Wisconsin Medicaid provider certification packets available on Medicaid Web site

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Providers who want to become Medicaid-certified may obtain Wisconsin Medicaid certification packets for their service-specific provider type on the Medicaid Web site at *www.dhfs.state.wi.us/medicaid/*.

Downloading and printing certification packets from the Medicaid Web site

Most Wisconsin Medicaid provider certification packets are available as Portable Document Format (PDF) files on the Medicaid Web site at *www.dhfs.state.wi.us/medicaid/*. Providers may download PDF files to their computers and view and/or print them using Adobe Acrobat Reader®. Once printed, a certification packet made from a PDF looks exactly like the paper copy a provider would receive if one was requested through Wisconsin Medicaid Provider Services. Adobe Acrobat Reader® can be downloaded at no charge from the Adobe® Web site at *www.adobe.com/*.

These certification packets are for providers who are not yet Medicaid-certified. Providers who are currently Medicaid-certified do not need to complete these packets.

Locating certification packets on the Medicaid Web site

To find a Wisconsin Medicaid provider certification application:

1. Choose "Medicaid Provider Publications" from the main menu of the Medicaid Web site home page at *www.dhfs.state.wi.us/medicaid/*.

2. Go to the "Certification Packets" topic area in the alphabetical list of topics on the left side of the screen.

3. Select "Provider Certification Packets" to view an alphabetical list of certification packets by provider type.

4. From this list, select "PDF" by the desired certification packet.

5. If Adobe Acrobat Reader® is available on the provider's computer, the certification packet will open as a single PDF document, with all its sections included. Double click on the printer icon near the top of the screen, or select the commands "File" and then "Print" to print the packet in its entirety.

6. At the bottom left of the window for Adobe Acrobat Reader® is a page counter that displays the total number of pages in the document and the number of the page the

provider is currently viewing. For example, if the page counter displays "1 of 28," the document consists of 28 pages and Page 1 is currently displayed on the screen. Use this counter to verify that all pages of the packet have printed. The number of pages printed will not reflect the page numbers on the document.

Download time

Because of the size of the document files, the certification packets may take longer to download and print than other publications. While most *Wisconsin Medicaid and BadgerCare Updates* download in seconds, it may take up to four or five minutes to obtain a certification packet depending on the size of the packet and the speed of the provider's computer or modem.

Certification effective date

If a provider uses a certification packet obtained from the Web, the earliest possible certification effective date is the date Wisconsin Medicaid receives the packet. In cases where the packet has missing or incorrect information, Wisconsin Medicaid returns the packet to the provider and gives the provider a 30-day extension to respond to Wisconsin Medicaid's request for additional information. If the provider returns a correctly completed packet within the 30 days, the effective date is the date Wisconsin Medicaid received the original, incomplete packet. If Wisconsin Medicaid does not receive a correctly completed packet within the 30 days, the effective date will be the date Wisconsin Medicaid receives all the complete and correct certification packet materials.

Returning a complete packet *does not* guarantee the earliest possible effective date described above. Receiving a certification effective date is contingent upon meeting all applicable licensure, certification, authorization, and other credential requirements for Medicaid certification. A provider should not delay submitting a Wisconsin Medicaid certification packet because of pending licensure, Medicare certification, or other certification requirements. Wisconsin Medicaid keeps the original certification packet on file so that a provider may send proof of meeting these criteria as soon as it is available. Once this information is received, Wisconsin Medicaid will continue processing the certification packet.

For questions about certification packets, providers may contact Wisconsin Medicaid Provider Services at (800) 947-9627 or (608) 221-9883. For more information on Medicaid provider certification, refer to the All-Provider Handbook.

Completed certification packets must be returned to the following address:

> Wisconsin Medicaid
> Provider Maintenance
> 6406 Bridge Rd
> Madison WI 53784-0006

To request a certification packet not found on the Medicaid Web site, contact Wisconsin Medicaid Provider Services at (800) 947-9627 or (608) 221-9883. Providers may also call Provider Services to have a certification packet mailed to them. A similar set of criteria for determining certification effective dates apply when Wisconsin Medicaid mails certification packets to providers.

