**Affected Programs:** BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

**To:** All Providers, HMO and Other Managed Care Programs

---

**New Information Regarding the Provider Relations Representatives and Other Provider Resources**

Providers have many resources available to assist them in working with ForwardHealth. The Provider Relations Representatives, also known as field representatives, are one of these resources. This ForwardHealth Update provides information regarding new field representatives and their corresponding territories, as well as reminders regarding other provider resources.

### New Provider Relations Representatives and Territories

The Provider Relations representatives, also known as field representatives, conduct training sessions on various ForwardHealth topics for both large and small groups of providers and billers. In addition to provider education, field representatives are available to assist providers with complex billing and claims processing questions. Field representatives are located throughout the state to offer detailed assistance to all ForwardHealth providers and all ForwardHealth programs. Three new field representatives are now available to assist providers: Charmaine Henderson, Jacy Imilkowski, and Shawn Thomas. These representatives join the current field representatives in assisting providers throughout the state.

As of January 1, 2010, the regions of the state for field representative assignment have changed. Refer to Attachment 1 of this ForwardHealth Update for information about the new regions, including the counties within each region, and the corresponding field representative’s contact information.

### Field Representative Specialization

In an effort to further streamline issue resolution, the field representatives will be specializing in a group of provider types. The field representatives have specialized knowledge about their assigned provider types, allowing them to most efficiently and effectively address provider inquiries. Refer to Attachment 2 for a list of the provider types assigned to each field representative.

To better direct inquiries, as of January 1, 2010, providers should contact the field representative in their region who specializes in their provider type. Refer to Attachment 3 for a map that combines the region and specialization information for all of the field representatives.

### Provider Education

The field representatives’ primary focus is provider education. They provide information on ForwardHealth programs and topics in the following ways:

- Conducting provider training sessions throughout the state.
• Providing training and information for newly certified providers and/or new staff.
• Participating in professional association meetings.

Providers may also contact the field representatives if there is a specific topic, or topics, on which they would like to have an individualized training session. This could include topics such as use of the ForwardHealth Portal (information about claims, enrollment verification, and prior authorization [PA] requests on the Portal). Refer to the Providers Trainings page of the ForwardHealth Portal at www.forwardhealth.wi.gov/ for the latest information on training opportunities.

Additional Inquiries
Providers are encouraged to initially obtain information through the Portal, WiCall, and Provider Services. If these attempts are not successful, field representatives may be contacted for the following types of inquiries:
• Claims, including discrepancies regarding enrollment verification and claim processing.
• Provider Electronic Solutions (PES) claims submission software.
• Claims processing problems that have not been resolved through other channels (e.g., telephone or written correspondence).
• Referrals by a Provider Services telephone correspondent.
• Complex issues that require extensive explanation.

Field representatives primarily work outside their offices to provide on-site service; therefore, providers should be prepared to leave a complete message when contacting field representatives, including all pertinent information related to the inquiry. Member inquiries should not be directed to field representatives. Providers should refer members to Member Services at (800) 362-3002.

If contacting a field representative by e-mail, providers should ensure that no individually identifiable health information, known as protected health information (PHI), is included in the message. Protected health information can include things such as the member’s name combined with his or her identification number or Social Security number.

Other Provider Resources
In addition to the field representatives, providers can access the following resources as needed:
• Provider Services.
• ForwardHealth Portal.
• ForwardHealth Updates.
• Online Handbook.

Refer to the Provider Services and Resources Reference guide (available on the Portal at www.forwardhealth.wi.gov/lew/pdf/ProviderServicesandResources.pdf) for a list of additional services and resources available to providers and members with contact information and hours of availability.

Provider Services
The Provider Services Call Center is organized to include program-specific and service-specific assistance to providers. The Provider Services call center supplements the Portal and WiCall by providing information on the following:
• Billing and claim submissions.
• Certification.
• Coordination of benefits (e.g., verifying a member’s other health insurance coverage).
• Assistance with completing forms.
• Assistance with remittance information and claim denials.
• Policy clarification.
• Prior authorization status.
• Verifying covered services.

