

Clarification of prior authorization fax procedures

This *Update* article responds to common questions from providers regarding prior authorization (PA) fax procedures.

Prior authorization information can be faxed

To help expedite the prior authorization (PA) process, Wisconsin Medicaid implemented a process whereby providers may submit PA information to Wisconsin Medicaid by fax.

Faxing prior authorizations

When faxing PA requests to Wisconsin Medicaid, providers should be aware of the following:

- Faxing a PA request eliminates the one to three days of mail time. However, the adjudication time of the PA request has *not* changed. All actions regarding PA requests are made within the time frames outlined in the Prior Authorization section of the All-Provider Handbook.
- Faxed PA requests must be received by 1:00 p.m., otherwise they will be considered as received the following business day. Faxed PA requests received on Saturday or Sunday will be processed on the next business day.
- After faxing a PA request, providers *should not* send the original paperwork, such as the carbon PA request form, by mail. Mailing the original paperwork after

faxing the PA request will create duplicate PA requests in the system and may delay the processing time.

- Providers should not photocopy and reuse the same PA request form for other requests. When submitting a *new* request for PA, it must be submitted on a new PA request form so that the request is processed under a *new* PA number. This requirement applies whether the PA request is submitted by fax or by mail.
- When resubmitting a faxed PA request, providers are required to resubmit the faxed copy of the PA request, including attachments, which includes Wisconsin Medicaid's 15-digit internal control number located on the top half of the PA request form. This will allow the provider to obtain the earliest possible grant date for the PA request (apart from backdating for retroactive eligibility). If any attachments or additional information that was requested is received without the rest of the PA request, the information will be returned to the provider.
- When faxing information to Wisconsin Medicaid, providers *should not* reduce the size of the PA request form to fit on the bottom half of the cover page. This makes the PA request difficult to read and leaves no space for consultants to write a response if needed or to sign the request.

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- If a photocopy of the original PA request and attachments is faxed, the provider should make sure these copies are clear and legible. If the information is not clear, it will be returned to the provider.
- Refaxing a PA request before the previous PA request has been returned will create duplicate PA requests and may result in delays.
- If a provider does not supply his or her fax number, Wisconsin Medicaid will adjudicate the request and then mail the PA request form, with the decision indicated at the bottom, back to the provider.
- If a fax number is supplied, Wisconsin Medicaid will make three attempts to fax the PA request form, with the decision indicated at the bottom, back to the provider. If unsuccessful, the PA request will be mailed back to the provider.

Providers may fax PA requests to Wisconsin Medicaid at (608) 221-8616. Prior authorization requests sent to any Wisconsin Medicaid fax number other than (608) 221-8616 may result in processing delays.

For more information

Providers may call Provider Services at (800) 947-9627 or (608) 221-9883 with questions about PA or the new fax procedures.

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 PA procedures. Wisconsin Medicaid HMOs are required to provide at least the same benefits for enrollees as those provided under fee-for-service arrangements. ✦

Reminder: HIPAA information-sharing sessions scheduled for May and June

In the March 2001 *Wisconsin Medicaid and Badger Care Update*, we told you about the information-sharing sessions that the Wisconsin Division of Health Care Financing (DHCF) has scheduled for May and June. These sessions are designed to introduce the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA). During these sessions we will also discuss ways in which HIPAA will change the way you exchange health care information with DHCF-administered health care programs, both electronically and on paper. The same information will be covered during each session.

The information-sharing sessions are free of charge and open to billing vendors, Medicaid HMOs and other managed care programs, as well as providers participating in the following Wisconsin health care programs:

- Medicaid/BadgerCare.
- Health Insurance Risk Sharing Plan (HIRSP).

Pre-registration is not required; however, seating is limited to a maximum of 200 seats per session at most sites, so please come early to the session you choose to attend. In an effort to accommodate everyone who wishes to participate, the DHCF will sponsor multiple sessions each day. To minimize the effects of the seating limitations, the DHCF asks that no more than two representatives from each facility attend.

For a complete list of dates, times, and locations of upcoming sessions, please refer to the March *Update* or go to the Medicaid Web site at www.dhfs.state.wi.us/medicaid/. ✦

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/.

The information in the following *Update* article applies to billing vendors, Medicaid HMOs and other managed care programs, as well as providers participating in the following Wisconsin health care programs administered by the Division of Health Care Financing (DHCF):

- Medicaid/BadgerCare.
- Health Insurance Risk Sharing Plan (HIRSP).

HIPAA inSight

The Division of Health Care Financing (DHCF) has developed *HIPAA inSight*, a new publication to communicate information about the Health Insurance Portability and Accountability Act of 1996 (HIPAA). *HIPAA Up-to-date* articles have been discontinued.

What is HIPAA

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) call for standardization of electronic health care transactions. The first federal regulation

resulting from the Administrative Simplification provisions of HIPAA was published as a final rule in the Federal Register in August 2000. This final rule governs the standardization of transactions and code sets and requires most health plans, all health care clearinghouses, and any health care provider that transmits specified health care transactions in electronic form to comply by October 2002. This is

the first of many rules to become effective as part of the provisions of HIPAA Administrative Simplification.

