

To:

All Providers

HMOs and Other
Managed Care
Programs

New Web site address for Wisconsin Medicaid

The Department of Health and Family Services (DHFS) has changed its Web site address to dhfs.wisconsin.gov/. Wisconsin Medicaid recommends that providers save the new addresses of frequently visited Medicaid Web pages to the "Favorites" folder of their Internet browser. This *Wisconsin Medicaid and BadgerCare Update* also highlights selected areas of the Medicaid Web site.

The Department of Health and Family Services has changed its Web site address to dhfs.wisconsin.gov/. The new Web site addresses for Wisconsin Medicaid, BadgerCare, and SeniorCare are as follows:

- dhfs.wisconsin.gov/medicaid/.
- dhfs.wisconsin.gov/badgercare/.
- dhfs.wisconsin.gov/seniorcare/.

Wisconsin Medicaid recommends that providers save the new addresses of frequently visited Medicaid Web pages to the "Favorites" folder of their Internet browser.

Information on the Medicaid Web site

The Medicaid Web site contains information for Medicaid providers, recipients, and others interested in Medicaid. This information includes publications, Medicaid resources, and information about Medicaid policies and procedures. Refer to the Attachment of this

Wisconsin Medicaid and BadgerCare Update for an overview of the Medicaid Web site.

The Medicaid home page contains important news and links. The "What's New" section on the home page lists information for providers. Recently published *Updates*, updated Wisconsin Medicaid provider handbooks, and other new information is included on the "What's New" page.

The Medicaid Web site is divided into these five sections:

- Recipients.
- Providers.
- Managed care.
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Resources.

Provider section of the Medicaid Web site

Information located in the Provider section of the Medicaid Web site includes information listed by provider type, provider publications and forms, reference/tools, and related programs and services.

Providers who visit the Medicaid Web site can search for materials or information in several ways. Providers may search for provider handbooks, some service-specific publications,

and *Updates*. Searches for information may also be done by handbook, within handbooks, and also by *Update*.

Providers may view *Updates* listed by date; service-specific *Updates* may be viewed by provider type.

Information listed by provider type

Service-specific Updates — Providers may select a service-specific provider type and go to the page that contains information for that provider type. Most Medicaid publications — provider handbooks, *Updates*, and reference materials — for service-specific providers are listed within that provider type.

Archived Updates — Past *Updates* and Medical Assistance Provider Bulletins (MAPBs) are available on the Medicaid Web site as archived (retired) *Updates*. These *Updates* and MAPBs include information on previous Medicaid policies and serve as references in addition to current *Updates*.

Selected MAPBs from 1985 to 1993, selected *Updates* from 1994 to 1999, and all *Updates* from 2000 to the present are available on the Medicaid Web site.

Providers may locate archived *Updates* in the “Archived *Update*” links at the bottom of each service-specific page.

All-Provider Updates

All-Provider Updates — In addition to service-specific publications, providers should refer to the “All-Provider” page of the Medicaid Web site for additional information that is applicable to all providers. Information applicable to all providers includes information regarding

HIPAA, the Eligibility Verification System, and Remittance and Status (R/S) Reports.

Provider publications and forms

Provider Forms page — The “Provider Forms” page may be found on the “Providers” page in the “Provider Publications and Forms” section. This page provides an alphabetical listing of selected Medicaid forms and instructions. Not all Medicaid forms are located on the “Provider Forms” page. Providers should refer to their service-specific handbook and *Updates* for forms that may not be included on this page.

All forms on the “Provider Forms” page are available as fillable Portable Document Formats (PDFs) and can be viewed with Adobe Acrobat Reader®. The fillable PDF version allows providers to complete the form on their computer using Adobe Acrobat Reader® and then print it. To complete a fillable PDF, follow these steps:

- Select a specific form.
- Save the form to the computer¹.
- Click on the dash-outlined boxes with the cursor to enter information in each field. Press the “Tab” key to move from field to field.

Selected Medicaid forms are also available in fillable Microsoft® Word format on the Medicaid Web site. The fillable Microsoft® Word format allows providers to complete the form on their computer using Microsoft® Word and then print it. To complete a fillable Microsoft® Word form, follow these steps:

- Select a specific form.
- Save the form to the computer².

Reference/Tools

Providers may refer to the Reference/Tools section for information about Automated Voice Response (AVR), caseload statistics, the

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directory of used medical equipment, provider contacts, and Wisconsin Administrative Code. Links to the following information can be found under Reference/Tools:

- **Maximum allowable fees page** — The maximum allowable fees page lists provider types with links to service-specific maximum allowable fee schedules. Many fee schedules are updated quarterly.

The interactive durable medical equipment and disposable medical supplies indices are also included on the maximum allowable fees page.

- **Remittance and Status Reports page** — The R/S Report messages are important time-sensitive information that may apply to all providers or to specific provider groups.

Providers have the option to submit an e-mail request for R/S Report messages, or they can view the R/S Report messages on the Medicaid Web site.

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

Providers may send an e-mail to rs_messages@wimedicaid.org each week for the current week's R/S Report messages. 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.

- **Training page** — Upcoming training events are posted on this page. Providers may learn locations, dates, and times, as well as how to register for upcoming events. Required registration forms also may be obtained. In some cases, online registration may be available for providers to register for certain training events.

Related programs and services

Providers may find links to information about other health care programs and services here (e.g., BadgerCare, the Health Insurance Risk Sharing Plan [HIRSP], SeniorCare).

Other sections of the Medicaid Web site

- **HIPAA** — Providers may find companion documents for HIPAA-related transactions as well as Wisconsin Medicaid's Notice of Privacy Practices in the HIPAA section of the Medicaid Web site.
- **Managed Care** — The Managed Care section of the Medicaid Web site contains information about HMO enrollment material for recipients, monthly HMO enrollment reports, HMO participation map, managed care contracts, HMO rates, and quality reports.
- **Recipients** — Applications for Wisconsin Medicaid, brochures, fact sheets, and recipient contacts can be located in the Recipient section of the Medicaid Web site. Some materials have been translated into Hmong, Russian, and Spanish.
- **Resources** — Caseload statistics, Wisconsin Administrative Code, and related Web site links can be found in the Resources section of the Medicaid Web site.

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

SeniorCare Web site

The SeniorCare Web site contains information for providers, participants, and applicants. Applications, fact sheets, a handbook, and a pre-application guide are available for participants and applicants. The pre-application guide helps applicants determine if they meet eligibility requirements to participate in SeniorCare. By answering a few simple questions, the guide also gives applicants information about how SeniorCare can work for them.

The SeniorCare Web site also contains provider update information and the SeniorCare covered drug search tool. The covered drug search tool allows interested providers and participants to search for drugs to determine if SeniorCare will cover them.

The *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 dhfs.wisconsin.gov/medicaid/.

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¹The Medicaid Web site provides instructions on how to obtain Adobe Acrobat Reader[®] at no charge from the Adobe[®] Web site. Adobe Acrobat Reader[®] does not allow users to save completed fillable PDFs to their computer; however, if Adobe Acrobat is obtained, providers may save completed PDFs to their computer. Refer to the Adobe[®] Web site, www.adobe.com/, for more information about fillable PDFs.

²Providers may save fillable Microsoft[®] Word documents to their computer by choosing “Save As,” from the “File” menu, creating a file name, and selecting “Save” on their desktop.

ATTACHMENT

Overview of the Wisconsin Medicaid Web site

Refer to the following table for information on what can be found on the Medicaid Web site at *dhfs.wisconsin.gov/medicaid/*.

Wisconsin Medicaid home page