ForwardHealth Portal
The Portal is available for providers to access information 24 hours a day, seven days a week at www.forwardhealth.wi.gov/. The Portal contains areas that are accessible to the general public as well as areas
that require a secure login ID for providers. The following functions and information are available to providers through the Portal:

- Provider certification applications.
- Links to service-specific information including the following:
  - Online Handbook.
  - Maximum allowable fee schedules.
  - Member enrollment verification.
  - Claim submission and adjustments (for most provider types).
  - Portal PA.
  - Remittance Advice.
  - Portal Messages.
  - Training information and registration.

**ForwardHealth Updates**

*Updates* are the first source of provider information. Updates announce the latest information on policy and coverage changes, PA submission requirements, claims submission requirements, and training announcements.

The ForwardHealth Update Summary is distributed on a monthly basis and contains an overview of Updates published that month. Providers with a Portal account will be notified through their Portal mailbox when the Update Summary is available on the Portal. Providers without a Portal account will receive a paper copy of the Update Summary unless they have opted out of receiving paper publications. Providers may obtain copies of Updates listed in the Update Summary from the Portal. Providers without Internet access may call Provider Services to request a paper copy of an Update. To expedite the call, correspondents will ask providers for the Update number. Providers should allow seven to 10 business days for delivery.

**E-Mail Subscription Service**

Providers and other interested parties may register on the Portal to receive e-mail notifications about new provider publications. Users are able to select by program and provider type which publication notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription. Providers who sign up for an e-mail subscription will continue to receive paper copies of the monthly Update Summary unless they have a Portal account or have opted out of receiving paper publications. Users may sign up for an e-mail subscription by going to the Providers page of the Portal at www.forwardhealth.wi.gov/, and click the "Subscribe to Provider Notifications" link in the Quick Links box.

**The Online Handbook**

Revisions to policy information are incorporated into the Online Handbook immediately after policy changes have been issued in Updates.

- The Online Handbook is the single source for all policy and billing information for ForwardHealth located in one centralized place.
- Information can be sorted based on user-entered criteria, such as program and provider type.
- An archived section is included, so providers can research past policy changes.

**Information Regarding Managed Care Organizations**

This Update contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate managed care organization (MCO). Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements. Members enrolled only in the Wisconsin Chronic Disease Program are not enrolled in MCOs.
The ForwardHealth Update is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

P-1250
# ATTACHMENT 1
## Provider Relations Field Representatives
### Assigned Territories and Contact Information

<table>
<thead>
<tr>
<th>Region</th>
<th>Counties</th>
<th>Assigned Field Representatives and Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Northwest Wisconsin</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ashland</td>
<td>Jackson</td>
<td>Price</td>
</tr>
<tr>
<td>Barron</td>
<td>Iron</td>
<td>Rusk</td>
</tr>
<tr>
<td>Bayfield</td>
<td>Lincoln</td>
<td>Sawyer</td>
</tr>
<tr>
<td>Buffalo</td>
<td>Marathon</td>
<td>St. Croix</td>
</tr>
<tr>
<td>Burnett</td>
<td>Oneida</td>
<td>Taylor</td>
</tr>
<tr>
<td>Chippewa</td>
<td>Pepin</td>
<td>Trempealeau</td>
</tr>
<tr>
<td>Clark</td>
<td>Pierce</td>
<td>Vilas</td>
</tr>
<tr>
<td>Douglas</td>
<td>Polk</td>
<td>Washburn</td>
</tr>
<tr>
<td>Dunn</td>
<td>Portage</td>
<td>Wood</td>
</tr>
<tr>
<td>Eau Claire</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Northeast Wisconsin</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brown</td>
<td>Kewaunee</td>
<td>Outagamie</td>
</tr>
<tr>
<td>Calumet</td>
<td>Langlade</td>
<td>Shawano</td>
</tr>
<tr>
<td>Door</td>
<td>Manitowoc</td>
<td>Sheboygan</td>
</tr>
<tr>
<td>Florence</td>
<td>Marinette</td>
<td>Waupaca</td>
</tr>
<tr>
<td>Forest</td>
<td>Menominee</td>
<td>Waushara</td>
</tr>
<tr>
<td>Green Lake</td>
<td>Marquette</td>
<td>Winnebago</td>
</tr>
<tr>
<td>Fond du Lac</td>
<td>Oconto</td>
<td></td>
</tr>
<tr>
<td><strong>Southwest Wisconsin</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adams</td>
<td>Green</td>
<td>Monroe</td>
</tr>
<tr>
<td>Columbia</td>
<td>Iowa</td>
<td>Richland</td>
</tr>
<tr>
<td>Crawford</td>
<td>Juneau</td>
<td>Sauk</td>
</tr>
<tr>
<td>Dane</td>
<td>La Crosse</td>
<td>Vernon</td>
</tr>
<tr>
<td>Grant</td>
<td>Lafayette</td>
<td></td>
</tr>
<tr>
<td><strong>Southeast Wisconsin</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dodge</td>
<td>Ozaukee</td>
<td>Walworth</td>
</tr>
<tr>
<td>Jefferson</td>
<td>Racine</td>
<td>Washington</td>
</tr>
<tr>
<td>Kenosha</td>
<td>Rock</td>
<td>Waukesha</td>
</tr>
</tbody>
</table>

