

User Guide

ForwardHealth Portal Compound and Noncompound Drug Claim

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WISCONSIN DEPARTMENT
of HEALTH SERVICES

Table of Contents

- 1 Introduction..... 1
- 2 Access the Claims Page..... 2
- 3 Submit a Compound/ Noncompound Drug Claim..... 5
 - 3.1 Billing Information Section 6
 - 3.2 Prescription Information Section 7
 - 3.3 Diagnosis Section..... 8
 - 3.4 Detail Section 10
 - 3.5 Drug Utilization Review Section 12
 - 3.6 Submit the Claim 13

1 Introduction

Providers may submit compound and noncompound drug claims directly to ForwardHealth using Direct Data Entry, an online application available through their ForwardHealth Provider Portal.

2 Access the Claims Page

1. Access the ForwardHealth Portal (the Portal) at www.forwardhealth.wi.gov/.

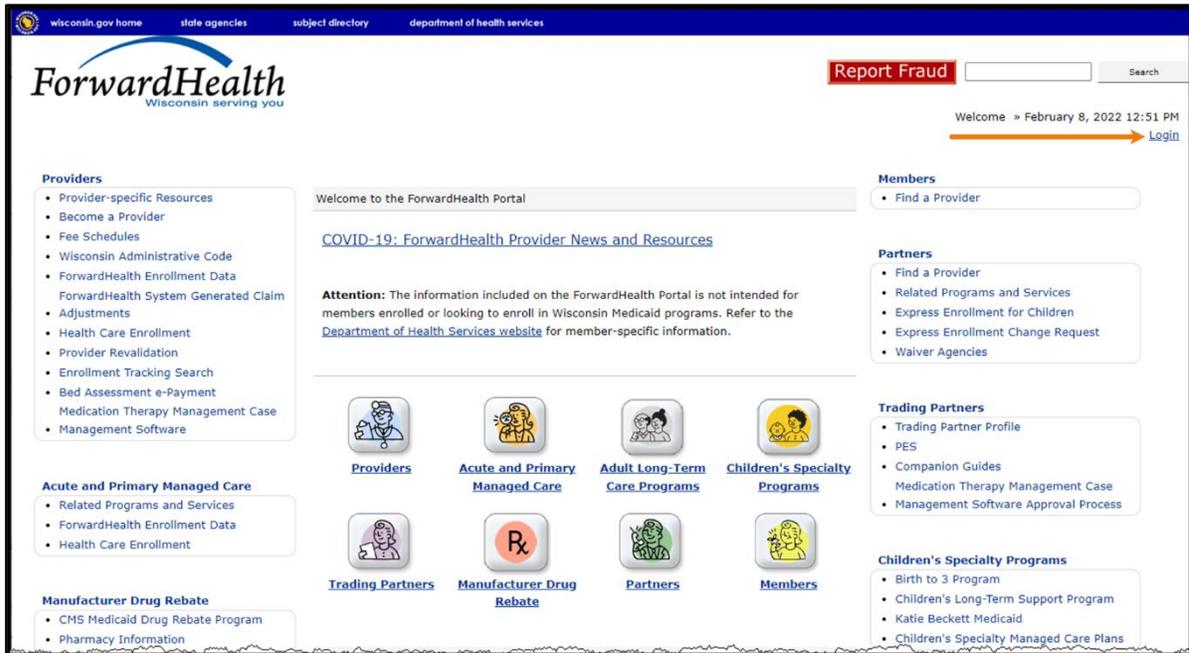


Figure 1 ForwardHealth Portal Homepage

2. Click **Login**. A Sign In box will be displayed.

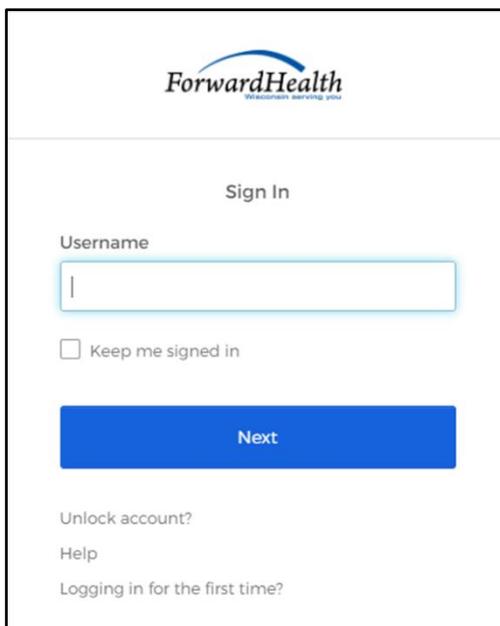


Figure 2 Sign In Box

3. Enter the user's username.
4. Click **Next**. A Verify with your password box will be displayed.

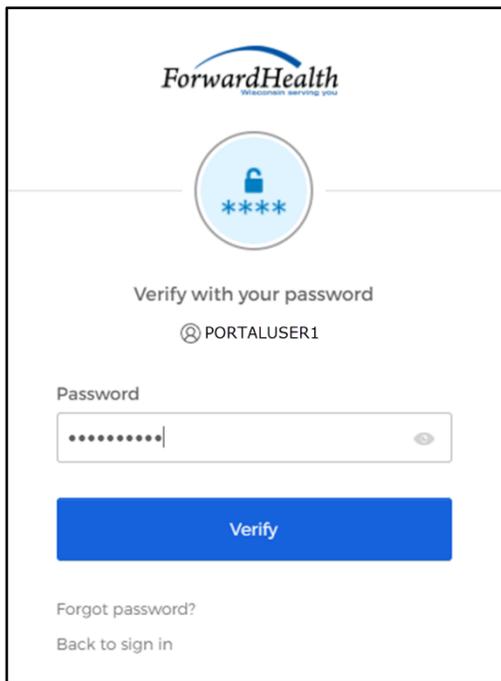


Figure 3 Verify With Your Password

5. Enter the user's password.
6. Click **Verify**. The Secure Provider page will be displayed.

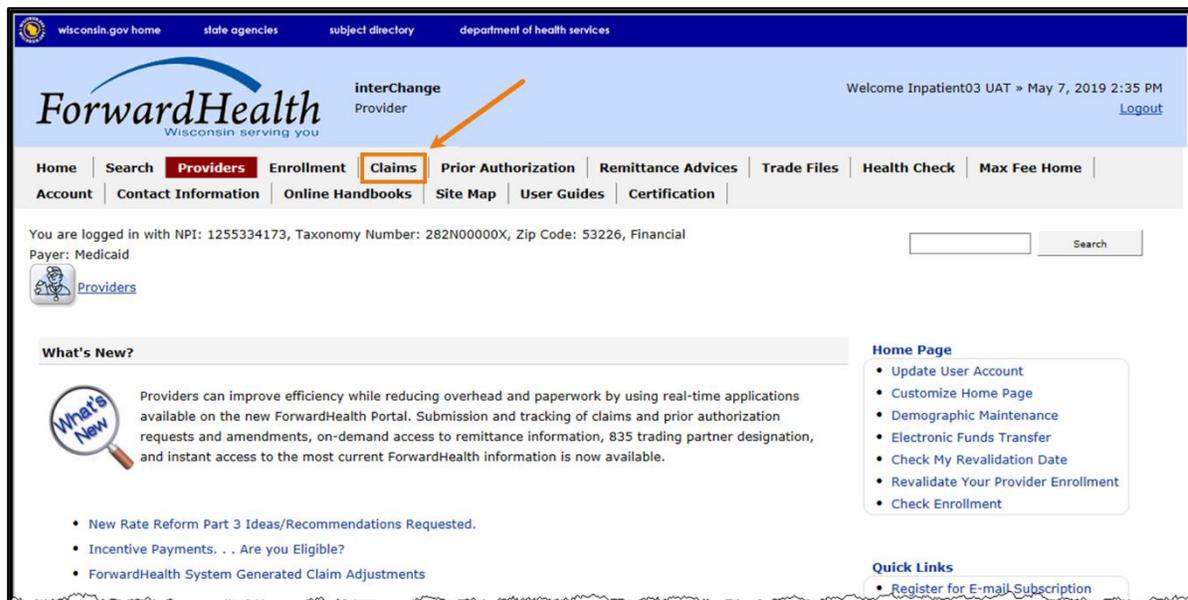


Figure 4 Secure Provider Page

7. Click **Claims** on the main menu at the top of the page. The Claims page will be displayed.

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.

