

# CLTS Program TPA Transition



Wisconsin Department of Health Services  
Gainwell Technologies, LLC  
December 19, 2023

# Agenda

- Welcome
- Agenda
- Timeline
- Prior authorization solutions
- Claims history
- Discussion
- Next steps

# Timeline

- Initiate: May–September 2023: Complete
- Design: October 2023 – February 2024
  - County Forum 1: October 2023
  - County Forum 2: December 2023
  - County Forum 3: February 2024
- Construction/Testing: February–September 2024
- Pre-Implementation: September–December 2024
- Go Live: January–March 2025

# Prior Authorization Solutions

# Prior Authorization Solutions

- **Two Children's Long-Term Support (CLTS) County Waiver Agency (CWA) Third Party Administration (TPA) Transition User Groups** were held regarding prior authorization solutions.
- The user group provided the Wisconsin Department of Health Services (DHS) and Gainwell Technologies with robust feedback on how to enhance and streamline the current prior authorization (PA) process.

# User Group Feedback

- Capability to submit multiple PAs at once
  - Large file submission
- An option to revise or cancel existing PAs as needed
  - Real-time editing
- Ability to upload a .csv file from an electronic health records (EHR) system
- Capability to submit PAs on a daily, weekly, and monthly basis

# Prior Authorizations Solutions

The first two solutions were chosen based on the feedback:

- Flat file (.csv file) submitted via the ForwardHealth Portal
- On demand/as needed direct entry into the ForwardHealth Portal
- ~~▪ Flat file (such as a .csv file) submitted via secure file transfer protocol (SFTP)~~

# Benefits of the PA Solutions

- Flat file (.csv file) submitted via the ForwardHealth Portal
  - Supports large file submissions.
  - Real-time data validation: including member ID, provider ID, PA status, and start date.
  - CWA would receive a response file detailing the exact errors on the file so that the CWAs can make the correction.
  - The auth file status (new/revised/canceled) will be indicated on the file and uploaded with the correct status.



# Benefits of the PA Solutions

- On demand/as needed direct entry into the ForwardHealth portal
  - The CWAs would enter prior authorization information directly into the ForwardHealth Waiver Agency Portal (one at a time).
  - Realtime error checking occurs throughout the data entry process. This gives the user the ability to make any corrections necessary for the PA to pass validation.
  - Direct entry provides realtime feedback on individual records, allowing errors to be addressed before submission.

# Claims and Claims History

# Claims Processing and History

- In addition to accepting Health Information Portability and Accountability Act (HIPAA) compliant formats (837, Paper CMS-1500 UB-04) the ForwardHealth Portal also allows for direct claims entry.
- Additional claims submission options are under review understanding the spreadsheet option is widely used today.

# 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.

# ForwardHealth Portal

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

wisconsin.gov home state agencies department of health services

**ForwardHealth**  
Wisconsin serving you

Report Fraud  Search

Welcome -> December 12, 2023 4:08 PM [Logout](#)

**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
- Related Programs and Services

**Adult Long-Term Care Programs**

- Family Care/Family Care Partnership/PACE
- IRIS

Welcome to the ForwardHealth Portal

[Resources for Child Care Coordination Services](#)

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

[COVID-19 Unwinding 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.

**Providers**

**Acute and Primary Managed Care**

**Adult Long-Term Care Programs**

**Children's Specialty Programs**

**Trading Partners**

**Manufacturer Drug Rebate**

**Partners**

**Members**

**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

**Children's Specialty Programs**

- Birth to 3 Program
- Children's Long-Term Support Program
- Katie Beckett Medicaid
- Children's Specialty Managed Care Plans

**Hot Topics**

- Watch New Provider Training Videos From the Office of the Inspector General
- Provider Services Changes Implementing November 30, 2023
- Preadmission Screening and Resident Review (PASRR):

**Policy and Communication**

**Policy**

- ForwardHealth Updates
- Online Handbooks
- Forms

**Communication**

# Claims Processing

The screenshot shows the ForwardHealth Waiver Agency portal. At the top, there is a navigation bar with links for 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, and Message Center. Below the navigation bar, the user is logged in as 'Waiver\_Agency'. The main content area is divided into three sections: 'FEA User Guide' (with a link to 'FEA Waiver Agency User Guide'), 'FEA Waiver Agency Training' (with links to 'FEA Non-Allowable Settings Report Training' and 'FEA Waiver Agency Training'), and 'FEA Waiver Agency Reports' (with a link to 'PPPM Detail Report'). On the right side, there is an 'Account Information' section with a link to 'Switch Organization' and a 'Quick Links' section with links to 'Waiver Enrollment Wizard', 'Waiver Member Search', 'Waiver Pend Wizard', 'SUD Health Home User Guide', 'Report Matrix', 'Letters', 'Waiver Agency Portal Admin Change Request', 'Rate Outlier Request', 'File Certification', 'Workers Comp Invoice Submissions', 'Business Objects WebI', and 'How to Log Into Business Objects User Guide'. At the bottom, there are links for 'About', 'Contact', 'Disclaimer', and 'Privacy Notice', along with the text 'Wisconsin Department of Health Services', 'MO MO\_WIPortal2\_M1932', and 'Session expires in: 00:27:37'.

