CLTS Program TPA Transition

Department of Health Services
Gainwell Technologies, LLC
October 26, 2023

Agenda

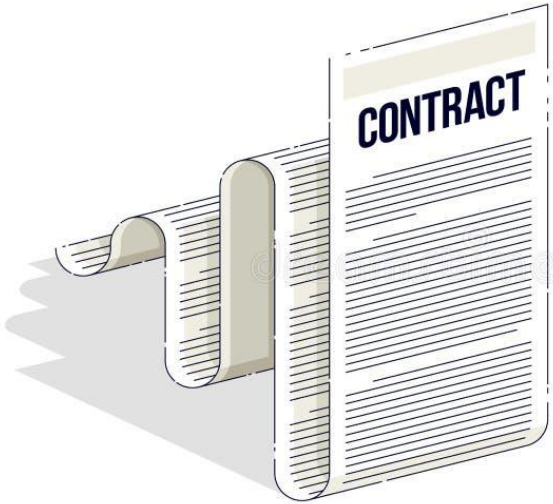
- Welcome
- Children's Long-Term Support Program Third Party Administrator transition overview
- Prior authorization functionality
- Claims processing functionality
- Discussion
- Next Steps

CLTS Program TPA Transition Overview

The Children's Long-Term Support (CLTS) Program Third Party Administrator (TPA) will transition from Wisconsin Physician's Services (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 DHS will host CWA forums to provide updates and solicit feedback from CWAs.

Discussion of Contract and Transition



Forum Expectation: 3 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 and receiving CLTS Program 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 claims processed annually by Gainwell, including WIMCR, CCS, CRS, CSP, and Crisis Intervention

Timeline

- Initiate: May 2023 – 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 2024 – September 2024
- Pre-Implementation: September 2024 – December 2024
- Go Live: January 2025 – March 2025

