CLTS Program Third-Party Administrator Transition
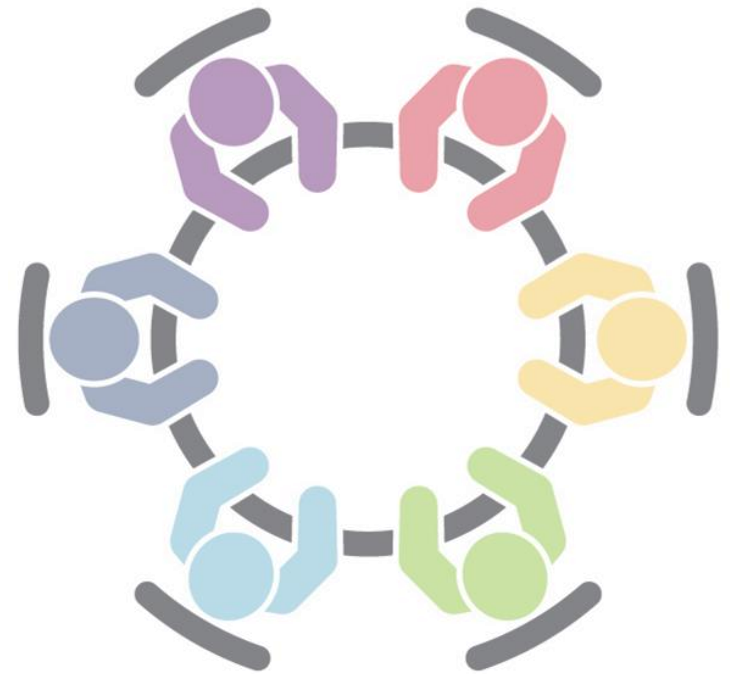
Department of Health Services (DHS)

Gainwell Technologies, LLC (GWT)

August 21 and 28, 2024

Wisconsin Department of Health Services

Agenda

- Welcome

- Project timeline

- DHS third-party administrator (TPA) transition webpage

- Implementation dates

- New overpayment recovery process

- Summary of design changes

- **What's next**

Project Timeline

- Initiate: May–Sep. 2023: Complete

- Design: Sep. 2023–May 2024: Complete

- Construct/test for GWT: May 2024–Jan. 2025

- Pre-implementation & go live phase: Feb.–July 2025
  - Provider testing available with technical assistance from Feb.–May 2025
  - Go live: May 2025
  - Provider testing environment will remain available until July 2025

DHS TPA Transition Webpages

TPA Transition Webpage

- A [new webpage](#) was created on the DHS website to support providers in this transition.
- This page includes:
  - ♦ A summary of information that has been shared in past forums and webinars.
  - ♦ Resource links to PowerPoints and recordings.
  - ♦ Important dates for upcoming testing and training.

Implementation Dates

Implementation Dates

Implementation date: May 5, 2025

WPS	**GWT**
Last day to submit claims to WPS 04/27/2025	Start submitting new claims to GWT 04/28/2025
Last payment issued by WPS 05/01/2025	Start submitting adjustments to previously paid claims 04/28/2025
	Claims begin processing on 05/05/2025
	First payment issued by GWT 05/12/2025

Implementation Dates

New claims submission to Gainwell begins 04/28/2025. This applies to new claims for all dates of service within the timely filing period:

- Dates of service from 05/04/2024–04/28/2025 that were not yet claimed to WPS

- Dates of service 04/29/2025 and after

*Reminder: Your MA ID and PIN to submit claims will be automatically assigned and mailed closer to transition. You do NOT need to register in the ForwardHealth Portal.

Implementation Dates

Adjustments to claims must be submitted to Gainwell beginning 04/28/2025. This applies to all claims for dates of service within the timely filing period:

- Dates of service 05/04/2024–04/28/2025 originally processed by WPS or GWT

- Dates of service 04/29/2025 and after processed by GWT

Note: Adjustments include any changes to previously submitted claims, overpayment recoveries, and requests for timely filing exceptions.

Overpayment Recovery Process

Overpayment Recovery: Error in Claims Processing

Current process

WPS requires the provider to return the entire payment on the claim that the error was made. WPS then reprocesses the claim and issues the correct payment.

New process

GWT will recoup the overpayment from the next claim that is submitted by the provider. If there are no additional claims submitted by the provider, GWT will provide DHS with the information to pursue the recovery.

Overpayment Recovery: Primary Insurance

Identification of a primary insurance after payment

Current process

WPS sends a letter asking the provider to bill the other insurance and return the overpayment. WPS makes three attempts and then sends to DHS for recovery.

Overpayment Recovery: Primary Insurance

New process

GWT sends a letter asking the provider to bill the other insurance and return the overpayment within 120 days. If the provider does not contact GWT within 120 days, they will recoup the payment from the next claim the provider submits.

If the provider shows within the 120 days that they made two attempts to contact the insurance company with a 30-day lapse in between each request, the provider can resubmit the claim to GWT for reconsideration.

Overpayment Recovery: Primary Insurance

New process

Resource:

[ForwardHealth Provider Based Billing Chapter](#)

Summary of Design Changes

Claims Submission Options

Direct entry claims in the ForwardHealth Portal	Electronic	Paper
• Claim Wizard • Copy a claim • Create a claim from a prior authorization (PA)	• 837i • 837p	• Centers for Medicare & Medicaid Services (CMS)-1500 • Uniform Billing (UB)-04

Viewing a PA

- Will now show decremented values based on claim payments (i.e. will show authorized units/dollars, amounts used, and amounts remaining)

- Will include participant date of birth

Diagnosis and POS Codes

- New requirement to submit International Classification of Diseases (ICD)-10th Revision Clinical Modification (CM) codes on claims, also known as diagnosis code (Dx code).

    This code will be included on the PA.

- 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 Children's Long-Term Support (CLTS) max fee schedule.

Logging into Portal

Providers will login to the ForwardHealth Portal with a Medicaid (MA) ID.

- MA ID will be assigned per the CLTS directory location.
- Letters with the MA ID and personal identification number (PIN) to login to the portal will be mailed closer to transition.

Medicaid IDs and NPIs

- Non-healthcare providers who do not have a National Provider Identifier (NPI) will submit claims using their MA ID with all claim submission methods, no tax ID numbers.

- Healthcare providers who do have an NPI:
  - ♦ Must submit the NPI on claims submitted via the electronic 837 method. Cannot submit an MA ID or a tax ID on an 837.
  - ♦ Will use the MA ID to submit on all other claim submission methods. Can also include an NPI. Cannot use tax ID.

Discussion

What's Next?

What's Next

Provider Webinars

October 31, 1-2 p.m.

December 17, 10–11 a.m.

Questions?

If you have questions regarding the TPA transition, please contact dhscltsproviderrelations@dhs.Wisconsin.gov.