

# Wisconsin Medicaid and BadgerCare update

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Wisconsin Medicaid and BadgerCare Information for Providers

To:  
All Providers  
HMOs and Other  
Managed Care  
Programs

## Changes in Wisconsin Medicaid recipient identification numbers and names

This *Wisconsin Medicaid and BadgerCare Update* contains information about what providers should do when they see a discrepancy between the name or 10-digit identification number on the recipient's Medicaid Forward card and the Eligibility Verification System (EVS).

### Recipient identification number changes

Some providers may question whether services should be provided if the recipient's 10-digit Medicaid identification number on his or her Medicaid Forward card does not match Wisconsin Medicaid's Eligibility Verification System (EVS) response. If the EVS indicates the recipient is eligible, services should be provided.

A recipient's identification number can change and the EVS will reflect that change. However, Wisconsin Medicaid does not automatically send a Forward card with the new identification number to the recipient. Wisconsin Medicaid cross-references the old and new identification numbers so a provider may submit claims under either number. The recipient has the option of requesting a replacement Forward card with the new number on the card.

### Recipient name changes

If a recipient's name on the Forward card is different than the EVS, providers should use

the name from the EVS response. However, since the names are cross-referenced, providers may submit claims with either name. When a name change is reported and on file, Wisconsin Medicaid automatically sends a new Forward card to the recipient.

### Checking recipient eligibility

Providers may use Wisconsin Medicaid's EVS to verify recipient eligibility through one or more of the following methods:

- Automated Voice Response system at (800) WIS-ELIG (947-3544) or (608) 221-4247.
- Magnetic stripe card readers.
- Personal computer software and Internet access.
- Provider Services at (800) 947-9627 or (608) 221-9883.
- Direct Information Access Line with Updates for Providers (Dial-Up).

Providers should always verify a recipient's Wisconsin Medicaid eligibility before providing services. Refer to the Provider Resources section of the All-Provider Handbook for more detailed information about eligibility verification.

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/](http://www.dhfs.state.wi.us/medicaid/).