

## Summary of Wisconsin Medicaid handbooks published in 2001

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Summary of Wisconsin Medicaid handbooks published in 2001

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This *Wisconsin Medicaid and BadgerCare Update* article summarizes which handbooks or handbook sections were published in 2001, when they were published, and how providers may obtain copies of them. Also, the Attachment of this *Update* lists all the handbooks available on Wisconsin Medicaid's Web site and the electronic formats in which they are available.

### Published handbooks in 2001

The following Wisconsin Medicaid provider handbooks were published in 2001:

- *Child Care Coordination Services*. This handbook was published and mailed to certified Milwaukee County prenatal/child care coordination providers in April 2001. This is a new handbook.
- *Family Care Guide*. This handbook was published and mailed to all providers in counties with Family Care (Fond du Lac, La Crosse, Milwaukee, Portage, and Richland counties) and surrounding counties in October 2001. This is a new handbook.
- *Nurse Anesthetist and Anesthesiologist Assistant Services*. This handbook was published and mailed to certified nurse anesthetists and anesthesiologist assistants in April 2001. This handbook replaces Part W, the Anesthetist Handbook.

- *Prenatal Care Coordination Services*. This handbook was published and mailed to certified prenatal care coordination providers in April 2001. This handbook replaces Part Z, the Prenatal Care Coordination Handbook.
- *Physician Services*. The Anesthesia Section of this handbook was published and mailed to certified physicians and physician clinics, federally qualified health centers, physician assistants, and rural health clinics in April 2001. This handbook section replaces the Anesthesia Section of the Physician Services Handbook issued in January 2000.
- *Pharmacy*. This handbook was published and mailed to certified pharmacies, blood banks, and dispensing physicians in July 2001. This handbook replaces Part J, the Pharmacy Handbook. The Pharmacy Data Tables section of this handbook was revised and mailed to the same provider groups in October 2001.

Handbooks are guides to the Wisconsin Medicaid program for certified providers. Wisconsin Medicaid encourages providers to maintain and refer to the handbooks in conjunction with the All-Provider Handbook, the Medicaid Managed Care Guide, and the

monthly *Wisconsin Medicaid and BadgerCare Updates*.

## Where to obtain copies of the handbooks

Providers may obtain electronic or paper copies of the above handbooks from the following sources:

- *Wisconsin Medicaid's Web site.*  
Electronic versions of the handbooks are located on the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/). To view or print the handbooks, providers should do the following:
  1. Go to Medicaid's Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).
  2. Select "Medicaid Provider Publications."
  3. For the Family Care Guide, scroll down the page to the Family Care heading and select the "Family Care Guide" link. For all other handbooks, select "Provider Handbooks" under the Quick Links heading.
  4. Select the interactive, Portable Document Format (PDF), or text-only versions of the handbooks.
- *Provider Services.* To purchase paper copies of any available handbooks or CD-ROM copies of the Pharmacy Handbook or Family Care Guide, contact Provider Services at (800) 947-9627 or (608) 221-9883.

Refer to Attachment 1 of this *Update* for a complete list of handbooks available on the Medicaid Web site and whether they are available in interactive, PDF, or text-only formats. For brief explanations of the three formats, please refer to the Medicaid Web site.

## How to order handbook binders

Wisconsin Medicaid has three-ring binders available for \$5.00 each, plus applicable sales tax. To request an order form for binders, providers should contact Provider Services at (800) 947-9627 or (608) 221-9883.

## Other Medicaid publications available on the Medicaid Web site

Providers may also access *Updates* and other Medicaid publications at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/). Follow the links to view publications from 1985 to the present.

This *Update* article contains information for Medicaid fee-for-service providers 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. ✦

## New fax cover sheet available for prior authorization requests

Providers have a new fax cover sheet available to them for prior authorization (PA) requests. Wisconsin Medicaid strongly urges providers to include a completed cover sheet when faxing PA requests.