Figure 5 Claims Page

3 Submit a Compound/ Noncompound Drug Claim

1. Click **Submit Compound/Noncompound Claim** on the Claims page. The Compound/ Noncompound Claim form will be displayed.

Compound/Noncompound Claim

Billing Information

ICN Place of Service*

Provider ID 1013931823 NPI Sp Pkg Indicator* 0 - Not Specified

Member ID* Copay Exempt

Last Name Submission Clarification Code

First Name, MI Primary Care Provider ID

Date of Birth Primary Care Provider ID Qualifier

Prescriber ID* [Search]

Other Coverage Code 1 - No Other Coverage Identified

Prescription Information

Claim Type* Non-Compound

Prescription Number*

Date Dispensed*

Date Prescribed*

Refills* 0

Days Supply* 0

Dispense as Written* 0 - No Product Selection Indicated

Charges

Charges* \$0.00

Other Coverage Amount \$0.00

Patient Paid \$0.00

Dispensing Fee \$0.00

Total Payable Amount \$0.00

Net Difference

[Diagnosis](#)

Detail

Line Number	NDC	Quantity Dispensed	U&C
A 1		0	\$0.00

Type data below for new record.

Line Number 1 Quantity Dispensed* 0

NDC [Search] U&C* \$0.00

Delete Add

DUR

*** No rows found ***

Select row above to update -or- click Add button below.

DUR Sequence Reason for Service Code [Search]

Professional Service Code [Search] Result of Service Code [Search]

Level Of Effort [Search]

Delete Add

Claim Status Information

Claim Status Not submitted yet

Submit Cancel

Figure 6 Compound/Noncompound Claim Form

Note: Fields marked with an asterisk (*) are required fields.

Figure 7 Billing Information Section

3.1 Billing Information Section

Information cannot be entered in the ICN field. An internal control number (ICN) will be automatically assigned when the claim is submitted.

The National Provider Identifier (NPI) under which the user is logged in will populate the Provider ID field.

1. Enter the member's ID in the Member ID field.

Note: After entering the member ID, click anywhere on the gray area of the form. The Last Name, First Name, MI, and Date of Birth fields will populate with the member's information.

2. Enter the NPI of the provider who prescribed the drug or product covered by the claim in the Prescriber ID field. Users may enter an NPI in the field or search for the NPI using the adjoining Search link.
3. Select the appropriate coverage code from the Other Coverage Code drop-down menu if there is another insurance claim involved in this prescription.

ForwardHealth is usually the payer of last resort for program-covered services. Prior to submitting a claim to ForwardHealth, providers are required to verify whether a member has other health insurance coverage (for example, commercial health insurance, HMO, or Medicare).

4. Select the appropriate place of service code designating where the requested item was provided, performed, or dispensed from the Place of Service drop-down menu.
5. Select the appropriate code indicating the dispensing dose (or special packaging indicator) from the Sp Pkg Indicator drop-down menu.
6. Select **4** from the Copay Exempt drop-down menu to indicate that the claim *is exempt* from copayment. Selecting 4 will not exempt SeniorCare or Wisconsin Chronic Disease Program (WCDDP) members from copayment requirements.
7. Select the code indicating the appropriate submission clarification.
8. Enter the Provider ID. This ID is used to identify provider enrollment tracking.

9. Select the appropriate type of primary care provider ID from the Primary Care Provider ID Qualifier drop-down menu.

3.2 Prescription Information Section

Prescription Information	Charges
Claim Type* <input type="text" value="Non-Compound"/>	Charges* <input type="text" value="\$0.00"/>
Prescription Number* <input type="text"/>	Other Coverage Amount <input type="text" value="\$0.00"/>
Date Dispensed* <input type="text"/>	Patient Paid <input type="text" value="\$0.00"/>
Date Prescribed* <input type="text"/>	Dispensing Fee <input type="text" value="\$0.00"/>
Refills* <input type="text" value="0"/>	Total Payable Amount <input type="text" value="\$0.00"/>
Days Supply* <input type="text" value="0"/>	<input type="text" value="Net Difference"/>
Dispense as Written* <input type="text" value="0 - No Product Selection Indicated"/>	

[Diagnosis](#)

Figure 8 Prescription Information Section

1. Non-Compound is the default value for the Claim Type field. Select **Compound** from the Claim Type drop-down menu if the medication contains at least two ingredients.

Note: If the user is logged in to an account with WCDP as the financial payer, selecting Compound will disable the form.

