CLTS Program TPA Transition

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

Agenda

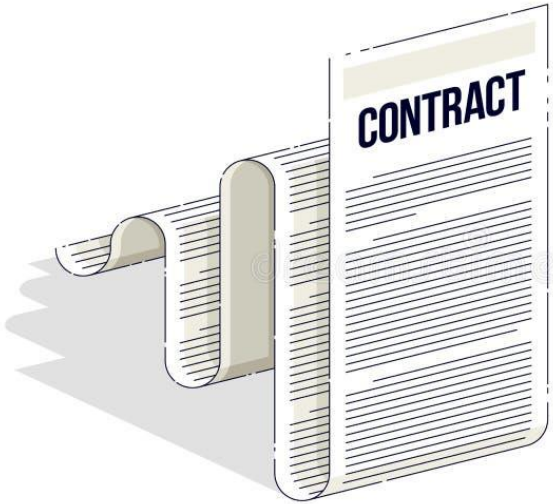
- Welcome
- Children's Long-Term Support (CLTS) Program third party administrator (TPA) transition overview
- Claims submission functionality
- Viewing claims history and prior authorizations
- Discussion
- Next steps

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

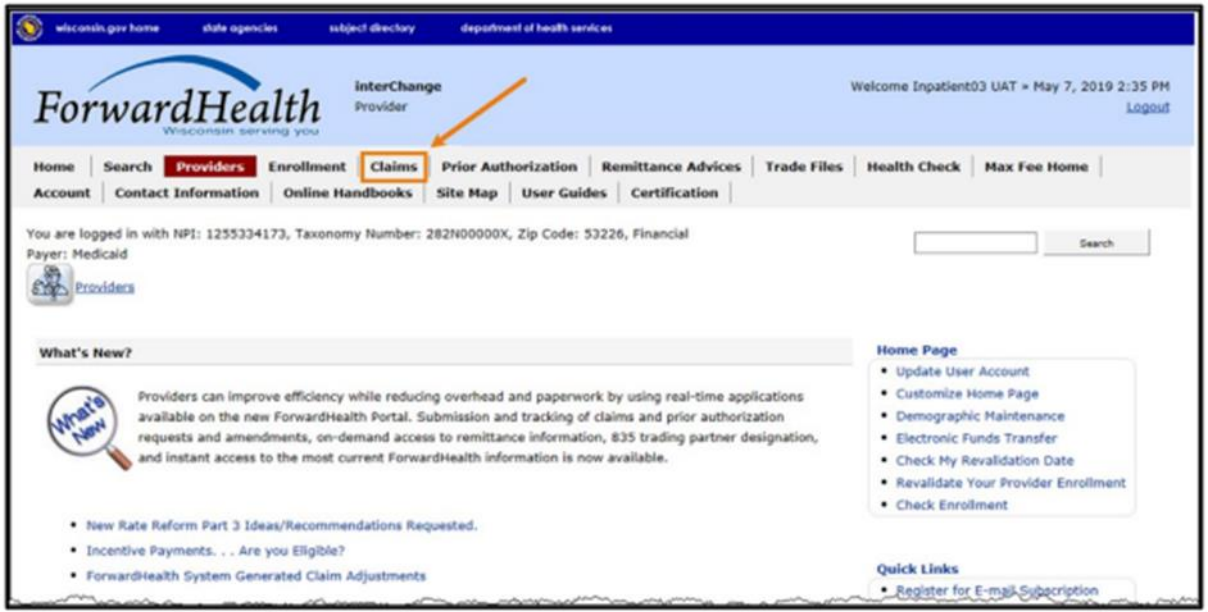
Claims Submission: ForwardHealth Portal

Claims online user guides

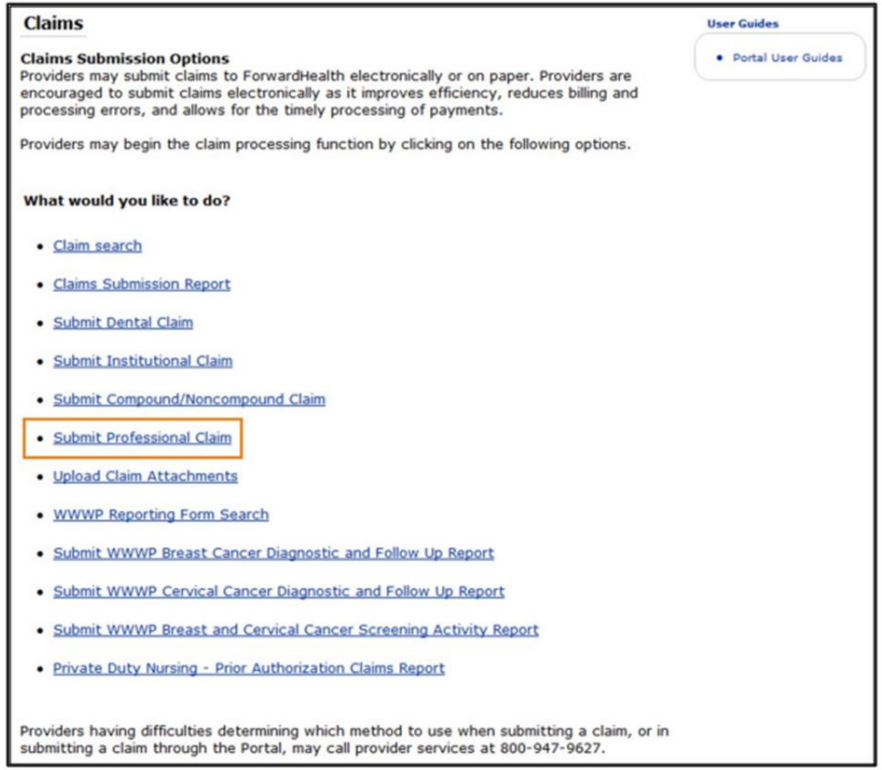