## Include completed cover sheet with faxed prior authorization requests

Wisconsin Medicaid strongly urges providers to include a completed fax cover sheet when they fax prior authorization (PA) requests. Faxing a completed cover sheet helps

Wisconsin Medicaid verify that the entire PA

Electronic versions of the handbooks are located on the Medicaid Web site.


request has been received and may help expedite the adjudication process. Providers should include all the following on the cover sheet:

- Date of the fax transmission.
- Number of pages including the cover sheet. The Medicaid fax clerk will contact the provider by fax or telephone if all the pages do not transmit. (Refer to the “Incomplete fax transmissions” section of this *Wisconsin Medicaid and BadgerCare Update* for instructions if all the pages do not transmit.)
- Provider contact person and telephone number. The Wisconsin Medicaid fax clerk may contact the provider with any questions about the fax transmission.
- Wisconsin Medicaid provider identification number.
- Fax telephone number to which Wisconsin Medicaid may send its adjudication decision.
- To: “Wisconsin Medicaid Prior Authorization.”
- Wisconsin Medicaid’s fax telephone number ([608] 221-8616). Prior authorization requests sent to any other Wisconsin Medicaid fax number may result in processing delays.
- Wisconsin Medicaid’s telephone numbers. For specific PA questions, providers should call (800) 947-9627 or (608) 221-9883. For faxing questions, providers should call (608) 221-4746, extension 3064.

### **New cover sheet available**

Attachment 2 of this *Update* is a new, reproducible fax cover sheet. Providers may photocopy and complete this cover sheet or use it as a model for their own fax cover sheets.

Providers may also obtain a fillable Portable Document Format (PDF) version of the cover sheet from the Medicaid Web site. The fillable PDF version allows providers to complete the cover sheet on their computer using Adobe Acrobat Reader® and then print it\*. To obtain the fillable cover sheet, follow these steps:

- Go to the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).
- Click on “Medicaid and BadgerCare Provider Updates.”
-  Select this *Update* (PHC 1176) by choosing “2001” under “Updates by Year” and finding the December 2001 *Update*. Providers may also find it under “Publications listed by provider type.”
- Select the Attachment within the text of the *Update* and save it to your computer.
- Click on the light gray boxes with the mouse to enter information in each field. Press the “Tab” key to move from one field to the next.
- The completed cover sheet should be faxed like all other PA requests.

### **Incomplete fax transmissions**

If all the pages listed on the initial cover sheet do not transmit (i.e., pages have stuck together, the fax machine has jammed, or some other error has stopped the fax transmission) or if the PA request is missing information, providers will receive the following by fax from the Medicaid fax clerk:

- A cover sheet explaining why the PA request is being returned.
- Part or all of the original incomplete fax that Wisconsin Medicaid received.

If a PA request is returned to the provider due to faxing problems, providers should do the following:

- Attach a completed cover sheet with the number of pages of the fax.
- Resend the *entire* original fax transmission *and* the additional information requested by the fax clerk to (608) 221-8616.

### Important telephone numbers

For any questions about faxing PA requests, providers may call Medicaid's fax clerk at (608) 221-4746, extension 3064. For any specific PA questions, providers should contact Provider Services at (800) 947-9627 or (608) 221-9883.

### For more information

Providers may refer to the following publications for more information about faxing PA requests:

- November 2000 *Update* (2000-60), titled "Prior authorization requests may now be faxed."
- May 2001 *Update* article, titled "Clarification of prior authorization fax procedures."

This *Update* article contains Medicaid fee-for-service information 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.

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\* The Medicaid Web site provides instructions on how to obtain Adobe Acrobat Reader® at no charge from the Adobe® Web site. ✦

## Medicaid Basic Training offered

Wisconsin Medicaid is conducting Medicaid Basic Training for *new* providers and *new* staff who need to increase their *basic* knowledge of the Medicaid program. Attendees will obtain general, all-provider information but will not receive service-specific billing and policy information. More experienced providers and staff should call Provider Services or their Professional Relations Representative with questions regarding the Medicaid program and with issues regarding specific claims. Registration is required; however, Wisconsin Medicaid does not charge a fee for attending.