2. Enter the prescription number in the Prescription Number field.
3. Enter the date the prescription was filled or refilled in MM/DD/CCYY format in the Date Dispensed field.

When billing unit dose services, the last date of service in the billing period must be entered.

4. Enter the date shown on the prescription in MM/DD/CCYY format in the Date Prescribed field.
5. Enter the number of refills allowed for the prescription billed.
6. Enter the number of days the medication has been prescribed for the member in the Days Supply field. The number must be a whole number greater than zero (for example, if a prescription is expected to last for five days, enter "5").
7. Select the appropriate National Council for Prescription Drug Programs (NCPDP) Dispensed as Written code from the Dispense as Written drop-down menu.

8. Enter the total charge for the claim in the Charges field.
9. Enter the amount paid by commercial health insurance in the Other Coverage Amount field, if applicable.

Providers may also include the Medicare paid amount in this field for claims that fail to automatically crossover from Medicare to ForwardHealth within 30 days.

10. When applicable for SeniorCare claims, enter the member's out-of-pocket expense due to other coverage, including Medicare Part B or D and/or commercial health insurance, in the

Patient Paid field. Do not enter an expected copayment from Wisconsin Medicaid, BadgerCare Plus, or SeniorCare.

Note: The Dispensing Fee and Total Payable Amount will be automatically calculated after the claim is submitted.

- The Net Difference is the paid amount differences between the original ICN and adjustment ICN. This amount is displayed after an adjustment is processed to completion (paid/deny) for an ICN.

3.3 Diagnosis Section

A diagnosis code is required when billing for any compound drug in which ForwardHealth requires a diagnosis.

- Click the **Diagnosis** link at the bottom of the “Prescription Information” section.

Figure 9 Diagnosis Link

The “Diagnosis” section will be displayed under the “Prescription Information” section.

Figure 10 Diagnosis Section

- Click **Add**. A row will be added to the top of the section, and the Diagnosis field will become active to allow information to be entered.

Figure 11 Diagnosis Section With Added Row

3. Enter the appropriate and most-specific *International Classification of Diseases* (ICD) diagnosis code most relevant to the member’s condition in the Diagnosis field.

Note: Do not use a decimal point when entering a diagnosis code.

- a. To search for a code, click **Search** to the right of the Diagnosis field. The Diagnosis Search box will be displayed.

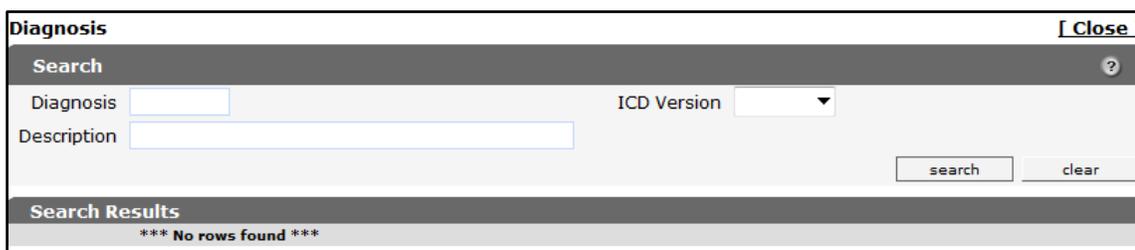


Figure 12 Diagnosis Search Box

- b. Enter a description of the code.
 - If the entire description is unknown, enter a key word or partial description.
 - If the user is unsure of the exact description, use the percent symbol (%) on either side of a word to display all descriptions containing that word.

Note: The ICD Version drop-down menu can be used to limit search results to either ICD-9 or ICD-10 diagnosis codes. If an ICD code set is not selected, both ICD-9 and ICD-10 diagnosis codes will be displayed.

- c. Click **Search**. Any results matching the query will be displayed in the “Search Results” section.