Note: The following screenshots are intended to demonstrate the user experience for claims submission. Some items may change during design of the final product.

Claims Submission: ForwardHealth Portal

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



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

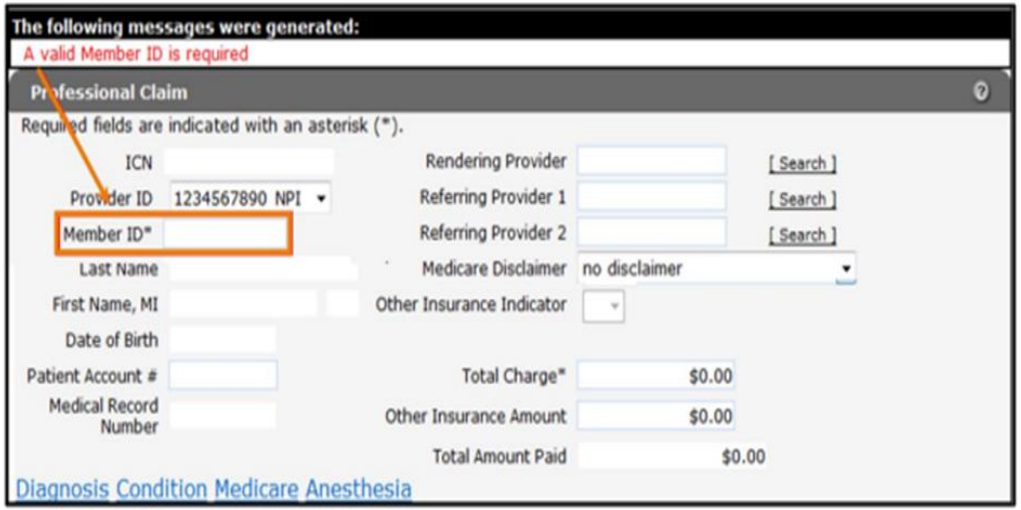
Providers having difficulties determining which method to use when submitting a claim, or in submitting a claim through the Portal, may call provider services at 800-947-9627.

User Guides

- Portal User Guides

Claims Submission: ForwardHealth Portal

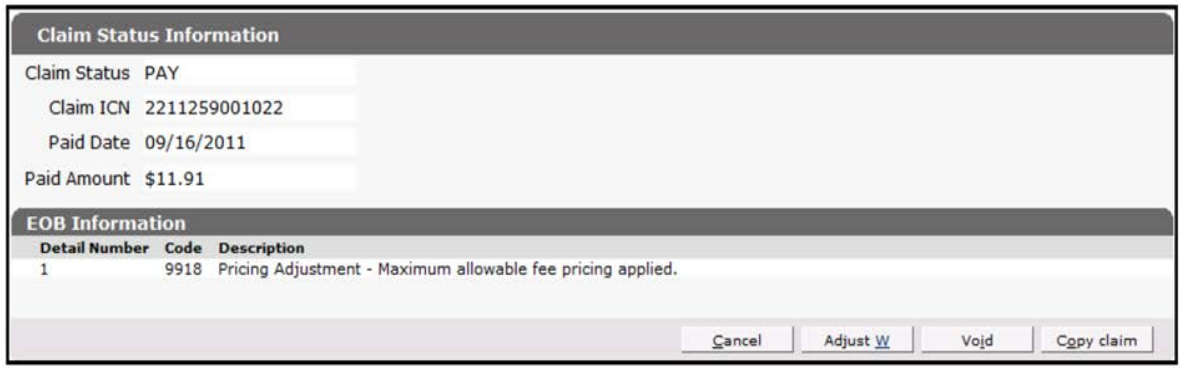
Error checking:



Claims Submission: ForwardHealth Portal

Claim submission and copy claim:

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



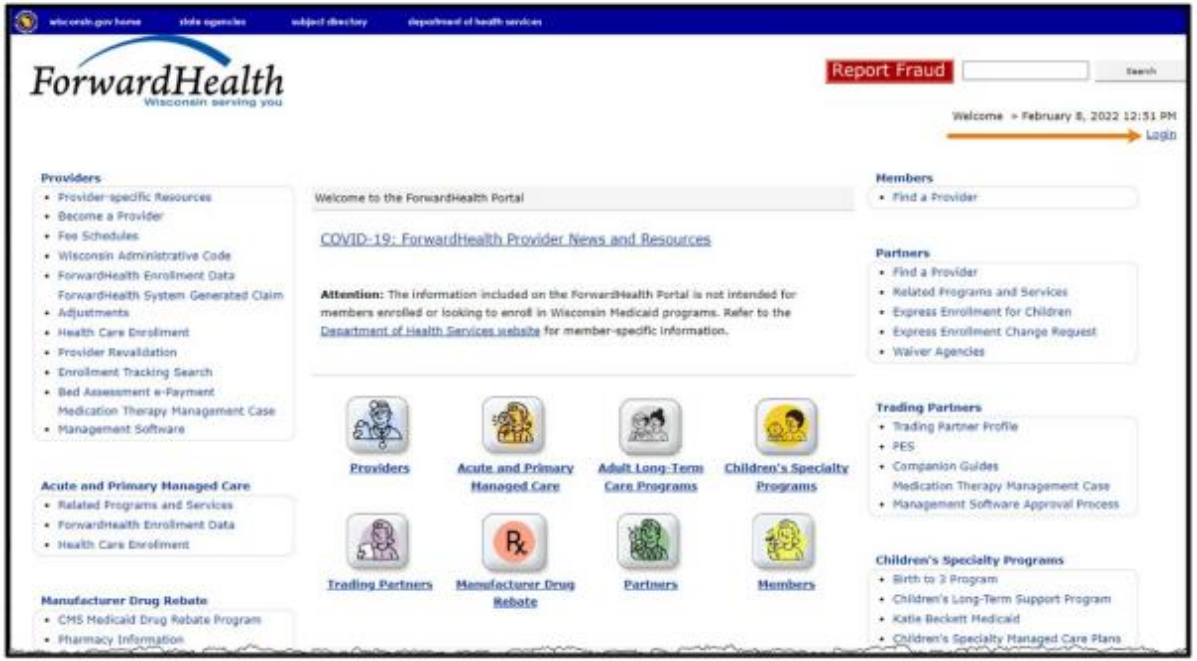
Claims Submission: ForwardHealth Portal

Copy claims on the ForwardHealth Portal:

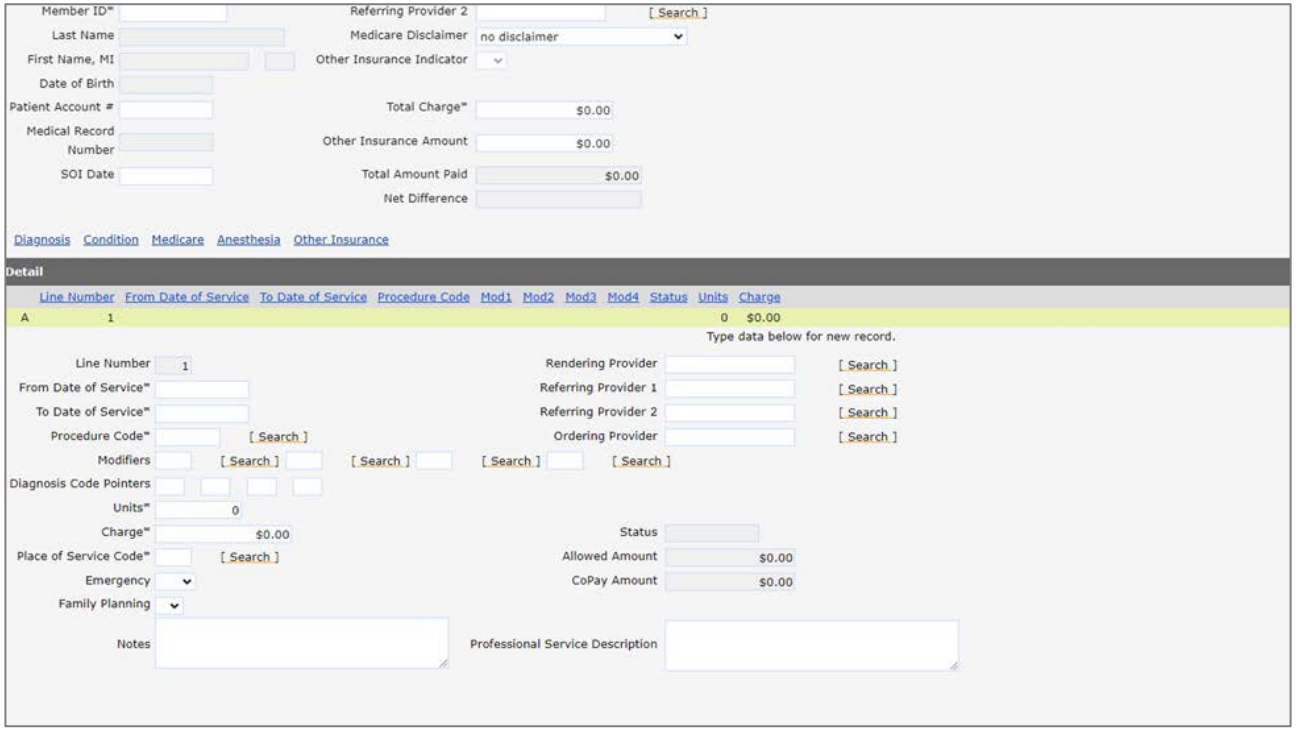
Providers can copy institutional and professional claims on the ForwardHealth Portal. Providers can open any paid claim, click the "Copy" button, and all the information on the claim will be copied over to a new claim form. Providers can then make any desired changes to the claim form and click "Submit"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