Denise Kruswicki  
Telephone: (715) 694-2114  
E-mail address: Denise.Kruswicki@wisconsin.gov

Jacy Imilkowski  
Telephone: (608) 221-4746, ext. 83187  
E-mail address: Jacy.Imilkowski@wisconsin.gov

Lori L. Hock  
Telephone: (920) 634-6450  
E-mail address: Lori.Hock@wisconsin.gov

Shawn Thomas  
Telephone: (608) 221-4746, ext. 83460  
E-mail address: Shawn.Thomas@wisconsin.gov

Jude Benish  
Telephone: (608) 836-9428  
E-mail address: Judy.Benish@wisconsin.gov

Cindy Drury  
Telephone: (608) 929-4030  
E-mail address: Cynthia.Drury@wisconsin.gov

Vicky Murphy  
Telephone: (608) 756-1422  
E-mail address: Vicky.Murphy@wisconsin.gov

Charmaine Henderson  
Telephone: (608) 221-4746, ext. 83062  
E-mail address: Charmaine.Henderson@wisconsin.gov
<table>
<thead>
<tr>
<th>Region</th>
<th>Counties</th>
<th>Assigned Field Representatives and Contact Information</th>
</tr>
</thead>
</table>
| Milwaukee County        | Milwaukee    | Teresa Miller  
Telephone: (262) 895-4518  
E-mail address: Teresa.Miller@wisconsin.gov  
Maria Schwartz  
Telephone: (262) 695-1915  
E-mail address: Maria.Schwartz@wisconsin.gov |

<table>
<thead>
<tr>
<th>Service Area/Program Covered</th>
<th>Coverage Area</th>
<th>Assigned Field Representative and Contact Information</th>
</tr>
</thead>
</table>
| Dental                       | Entire state  | Joan Buntin  
Telephone: (715) 675-3190  
E-mail address: Joan.Buntin@wisconsin.gov |
| Wisconsin Well Woman Program | Entire state  | Stacy Bernd  
Telephone: (608) 221-4746, ext. 83068  
E-mail address: Stacy.Bernd@wisconsin.gov |
| Wisconsin Chronic Disease Program | Entire state  | Stacy Bernd  
Telephone: (608) 221-4746, ext. 83068  
E-mail address: Stacy.Bernd@wisconsin.gov |

*Note:* Border-status and out-of-state providers should contact the field representative in the territory closest to their location.
### ATTACHMENT 2

