

Wisconsin Medicaid and BadgerCare update

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PHC 1845

Wisconsin Medicaid and BadgerCare Information for Providers

To:
Dentists
HMOs and Other
Managed Care
Programs

Accessing Wisconsin Medicaid eligibility information

Dentists have a variety of methods available to access Wisconsin Medicaid eligibility information.

Overview of the Eligibility Verification System

Wisconsin Medicaid's Eligibility Verification System (EVS) offers dentists several ways to access one or more of the following: eligibility, checkwrite, claim status, prior authorization status, and other information. These methods include accessing the EVS via:

- Automated Voice Response (AVR) system.
- Commercial eligibility vendors:
 - ✓ Magnetic stripe card reader.
 - ✓ Personal computer software.
 - ✓ Internet access.
- Dental Correspondent Unit.
- Direct Information Access Line with Updates for Providers (Dial-Up).

For detailed information on each eligibility verification method, refer to the Provider Resources section of the All-Provider Handbook.

Attachment 1 of this *Wisconsin Medicaid and BadgerCare Update* includes a quick

reference guide for using the AVR system and Attachment 2 is a quick-entry guide for checking eligibility. Attachment 3 is a current list of commercial eligibility vendors and contact information; this information may also be found on the Wisconsin Medicaid Web site at www.dhfs.state.wi.us/medicaid/. Once at the site, select the "Medicaid Contacts" link, then the link for "Commercial Eligibility Verification Vendors."

Contact the Dental Correspondent Unit as an alternative to the Automated Voice Response system

If you receive the message "System Unavailable" when you attempt to access the AVR system for eligibility information, contact the Dental Correspondent Unit at one of the telephone numbers listed below. The Dental Correspondent Unit may be able to access the information for you, or they may request that you call back at a later time if they are also unable to access the information.

Dental Correspondent Unit hours and telephone numbers

The telephone number for the Dental Correspondent Unit is (800) 947-9627, option 4. Dentists in the Madison area may call (608) 221-9883, option 4.

The hours for the Dental Correspondent Unit are the following:

- 8:30 a.m. to 4:30 p.m. on Mondays, Wednesdays, Thursdays, and Fridays.
- 9:30 a.m. to 4:30 p.m. on Tuesdays.

The Dental Correspondent Unit is not available on weekends or holidays.

Some recipients enrolled in Medicaid-contracted HMOs have dental coverage through their HMO. Before providing any non-emergency dental services, a dentist should always check whether a Medicaid recipient is enrolled in an HMO and whether the HMO provides dental coverage. Dental providers are paid on a fee-for-service basis for managed care program enrollees if the managed care program does not offer dental services.

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.

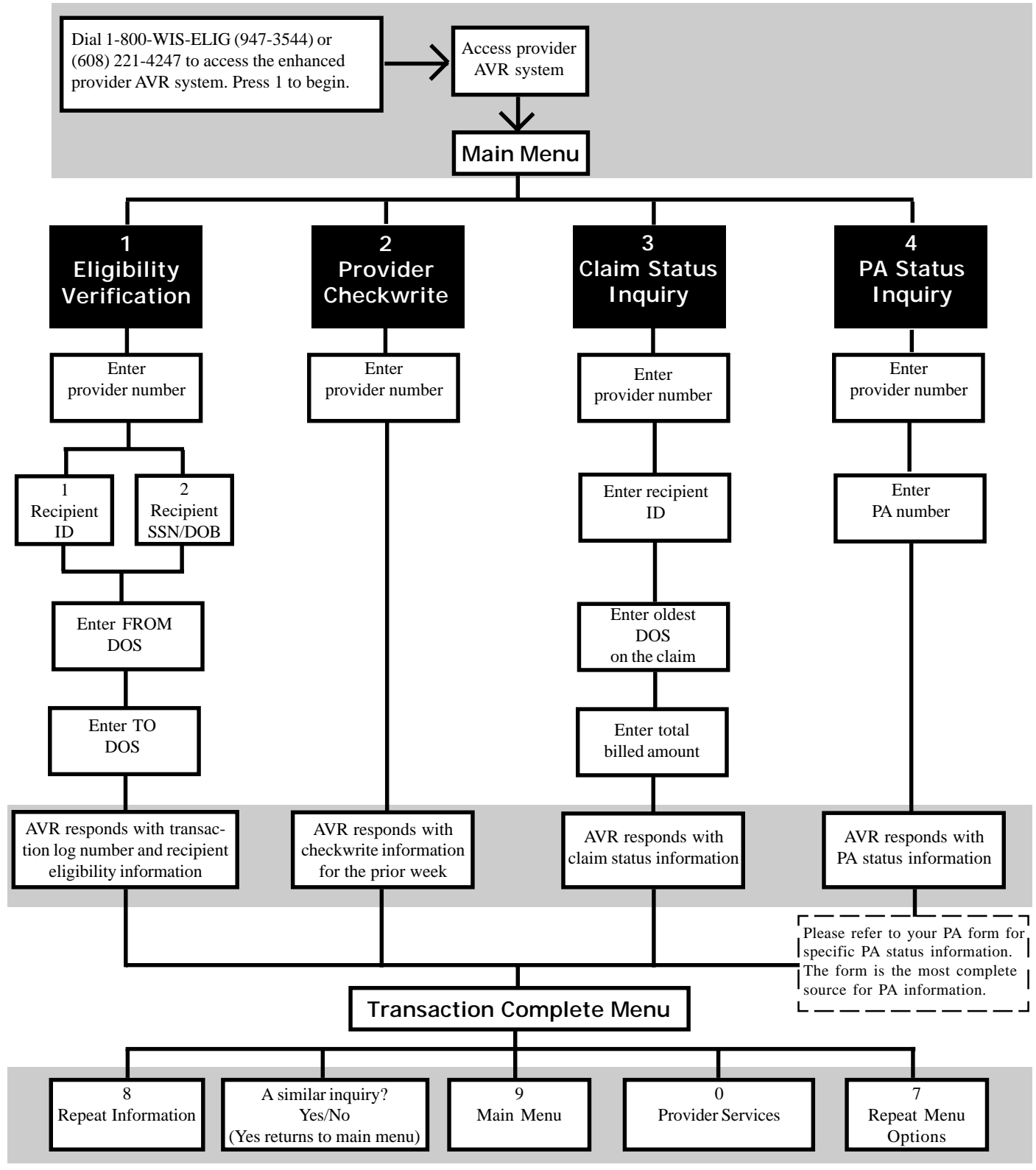
For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at www.dhfs.state.wi.us/medicaid/.

