

CLTS Program Third-Party Administrator Transition Provider Webinar



Department of Health Services (DHS)

Gainwell Technologies, LLC (GWT)

December 17, 2024

Agenda

- Project Timeline
- Reminder DHS Third-Party Administrator (TPA) Transition Web Page
- Reminder Implementation Dates
- Payment and Electronic Funds Transfer
- Date Span Clarifications and Examples
- International Classification of Diseases Tenth Edition (ICD-10) Codes on Wisconsin Physicians Service (WPS) Transfer Prior Authorizations
- Prior Authorization Number on Claims
- ForwardHealth Portal Access
- Provider Testing Process and Submission Sandbox
- Training Information



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 in the Submission Sandbox from Feb.–May 2025
 - ◆ Go live: May 2025
 - ◆ Submission Sandbox will remain available until July 2025

DHS TPA Transition Web Pages

TPA Transition Web Page

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

TPA Transition Web Page

Past events —

Provider webinars

October 31, 2024

- Agenda: Project timeline, provider survey, implementation dates, new payment and remittance advice schedules, Medicaid IDs, date span billing, direct data entry rejections, training information, what's next
- [Oct. 31, 2024, recording](#) ▶
- [Oct. 31, 2024, presentation \(PDF\)](#)

August 21 and August 28, 2024

- Agenda: Project timeline, third-party administrator (TPA) transition webpage, implementation dates, new overpayment recovery process, summary of design changes, what's next
- [August 21, 2024, recording](#) ▶
- [August 28, 2024, recording](#) ▶
- [Aug. 21 and 28, 2024, presentation \(PDF\)](#)

Demonstration sessions

August 13 and 15, 2024, How to Submit an 837 Demonstration

- Agenda: 837 claims, converting Excel files to 837 claims, uploading 837 files to the ForwardHealth Portal, finding help
- [August 13, 2024, recording](#) ▶
- [August 15, 2024, recording](#) ▶

July 24 and 25, 2024, Portal and Claims Submission Demonstration Sessions

- Agenda: Navigating the ForwardHealth portal, claim submissions options, where to find resources
- [July 24, 2024, recording](#) ▶
- [July 25, 2024, recording](#) ▶
- [July 24 and 25, 2024, presentation \(PDF\)](#)

Implementation Dates

Implementation Dates

Implementation date: May 5, 2025

WPS

```
graph TD; A[WPS] --> B[Last day to submit claims to WPS 04/25/2025]; B --> C[Last payment issued by WPS 05/01/2025];
```

Last day to submit claims to WPS 04/25/2025

Last payment issued by WPS 05/01/2025

Implementation Dates

Implementation date: May 5, 2025

Gainwell Submission

Start submitting new claims to Gainwell
04/28/2025

Start submitting adjustments to previously paid
claims to Gainwell 04/28/2025

Gainwell Processing/Payment

Gainwell processes new claims 05/05/2025
First payment issued 05/12/2025

Gainwell processes adjustments 05/19/2025
First payment issued 05/26/2025

Reminder – This transition is based on a calendar date, not a date of service. You start submitting claims to Gainwell regardless of the date of service, as long as the date is within the 365-day timely filing.

Payment and Electronic Funds Transfer

Payment and Electronic Funds Transfer

- Default option is paper checks.
- You will have the opportunity to change to Electronic Funds Transfer (EFT), also known as direct deposit. The training in January will go over how to make this request.
- If you have EFT with WPS, this does not carry over to Gainwell.
- If a payment date falls on a holiday, the payment will be made on the next business day.

Date Span Clarifications and Examples

Date Span Clarifications and Examples

Date spans for other than “day units” that are not consecutive for the same procedure code can be included on the same claim header but separate lines of service:

Total claim header with prior authorization (PA) for T1005 Respite Code U2
Total Charge \$240.00

1. 08/01/2024 T1005 04 units (\$20.00/15 min unit) \$80.00
2. 08/03/2024 T1005 04 Units (\$20.00/15 min units) \$80.00
3. 08/04/2024 T1005 04 Units (\$20.00/15 min units) \$80.00

Date Span Examples

Claim Header

ForwardHealth Wisconsin serving you interChange Provider

Welcome grant waiver » November 6, 2024 3:00 PM

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: 1013003060, Taxonomy Number: 207Q00000X, Zip Code: 53593, Financial Payer: Medicaid

Claims » Professional

Alerts

- This site uses the Model Office OnBase environment.

Next Search By: ICN

Professional Claim

Required fields are indicated with an asterisk (*).