# Claims Processing

The screenshot displays the ForwardHealth InterChange Waiver Agency website. The header includes the Wisconsin state logo, navigation links for 'wiconsin.gov home', 'state agencies', and 'department of health services', and the ForwardHealth logo with the tagline 'Wisconsin serving you'. The user is logged in as 'InterChange Waiver Agency' on December 12, 2023, at 3:34 PM. A search bar is present in the top right.

The main navigation menu includes: 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, Wiconsin Provider Index, User Guides, Certification, Internal Message Center, and Message Center. Content Management and Content Management Approval are also listed.

The 'Claims' section is active, showing 'You are logged in as' with a user icon and the text 'Claims'. Below this, there is a 'Claims' heading and a 'User Guides' dropdown menu containing 'Portal User Guides'.

**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 Institutional Claim](#)
- [Submit Professional Claim](#)
- [Upload Claim Attachments](#)

# Claims Processing

Member ID*	Referring Provider 2	[ Search ]
Last Name	Medicare Disclaimer	no disclaimer
First Name, MI	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 ]		
Diagnosis Code Pointers			
Units*	0	Status	
Charge*	\$0.00	Allowed Amount	\$0.00
Place of Service Code*	[ Search ]	CoPay Amount	\$0.00
Emergency			
Family Planning			
Notes		Professional Service Description	



# Claims Processing

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 ]
Member ID*	<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 Processing

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

Claim Status Information		
Claim Status	PAY	
Claim ICN	2223346001024	
Paid Date	12/12/2023	
Paid Amount	\$3,517.87	

EOB Information		
Detail Number	Code	Description
1	1029	Non-340B provider with claim identified as 340B drug.

# Copy Claims on the ForwardHealth Portal

- Providers can copy their paid claims on the ForwardHealth Portal.
- Providers can open any paid claim, click the "Copy" button, and all 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 internal control number (ICN) along with the claim status.

**Claim Status Information**

Claim Status

Claim ICN

Paid Date

Paid Amount

**EOB Information**

Detail Number	Code	Description
1	1029	Non-340B provider with claim identified as 340B drug.

Cancel Adjust Void Copy claim

# Claims History

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

The screenshot displays the ForwardHealth Wisconsin website interface. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', and 'department of health services'. The main header features the 'ForwardHealth Wisconsin serving you' logo. A 'Report Fraud' button and a search bar are located in the top right corner. The date and time 'Welcome - December 12, 2023 4:08 PM' and a 'Login' link are also visible.

The main content area is divided into several sections:

- Providers:** Includes links for 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, Bad Assessment - Payment, Medication Therapy Management Case Management, and Software.
- Acute and Primary Managed Care:** Includes links for Related Programs and Services, ForwardHealth Enrollment Data, and Health Care Enrollment.
- Manufacturer Drug Rebate:** Includes links for CMS Medicaid Drug Rebate Program, Pharmacy Information, and Related Programs and Services.
- Adult Long-Term Care Programs:** Includes a link for Family Care/Family Care Partnership/PACE and IRIS.

The central area contains a 'Welcome to the ForwardHealth Portal' message, followed by links for 'Resources for Child Care Coordination Services', 'COVID-19: ForwardHealth Provider News and Resources', and 'COVID-19 Unwinding Resources'. An attention notice states: '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.' Below this, it lists supported browsers: Edge, Chrome, Firefox, and Safari.

There are four large icons representing different user groups: Providers, Acute and Primary Managed Care, Adult Long-Term Care Programs, and Children's Specialty Programs. Below these are smaller icons for Trading Partners, Manufacturer Drug Rebates, Partners, and Members.

The right sidebar contains sections for:

- Members:** Find a Provider.
- Partners:** Find a Provider, Related Programs and Services, Express Enrollment for Children, Express Enrollment Change Request, Waiver Agencies, and Adult Incident Reporting System (AIRS) for MCO Reporting.
- Trading Partners:** Trading Partner Profile, PES, Companion Guides, Medication Therapy Management Case Management Software, and Approval Process.
- Children's Specialty Programs:** Birth to 3 Program, Children's Long-Term Support Program, Katie Beckett Medicaid, and Children's Specialty Managed Care Plans.

At the bottom, there are sections for 'Hot Topics' (Watch New Provider Training Videos From the Office of the Inspector General, Provider Services Changes Implementing November 30, 2023, Preadmission Screening and Resident Review (PASRR)) and 'Policy and Communication' (ForwardHealth Updates, Online Handbooks, Forms).

