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| **Provider Network Submission Questions** | | |
| **#** | **Question** | **DHS Response** |
| 1 | What should the HMO be entering for first name and last name if the personal care agency is not an individual? | We noticed that *Personal Care Agencies* are coming through the provider file as an entities instead of individuals and as a result some HMOs have been filling in the *agency name* in the Provider Last Name, Provider First Name and Clinic Name in the provider file.  See image below,  cid:image001.png@01D46098.B3C95A40  We ask for you to keep using the methodology along with  an **“O” (other)  option for gender** for Personal Care Agencies with specialty codes 050, 052 and 053.  For a Personal Care Agencies that may not have an existing NPI (Specialty Code  052), please use code **"XXXXXXXXXX" as a dummy NPI** value in conjunction with a **valid Medicaid ID**. |
| 2 | What gender should we be using for personal care agencies that are entities instead of people? |
|  | What NPI should the HMO use if the agency does not have one? |
| 3 |
| 4 | We have passed testing, is it appropriate to start sending the new layout in our next weekly submission? | Now that the testing phase has been completed, the department will be **going live on December 3rd 2018** with the new layout changes for both the provider and facility files. Please continue to submit the current provider and facility files on a weekly basis until **Monday,** **November 26th 2018**. HMO should begin using the new layout changes for the weekly provider file starting on **Monday, December 3rd 2018.**  Please use the next few weeks to make any necessary system changes that will allow for file exchange to take place.  **Keep in mind that this effort will be replacing our current weekly HMO Provider data exchange.**  In addition, please use your current ***Production SFTP account*** when submitting files. Bear in mind that this effort is to capture additional information to assist MAXIMUS, our current enrollment broker, and also be compliant with the Managed Care Rule for 2019.  For your reference see Technical Documentation and FAQ attached.  If you need technical assistance please contact VEDS HMO Support at [vedshmosupport@wisconsin.gov](mailto:vedshmosupport@wisconsin.gov)  Note: This applies only to BadgerCare Plus and Medicaid SSI HMOs, not LTC MCOs. |
| 5 | For the current PCW submission the agency’s physical address and county is listed on the one tab. On the other tab all servicing counties are listed for a PCW.  I am asking what to do for the following example:  Provider 123 has a location in Milwaukee County but services Waukesha, Washington and Ozaukee counties. **Are we to only to have the Milwaukee County entry or have entries for Milwaukee, Waukesha, Washington and Ozaukee counties? If the later, what physical address should be used?** | We received one question with regards to ***Personal Care Agencies service areas.***  The question entails what ***physical location*** to use in the provider file when ***location*** is a service area instead of a single physical location. As a result, we are asking HMOs to use the attached city, zip code and county list along with the following notation in the “Line Address 1” element to amend this issue.  *Notation for  “Line Address 1****“ : “PCA serves this county”***  Please see scenario below for guidance:  “SAMPLE PCA”  is a personal care agency physically located in Washington County. However, this agency provides services to its surrounding counties, in this particular case Waukesha.  Since there isn’t a physical location in Waukesha County for “SAMPLE PCA”, we are asking HMOs to use the city and zip code that matches the county service area from the attached list along with the “Line Address 1” notation stating the base county (see standards above). This effort should capture the agency as being part of your network in counties where they are not physically located, and should provide guidance to our enrollment brokers when making decisions tailored to Personal Care needs. Including the appropriate city and zip code for the county service area ensures the Department is able to map the provider as part of our provider network review.  cid:image003.png@01D46556.DCA8F480  Please feel free to contact me if you need any further information.  Thanks!  **Note: This applies only to BadgerCare Plus and Medicaid SSI HMOs, not LTC MCOs.** |