

Wisconsin Medicaid update

and BadgerCare

August 2001 • No. 2001-31

PHC 1818

Wisconsin Medicaid and BadgerCare Information for Providers

To:

Blood Banks

Dispensing
Physicians

Pharmacies

HMOs and Other
Managed Care
Programs

New telephone hours for pharmacy correspondents

Effective July 30, 2001, the telephone hours for the Wisconsin Medicaid pharmacy correspondents will change. This change allows for more correspondents to be available during peak call times. The hours of availability for the Pharmacy Point of Sale (POS) electronic claims management system and Specialized Transmission Approval Technology — Prior Authorization (STAT-PA) will *not* be impacted by this change. The new telephone hours are:

- 8:30 a.m. to 6:00 p.m. on Mondays, Wednesdays, Thursdays, and Fridays.
- 9:30 a.m. to 6:00 p.m. on Tuesdays.
- Not available on Saturdays, Sundays, or holidays.

Pharmacy correspondents assist providers with questions regarding recipient eligibility, Medicaid policy and billing. To reach a pharmacy correspondent, call (800) 947-9627 or (608) 221-9883 and select “2” when prompted.

Other ways to access Medicaid eligibility information

Providers are reminded that in addition to the pharmacy consultants, there are other ways to access Medicaid’s Eligibility Verification System (EVS) for eligibility information. Refer to the Pharmacy Handbook and the All-Provider Handbook for more information about accessing Medicaid’s EVS. The EVS may be accessed through:

- *Pharmacy POS*. Eligibility is verified for all claims submitted through Pharmacy POS.

- *Automated Voice Response (AVR)*. Providers may access the AVR System 24 hours per day, seven days per week by calling (800) 947-3544 or (608) 221-4247.
- *Commercial personal computer software and magnetic stripe card readers*. Refer to the Provider Resources section of the All-Provider Handbook for more information regarding these options.

Managed care providers

This *Update* contains Medicaid fee-for-service policy and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care policy, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits 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/.