# Claims History

wisconsin.gov home state agencies department of health services

**ForwardHealth** Wisconsin serving you  
interChange Waiver Agency

Welcome [redacted] December 11, 2023 4:28 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 as

Waiver Agency

**FEA User Guide**

- FEA Waiver Agency User Guide

**FEA Waiver Agency Training**

- FEA Non-Allowable Settings Report Training
- FEA Waiver Agency Training

**FEA Waiver Agency Reports**

- PPPM Detail Report

**Account Information**

- Switch Organization

**Quick Links**

- [Waiver Enrollment Wizard](#)
- [Waiver Member Search](#)
- [Waiver Pend Wizard](#)
- [SUD Health Home User Guide](#)
- [Report Matrix](#)
- [Letters](#)
- [Waiver Agency Portal Admin Change Request](#)
- [Rate Outlier Request](#)
- [File Certification](#)

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[About](#) | [Contact](#) | [Disclaimer](#) | [Privacy Notice](#)  
**Wisconsin Department of Health Services**  
 MO\_MO\_WIPortal2\_M1932  
 Session expires in: 00:27:37

# Claims History

wisconsin.gov home | state agencies | department of health services

**ForwardHealth** Wisconsin serving you | **interChange** Waiver Agency

Welcome [redacted] » December 11, 2023 4:31 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 as

[Claims](#)

**Claims**

**Claims Submission Options**  
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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 Institutional Claim](#)
- [Submit Professional Claim](#)
- [Upload Claim Attachments](#)

**User Guides**

- [Portal User Guides](#)

# Claims History

You are logged in as

 [Claims](#) » [Portal Search](#)

**Message Description**

At least one of the search parameters must be entered.

**Claim Search** ?

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

Provider ID : 1013003060 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

# Claims History

You are logged in as Search

 [Claims](#) > [Portal Search](#)

### Claim Search

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

Provider ID :

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

<a href="#">Claim</a>	<a href="#">Adjustment</a>	<a href="#">Original</a>	<a href="#">Member</a>	<a href="#">Member</a>	<a href="#">From Date</a>	<a href="#">To Date</a>						
<a href="#">ICN/Old ICN</a>	<a href="#">Sequence</a>	<a href="#">Status</a>	<a href="#">ICN</a>	<a href="#">Member ID</a>	<a href="#">First Name</a>	<a href="#">Last Name</a>	<a href="#">of Service</a>	<a href="#">of Service</a>	<a href="#">Claim Type</a>	<a href="#">Status</a>	<a href="#">Date Paid</a>	<a href="#">Amount Billed</a>
2223300001038	1	Voided	1209277212	CXT EMAIL TEST	OLIVAS	10/05/2023	10/05/2023	Professional	PAY	10/27/2023	\$100.00	
2223300001042	1	Voided	1209277212	CXT EMAIL TEST	OLIVAS	10/05/2023	10/05/2023	Professional	PAY	10/27/2023	\$100.00	
2223300001040	1	Voided	1209277212	CXT EMAIL TEST	OLIVAS	10/05/2023	10/05/2023	Professional	PAY	10/27/2023	\$100.00	
2223300001041	1	Voided	1209277212	CXT EMAIL TEST	OLIVAS	10/05/2023	10/05/2023	Professional	PAY	10/27/2023	\$100.00	
2223298001002			1209277212	CXT EMAIL TEST	OLIVAS	02/15/2023	02/15/2023	Professional	PAY	10/27/2023	\$100.00	
2223298001005			1209277212	CXT EMAIL TEST	OLIVAS	03/10/2023	03/10/2023	Professional	PAY	10/27/2023	\$100.00	
2223298001011			1209277212	CXT EMAIL TEST	OLIVAS	05/02/2023	05/02/2023	Professional	PAY	10/27/2023	\$100.00	



# Claims History

### Claim Status Information

Claim Status:

Claim ICN:

Paid Date:

Paid Amount:

### EOB Information

Detail Number	Code	Description
0	7200	Denied by ClaimsXten based on program policies.
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.

# Questions

- If you answered "Yes" to the survey question on having an EHR system today:
  - Do you use it for the CLTS Program or other programs?
  - Do you have the capability to create an 837 from your EHR system?
  - If not, what is the level of effort to create an 837 from your EHR?
- If you answered "No" to the survey question on having an EHR system today:
  - Are you manually populating claims in Word or Excel or exporting from another system?
  - What would be helpful for us to know about your current claims billing work?

# Questions

- What type of response file(s) do you get from WPS after the claims are paid or denied:
  - Do you receive a formal Remittance Advice?
  - Do you ingest the response file into your EHR system?
  - How does that arrive? Email, mail, or other?

# Discussion





# Upcoming TPA Forums

CWA Group Forum

February 21, 2024, 10–11 a.m.

# Questions?

If you have questions regarding the TPA transition, please contact Jess Ford-Kelly at: [Jessica.FordKelly@dhs.wisconsin.gov](mailto:Jessica.FordKelly@dhs.wisconsin.gov)

**THANK  
YOU**

The image features the words "THANK YOU" rendered in a bold, three-dimensional, red sans-serif 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 on the top line, and "YOU" is on the bottom line, with the 'Y' in "YOU" being significantly larger than the other letters. The lighting is soft, creating subtle shadows and highlights on the edges of the letters, giving them a realistic, three-dimensional appearance.