Prior Authorization Processing Functionality

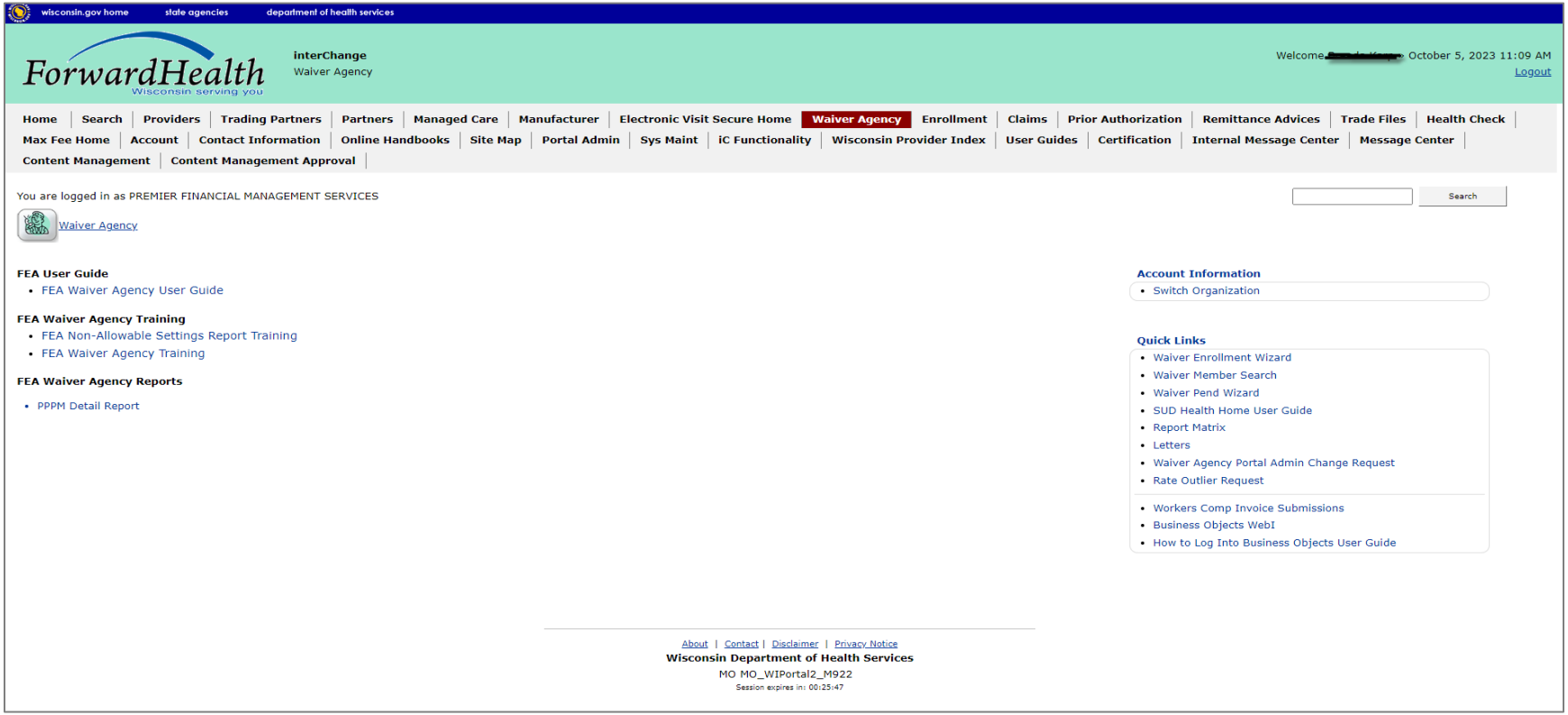
Prior Authorization

- What DHS must ensure:
  - HIPAA compliant
  - 1915(c) Waiver compliant
  - Able to utilize ForwardHealth Provider Portal
- Preferred option (CWA feedback requested):

  Mass upload with line item specific, automated feedback
- Backup plan:

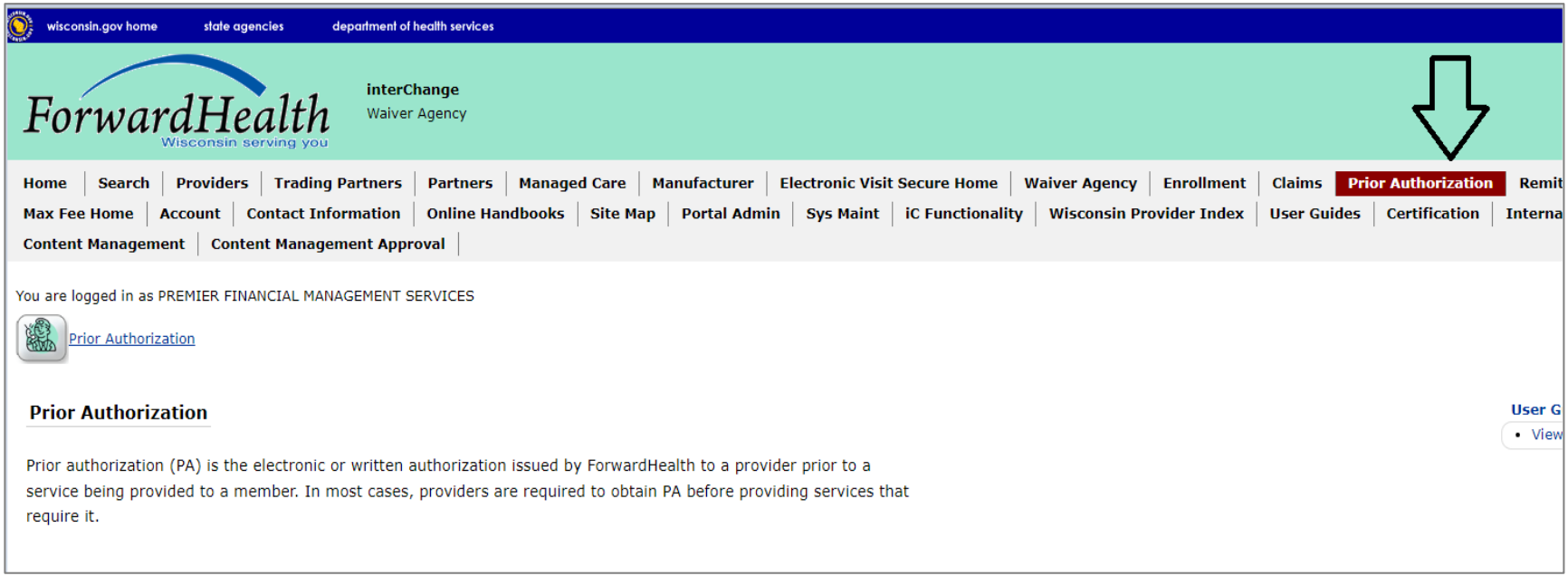
  Utilize existing prior authorization functionality