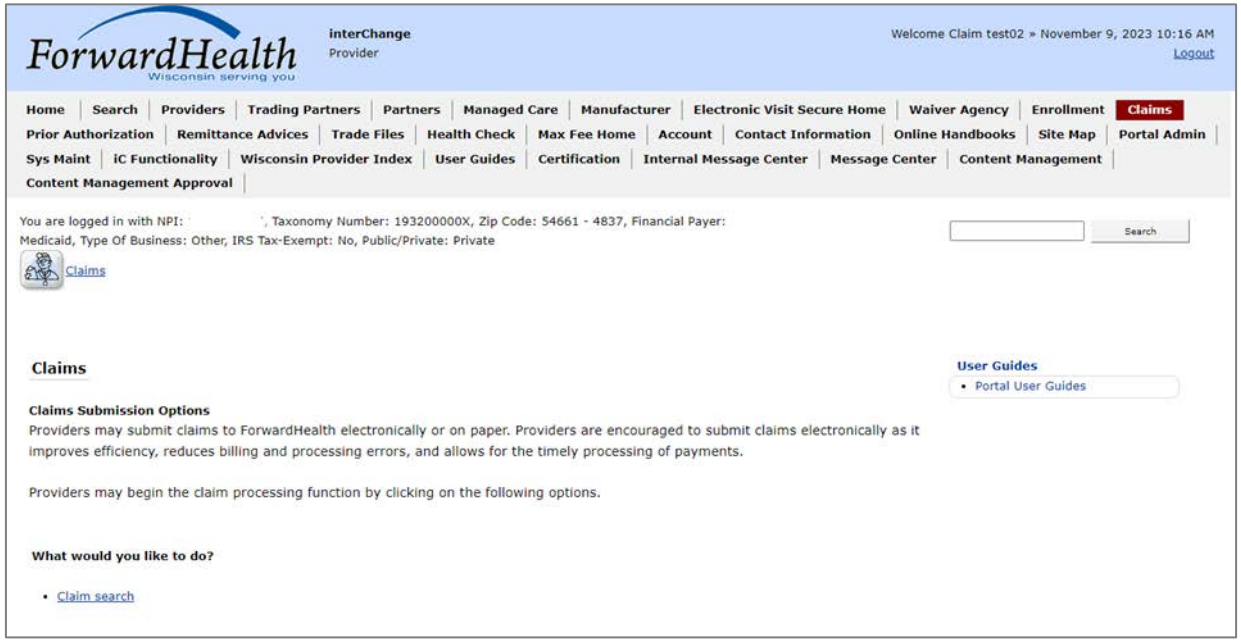


Claims Submission:
ForwardHealth Portal

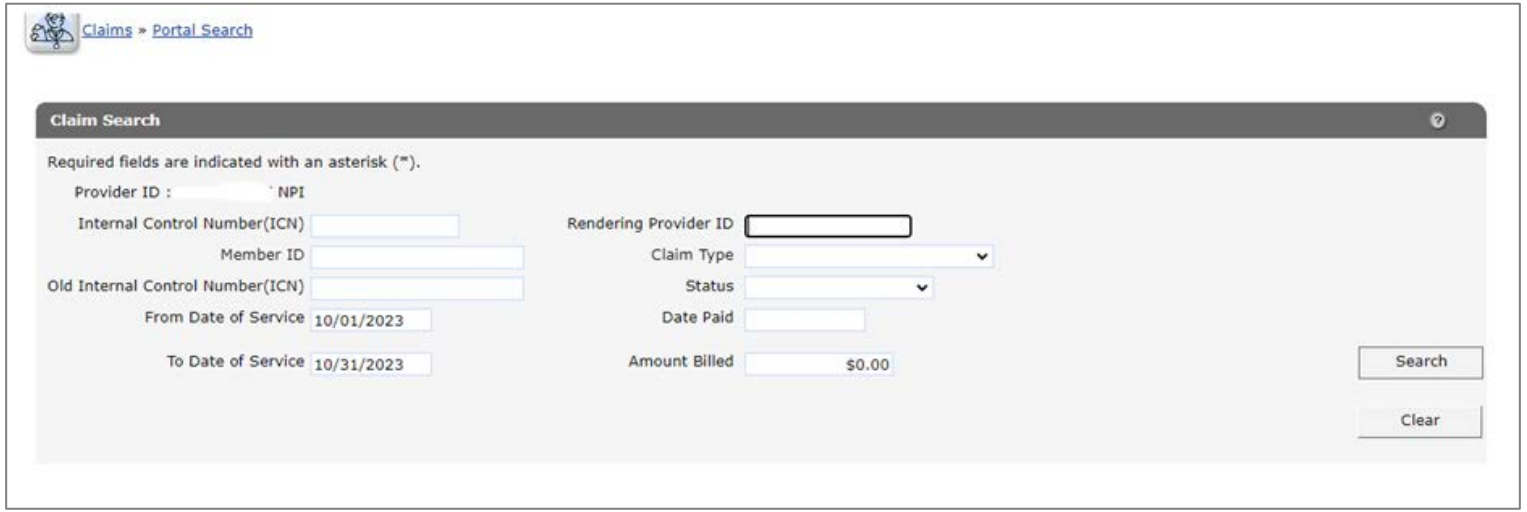