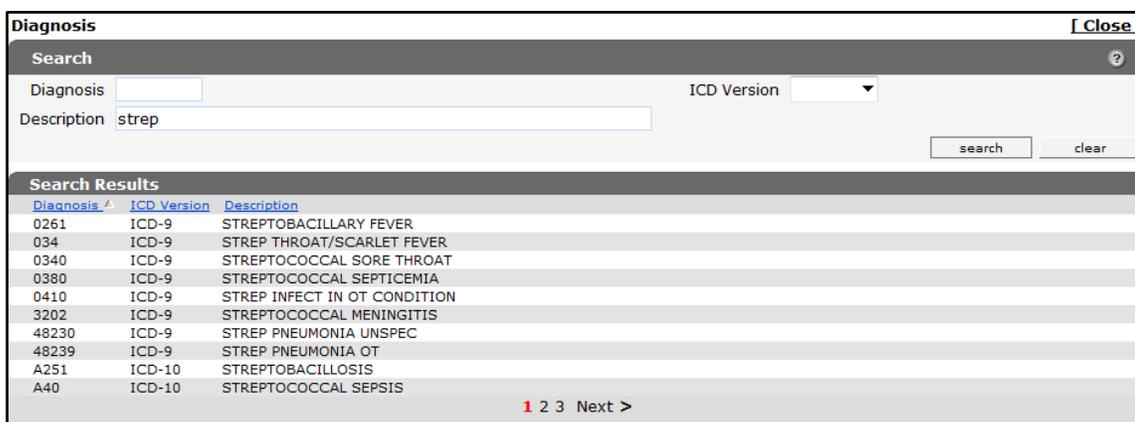


Figure 13 Diagnosis Search Box With Search Results Section

Note: Click the **Description** column heading to sort the results alphabetically. Click the heading once to sort the results in ascending order. Click the heading again to sort the results in descending order. Click **Next** or one of the page numbers at the bottom of the section to display more results.

- d. Select the applicable diagnosis code. The Diagnosis Search box will close and the selected code information will populate the Diagnosis field and the row at the top of the section.

Diagnosis	Description
A 04100	INFECTION STREPTOCOC UNSPEC

Diagnosis* [Search]

Type data below for new record.

Delete Add

Figure 14 Diagnosis Section With Populated Information

- Click **Add** to add another diagnosis code. Another row will be added to the top of the section. Enter the additional code in the Diagnosis field or search for the code.

Providers may enter up to five diagnosis codes per claim. Once five diagnosis codes have been entered, the Add button will be disabled unless a previously added row is deleted.

- To delete a diagnosis code, select the desired row and click **Delete**. A dialog box will be displayed. Click **OK** to delete the row.

3.4 Detail Section

Compound claims *require at least two detail lines* and may have up to 25. Once the limit is reached, the Add button will be disabled and no other lines can be added. Noncompound claims can only have one detail line.

Line Number	NDC	Quantity Dispensed	U&C
A 1		0	\$0.00

Type data below for new record.

Line Number Quantity Dispensed*

NDC [Search] U&C*

Delete Add

Figure 15 Detail Section

The Line Number field will be populated with the number of the detail currently being added.

- Enter the National Drug Code (NDC) for the dispensed drug in the NDC field.

- a. Click **Search** to the right of the NDC field to search for a code. The NDC Search box will be displayed.

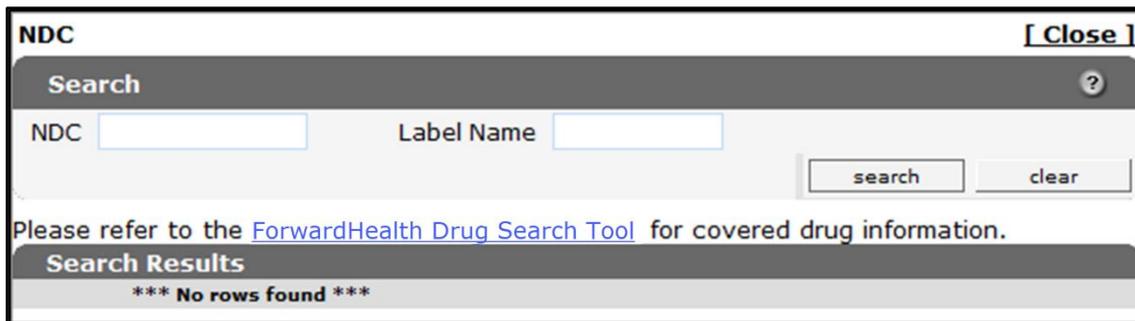


Figure 16 NDC Search Box

- b. Enter a whole or partial label name of the drug in the Label Name field.
- c. Click **Search**. Any results matching the query will be displayed in the "Search Results" section.