Prior Authorization Screens

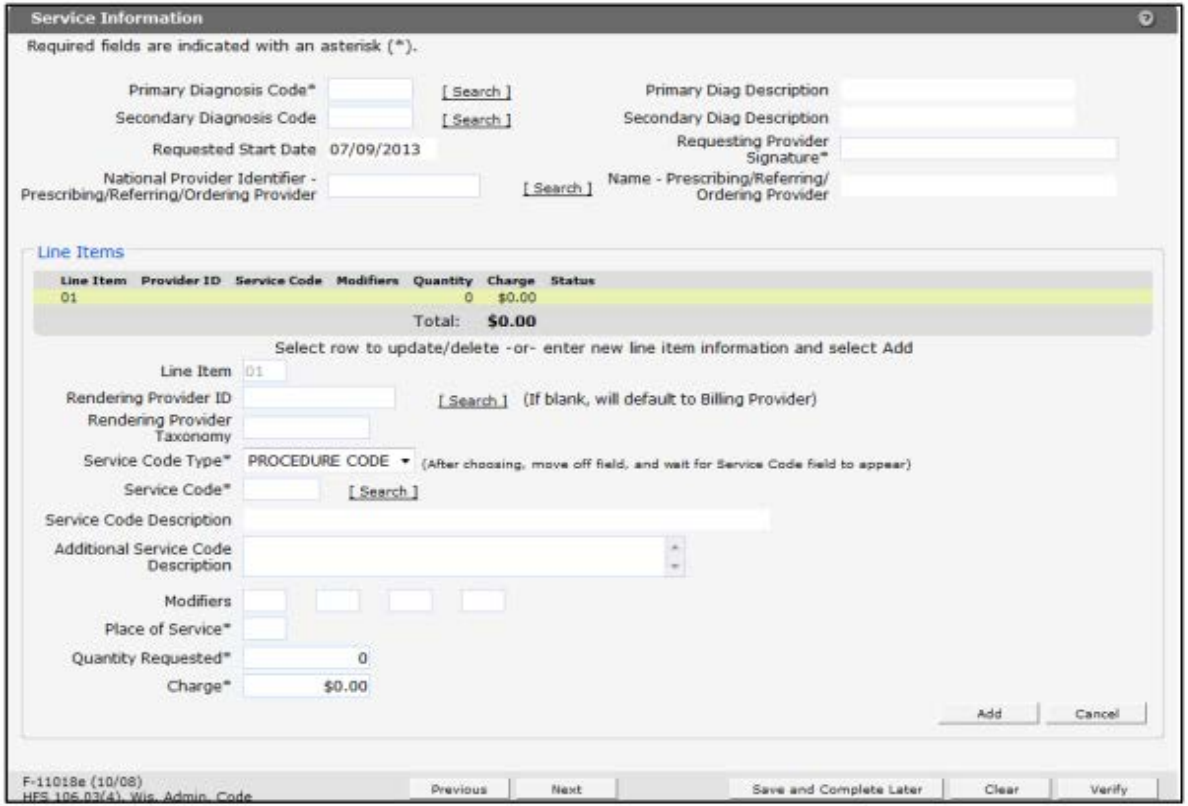


Prior Authorization Screens

Select Prior Authorizations:

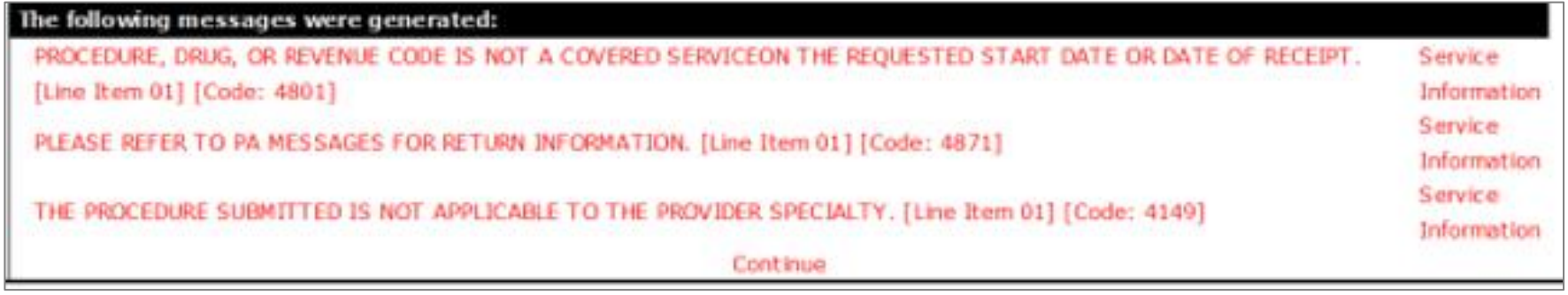


Prior Authorization Screens



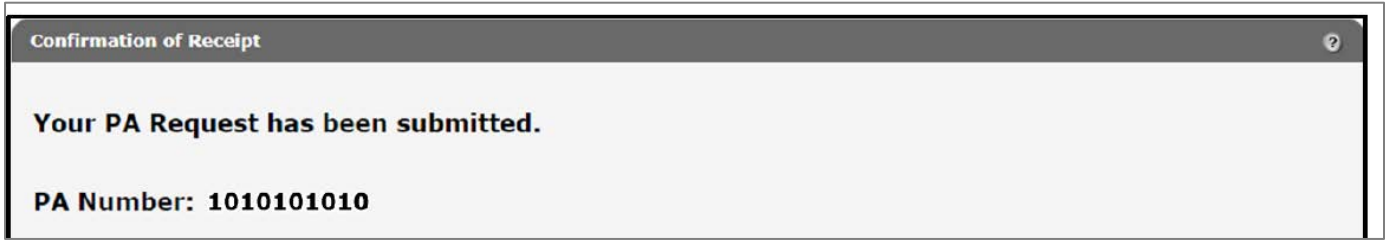
Prior Authorization Screens

Prior Authorization real-time error/resolution example:



Prior Authorization Screens

PA summary and submission:



Claims Processing Functionality

Claims Processing:
ForwardHealth Portal

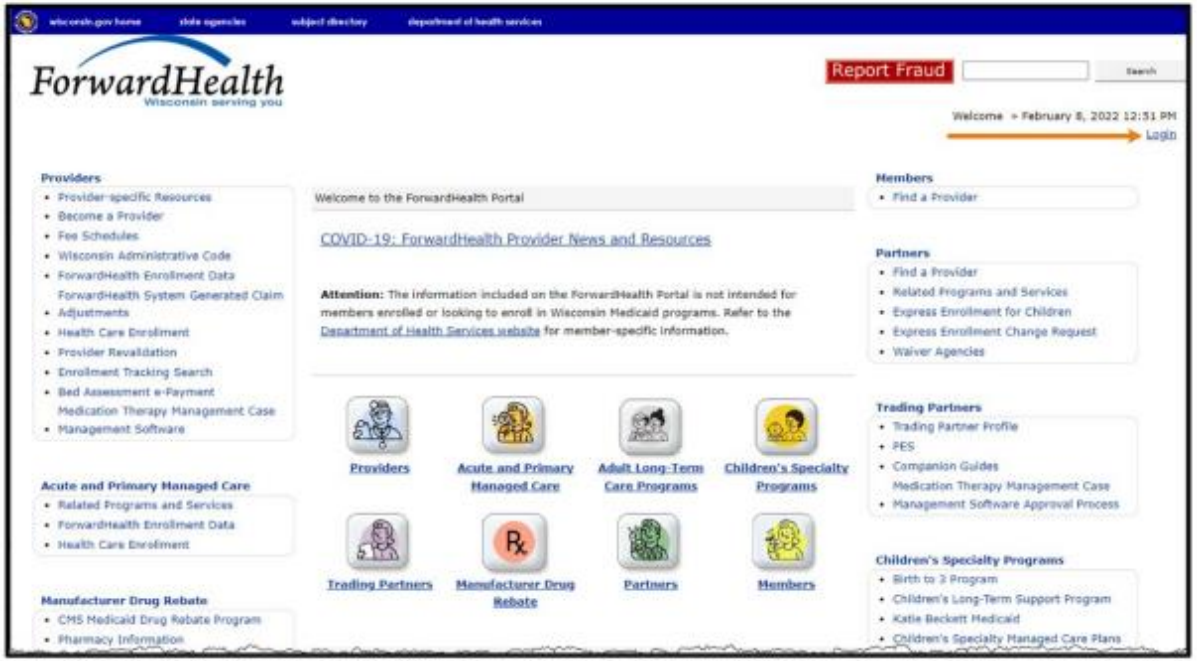
- Claims online user guides
- Note: The following screenshots are intended to demonstrate the user experience for claims submission. Some items may change during design of the final product.

