

CLTS Program TPA Transition



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

Agenda

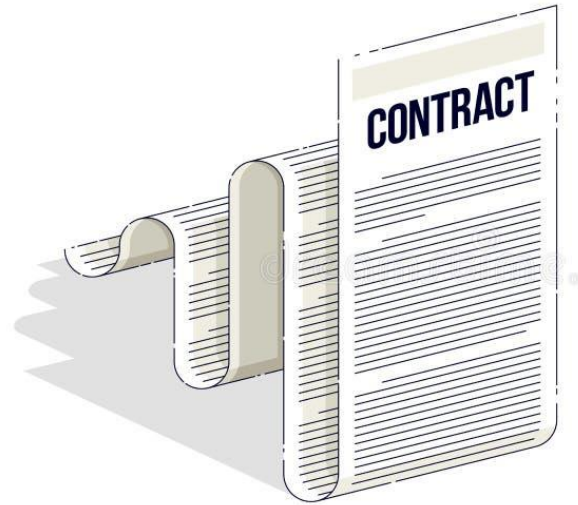
- Welcome
- **Children's Long-Term Support Program** Third Party Administrator transition overview
- Prior authorization functionality
- Claims processing functionality
- Discussion
- Next Steps

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

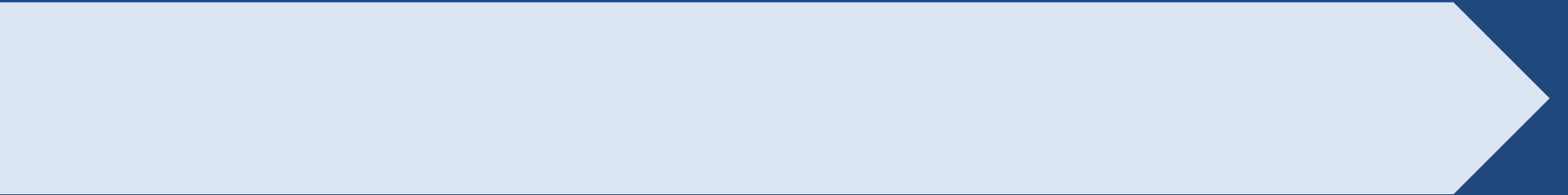
Level Setting: Using Existing Systems

- 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

wisconsin.gov home state agencies department of health services


ForwardHealth Wisconsin serving you

interChange
Waiver Agency

Welcome [redacted] October 5, 2023 11:09 AM [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 PREMIER FINANCIAL MANAGEMENT SERVICES

 [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

-

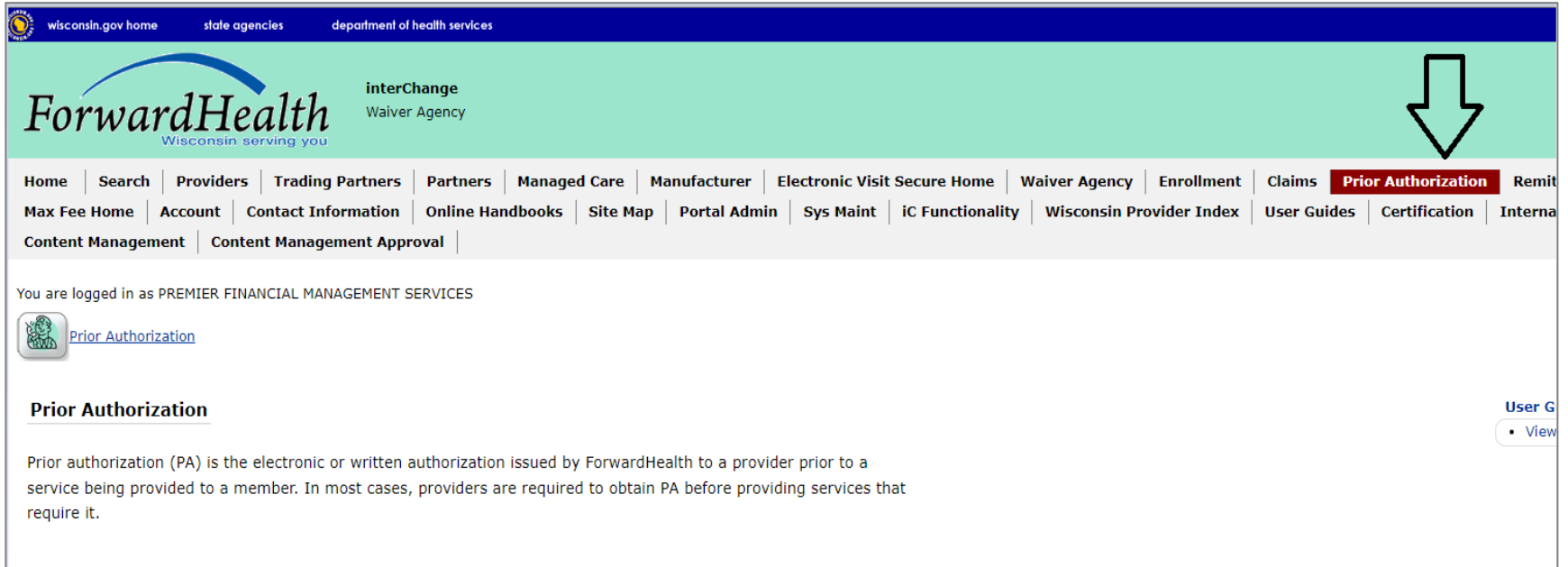
Quick Links

- [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](#)