### Medicaid Basic Training

Medicaid Basic Training offers *new* providers and *new* staff the opportunity to increase their *basic* knowledge of the Medicaid program. This training is not intended for experienced providers or staff. Medicaid Basic Training will be held in Wisconsin Dells on February 19 and 20, 2002 (refer to the table on the next page for date, time, and location information). These training sessions are held at various locations in Wisconsin throughout the year. Watch for information on future training sessions in upcoming *Wisconsin Medicaid and BadgerCare Updates* and Remittance and Status Reports.

Medicaid Basic Training is intended to supply new providers and new staff with general, all-provider information. The agenda, which is the same for all sessions, includes the following topics:

- Eligibility and the Forward Card.
- Other insurance codes.
- Medicare disclaimer codes and crossover claims.

**M**edicaid Basic Training is intended to supply new providers and new staff with general, all-provider information.

- Claims submission and claims adjustments.
- Remittance and Status Report.
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) overview.

It is important that providers bring a copy of the All-Provider Handbook to the training. All certified providers have received a copy of this handbook. Providers who would like to receive an additional copy may either download and print it from the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/), or contact Provider Services at (800) 947-9627 or (608) 221-9883 to purchase a copy.

**E**xperienced providers and staff should call Provider Services or their Professional Relations Representative with questions regarding the Medicaid program and with issues regarding specific claims.

Experienced providers and staff should call Provider Services or their Professional Relations Representative with questions regarding the Medicaid program and with issues regarding specific claims. The names and telephone numbers of the Professional Relations Representatives are listed in Attachment 3 of this *Update*. Refer to the Provider Resources section of the All-Provider Handbook for information on when it is appropriate to use these various resources.

### Registration

Wisconsin Medicaid does not charge providers a fee to attend Medicaid Basic Training; however, providers who wish to attend need to

register by February 8, 2002. To register, complete the registration form in Attachment 4 and submit it either by fax or mail to Wisconsin Medicaid.

#### Fax submissions

Attention: Training Coordinator  
(608) 221-0885

#### Mail submissions

Training Coordinator  
Wisconsin Medicaid  
6406 Bridge Road  
Madison, WI 53784-0017

Providers who receive a registration form through another mailing may use either form to register. If using a form received by other means, be sure to verify that the date, time, and location information is the same as the information included in this *Update*.

This training will focus on 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 information, 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.



<b>Medicaid Basic Training</b>			
<b>Location</b>	<b>Date</b>	<b>Time</b>	<b>Registration Deadline</b>
Chula Vista Theme Resort 4031 River Road Wisconsin Dells, Wisconsin (608) 254-8366	February 19, 2002	9:00 a.m. - 11:30 a.m.	February 8, 2002
	February 20, 2002	9:00 a.m. - 11:30 a.m.	

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

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

- January 2002 *Wisconsin Medicaid and BadgerCare Update*.
- Updated fee schedules.
- Searchable Disposable Medical Supplies Index.

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

# ATTACHMENT 1

## Wisconsin Medicaid handbooks on the Medicaid Web site

The chart below lists which handbooks are on the Wisconsin Medicaid Web site and whether they are available in interactive, Portable Document Format (PDF), or text-only formats. For brief explanations of the three formats, please refer to the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).