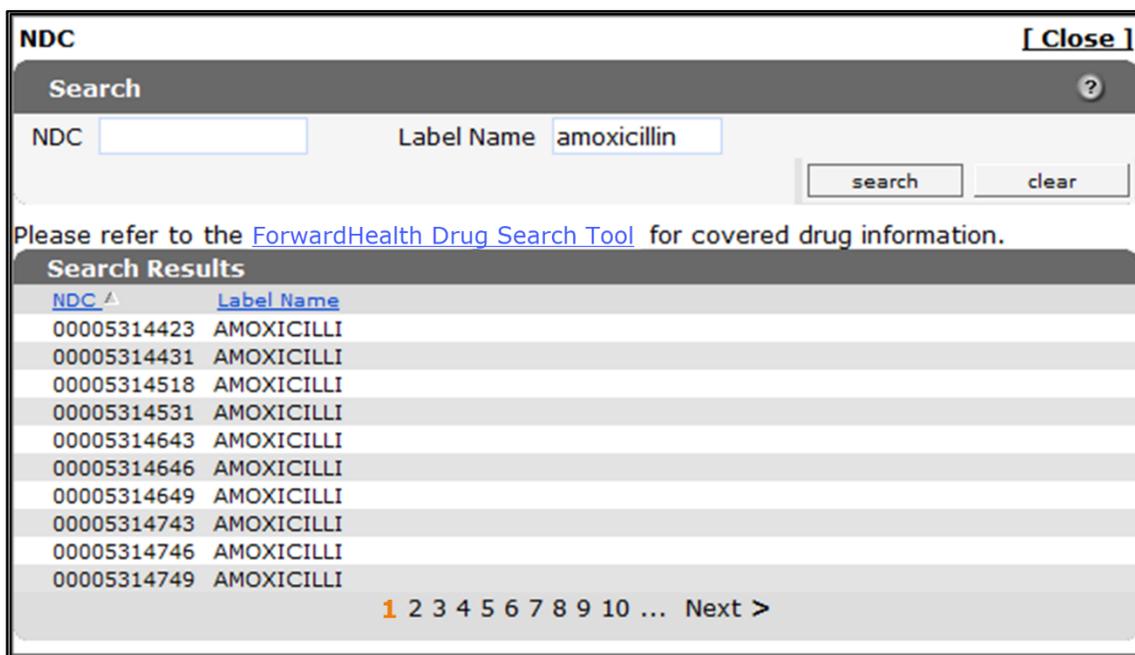


Figure 17 NDC Search Box With Search Results Section

- d. Click the row containing the applicable NDC. The NDC Search box will close and the selected code information will populate the NDC field and the row at the top of the section.

Line Number	NDC	Quantity Dispensed	U&C
A 1	00005-3144-23	0.000	\$0.00

Type data below for new record.

Line Number: 1
 NDC: 00005314423 [Search]
 Quantity Dispensed*: 0.000
 U&C*: \$0.00

Buttons: Delete, Add

Figure 18 Detail Section with Populated Information

2. Enter the metric decimal quantity reflecting the total number of compound units dispensed in the Quantity Dispensed field.
3. Enter the usual and customary charge for this detail line in the U&C field.
 - To add more detail lines to a compound claim, click **Add**. A row will be added to the top of the section and users will be able to enter additional detail information (up to 25 detail lines can be added per compound claim).
 - To remove a detail line, select the desired row and click **Delete**. A dialog box will be displayed. Click **OK** to delete the row.

3.5 Drug Utilization Review Section

To help individual pharmacies comply with their Drug Utilization Review (DUR) responsibility, BadgerCare Plus, Medicaid, and SeniorCare developed a DUR system. The system screens certain drug categories for clinically significant potential drug therapy problems before a drug is dispensed to a member. Drug Utilization Review is applied to all BadgerCare Plus, Medicaid, and SeniorCare real-time point-of-sale claims submitted to ForwardHealth.

A noncompound claim can have up to two DUR sequences. A compound claim may only have one DUR sequence.

1. Click **Add**. A row will be added to the top of the section and the fields will become active to allow information to be entered.

The DUR Sequence field will populate with the number 1 (or the subsequent number for each DUR Sequence line added).

Figure 19 DUR Section

2. Enter the NCPDP code identifying pharmacist intervention when a conflict code has been identified or service has been rendered in the Professional Service Code field.

