

Submitting Claims to ForwardHealth via the Portal

NAVIGATING TO THE PROFESSIONAL CLAIM

→ Access the ForwardHealth Portal at <http://www.forwardhealth.wi.gov/>

→ Login to begin billing claims

ForwardHealth
Wisconsin serving you

Report Fraud

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Login

Providers

- Register for E-mail Subscription
- Provider-specific Resources
- Become a Provider
- Online Handbooks
- Fee Schedules
- Trainings
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- Health Care Enrollment
- Provider Recertification
- Certification Tracking Search

Managed Care

- Related Programs and Services

Welcome to the ForwardHealth Portal

The ForwardHealth Portal serves as the interface to ForwardHealth interChange, the new Medicaid Management Information System for the state of Wisconsin. Through this portal, providers, managed care organizations, partners, and trading partners can electronically and securely submit, manage, and maintain health records for members under their care. This Portal also provides users with access to the current health care information available.

Providers Managed Care Organization Partners Trading Partners Members

Members

- Member Information
- Find a Provider
- Member Contacts

Partners

- Find a Provider
- Related Programs and Services

Trading Partners

- Trading Partner Profile
- PES
- Companion Guides

→ Click the "Claims" tab:

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interChange
Provider

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Logout

Home Search Providers Enrollment **Claims** Prior Authorization Remittance Advices Trade Files HealthCheck Max Fee Home Account Contact Information Online Handbooks

Site Map Certification User Guides

You are logged in with NPI: 999999999, Taxonomy Number: 000000000X, Zip Code: 53032 - 1587, Financial Payer: Medicaid

Claims

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.

User Guides

- Portal User Guides

→ Scroll down and click "Submit Professional Claim"

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](#)

ENTERING A PROFESSIONAL CLAIM

Fields denoted with an asterisk (*) are required; however, a few unmarked fields are also necessary to ensure the claim is approved.

HEADER SECTION: documents member and provider information

1. Verify login information is correct.

→ “Provider ID”: auto-populated with the pharmacy NPI associated with Portal login.

2. “Member ID”: the patient’s WI Medicaid ID.

→ “Last name,” “First Name, MI,” and “Date of Birth”: auto-populated once the “Member ID” is entered.

3. For dual eligible patients with Medicaid and Medicare Part D coverage, you can enter the number 8 in the “Medicare Disclaimer” field, given the specific part D plan does not pay for CMR/As provided by your pharmacy.

4. Enter “Total Charge”: the sum of all charges for services provided to the patient in one encounter.

DIAGNOSIS SECTION: documents diagnosis

4. Click the “Diagnosis” link to open the diagnosis code field (as shown below).

5. Enter or search “Diagnosis” codes (at least one diagnosis code is required).

-do not include periods (e.g. diagnosis code of 250.00, should be entered as “25000”).

