

To:
Milwaukee County
Providers
HMOs and Other
Managed Care
Programs

New Milwaukee County Professional Relations representative

Maria Schwartz is the new Wisconsin Medicaid Professional Relations representative for Milwaukee County. Providers may contact her at (262) 695-1915 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

Ms. Schwartz has worked in the medical insurance field since the early 1980s, most recently as the Medicaid supervisor at the Medical College of Wisconsin in Milwaukee.

Throughout her career in the health care industry, she has gained extensive knowledge of Medicaid claims submission, policy, procedures, and terminology. She has worked with a variety of provider types in various specialties, including 10 years with a group of dentists in a dental office setting.

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 on Mondays, Wednesdays, Thursdays, and Fridays from 8:30 a.m. to 4:30 p.m. and on Tuesdays 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) 695-1915.

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/.