<b>Handbook</b>	<b>Interactive</b>	<b>PDF</b>	<b>Text-only</b>
All-Provider	Yes	Yes	Yes
Ambulance — Part Q, Div. I	No	Yes	No
Child Care Coordination Services	Yes	Yes	Yes
Chiropractic Services — Part C	Yes	Yes	Yes
Community Support Program — Part H, Div. V	No	Yes	No
Crisis Intervention Program — Part H, Div. VI	No	Yes	No
Dental Services — Part B	No	Yes	No
Family Care Guide	Yes	Yes	No
HealthCheck Services — Part D, Div. I	No	Yes	No
HealthCheck Services — Part D, Div. II	No	Yes	No
Independent Laboratory Services — Part G	No	Yes	No
Inpatient/Outpatient Hospital Services — Part F, Div. I	No	Yes	No
Medical Day Treatment — Part H, Div. III	No	Yes	No
Mental Health and Substance Abuse Providers: Clinics and Psychiatrists and Psychologists in Private Practice — Part H, Div. I	No	Yes	No
Mental Health and Substance Abuse Providers: County Owned-and-Operated Clinics — Part H, Div. II	No	Yes	No
Nurse Anesthetist and Anesthesiologist Assistant Services	Yes	Yes	Yes
Nurse Practitioner Services — Part T, Div. II	No	Yes	No
Nursing Home — Part Y	No	Yes	No
Occupational Therapy Services — Part P, Div. I	No	Yes	No
Personal Care	Yes	Yes	Yes
Pharmacy	Yes	Yes	No
Physical Therapy — Part P, Div. II	Yes	Yes	Yes
Physician Services	Yes	Yes	Yes
Podiatry Services — Part V	No	Yes	No
Prenatal Care Coordination Services	Yes	Yes	Yes
School-Based Services — Part X	No	Yes	No
Specialized Medical Vehicle (SMV) — Part Q, Div. II	No	Yes	No
Substance Abuse Day Treatment — Part H, Div. IV	No	Yes	No
Vision Care Services — Part R	No	Yes	No

# ATTACHMENT 2

## Wisconsin Medicaid Fax Cover Sheet

(A reproducible Wisconsin Medicaid Fax Cover Sheet  
is located on the following page.)



**WISCONSIN MEDICAID FAX COVER SHEET**

**CONFIDENTIALITY:** This facsimile transmission is intended only for the use of the individual or entity to which it is addressed. It may contain information which is privileged, confidential, or exempt from disclosure under applicable law.

If the reader of this message is not the intended recipient, you are notified that any review, use, copying, or dissemination or distribution of the contents other than to the addressee of the communication is strictly prohibited.

If this communication is received in error, notify Wisconsin Medicaid Provider Services immediately by telephone and return the original message through the United States Postal Service to the address provided by Provider Services.

		Date Sent
<b>TO</b>		
Name	Telephone Numbers	Fax Number
Wisconsin Medicaid Prior Authorization (PA)	PA questions — (800) 947-9627 or (608) 221-9883 Fax questions — (608) 221-4746, extension 3064	(608) 221-8616

<b>FROM</b> (Sender)		
Name — Provider Contact Person	Number of Pages Including This Cover Sheet	Fax Number
Wisconsin Medicaid Provider Number		Telephone Number

