

# wisconsin Medicaid update and BadgerCare

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Wisconsin Medicaid and BadgerCare Information for Providers

To:

Health Check

Providers

HMOs and Other

Managed Care

Programs

Pharmacies

SMV Providers

**H**ours for the modified STAT-PA system will be from 8 a.m. to 11:45 p.m., seven days a week.

## STAT-PA system will be modified

Effective April 1, 2000, the STAT-PA system will be modified. Three changes are outlined below.

The STAT-PA system changes are:

- Telephone submissions will now require a four-digit year.
- Hours for the STAT-PA system will be extended.
- Providers will now be able to access the STAT-PA help desk from the system.

### Telephone submissions will now require a four-digit year

The date field for STAT-PA submissions will remain the same for personal computers, but there is one change to the telephone applications.

The STAT-PA telephone applications will request the first date of service using a four-digit, rather than the two-digit year with the following message: "Enter the eight-digit date for the first date of service in month, day, century, and year format."

Currently, the telephone application date asks for MMDDYY (month, day, and year). The new telephone application will ask for MMDDCCYY (month, day, century, and year). Example: For April 1, 2000, enter 04012000.

The prescription date for specialized medical vehicle (SMV) transportation will also require an eight-digit format for telephone submissions.

### Extended hours for STAT-PA system

Hours for the modified STAT-PA system will be from 8 a.m. to 11:45 p.m., seven days a week. Former hours were 8 a.m. to 9 p.m., Monday through Friday.

- The telephone numbers to access the STAT-PA telephone application are still (800) 947-1197 or (608) 221-2096.
- The telephone numbers to access the personal computer system also remain the same at (800) 947-4947 or (608) 221-1233.
- The STAT-PA help desk will continue to take calls from 8 a.m. to 6 p.m., Monday through Friday.

### Accessing the STAT-PA help desk

The STAT-PA telephone application has been modified to allow the provider to press zero to exit STAT-PA and be transferred to the help desk only at *certain points* when prompted during a call or transaction. However, pressing zero when prompted for clinical or policy information will:

- Cancel the current transaction.
- Transfer the call to the help desk.

Phone calls will be terminated if a provider tries to transfer when answering policy questions or when the help desk is closed. The help desk is open from 8 a.m. to 6 p.m., Monday through Friday.

### **Most providers will use same program**

Specialized medical vehicle providers and lead inspection providers should continue to use the DOS-based program for STAT-PA. Pharmacy providers are reminded that they need a Y2K-ready version of the software that was described in the October 1999 *Wisconsin Medicaid and BadgerCare Update*.

The software can be downloaded from the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/provider/statpa.htm](http://www.dhfs.state.wi.us/medicaid/provider/statpa.htm). Or, you may phone the STAT-PA help desk at (800) 947-1197 or (608) 221-2096 to have the software sent to you.

This *Update* applies to fee-for-service Medicaid providers only. If you are a Medicaid HMO network provider, contact your managed care organization for more information about their billing procedures. Wisconsin Medicaid HMOs are required to provide at least the same benefits provided under fee-for-service arrangements.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).