Note: For all the fields in this section, the user can search for the specific NCPDP values to enter. For an example of how to search for a code using a search box, refer to [Section 3.3 Diagnosis Section, Step 3.a](#). To search for a listing of all the available codes and their descriptions, leave the search fields blank.

3. Enter the NCPDP code indicating the level of effort as determined by the complexity of decision making or resources used by a pharmacist to perform a professional service in the Level of Effort field.

Note: For compound claims, a code must be entered in the Level of Effort field.

4. Enter the NCPDP code identifying the type of utilization conflict detected or the reason for the pharmacist's professional service in the Reason for Service Code field.
5. Enter the NCPDP code reflecting the action taken by a pharmacist in response to a conflict or the result of a pharmacist's professional service in the Result of Service Code field.

Note: To remove a DUR Sequence line, select the desired row and click **Delete**. A dialog box will be displayed. Click **OK** to delete the row.

3.6 Submit the Claim

The “Claim Status Information” section at the bottom of the page will indicate that the claim has not been submitted yet.

Figure 20 Claim Status Information Section

1. Ensure that information has been entered accurately in all the required fields on the Compound/Noncompound Claim form.

2. Click **Submit**.

If there is an error and the claim does not process, an ICN will not be assigned, an error message indicating what information needs to be corrected will be displayed at the top of the page, and the relevant field(s) will be highlighted in yellow.

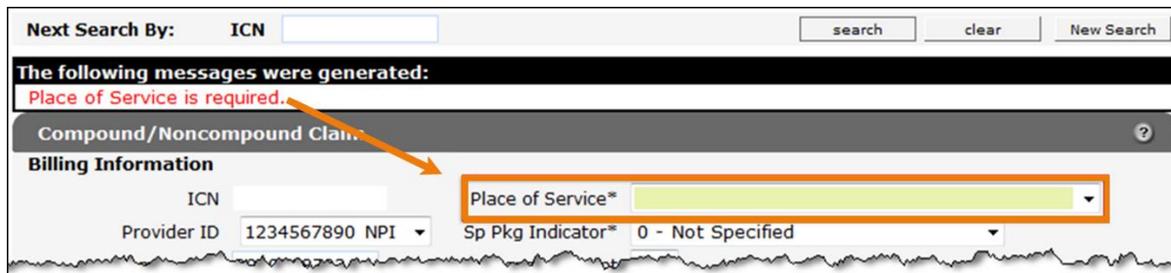


Figure 21 Error Message

If the claim processes, an ICN will be assigned and the claim status will be displayed. An “EOB Information” section will be displayed at the bottom of the page. The listed Explanation of Benefits (EOB) codes explain how the claim was processed by ForwardHealth.

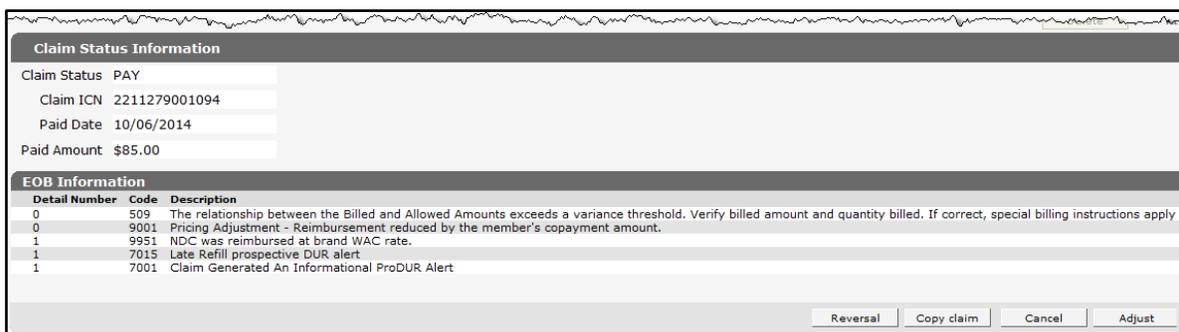


Figure 22 Claim Status Information and EOB Information Sections

If the claim is denied, an EOB code(s) will explain why. Users can correct the invalid information and click **Re-submit** to resubmit the claim.

Note: Since there is no Save feature for the Compound/Noncompound Claim form, if a user were to leave the claim form before the claim is submitted successfully and assigned an ICN, all information will be lost.