Claims Processing

- What DHS must ensure:
  - HIPAA Compliant
  - Meet CMS standards
  - 1915(c) Waiver Compliant
- Accepted claims submission methods
  - EDI 837
  - CMS-1500 paper claims form
  - UB04
  - Provider Portal
- No longer accepted after implementation:
  - Spreadsheet claims
  - Paper Waiver claims

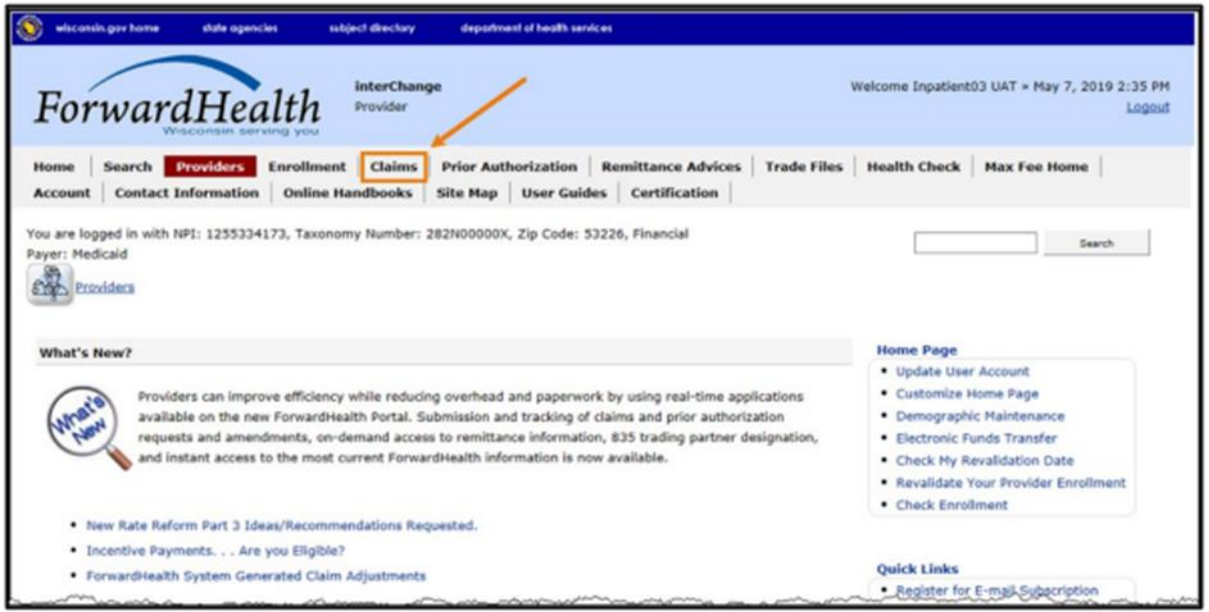
Claims Processing: ForwardHealth Portal