**COMMENTS / INSTRUCTIONS**

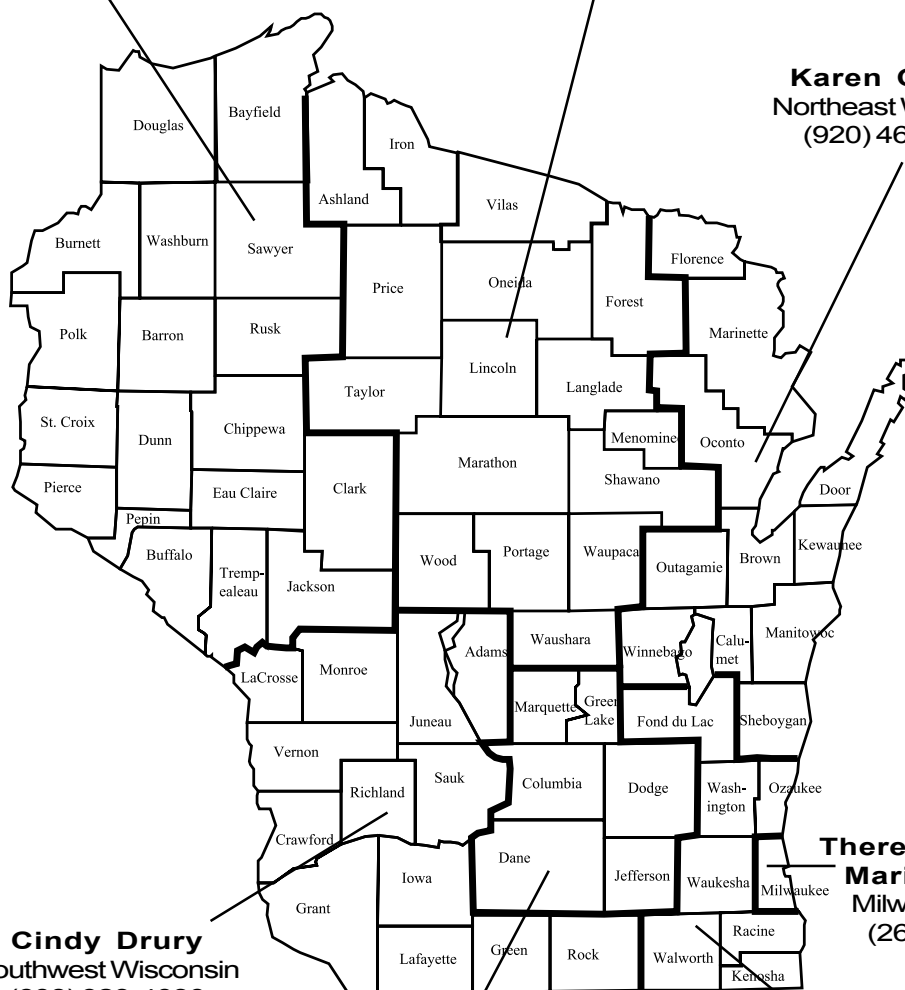
# ATTACHMENT 3

## Medicaid Professional Relations Representative map

**Denise Kruswicki**  
Northwest Wisconsin  
(715) 694-2114

**Joan Buntin**  
North Central Wisconsin  
(715) 675-3190

**Karen Gordon**  
Northeast Wisconsin  
(920) 465-9425



**Cindy Drury**  
Southwest Wisconsin  
(608) 929-4030

**Theresa Miller and  
Maria Schwartz**  
Milwaukee County  
(262) 695-1915

**Vicky Murphy**  
Southeast Wisconsin  
(608) 756-1422

**Jude Benish**  
South Central Wisconsin  
(608) 836-9428

**David Miess**, Director  
(608) 221-4746

**Teresa Miller**  
Milwaukee Family Project  
(414) 227-4256


# ATTACHMENT 4

## Medicaid Basic Training registration form

(The registration form is located on the following page.)

# Medicaid Basic Training registration form

## Agenda

- ✓ Understanding basic Medicaid procedures for all providers.
- ✓ You and your NEW All-Provider Handbook.
  - Eligibility/Forward Card.
  - Other insurance (OI) codes.
  - Medicare disclaimer codes/cross-over claims.
  - General claims submission/adjustments.
  - Remittance and Status (R/S) Reports.
- ✓ Basic claims information.
- ✓ Health Insurance Portability and Accountability Act of 1996 (HIPAA) overview.
- ✓ Meet your Rep. 

This training is intended for new providers or new billing staff who need to increase their BASIC knowledge of the Medicaid program. This training will not include service-specific billing and policy information.

## Registration

Name \_\_\_\_\_

Specialty \_\_\_\_\_

Telephone number \_\_\_\_\_

What is your present level of Medicaid experience?

\_\_\_\_\_

Please indicate which training date you will attend.

<b>Chula Vista Theme Resort</b> 4031 River Road Wisconsin Dells, Wisconsin (608) 254-8366	<input type="checkbox"/> February 19 (9:00 a.m. - 11:30 a.m.)
	<input type="checkbox"/> February 20 (9:00 a.m. - 11:30 a.m.)

Please bring your All-Provider Handbook to the training. For an additional copy, please contact Provider Services or refer to the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).

Those who would like to attend are required to register by February 8, 2002, for the training sessions.

## How to register

You may either fax or mail this registration form to:

Fax — Attention: Training Coordinator, (608) 221-0885

Mail — Attention: Training Coordinator

Wisconsin Medicaid

6406 Bridge Rd.

Madison, WI 53784-0017