Viewing claims history and prior authorizations

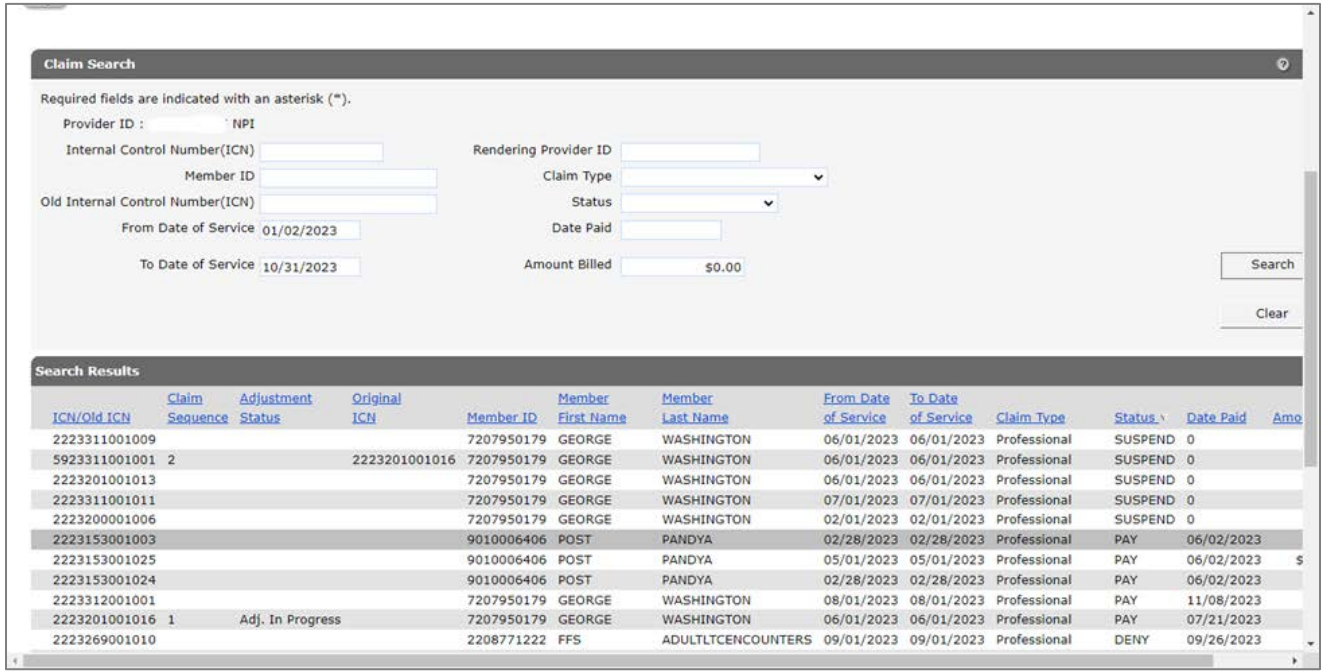
Viewing Claims History ForwardHealth Portal



