



## Claim denial reduction tips

### Wisconsin Medicaid

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Want to get timely payments? Leverage these easy-to-follow tips to avoid common claim submission errors which can delay claims processing.

Additional information about Wisconsin Medicaid programs is available on [Provider Express](#).

#### Service modifier is missing or not contracted



Medicaid claims must be submitted with the required modifiers

- If you are a contracted provider and receive a “service is not contracted” claim denial, verify the use of the correct modifiers and submit a corrected claim
- Claims that are missing required modifiers for the level of service are subject to payment denial.

Network providers should submit claims according to the state Medicaid requirements detailed in the provider manual available posted to the [ForwardHealth portal](#).

#### Billing NPI / taxonomy: ForwardHealth



The taxonomy submitted with a claim must match the NPI of record with ForwardHealth. This applies to both the billing provider NPI and the rendering NPI.

For additional details, visit the provider [taxonomy billing guidance](#) on Provider Express.

If you are not registered with Wisconsin Medicaid, you can enroll in the [Become a Provider](#) section of the Wisconsin [Medicaid page](#).

#### Telehealth billing



Wisconsin Medicaid has a state specified list of codes allowed in a Telehealth place of service (02, 10) and GT, FQ, and 93 Modifier.

For additional provider telehealth information, visit:

- The ForwardHealth [provider handbook](#)
- The ForwardHealth telehealth expansion and related [provider resource page](#)

## Claim correction and resubmission



Need to resubmit a claim that was denied? There are two common claims issues:

1. The claim was submitted with incorrect or inaccurate information, and
2. The claim was processed incorrectly

The steps to resubmit corrected claims can be found on the [Claim Corrections and Resubmission page](#) on Provider Express.

## Other resources



These frequently searched ForwardHealth topics are helpful:

[Topic #217: Keeping information current](#)

[Topic #3969: Categories of enrollment](#)

## We're here to help



### Provider Services

For assistance with eligibility, prior authorizations, or claim-related inquiries contact Provider Services via chat, email or by calling **1-877-614-0484**. General support is available Monday–Friday 7 a.m.–9 p.m. (CST).

### Technical Support: Provider Express secure portal

For secure portal questions, contact Secure Portal Technical Support by [chat](#) or by calling **1-866-209-9320**. Technical support is available Monday–Friday 7 a.m.–7 p.m. (CST)

All contact information can be bookmarked from the Provider Express [Contact Us page](#).