/Unpaid Caregiver Supports and Services	
Empowerment and Self-Determination Supports	

**THANK  
YOU**

The image features the words "THANK YOU" in a bold, three-dimensional, red font. The letters are thick and blocky, with a slight perspective that makes them appear to float above a white surface. The word "THANK" is positioned above the word "YOU". The lighting is soft, creating subtle shadows and highlights on the edges of the letters, giving them a realistic, three-dimensional appearance. The background is a plain, bright white.