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Wisconsin Department of Health Services
 MO MO_WIPortal2_M922
 Session expires in: 00:25:47

Prior Authorization Screens

Select Prior Authorizations:




The screenshot shows the ForwardHealth website interface. At the top, there is a navigation bar with links for "wisconsin.gov home", "state agencies", and "department of health services". Below this is a green banner with the "ForwardHealth" logo and the text "interChange Waiver Agency". A large white arrow points down from the banner. Below the banner is a horizontal menu with various links, including "Home", "Search", "Providers", "Trading Partners", "Partners", "Managed Care", "Manufacturer", "Electronic Visit Secure Home", "Waiver Agency", "Enrollment", "Claims", "Prior Authorization" (highlighted in red), "Remit", "Max Fee Home", "Account", "Contact Information", "Online Handbooks", "Site Map", "Portal Admin", "Sys Maint", "iC Functionality", "Wisconsin Provider Index", "User Guides", "Certification", and "Internal". Below the menu, it says "You are logged in as PREMIER FINANCIAL MANAGEMENT SERVICES". There is a "Prior Authorization" link with a small icon. Below that, the "Prior Authorization" section is titled, and it contains a paragraph explaining that prior authorization (PA) is the electronic or written authorization issued by ForwardHealth to a provider prior to a service being provided to a member. In most cases, providers are required to obtain PA before providing services that require it. On the right side, there is a "User G" dropdown menu with a "View" option.

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

ForwardHealth Wisconsin serving you | interChange Waiver Agency

Home | Search | Providers | Trading Partners | Partners | Managed Care | Manufacturer | Electronic Visit Secure Home | Waiver Agency | Enrollment | Claims | **Prior Authorization** | Remit
Max Fee Home | Account | Contact Information | Online Handbooks | Site Map | Portal Admin | Sys Maint | iC Functionality | Wisconsin Provider Index | User Guides | Certification | Internal
Content Management | Content Management Approval

You are logged in as PREMIER FINANCIAL MANAGEMENT SERVICES

 [Prior Authorization](#)

Prior Authorization

Prior authorization (PA) is the electronic or written authorization issued by ForwardHealth to a provider prior to a service being provided to a member. In most cases, providers are required to obtain PA before providing services that require it.

User G
• View

Prior Authorization Screens

Service Information

Required fields are indicated with an asterisk (*).

Primary Diagnosis Code* [Search] Primary Diag Description

Secondary Diagnosis Code [Search] Secondary Diag Description

Requested Start Date 07/09/2013 Requesting Provider Signature*

National Provider Identifier - Prescribing/Referring/Ordering Provider [Search] Name - Prescribing/Referring/Ordering Provider

Line Items

Line Item	Provider ID	Service Code	Modifiers	Quantity	Charge	Status
01				0	\$0.00	
Total:					\$0.00	

Select row to update/delete -or- enter new line item information and select Add

Line Item

Rendering Provider ID [Search] (If blank, will default to Billing Provider)

Rendering Provider Taxonomy

Service Code Type* PROCEDURE CODE (After choosing, move off field, and wait for Service Code field to appear)

Service Code* [Search]

Service Code Description

Additional Service Code Description

Modifiers

Place of Service*

Quantity Requested*

Charge*

F-11018e (10/08)
HES 105.03(4) Wis. Admin. Code

Prior Authorization Screens

Prior Authorization real-time error/resolution example:

The following messages were generated:

PROCEDURE, DRUG, OR REVENUE CODE IS NOT A COVERED SERVICE ON THE REQUESTED START DATE OR DATE OF RECEIPT. [Line Item 01] [Code: 4801]	Service Information
PLEASE REFER TO PA MESSAGES FOR RETURN INFORMATION. [Line Item 01] [Code: 4871]	Service Information
THE PROCEDURE SUBMITTED IS NOT APPLICABLE TO THE PROVIDER SPECIALTY. [Line Item 01] [Code: 4149]	Service Information

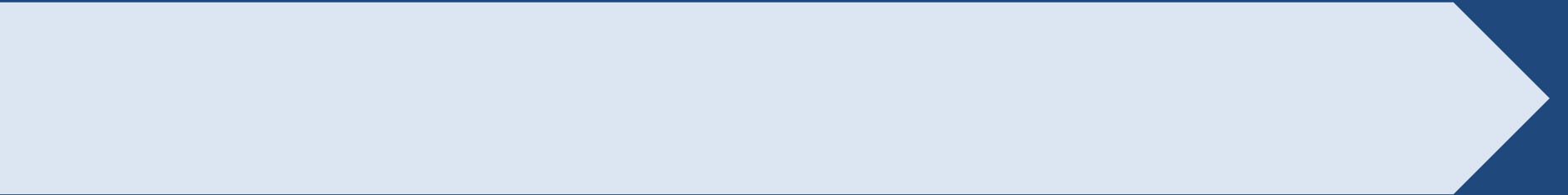
Continue

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/>.

wisconsin.gov home state agencies subject directory department of health services

ForwardHealth
Wisconsin serving you

Report Fraud Search

Welcome - February 8, 2022 12:51 PM
Login

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

Welcome to the ForwardHealth Portal

[COVID-19: ForwardHealth Provider News and 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.