Receiving a certification effective date is contingent upon meeting all applicable licensure, certification, authorization, and other credential requirements for Medicaid certification.

Clarification of provider certification effective dates

(This section clarifies information published in the July 2001 *Update*.) Provider certification packets are mailed to providers who request them from Wisconsin Medicaid either by letter or telephone call to Provider Services. Providers have 30 days from the date Wisconsin Medicaid mails a certification packet to complete it and return it for processing. If Wisconsin Medicaid receives the provider's correctly completed packet within the 30-day deadline, the provider's certification effective date is the date the provider first requested the packet from Wisconsin Medicaid. If Wisconsin Medicaid receives the provider's correctly completed packet after the 30-day deadline has passed, the provider's certification effective date is the date Wisconsin Medicaid receives the packet.

If Wisconsin Medicaid receives a certification application within the original 30-day deadline, but the application is incomplete or incorrect, the provider is given a 30-day extension in which to resubmit a correctly completed packet. If the provider is successful in resubmitting the certification packet during the 30-day extension period, the provider's certification effective date is the date on which the provider originally notified Wisconsin Medicaid of the intent to provide services. However, if Wisconsin Medicaid receives the packets beyond the 30-day extension, the provider's certification effective date is the date on which Wisconsin Medicaid receives the correctly completed packet.

For more information on provider certification and effective dates, refer to the July 2001 *Update* and the Provider Certification section of the All-Provider Handbook. ✦

Provider certification packets are mailed to providers who request them from Wisconsin Medicaid either by letter or telephone call to Provider Services.

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:

- February 2002 *Wisconsin Medicaid and BadgerCare Update*.

- Updated fee schedules.

- Revised Pharmacy Data Tables section of the Pharmacy Handbook.

- Updated Medicaid and BadgerCare caseload statistics.

- State planning grant information.

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

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/*.

Accessing Wisconsin Medicaid eligibility information

Wisconsin Medicaid providers have a variety of methods available to access Medicaid eligibility and other information.

Overview of the Eligibility Verification System

Wisconsin Medicaid's Eligibility Verification System (EVS) offers providers 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.
- Provider Services.
- Direct Information Access Line with Updates for Providers (Dial-Up).

To view detailed information on each eligibility verification method and a quick reference guide for using AVR, refer to the Provider Resources section of the All-Provider Handbook.

Attachment 1 of this *Wisconsin Medicaid and BadgerCare Update* is an AVR quick-entry guide for checking eligibility. Attachment 2 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 select the link for "Commercial Eligibility Verification Vendors."

Contact Provider Services as an alternative to the Automated Voice Response system

If a provider receives the message "System Unavailable" when he or she attempts to access the AVR system, he or she may contact Provider Services at one of the telephone numbers listed below. Provider Services may be able to access the information for the provider, or they may request that he or she call back at a later time if they are also unable to access the information.

Provider Services telephone numbers and hours

The telephone number for Provider Services is (800) 947-9627. Providers in the Madison area may call (608) 221-9883.

The hours for Provider Services 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.

Provider Services is not available on weekends or holidays.

This *Update* article 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
Quick-entry guide for the Automated Voice Response system

The following entry strings can be used to check eligibility on the Automated Voice Response system quickly. Information on the chart that is 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. At any point during the voice prompts, providers may skip to the next segment of information by pressing "1."

Generally, providers cannot request eligibility information for future dates. However, if the provider verifies eligibility for the current date and this date is after the 20th of the month, eligibility for the following month and the current month may be provided.

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 2
Commercial eligibility verification vendors

For more information regarding magnetic stripe card readers, personal computer software, or Internet access, 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 Ste 300 6767 W Greenfield Ave Milwaukee WI 53214 (414) 771-6177
MediFAX	Contact Name: Dan Stone PO Box 290037 Nashville TN 37229-0037 (800) 846-9035 ext 2903
Passport Health Communications (effective September 2001)	Contact Name: Lloyd Baker Ste 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 S St Louis Park MN 55416 (952) 926-1151
Wisconsin Health Information Network (WHIN)	Contact Name: Carol Gray Unis Unit E 11217 W Forest Home Ave Franklin WI 53132-1243 (414) 448-1100