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.

ATTACHMENT 1

Automated Voice Response quick reference guide

The chart below illustrates the flow of information needed to use the Automated Voice Response (AVR) system. In the chart, the abbreviations SSN and DOB refer to social security number and date of birth, respectively; the abbreviations DOS and PA refer to date of service and prior authorization.



ATTACHMENT 2

Quick-entry guide for the Automated Voice Response system

The following entry strings can be used to check eligibility on the Automated Voice Response (AVR) system quickly. Information on the enclosed chart shown between brackets ([]) is entry information specific to the provider, recipient, or date(s). The abbreviations DOB and SSN refer to date of birth and social security number, respectively. Numerical values and the pound sign (#) indicate direct telephone keypad entries. Information may be entered prior to voice prompts, as long as it is entered in the appropriate sequence.

Generally, you cannot request eligibility information for future dates. However, if you verify eligibility for the current date, and this date is after the 20th of the month, the AVR system will give you eligibility status for the current month and the following month.

Type of Eligibility Search	Entry String
Checking eligibility for today by entering a recipient ID	1, 1, [provider ID], #, 1, 1, [recipient ID], #, 1, #, #
Checking eligibility for a specific date by entering a recipient ID	1, 1, [provider ID], #, 1, 1, [recipient ID], #, 1, [date from — MMDDYYYY], #, [date to — MMDDYYYY], #
Checking eligibility for today by entering DOB and SSN	1, 1, [provider ID], #, 1, 2, [DOB — MMDDYYYY], #, 1, [SSN], #, 1, #, #
Checking eligibility for a specific date by entering DOB and SSN	1, 1, [provider ID], #, 1, 2, [DOB — MMDDYYYY], #, 1, [SSN], #, 1, [date from — MMDDYYYY], #, [date to — MMDDYYYY]

ATTACHMENT 3

Commercial eligibility verification vendors

For more information regarding the magnetic stripe card readers or personal computer software, contact a vendor from the following list:

Healthcare Data Exchange (HDX)

Contact Name: Jason Heim
500 Lindenwood Dr.
Malvern, PA 19355
(610) 219-1385

Independent Physicians Network

(formerly Wisconsin Independent Physicians Group)
Contact Name: Charlette Hayer
Suite 300
6767 W. Greenfield Ave.
Milwaukee, WI 53214
(414) 771-6177

MediFAX

Contact Name: Dan Stone
P.O. Box 290037
Nashville, TN 37229-0037
(800) 846-9035 ext. 2903

Passport Health Communications

Contact Name: Lloyd Baker
Suite 450
720 Cool Springs Blvd.
Franklin, TN 37067
(615) 261-2675

Proservices Health Information Technologies

(formerly United Wisconsin Proservices)
Contact Name: Sean Foley (Southern WI),
Fritz Kimball (Northern WI)
401 W. Michigan St.
Milwaukee, WI 53203
(414) 226-6541

Web MD (formerly Healtheon/WebMD)

Contact Name: Robb Larsen
2844 Colorado Ave. South
St. Louis Park, MN 55416
(952) 926-1151

Wisconsin Health Information Network (WHIN)

Contact Name: Carol Gray Unis
11217 W. Forest Home Ave., Unit E
Franklin, WI 53132-1243
(414) 448-1100