

To:
Dentists
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HMOs and Other
Managed Care
Programs

Annual SeniorCare Renewal Process Reminder

This *Wisconsin Medicaid and BadgerCare Update* is a reminder of the annual eligibility renewal process for Wisconsin SeniorCare Prescription Drug Assistance Program participants. SeniorCare participants are enrolled for a 12-month period. Participants whose current eligibility period is ending will have to return the completed renewal application and enrollment fee in a timely fashion to Wisconsin SeniorCare to avoid gaps in coverage.

SeniorCare Renewal Information

The annual eligibility renewal process will begin in July for over 39,000 Wisconsin SeniorCare Prescription Drug Assistance Program participants. SeniorCare participants are enrolled for a 12-month period. Participants whose current eligibility period is ending August 31, 2004, will have to return the completed renewal application and enrollment fee in a timely fashion to Wisconsin SeniorCare to avoid gaps in coverage. Not all SeniorCare participants have coverage ending August 31, 2004. Providers should not assume that a renewal must be completed at this time for all participants.

Participants will receive a preprinted renewal application form in the mail during the month prior to the month in which their benefit period ends. For example, a participant whose current eligibility will end on August 31, 2004, will be

mailed a renewal application in mid July 2004. This allows participants approximately six weeks to submit their renewal application and enrollment fee to Wisconsin SeniorCare to avoid any gaps in coverage from one benefit period to the next. Participants will receive decisions on their eligibility within four to six weeks of submitting their renewal applications and enrollment fees to Wisconsin SeniorCare. If SeniorCare participants do not receive the preprinted renewal forms via mail, they should contact SeniorCare Customer Service at (800) 657-2038. Renewal applications are also available through the Wisconsin Medicaid Web site at dhfs.wisconsin.gov/seniorcare/.

The start date of a participant's renewed SeniorCare eligibility will be the first of the month following the month all eligibility criteria are met, including payment of the enrollment fee.

Providers should be aware that:

- SeniorCare participants are not eligible for any Wisconsin Medicaid or BadgerCare services except for prescription drug benefits and over-the-counter insulin.
- Participants may experience a gap in coverage or a delay in their ability to immediately access benefits if they do not complete this renewal process correctly and within the time frames indicated on the renewal notice.

- Not all participants have coverage ending August 31, 2004. Providers should not assume that a renewal must be completed at this time for all participants.
- Participants' SeniorCare benefits will end after the last day of their current benefit period if they do not complete and return the renewal application.
- Participants' levels of participation may change as a result of the renewal process.
- Participants must meet the appropriate spenddown and deductible requirements based on the determined level of participation for the new benefit period.
- Participants who renew their enrollment in the program will *not* receive new SeniorCare identification cards; they should continue to use their current SeniorCare identification cards.
- Participants who have questions about the SeniorCare renewal process should be directed to SeniorCare Customer Service at (800) 657-2038.

Reminder to Verify Participant Eligibility

Providers should always verify a participant's eligibility before providing services both to determine eligibility for the current date and to determine any limitations to the participant's coverage.

Pharmacies using real-time Point-of-Sale online processing systems have eligibility verification as part of the claims processing system. Pharmacies and other providers not using real-time online claims processing should verify participant eligibility by using the Wisconsin Medicaid Eligibility Verification System (EVS). Refer to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ for more information about the EVS.

Enrollment for Medicare-Approved Drug Discount Card Programs

As a reminder, voluntary enrollment will begin in June 2004 for the new Medicare-approved drug discount card programs. SeniorCare participants above 200 percent of the federal poverty level will be eligible to enroll in these programs. Pharmacy providers will be able to refer to a future *Wisconsin Medicaid and BadgerCare Update* for more information on submitting claims in conjunction with Medicare drug discount cards.

For information on the Medicare drug discount card, providers can refer to the Centers for Medicare & Medicaid Services Web site at www.cms.hhs.gov/ or the Medicare Web site at www.medicare.gov/.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare, and SeniorCare 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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