

To:
Dentists
HMOs and Other
Managed Care
Programs

Changes to dental provider services

Beginning August 22, 2003, Wisconsin Medicaid will eliminate supplemental provider services currently available only to dental providers. Budgetary constraints have made it necessary to eliminate these services. This change will affect:

- **Claims processing.**
- **Prior authorization (PA).**
- **Telephone customer service.**

Changes to provider services

Due to budgetary constraints, it has become necessary to reduce the supplemental provider services offered to dental providers.

Participating dentists will be offered the same level of provider services as all other Medicaid-certified providers. This change will affect:

- Claims processing.
- Prior authorization (PA).
- Telephone customer service.

Claims processing

Beginning August 22, 2003, Wisconsin Medicaid claims processing staff will no longer manually correct provider billing errors on behalf of providers. Please refer to the Dental Handbook, the Claims Submission section of the All-Provider Handbook, and *Wisconsin Medicaid and BadgerCare Updates* for information about appropriate claims submission procedures.

Prior authorization

Beginning August 22, 2003, Wisconsin Medicaid will no longer correct PAs but will return to dentists all PA requests containing errors or

without sufficient information, with a request for additional or correct information. Please refer to the Dental Handbook, the Prior Authorization section of the All-Provider Handbook, and *Updates* for information about PA procedures.

Telephone customer service

Beginning September 5, 2003, dental providers who call Provider Services at (800) 947-9627 or (608) 221-9883 will no longer be assisted by dedicated dental correspondents but rather by general correspondents who answer questions received from all provider types. Provider correspondents are available to answer dental policy, billing, and eligibility questions during normal business hours (refer to the sidebar for details).

Providers may also access Wisconsin Medicaid's Eligibility Verification System (EVS) for automated information regarding recipient eligibility. Refer to the Provider Resources section of the All-Provider Handbook for more information.

Provider correspondents are available during the following hours:

8:30 a.m. to 4:30 p.m. every Monday, Wednesday, Thursday, and Friday.*

9:30 a.m. to 4:30 p.m. every Tuesday.*

*Not available on holidays.

Other resources

In addition to the resources mentioned throughout this *Update*, Wisconsin Medicaid offers providers a number of other resources to aid them in answering their Medicaid questions, including:

- The Wisconsin Medicaid Web site at www.dhfs.state.wi.us/medicaid/. (The Dental Handbook is located at www.dhfs.state.wi.us/medicaid2/handbooks/partb/dentalb.htm. The All-Provider Handbook is located at www.dhfs.state.wi.us/medicaid2/handbooks/all-provider/index.htm.)
- Professional Relations (refer to the Attachment of this *Update* for a current Professional Relations representatives map).

Refer to the Provider Resources section of the All-Provider Handbook for more information.

Information regarding Medicaid HMOs

This *Update* contains Medicaid fee-for-service information and applies to providers of services to recipients who have fee-for-service Medicaid or to recipients enrolled in Medicaid HMOs that do not provide dental coverage. 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.

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/.

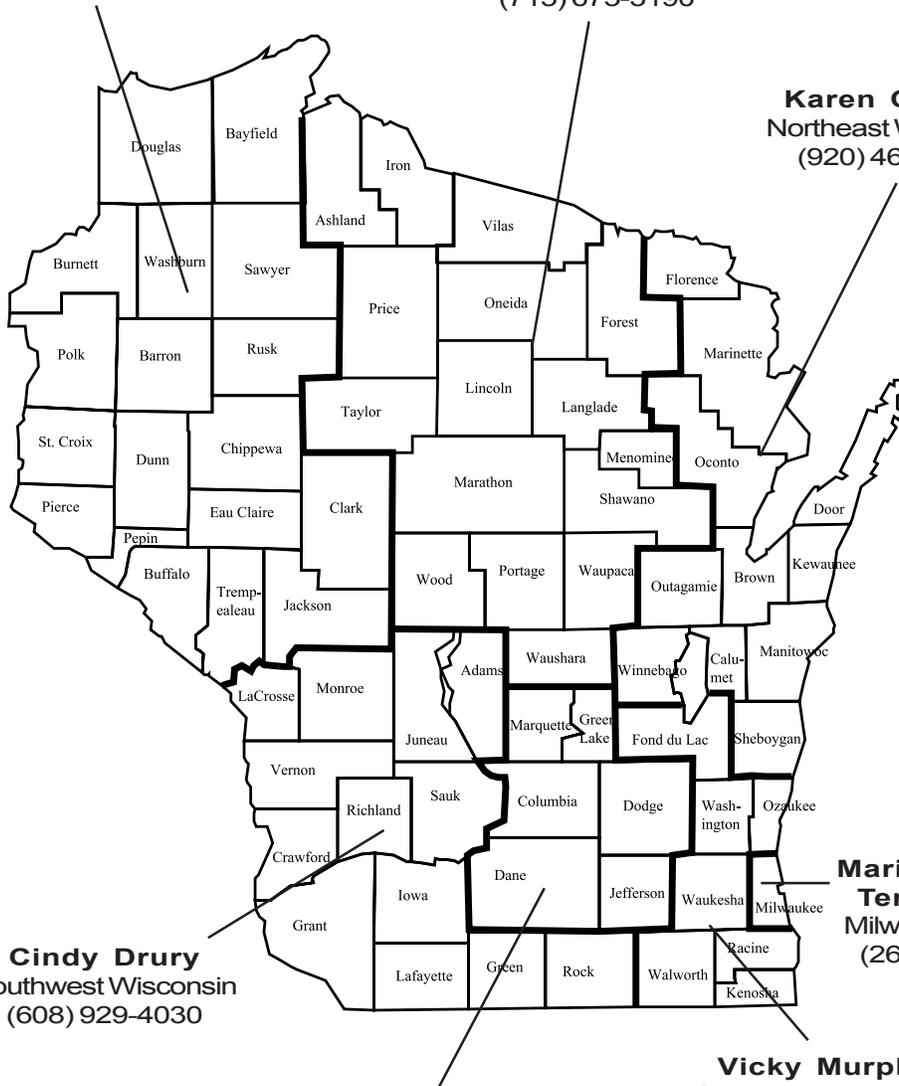
ATTACHMENT

Wisconsin Medicaid Professional Relations Representatives Map

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