

**Affected Programs:** BadgerCare Plus, Medicaid  
**To:** Nursing Homes, HMOs and Other Managed Care Programs

## **Nursing Home Rate Communications Available on the ForwardHealth Portal**

In an ongoing effort to reduce costs and to provide more timely distribution of information, ForwardHealth is discontinuing printing and mailing of nursing home rate communications. Beginning April 1, 2011, nursing home rate communications on or after that date will be available for viewing and downloading from the secure Provider page of the ForwardHealth Portal.

### **Nursing Home Rate Communications Available on the Portal**

In an ongoing effort to reduce costs and to provide more timely distribution of information, ForwardHealth is discontinuing printing and mailing of nursing home rate communications. Beginning April 1, 2011, nursing home rate communications on or after that date will be available for viewing and downloading from the secure Provider page of the ForwardHealth Portal.

The rate information available on the Portal will be the same information contained in current printed rate letters and attachments, including information regarding appeals. New rate information will be posted throughout the year.

### **Assigning Portal Roles**

In order to access the nursing home rate communications on the secure Provider Portal, staff must be either the Portal Administrator or a Clerk assigned the new role of “NH Rate Commun.” At the end of March 2011, the Portal Administrator for each provider can begin to assign the “NH Rate Commun” Clerk role to staff who require access

to the rate communications. Portal Administrators can add this new role for staff currently designated as Clerks and determine if additional staff should be added as Clerks with this role. The Portal Administrator can also choose to designate a Clerk Administrator who can then assign the “NH Rate Commun” Clerk role.

Following are instructions for assigning roles:

- Log in to the secure Provider Portal.
- Click “Account” from the main menu.
- Click “Clerk Maintenance.”

Once on the Clerk Maintenance page, the following options can be performed:

- Add a Clerk.
- Remove a Clerk.
- Change Clerk Profiles & Roles.
- Reset a Clerk’s Password to either assign a Clerk Administrator or to add Clerk roles.

For more information on adding Clerks and Clerk roles, refer to the ForwardHealth Provider Portal Account User Guide available on the References and Tools page of the Portal at [www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/Provider/Medicaid/referenceAndTools.htm.spage](http://www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/Provider/Medicaid/referenceAndTools.htm.spage).

### **Accessing Rate Communications**

Once a Clerk’s “NH Rate Commun” role is assigned, rate communications can be accessed by logging in to the secure

Provider Portal and clicking the “View Nursing Home Rate Communications” link in the Quick Links box on the right-hand side of the Provider page.

When new rate information is available, that information will appear as a new link in a section titled “New Nursing Home Rate Communications.” Older rate information will continue to be available in a section titled “Prior Nursing Home Rate Communications.”

## Public Rate Inquiry

A public rate inquiry function will also be available on the public Portal that will list the rates for all Wisconsin Medicaid-certified nursing homes. The public Portal is accessible to all users and does not require logging in with a username and password. The following functions will be available through public rate inquiry:

- Search for a specific nursing home’s rates or view all nursing homes’ rates.
- Search for up to a year’s worth of rate information per inquiry.
- Display results and export information in a comma-separated values (CSV) file format that can be downloaded into a Microsoft® Office Excel spreadsheet or into another compatible software program.

To access this information, click the Public Rate Inquiry link on the maximum allowable fee schedule page of the Portal at [www.forwardhealth.wi.gov/WIPortal/Max%20Fee%20Home/tabid/77/Default.aspx](http://www.forwardhealth.wi.gov/WIPortal/Max%20Fee%20Home/tabid/77/Default.aspx) or on the nursing facility Provider-specific Resources page at [www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/provider/medicaid/NursingFacility/resources\\_03.htm.spage](http://www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/provider/medicaid/NursingFacility/resources_03.htm.spage).

## Training Webcast Available

A training session covering how to assign Clerk roles and how to access nursing home rate communications on the Portal will be recorded and posted to the Web for on-demand viewing after April 1, 2011. Providers may view the recorded session at their convenience; registration is not required.

To access the recorded training session, go to the Trainings page in the Provider area of the Portal. Under Current Webcast Training Sessions, search for the title of the training session and click the link.

*Note:* The training presentation handout will be available for download from the Portal. Providers are encouraged to print a copy of the presentation handout prior to viewing the Webcast.

## Information Regarding Managed Care Organizations

This *ForwardHealth 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. Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

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/](http://www.forwardhealth.wi.gov/).

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