

To:  
All Providers  
HMOs and Other  
Managed Care  
Programs

## Remittance and Status Report messages available via e-mail

Beginning on September 1, 2003, providers will be able to receive Remittance and Status (R/S) Report messages via e-mail requests.

### **Remittance and Status Report messages available**

Beginning on September 1, 2003, providers will be able to submit e-mail requests to receive the messages that appear on the Remittance and Status (R/S) Report banner page. Providers may continue to view messages from the R/S Report by accessing the Wisconsin Medicaid Web site or by referring to the banner page of the R/S Report. Refer to the Internet section of this *Wisconsin Medicaid and BadgerCare Update* for instructions on how to locate current R/S Report messages.

Remittance and Status Report messages are important time-sensitive information that may apply to all providers or to specific provider groups. This may include information on Medicaid-initiated adjustments, claims submission deadlines, and upcoming seminars. The information in the following sections explains the two electronic options providers may use to obtain R/S Report messages.

### *E-mail*

This new option allows providers with e-mail to receive the messages from the R/S Report in Portable Document Format\* (PDF) via e-mail, even if they do not have Internet access. Providers who wish to use this option may send an e-mail to [rs\\_message@wimedicaid.org](mailto:rs_message@wimedicaid.org) each week for the current week's R/S Report messages. Providers will receive a reply, via e-mail, with a PDF file attached containing the messages. The reply will be sent within one business day of the request. The PDF file may then be printed, shared electronically with others, or stored electronically for future reference.

Messages from the most recently published R/S Report will be available for any e-mail requests received after 12:01 a.m. on Monday through 11:59 p.m. on Sunday. Only the current week's messages will be maintained in the e-mail system.

### *Internet*

The R/S Report messages may be viewed by accessing the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/). Providers can locate this information by:

- Choosing "Providers" from the options listed in the Wisconsin Medicaid main menu.

- Choosing “Current Remittance and Status (R/S) Messages” from the “Reference/Tools” topic area.

Only messages from the most recently published R/S Report are maintained on the Internet.

### **Information regarding Medicaid HMOs**

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.

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\* Adobe Acrobat Reader® is needed to view PDF files. The Medicaid Web site provides instructions on how to obtain Adobe Acrobat Reader® at no charge from the Adobe® Web site and approximate download times based on size at [www.dhfs.state.wi.us/medicaid/reader.htm](http://www.dhfs.state.wi.us/medicaid/reader.htm).

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/).