Members

- Find a Provider

Partners

- Find a Provider
- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request
- Waiver Agencies

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

Providers

Acute and Primary Managed Care

Adult Long-Term Care Programs

Children's Specialty Programs

Trading Partners

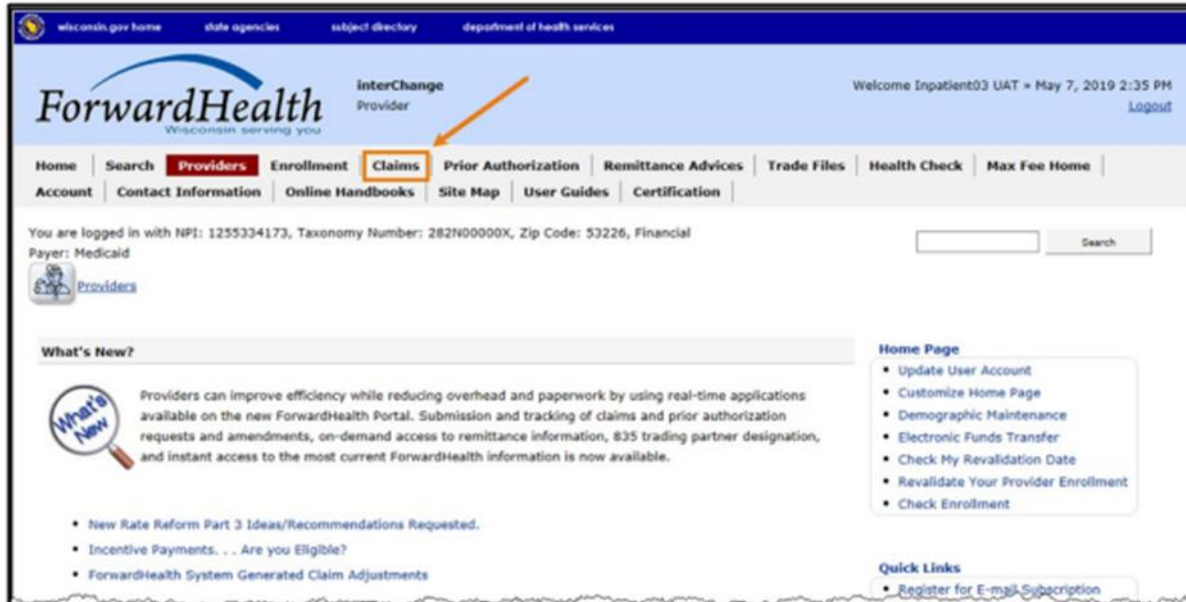
Manufacturer Drug Rebate

Partners

Members

Claims Processing: ForwardHealth Portal

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




wiscdnhs.gov home state agencies subject directory department of health services


ForwardHealth Wisconsin serving you
interChange Provider
Welcome Inpatient03 UAT - May 7, 2019 2:35 PM
Logout

Home | Search | **Providers** | Enrollment | **Claims** | Prior Authorization | Remittance Advices | Trade Files | Health Check | Max Fee Home |
Account | Contact Information | Online Handbooks | Site Map | User Guides | Certification

You are logged in with NPI: 1255334173, Taxonomy Number: 282N00000X, Zip Code: 53226, Financial Payer: Medicaid

 Providers

What's New?

 Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available.

- New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments. . . Are you Eligible?
- ForwardHealth System Generated Claim Adjustments

Home Page

- Update User Account
- Customize Home Page
- Demographic Maintenance
- Electronic Funds Transfer
- Check My Revalidation Date
- Revalidate Your Provider Enrollment
- Check Enrollment

Quick Links

- Register for E-mail Subscription

Claims Processing: ForwardHealth Portal

Claims

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.

User Guides

- Portal User Guides

Claims Processing: ForwardHealth Portal

Member ID*	Referring Provider 2	[Search]
Last Name	Medicare Disclaimer	no disclaimer
First Name, M1	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] [Search]		
Diagnosis Code Pointers			
Units*	0		
Charge*	\$0.00	Status	
Place of Service Code*	[Search]	Allowed Amount	\$0.00
Emergency		CoPay Amount	\$0.00
Family Planning			
Notes	Professional Service Description		

Claims Processing: ForwardHealth Portal

Error Checking:

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: ForwardHealth Portal

Claim submission and copy claim:

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

Claim Status Information		
Claim Status	PAY	
Claim ICN	2211259001022	
Paid Date	09/16/2011	
Paid Amount	\$11.91	
EOB Information		
Detail Number	Code	Description
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.

Cancel Adjust W Void Copy claim

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



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**

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.