**Provider Relations Field Representatives**

**Specialty Assignments**

<table>
<thead>
<tr>
<th>Specialty Group 1</th>
<th>Specialty Group 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Surgery Centers</td>
<td>Ambulance</td>
</tr>
<tr>
<td>Anesthesiology</td>
<td>Audiologist, Speech and Hearing Clinic, and Hearing</td>
</tr>
<tr>
<td></td>
<td>Instrument Specialist</td>
</tr>
<tr>
<td>Federally Qualified Health Centers</td>
<td>Case Management and High Cost Medically Complex Case Management</td>
</tr>
<tr>
<td>Home Health</td>
<td>Child Care Coordination</td>
</tr>
<tr>
<td>Hospice</td>
<td>Chiropractic</td>
</tr>
<tr>
<td>Hospitals and Institutions for Mental Disease</td>
<td>End-Stage Renal Disease Services</td>
</tr>
<tr>
<td>Medical Equipment Vendors and Individual Medical Supply Providers</td>
<td>Family Planning Clinic</td>
</tr>
<tr>
<td>Nursing Homes</td>
<td>HealthCheck</td>
</tr>
<tr>
<td>Nurses in Independent Practice and Respiratory Care Services</td>
<td>Independent Labs</td>
</tr>
<tr>
<td>Nurse Midwives</td>
<td>Mental Health and Substance Abuse, Narcotic Treatment Services, Day Treatment, Crisis Intervention/Comprehensive Community Services/Community Support Programs</td>
</tr>
<tr>
<td>Personal Care</td>
<td>Optometrist, Optician</td>
</tr>
<tr>
<td>Physicians, Physician Assistants, and Nurse Practitioners</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Physician Clinics</td>
<td>Physical Therapy, Occupational Therapy, and Speech-Language Pathology, Therapy Group, Rehabilitation Agency</td>
</tr>
<tr>
<td>Portable X-Ray</td>
<td>Podiatry</td>
</tr>
<tr>
<td>Rural Health Clinics</td>
<td>Prenatal Care Coordination</td>
</tr>
<tr>
<td></td>
<td>School-Based Services</td>
</tr>
<tr>
<td></td>
<td>Specialized Medical Vehicle</td>
</tr>
<tr>
<td></td>
<td>Tuberculosis-Related Services</td>
</tr>
</tbody>
</table>
ATTACHMENT 3
Provider Relations Field Representatives
Region and Specialty Assignment Map

(A copy of the Provider Relations Field Representatives map is located on the following page.)
Provider Relations Field Representatives

Dental (entire state):
Joan Buntin — (715) 675-3190

Wisconsin Chronic Disease Program and Wisconsin Well Woman Program (entire state):
Stacy Bernd — (608) 221-4746 ext. 83068

Northeast Wisconsin:
1. Lori L. Hock
   (920) 634-6450
2. Shawn Thomas
   (608) 221-4746 ext. 83460

Southwest Wisconsin:
1. Jude Benish
   (608) 836-9428
2. Cindy Drury
   (608) 929-4030

Note: Border-status and out-of-state providers should contact the field representative in the territory closest to their location.

Specialty Group 1:
Ambulatory Surgery Centers, Anesthesiology, Federally Qualified Health Centers, Home Health, Hospice, Hospitals and Institutions for Mental Disease, Medical Equipment Vendors and Individual Medical Supply Providers, Nursing Homes, Nurses in Independent Practice and Respiratory Care Services, Nurse Midwives, Personal Care, Physicians, Physician Assistants, and Nurse Practitioners, Physician Clinics, Portable X-Ray, Rural Health Clinics

Specialty Group 2:
Ambulance, Audiologist, Speech and Hearing Clinic, and Hearing Instrument Specialist, Case Management and High Cost Medically Complex Case Management, Child Care Coordination, Chiropractic, End-Stage Renal Disease Services, Family Planning Clinic, HealthCheck, Independent Labs, Mental Health and Substance Abuse, Narcotic Treatment Services, Day Treatment, Crisis Intervention/Comprehensive Community Services/Community Support Programs, Optometrist, Optician, Pharmacy, Physical Therapy, Occupational Therapy, and Speech-Language Pathology, Therapy Group, Rehabilitation Agency, Podiatry, Prenatal Care Coordination, School-Based Services, Specialized Medical Vehicle, Tuberculosis-Related Services