Viewing Claims History ForwardHealth Portal



Viewing Claims History ForwardHealth Portal



Claim Search

Required fields are indicated with an asterisk (*).

Provider ID : NPI

Internal Control Number(ICN)

Member ID

Old Internal Control Number(ICN)

From Date of Service 01/02/2023

To Date of Service 10/31/2023

Rendering Provider ID

Claim Type

Status

Date Paid

Amount Billed $0.00

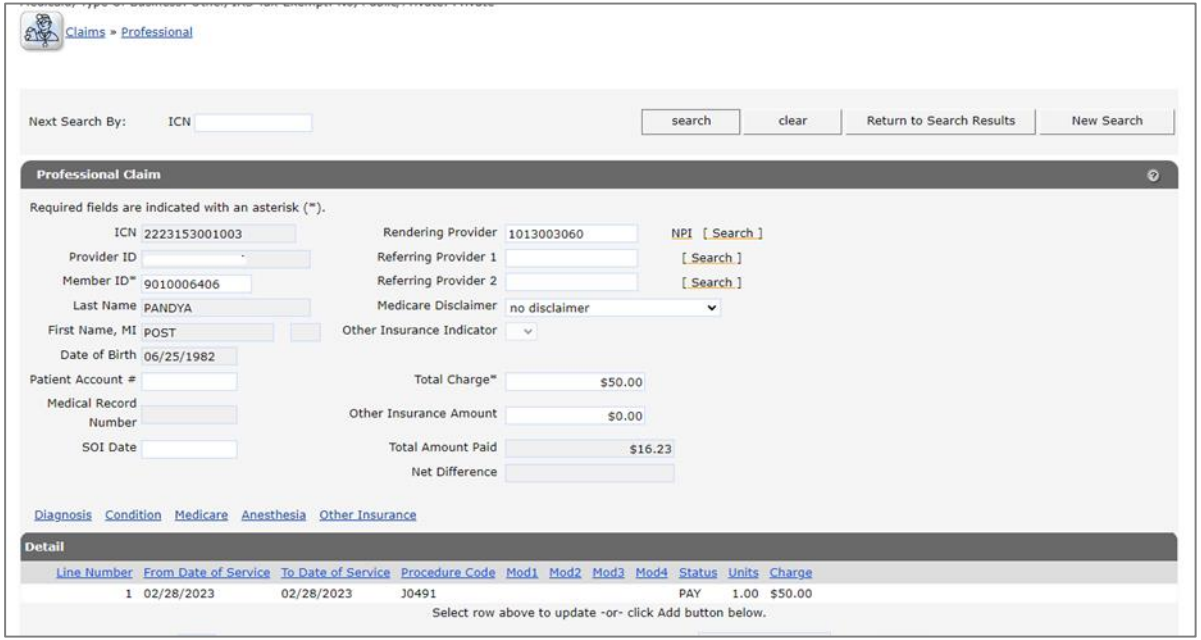
Search

Clear

Search Results

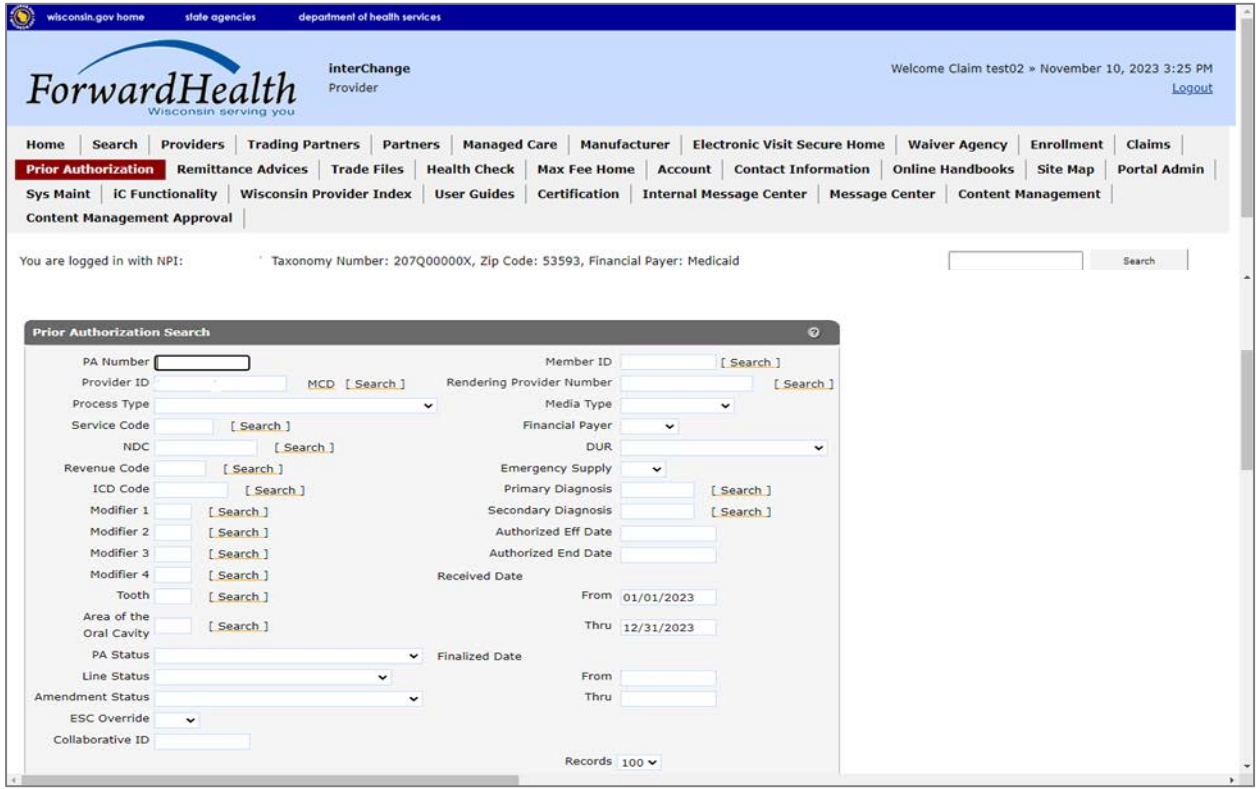
ICN/Old ICN	Claim Sequence	Adjustment Status	Original ICN	Member ID	Member First Name	Member Last Name	From Date of Service	To Date of Service	Claim Type	Status	Date Paid	Amo
2223311001009				7207950179	GEORGE	WASHINGTON	06/01/2023	06/01/2023	Professional	SUSPEND	0	
5923311001001	2		2223201001016	7207950179	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	ADULTLTCENCOUNTERS	09/01/2023	09/01/2023	Professional	DENY	09/26/2023	

