To:

All Providers

HMOs and Other Managed Care Programs

Wisconsin Medicaid Electronic Claims and Web Prior Authorization Submission Deadlines and Holiday Schedule for 2004

Wisconsin Medicaid accepts electronic claims according to a standard submission schedule, except on holidays. Wisconsin Medicaid will be closed for business in recognition of certain holidays occurring in 2004. Both the electronic claims submission and holiday schedules are provided in the Attachment of this *Wisconsin Medicaid and BadgerCare Update*.

Electronic Claims Submission Schedule

Wisconsin Medicaid processes claims received throughout the week during the weekend processing cycle. The deadlines for submitting various types of electronic claims for weekend processing are in the Attachment of this *Wisconsin Medicaid and BadgerCare Update*.

Note: Processing may be delayed for tapes, cartridges, or transmissions that are damaged or contain bad data.

Wisconsin Medicaid 2004 November-December Holiday Schedule

Wisconsin Medicaid will be closed for business in recognition of certain holidays occurring in 2004. Refer to the Attachment for a list of these dates.

Wisconsin Medicaid will not accept electronic claims on Thursday, November 25 and Friday, November 26, 2004, due to the Thanksgiving holiday. Electronic claims must be received by 5 p.m. Wednesday, November 24, 2004, to be included in the processing cycle that weekend. When a holiday occurs on a Friday such as December 24 or December 31, 2004, all claims received by 5 p.m. on Thursday, December 23 or Thursday, December 30, 2004, will process in the weekly cycle.

Providers who use a vendor or clearinghouse for electronic claims submission purposes should contact them for their holiday schedule.

Web Prior Authorization Request Submission

Prior authorization requests may be submitted by selected providers via the Web Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding holidays. Refer to the Attachment for the holiday schedule.

Dial-up and Internet Access Lines

The dial-up and Internet access lines to the Division of Health Care Financing Electronic Data Interchange (EDI) Department are available Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding holidays. Refer to the Attachment for the holiday schedule.

For More Information

Providers with questions about electronic claims should call the EDI Helpdesk at (608) 221-9036 or e-mail *wiedi@dhfs.state.wi.us.*

For questions about paper claims, providers should call Provider Services at (800) 947-9627 or (608) 221-9883.

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.

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 *dhfs.wisconsin.gov/medicaid/.*

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ATTACHMENT
Wisconsin Medicaid Electronic Claims Submission and Holiday Schedules

Electronic Claims Submission Schedule for 2004	
Types of Electronic Claims Submission	**Deadlines for Weekend Processing**
Dial-up (RAS) and Internet	Fridays by 4:00 p.m.[*]
3480, 3490, and 3490E cartridges	Thursdays by 3:00 p.m.[*]

* Holiday exception — If a week ends with a holiday, all claims received by 5:00 p.m. on the last business day
   before the holiday will process in the weekend cycle. Support staff will not be available on holidays.

Wisconsin Medicaid Electronic Data Interchange Holiday Schedule[*]		
Date Closed for Business	**Day of the Week**	**Holiday Observed**
November 25, 2004	Thursday	Thanksgiving Day
November 26, 2004	Friday	Thanksgiving
December 24, 2004	Friday	Christmas Eve
December 31, 2004	Friday	New Year's Eve

* Wisconsin Medicaid will be closed for business on the holidays listed in this table.