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

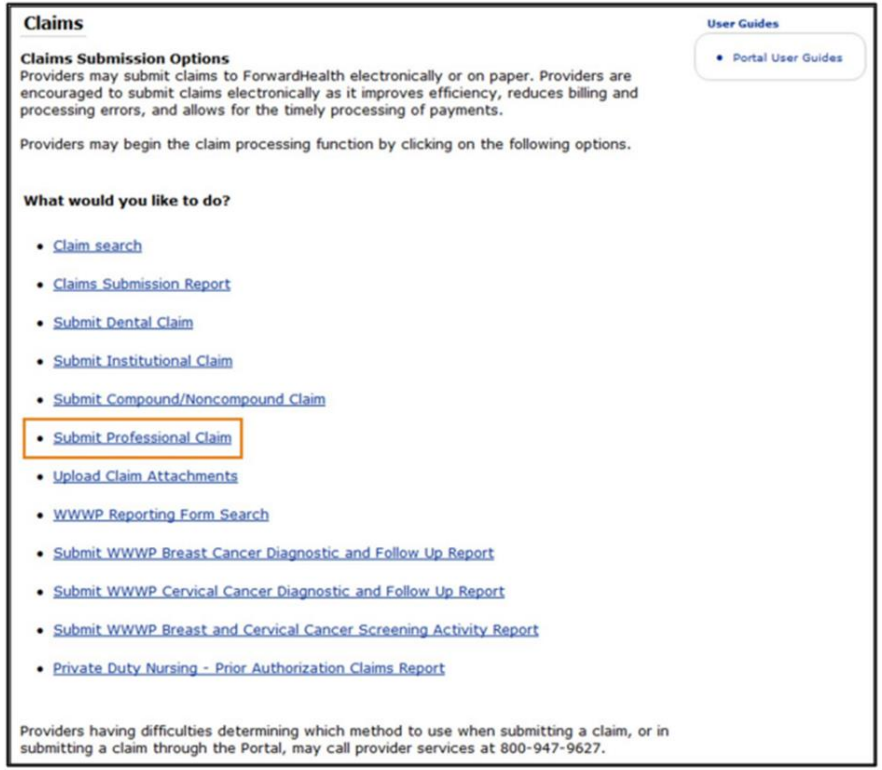


Claims Processing:
ForwardHealth Portal

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



Claims Processing:
ForwardHealth Portal



Claims

User Guides

- 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.

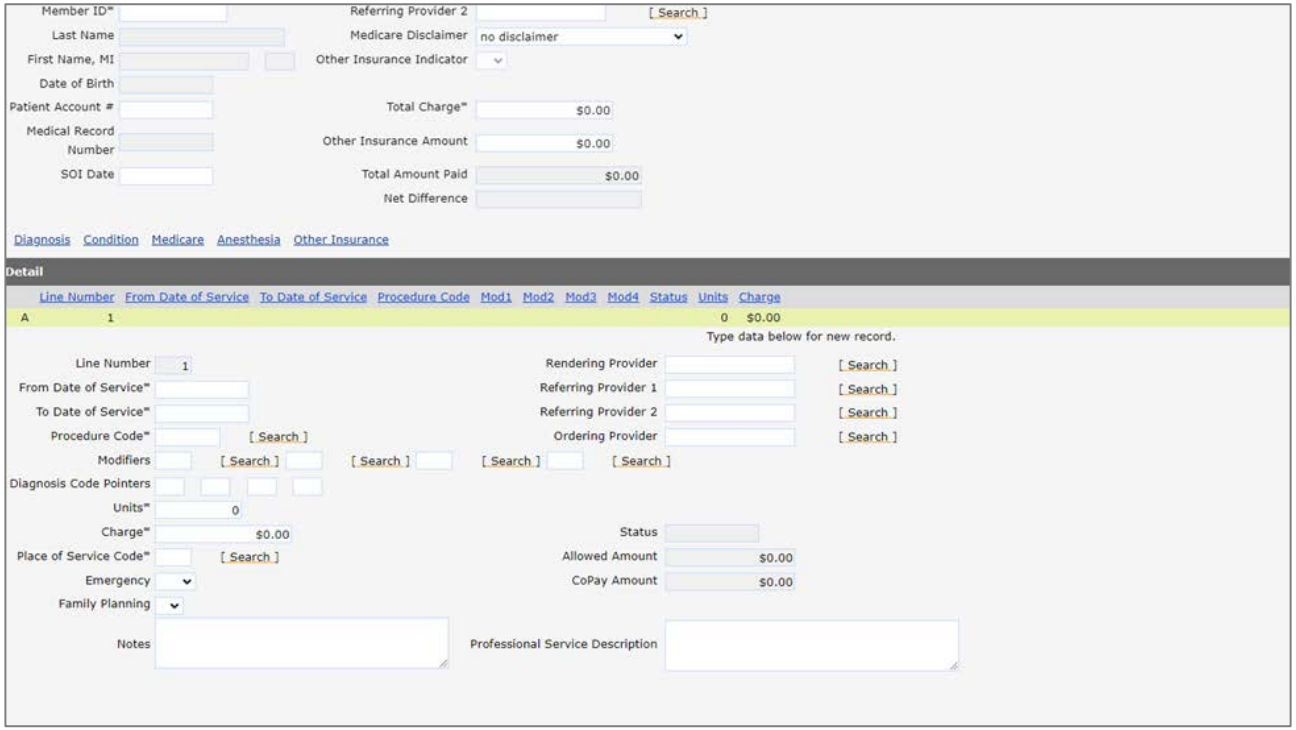
Providers may begin the claim processing function by clicking on the following options.