Viewing Claims History ForwardHealth Portal

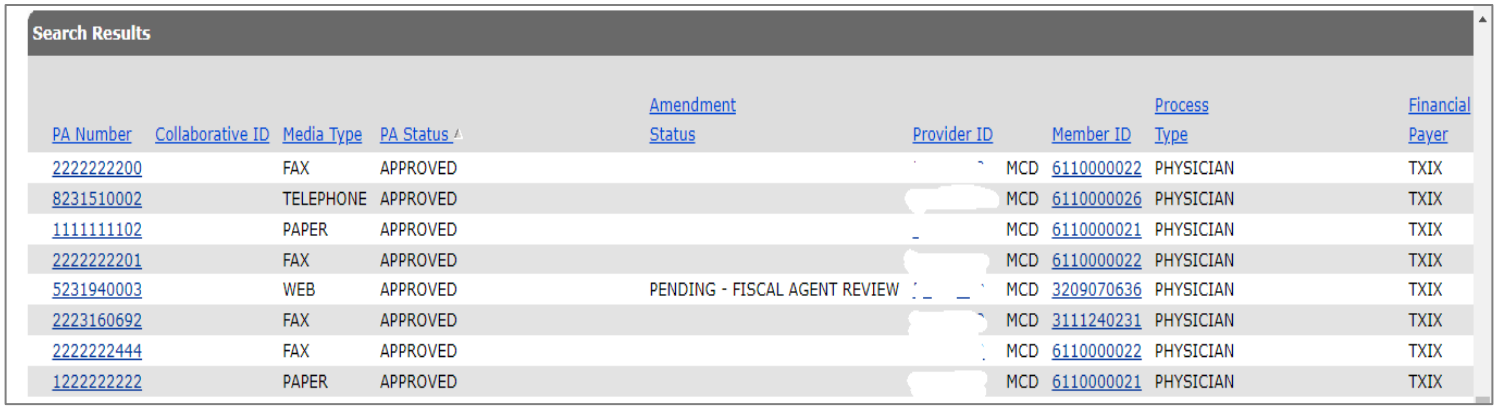


Viewing Claims History ForwardHealth Portal

Viewing Prior Authorization History ForwardHealth Portal



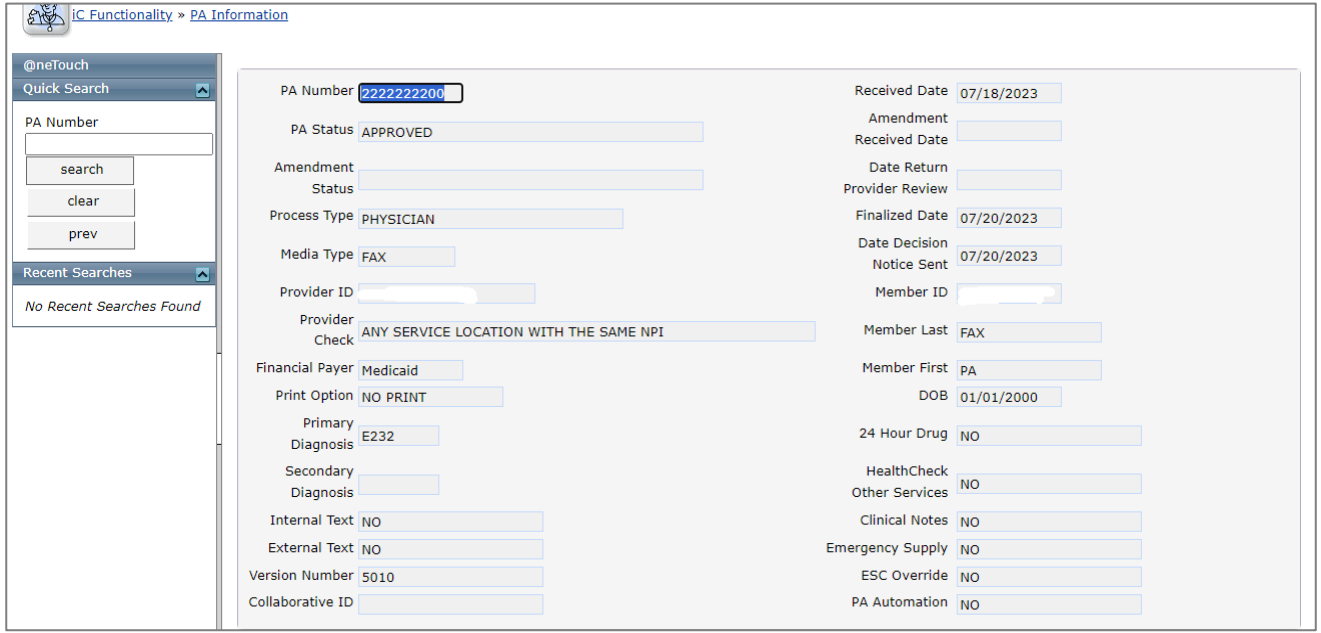
Viewing Prior Authorization History ForwardHealth Portal



Search Results

PA Number	Collaborative ID	Media Type	PA Status	Amendment Status	Provider ID		Member ID	Process Type	Financial Payer
2222222200		FAX	APPROVED			MCD	6110000022	PHYSICIAN	TXIX
8231510002		TELEPHONE	APPROVED			MCD	6110000026	PHYSICIAN	TXIX
1111111102		PAPER	APPROVED			MCD	6110000021	PHYSICIAN	TXIX
2222222201		FAX	APPROVED			MCD	6110000022	PHYSICIAN	TXIX
5231940003		WEB	APPROVED	PENDING - FISCAL AGENT REVIEW		MCD	3209070636	PHYSICIAN	TXIX
2223160692		FAX	APPROVED			MCD	3111240231	PHYSICIAN	TXIX
2222222444		FAX	APPROVED			MCD	6110000022	PHYSICIAN	TXIX
1222222222		PAPER	APPROVED			MCD	6110000021	PHYSICIAN	TXIX

Viewing Prior Authorization History ForwardHealth Portal



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)?

WHAT'S
NEXT
?

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