

To:
Milwaukee County
Providers
HMOs and Other
Managed Care
Programs

New Milwaukee County Professional Relations representative

Kristine Olsen is the new Wisconsin Medicaid Professional Relations representative for Milwaukee County. Providers can contact her at (262) 752-0604 with questions about billing and claims processing. She is also available to newly Medicaid-certified providers and billing staff in need of further education on Medicaid policy and billing issues.

New representative has background in medical insurance

Mrs. Olsen has worked in the medical insurance field since 1986, most recently as an insurance coordinator for an orthopedic surgeon's office in Kenosha, Wisconsin. She has also held claims processing and customer service positions at private insurance companies. Mrs. Olsen is a member of the American Academy of Procedural Coders (AAPC), an organization for health care professionals who work with medical coding.

Where to go for more information

Wisconsin Medicaid provider handbooks, Professional Relations representatives, and Provider Services telephone correspondents are all resources available to help providers with questions. However, depending on the nature of

the question, it may be more appropriate to use one resource over the other. The descriptions below will help providers determine where to go for more information.

Wisconsin Medicaid provider handbooks

Providers may refer to their All-Provider Handbook and service-specific handbook, which offer detailed explanations of Wisconsin Medicaid policies and procedures. The All-Provider Handbook, and many of the service-specific handbooks, are available on the Wisconsin Medicaid Web site at www.dhfs.state.wi.us/medicaid/.

Provider Services

Under most circumstances, it is appropriate to call Provider Services with questions regarding:

- Billing.
- Claim status and processing.
- Prior authorization.
- Recipient eligibility.

Telephone correspondents are available at (800) 947-9627 or (608) 221-9883 Monday, Wednesday, Thursday, and Friday from 8:30 a.m. to 4:30 p.m. and Tuesday from 9:30 a.m. to 4:30 p.m.

Professional Relations representatives

Professional Relations representatives, also known as field representatives, are available to assist providers needing help with billing and claims processing issues that require extensive research. They also assist with provider education. For example, providers should contact their field representative if:

- A newly certified Medicaid provider or newly employed billing staff member has Medicaid policy or billing questions.
- Previous attempts to resolve claims processing problems through normal channels (e.g., telephone or written correspondence, or the adjustment process) have been unsuccessful.
- A professional association would like the representative to participate in an upcoming meeting.

Milwaukee County providers may contact their Professional Relations representative at (262) 752-0604.

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 its billing procedures. Wisconsin Medicaid HMOs are required to provide at least the same benefits for enrollees as those 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/.