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**ForwardHealth interChange Implementation Status  
Summary of Conference Call with Provider Associations  
November 17, 2008**

As implementation of ForwardHealth interChange continues, this is an update and some reminders that were discussed during the conference call today with Provider Associations.

**Claims Processing Results**

- We are seeing a higher number of suspended claims and denials than normal. As a reminder, ForwardHealth is suspending some claims for validation. Claims being validated are expected to be released in the November 23 financial cycle.

ForwardHealth is also reviewing claims denials providers are experiencing. In some cases, the denials are occurring as providers adjust to new billing instructions and requirements. In other cases, there have been system issues with claims denying inappropriately. Providers should review *ForwardHealth Alerts* for the latest information on any system issues and the status of resolution. Alerts are available at [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov)

Providers can access the Provider Portal to find out the status of their claims at any time. ForwardHealth encourages providers to check claims status during the week to see if there are any processing issues.

**Claims Payments and Financial Cycle**

- ForwardHealth ran its first financial cycle run over the last weekend. The total payments are about \$19.5 million, about 50% lower than an average payment cycle.
- Providers should also be aware that ForwardHealth is validating Remittance Advices and checks prior to their release this week. Because of this, providers can expect to receive their RAs and checks later in the week than normal this week.

**Transitional Payments**

- ForwardHealth has a transitional payment process for providers who are experiencing financial hardship due to claims denials or processing issues. *ForwardHealth Update 2008-174* has information on how to request an interim payment. The Update and Transitional Payment Form is attached.

**Claims Submission and Remittance Advice**

- ForwardHealth received a lower than normal amount of electronic claims from trading partners. Providers are encouraged to check with their trading partners to ensure the trading partner is able to submit claims on their behalf.
- Providers and Trading Partners are encouraged to submit batches of electronic claims during the week, claims submission does not need to wait until Friday. Claims are adjudicated continuously and early submission allows more time for resubmission to make claim corrections or address problems.