What would you like to do?

- Claim search
- Claims Submission Report
- Submit 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

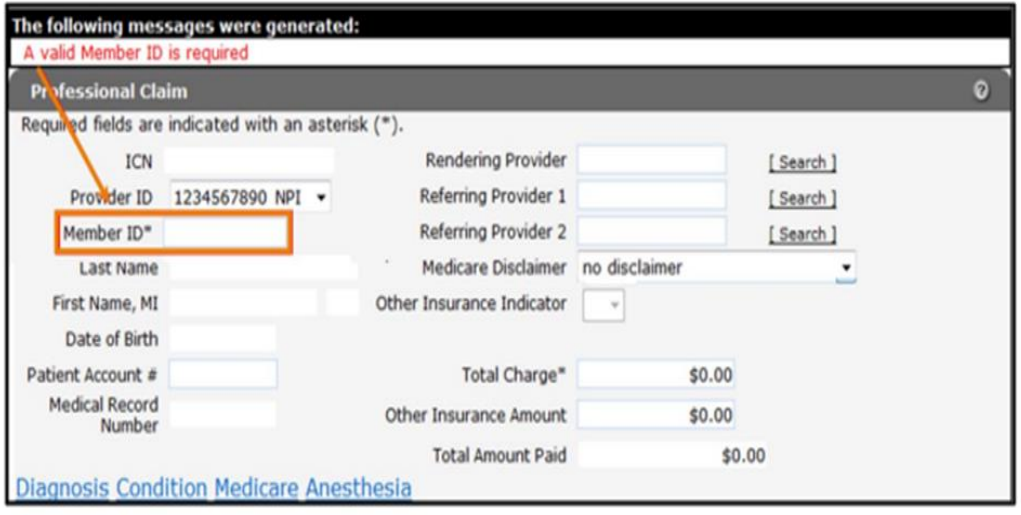
Providers having difficulties determining which method to use when submitting a claim, or in submitting a claim through the Portal, may call provider services at 800-947-9627.

Claims Processing:
ForwardHealth Portal



Claims Processing:
ForwardHealth Portal

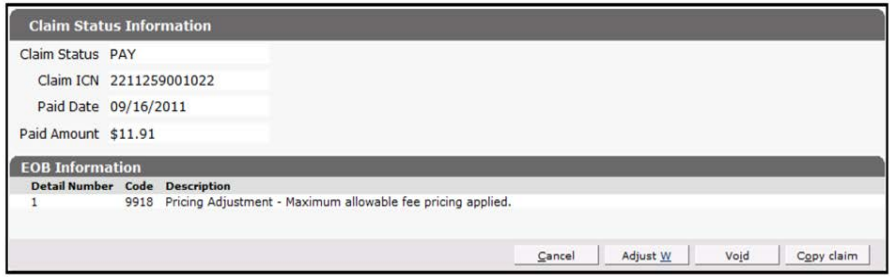
Error Checking:



Claims Processing: ForwardHealth Portal

Claim submission and copy claim:

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



Copy claims on the ForwardHealth Portal:

Providers can copy institutional, professional, and dental paid claims on the ForwardHealth Portal. Providers can open any paid claim, click the "Copy" button, and all of 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 along with the claim status.

Discussion

Discussion Questions

- Gainwell identified mass file uploads of prior authorizations as the preferred method for future CLTS Program prior authorization submission. From your perspective, does that change in method represent an improvement, or a barrier?
- Flat files (templates) submissions with WPS
- Are there processes/features with the current system that work well?

Forum Cadence

- As previously mentioned, this is the first forum for all County Waiver Agencies (CWAs) to discuss the CLTS Program TPA transition. DHS will host 3 forums during the initial design of the CLTS Program TPA.
- The anticipated cadence is:

  October 2023, December 2023, and February 2024

WHAT'S
NEXT
?

Volunteer for Additional Feedback Sessions

If you have direct experience with the current CLTS Program TPA and would like to participate in a smaller workgroup to provide technical input to DHS and Gainwell during this transition, please email Jess Ford-Kelly your role and responsibilities as they relate to the CLTS Program TPA and your contact information.

Jessica.FordKelly@dhs.wisconsin.gov

THANK
YOU