ICN <input type="text"/>	Rendering Provider <input type="text"/> [Search]
Provider ID <input type="text"/> 1013003060 NPI	Referring Provider 1 <input type="text"/> [Search]
Member ID* <input type="text"/> 9010006666	Referring Provider 2 <input type="text"/> [Search]
Last Name <input type="text"/> HANCOCK	Medicare Disclaimer <input type="text"/> no disclaimer
First Name, MI <input type="text"/> TEST	Other Insurance Indicator <input type="text"/>
Date of Birth <input type="text"/> 10/14/2019	Referral Number <input type="text"/>
Patient Account # <input type="text"/> 987654	Total Charge* <input type="text"/> \$240.00
Medical Record Number <input type="text"/>	Other Insurance Amount <input type="text"/> \$0.00
SOI Date <input type="text"/> 08/01/2024	Total Amount Paid <input type="text"/> \$0.00
	Net Difference <input type="text"/>

Date Span Examples

Claim Detail

Detail

Line Number	From Date of Service	To Date of Service	Procedure Code	Mod1	Mod2	Mod3	Mod4	Status	Units	Charge
A	1	08/01/2024	08/03/2024	T1005					0.00	\$0.00

Type data below for new record.

Line Number:

From Date of Service*:

To Date of Service*:

Procedure Code: [Search]

Modifiers: [Search] [Search] [Search] [Search]

Diagnosis Code Pointers:

Units*:

Charge*:

Place of Service Code: [Search]

Emergency:

Family Planning:

Rendering Provider: [Search]

Referring Provider 1: [Search]

Referring Provider 2: [Search]

Ordering Provider: [Search]

Status:

Allowed Amount:

CoPay Amount:

Notes:

Professional Service Description:

[NDCs for JCode](#)

Delete Add

ICD-10 Codes on WPS Transfer Prior Authorizations

ICD-10 Codes on WPS Transfer Prior Authorizations

- Gainwell will be transferring one year of PA history from WPS so you can continue to submit your claims within the timely filing period to Gainwell.
- ICD-10 codes (a.k.a. diagnosis codes) were not required on PAs or claims submission with WPS but are required with the transition to Gainwell.
- Gainwell will be auto-assigning an ICD-10 code of Z41.8 to all PA history transferred from WPS.
- Providers will be able to view these PAs in the ForwardHealth Portal as well as newly entered PAs.

Prior Authorization Number on Claims

Prior Authorization Number on Claims

PA numbers are now required on claims submissions to verify the appropriate number is applied to the claim.

Next Search By: ICN

Professional Claim

Required fields are indicated with an asterisk (*).

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

ForwardHealth Portal Access

ForwardHealth Portal Access

- You do not need to request access or sign up for ForwardHealth Portal Access.
- Around January 20, 2025, a welcome letter will be sent which will contain your Medicaid (MA) ID.
- At same time, a PIN letter will be sent which will contain the PIN that is essentially your passcode to log in with your MA ID to the portal.
- Due to post office delivery variances, you may receive the letters on different dates.
- Please save these letters! You will not be able to log in until February 2025.

Provider Testing Process and Submission Sandbox

Provider Testing Process and Submission Sandbox

The Children's Long-Term Support (CLTS) Operations Team at Gainwell will have an email address that requests to be a part of the testing process can be sent to (will be emailed to you and available January 27, 2025).

The CLTS Operations Team will start contacting providers who are interested in testing the first week of February 2025.

They will assist you with logging into the ForwardHealth Portal, accessing the Submission Sandbox, and showing you how to test.

Training Information

Provider Training

Group One (Self-Identified: Technology Savvy)

January 22, 2025 10:00-11:30 a.m. OR

January 30, 2025 5:00-6:30 p.m.

Group Two (Self-Identified: Less Technology Savvy)

January 23, 2025 10:00-11:30 a.m. OR

January 29, 2025 5:00-6:30 p.m.

New Provider and Refresher Training

Group One (Self-Identified: Technology Savvy)

April 15, 2025 10:00 – 11:30 a.m. OR

April 24, 2025 5:00-6:30 p.m.

Group Two (Self-Identified: Less Technology Savvy)

April 17, 2025 2:00-3:30 p.m. OR

April 22, 2025 10:00-11:30 a.m.

Claims Training

Topics

- Accessing ForwardHealth Portal
- Direct data entry
 - Claims Wizard
 - Copy a claim from a paid claim
 - Create a claim from a PA
- How to upload attachments
- How to submit the claim
- Understanding claim status
- Adjusting a claim
- Resources

Prior Authorization and Electronic Funds Transfer Training

Topics

- Accessing ForwardHealth Portal
- Viewing PAs
- How to sign up for EFT

Discussion



Questions?

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

**THANK
YOU**