HIPAA inSight

The Division of Health Care Financing (DHCF) has developed *HIPAA inSight*, a new publication designed to help all covered entities¹ participating in DHCF health care programs to better understand HIPAA and the provisions of Administrative Simplification. Initially, the

publication will focus on the final rule for Electronic Transactions. We will discuss other rules as they are finalized by the federal Department of Health and Human Services (HHS).

The purpose of *HIPAA inSight* is threefold:

- Communicate various issues regarding HIPAA to a diverse audience.
- Offer information that may help you meet HIPAA requirements.
- Supply resource information that you can use to independently research how HIPAA impacts your business.

HIPAA inSight will be mailed to a variety of providers participating in Wisconsin health care programs administered by the DHCF (including Medicaid, BadgerCare, and Health Insurance Risk Sharing Plan [HIRSP]) as well as billing vendors, Medicaid HMOs and other managed care programs. It will be mailed along with the *Wisconsin Medicaid and BadgerCare Update* as information becomes available. An example of what the publication will look like is located in the left margin.

Elimination of *HIPAA Up-to-date*

With the creation of *HIPAA inSight*, Wisconsin Medicaid will no longer include *HIPAA Up-to-date* articles within the *Update*. General HIPAA information that applies to all providers will now be published in *HIPAA inSight*. ✦

¹ Covered entity means one of the following:

- (1) A health plan.
- (2) A health care clearinghouse.
- (3) A health care provider who

transmits any health information in electronic form in connection with a transaction covered [in the final rule for Electronic Transactions]. (Federal Register / Vol. 65, No. 160 / Thursday, August 17, 2000 / Rules and Regulations)



Electronic claims submission deadlines and Medicaid holiday schedule for 2001

Wisconsin Medicaid accepts electronic claims according to a standard submission schedule, except on holidays. Wisconsin Medicaid will be closed for business in recognition of certain holidays throughout the year. Both schedules are provided in the Attachment of this *Update*.

Submission schedule

Wisconsin Medicaid processes claims received throughout the week during the weekend processing cycle. The deadlines for submitting various types of electronic claims for weekend processing are listed in the Attachment of this *Update*.

Please note: Processing may be delayed for tapes, cartridges, or transmissions that are damaged or contain bad data.

Wisconsin Medicaid 2001 holiday schedule

Wisconsin Medicaid will be closed for business in recognition of certain holidays in 2001 and early 2002. Refer to the Attachment for a list of these dates.

No processing on November 23, 2001

Wisconsin Medicaid will not accept claims received on Friday, November 23, 2001. Since Thursday, November 22 is a holiday, electronic claims must be received by Wednesday, November 21 to be included in the processing cycle that weekend.

Providers who use a vendor or clearinghouse for electronic claims submission purposes should contact them for their holiday schedule.

For more information

If you have questions regarding the electronic claims submission schedule or have questions about electronic transmissions, please call Wisconsin Medicaid at (608) 221-4746, and ask for the Electronic Media Claims Unit. Providers should call Provider Services at (800) 947-9627 or (608) 221-9883 with any policy or other claims-processing questions.

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. ✦

Wisconsin Medicaid accepts electronic claims according to a standard submission schedule, except on holidays.

What's new on the Medicaid Web site

The Wisconsin Medicaid Web site includes provider and recipient publications, Medicaid contacts and statistics, and eligibility and benefit information. You may visit the Medicaid Web site at www.dhfs.state.wi.us/medicaid/.

The following is a list of what has recently been added to the Medicaid Web site:

- May 2001 *Wisconsin Medicaid and BadgerCare Update*.
- Interactive, PDF, and text-only versions of the following handbooks:
 - Prenatal Care Coordination.
 - Child Care Coordination.
- Updated Medicaid and BadgerCare caseload statistics.

Keep in mind that if you do not have a computer with Internet access, many libraries have access available. ✦

ATTACHMENT

Electronic claims submission schedule for 2001

Types of electronic submission	Deadlines for weekend processing
Reformatter and MicroECS transmissions	Fridays* by 12:00 p.m. (Transmission lines are open 23 hours per day, seven days a week*, except between 12:00 p.m. and 4:00 p.m. on Fridays.)
Medicaid software transmissions to Proservices	Fridays* by 1:00 p.m. (Transmission lines to Proservices using Medicaid software are open 24 hours per day, except between 1:00 p.m. and 1:15 p.m., seven days a week. Support staff is available Monday through Friday*.)
3480, 3490, and 3490E cartridges	Thursdays* by 3:00 p.m.
Magnetic tape	Fridays* by 2:30 p.m.
3780 Protocol transmission	Fridays* by 5:00 p.m. (Transmission lines are open 21 hours per day, except between 5:00 p.m. and 8:00 p.m., seven days a week*.)

* Except on holidays

Wisconsin Medicaid 2001 holiday schedule

Date	Day of the week	Holiday observed
May 28, 2001	Monday	Memorial Day
July 4, 2001	Wednesday	Independence Day
September 3, 2001	Monday	Labor Day
November 22, 2001	Thursday	Thanksgiving Day
December 24, 2001	Monday	Christmas Eve
December 25, 2001	Tuesday	Christmas Day
December 31, 2001	Monday	New Year's Eve
January 1, 2002	Tuesday	New Year's Day