

Children's Long-Term Support Program Third-Party Administrator (TPA) Transition



Department of Health Services
Gainwell Technologies, LLC
February 21, 2024

Agenda

- Welcome
- Updated project timeline
- Prior authorizations – feedback included in design
- Diagnosis codes
- Claim submission functionality
- ForwardHealth portal clarifications
- Discussion
- What's next



Updated Project Timeline

- **Initiate:** May – Sept. 2023: Complete
- **Design:** Sept. 2023 – May 2024
- **Construct/Test for Gainwell:** May 2024 – Jan. 2025
- **Pre-Implementation & Go Live Phase:** Jan. – July 2025
 - ◆ Provider testing in Systems External Testing (SET): Feb. – May 2025
 - ◆ Go live: May 2025
 - ◆ Provider testing in SET: May – July 2025

**Prior Authorizations – Feedback
Included in Design**

Prior Authorization Feedback Included in Design

- The prior authorization (PA) will include more details, such as:
 - ◆ Units/dollars remaining
 - ◆ Participant's date of birth
- Prior authorization information will be available in the ForwardHealth portal, eliminating the need for email, "snail mail", and fax.
- Internal authorization number:
 - ◆ If this information is sent to Gainwell, we will return it in our response file(s) to you.
 - ◆ We will create a field in our system to house it for reference and reporting.

Prior Authorization Feedback

- Printing PA functionality is under review.
- The “self-directed” flag is under review.

Diagnosis Codes

- Diagnosis codes (ICD-10-CM) will be required codes for the prior authorization and for claims processing.
 - The Wisconsin Department of Health Services (DHS) will provide billing guidance for these codes.
 - Potential solutions may be:
 - ◆ Diagnosis codes selected by DHS for county waiver agencies (CWAs) to use based on a participant's target group (per the Children's Long-Term Support (CLTS) Functional Screen).
 - ◆ The CWA's electronic health record (EHR) capturing the participant's diagnosis code.
 - Are there other ideas?
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Claims Submission Functionality

Claims Submission

- In addition to accepting Health Information Portability and Accountability Act (HIPAA) compliant formats (837, paper Centers for Medicare & Medicaid Services (CMS)-1500, UB-04) the ForwardHealth portal also allows for direct claims entry.
- DHS has decided the CLTS Program TPA operated by Gainwell Technologies, LLC, will only accept HIPAA-standard electronic submission methods.

Claims Submission

Do you have a sense as to how you will submit your support and service coordination claims after the transition?

- 837
- Direct entry into the ForwardHealth portal
- Paper CMS-1500 or UB04

Claims Submission

- There have been several questions around date-span billing. Please note that these types of questions are being researched and guidance will be provided.
- Place of service (POS) codes will be required codes for billing. POS is not provided on the prior authorization to allow flexibility of location. DHS will provide billing guidance on POS codes, which will be available in the ForwardHealth Portal.

ForwardHealth Portal Clarifications

ForwardHealth Portal

There is only one portal for the program.

- The ForwardHealth portal will be the source for information such as claims, PA, and other reference information.
- There is no separate “Gainwell” portal.
- Most CWAs are already familiar with the ForwardHealth portal through the Eligibility and Enrollment System (EES).

Discussion





Forums

User Group Forum

February 27, 2024, 10-11 a.m.

Additional CWA forums

- DHS and Gainwell will hold additional forums for CWAs in March, April, and May.
- We will send out a save the date email for you to hold time on your calendars.

Provider Forum

DHS will notify providers via email communicating the decision of accepting HIPAA-compliant claims submission methods only. This email will contain an invite to the next DHS and Gainwell hosted Provider Forum which will be scheduled in May.

Questions?

If you have questions regarding the TPA transition, please contact Jess Ford-Kelly at Jessica.FordKelly@dhs.wisconsin.gov

**THANK
YOU**