

Wisconsin Medicaid Accepting Prior Authorization Requests Via the Medicaid Web Site for Additional Service Areas; Training Sessions in January and February 2005

To:

AODA Counselors	Nurse Midwives	Physician Clinics
Chiropractors	Nurse Practitioners	Physicians
Day Treatment Providers	Nurses in Independent Practice	Psychologists
Federally Qualified Health Centers	Nursing Homes	Rehabilitation Agencies
HealthCheck "Other Service" Providers	Occupational Therapists	Respiratory Therapists
Home Health Agencies	Opticians	Rural Health Clinics
Individual Medical Supply Providers	Optometrists	Speech and Hearing Clinics
Institutes for Mental Disease Providers	Outpatient Hospital Providers	Speech-Language Pathologists
Master's Level Psychotherapists	Personal Care Agencies	Therapy Groups
Medical Equipment Vendors	Physical Therapists	HMOs and Other Managed Care Programs
Mental Health/Substance Abuse Clinics		

In early 2005, Wisconsin Medicaid will accept prior authorization (PA) requests for additional service areas via the Medicaid Web site. Trainings on how to submit PA requests via the Web are scheduled for January and February 2005. Registration is required for the training sessions, but there is no registration fee for providers. Seating is limited so providers should register early.

Service Areas Added for Submitting Prior Authorization Requests Via the Web

In early 2005, Wisconsin Medicaid will accept prior authorization (PA) requests for additional service areas via the Medicaid Web site at dhfs.wisconsin.gov/medicaid/. Only information on the Prior Authorization Request Form (PA/RF) may be submitted via the Web for the added service areas. Providers will then submit service-specific PA attachments and additional supporting documentation on paper by mail or fax along with PA/RFs submitted via the Web.

Submitting PA requests via the Web is intended to reduce the number of requests returned to providers due to clerical errors or omissions and to establish initial grant dates for approved PA requests.

For providers currently submitting PA requests via the Web, the PA submission process will be similar to what is done today except that users will now have the option to submit supporting documentation on paper by mail or fax. Consequently, the training sessions (detailed later in this *Wisconsin Medicaid and BadgerCare Update*) may not be necessary for current users.

Future *Updates* will provide more information for new and current users about submitting PA requests via the Web. Refer to Attachment 1 of this *Update* for a complete list of the service areas for which PA requests may be submitted via the Web.

Note: Providers may continue to submit PA requests by mail or fax, or, when applicable, they may submit requests using the Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) system.

Training Sessions Offered

In January and February 2005, Wisconsin Medicaid will provide free training sessions for the service areas listed in Attachment 1 regarding submitting PA requests via the Web. Refer to Attachment 2 for information regarding locations, dates, and times for the training sessions. Training locations, dates, and times are also listed on the Medicaid Web site at dhfs.wisconsin.gov/medicaid/.

While Wisconsin Medicaid encourages attendance, the training is not mandatory. Providers may submit PA requests via the Web even if they do not attend a training session.

Training Session General Topics

General topics that will be covered during the training sessions include:

- Registration procedures for Web PA users.
- Introduction to the Web PA application and tutorial. Refer to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ for the Web PA tutorial. (Providers may access the tutorial and online Help screens for complete Web PA submission instructions even if they do not attend a training session or are not registered to submit Web-based PA requests.)
- Procedures for completing an online PA/RF.
- Procedures for submitting PA attachments and supporting documentation on paper by mail or fax for PA requests submitted via the Web.

Due to time constraints, the training sessions will *not* cover PA policy or paper PA submission. Providers with policy questions should contact Provider Services at (800) 947-9627 or (608) 221-9883 or a Wisconsin Medicaid professional relations representative. Refer to the Medicaid Web site for a list of professional relations representatives.

Registration for the Training Sessions

Providers need to register online or by telephone for the training sessions, but there is no registration fee. Registration will not be accepted by mail or fax. Providers are strongly encouraged to use online registration. Seating is limited, so providers should register early. Please keep in mind that meeting room temperatures vary; wear layered clothing to ensure comfort.

To Register Online

Providers may register online by going to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ and doing one of the following:

- Choosing the “Find out What’s New on the Wisconsin Medicaid Web Site” link on the Medicaid home page.
- Selecting “Providers” and choosing the “Training” link under “Reference/Tools.”

After accessing one of the above, choose the “2005 Web Prior Authorization Training Registration” link for training information and the registration form. All fields on the online registration form are required. Once the form is completed, select “Register.” Registrants will receive a training session confirmation number that they should keep for their records.

In January and February 2005, Wisconsin Medicaid will provide free training sessions for the service areas listed in Attachment 1 regarding submitting PA requests via the Web.

To Register by Telephone

Providers may also register for the training sessions by calling Provider Services at (800) 947-9627 or (608) 221-9883. Registrants will receive a confirmation number from the correspondent during the telephone call for the training session they select.

Questions Regarding Registration

If a provider has questions about his or her registration or if he or she is unable to attend a training session for which registration has been confirmed, the provider should call Provider Services. The provider should have his or her confirmation number available so the telephone correspondent can easily access his or her registration information.

Information Regarding Medicaid HMOs

This *Update* contains Medicaid fee-for-service information and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care policy changes, 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/.

PHC 1250

ATTACHMENT 1

Allowable Service Areas for Submitting Prior Authorization Requests Via the Web

Providers who indicate the following service areas in Element 3 of the Prior Authorization Request Form (PA/RF) may submit PA requests via the Web:

- 111 — Physical therapy (PT).
- 112 — Occupational therapy (OT).
- 113 — Speech and language pathology (SLP).
- 114 — Spell of illness (SOI) for PT.*
- 115 — SOI for OT.*
- 116 — SOI for SLP.*
- 117 — Physician services, including rural health clinics and federally qualified health centers.*
- 118 — Chiropractic.
- 120 — Home health/nurses in independent practice/respiratory care services.
- 121 — Personal care services.
- 122 — Vision services.*
- 126 — Psychotherapy and intensive in-home treatment service, a HealthCheck “Other Service.”
- 127 — Psychotherapy (Hospital).
- 128 — Substance abuse services.
- 129 — Mental health day treatment and child/adolescent day treatment, a HealthCheck “Other Service.”
- 130 — Durable medical equipment (DME) wheelchairs, accessories, or home health equipment.*
- 132 — Disposable medical supplies.*
- 135 — Ventilator services (hospital and nursing homes only).
- 136 — Substance abuse day treatment.
- 139 — DME oxygen and oxygen-related services, respiratory equipment, or exceptional supplies.*
- 140 — DME orthotics, footwear, or prosthetics.*
- 160 — Birth to 3 (B-3) for PT.*
- 161 — B-3 for OT.*
- 162 — B-3 for SLP.*
- 999 — Brain injury.

* Wisconsin Medicaid currently accepts PA requests via the Medicaid Web site for these service areas.

ATTACHMENT 2

Training Sessions for Submitting Prior Authorization Requests Via the Web

The following table lists the locations, dates, and times for training on submitting prior authorization requests via the Web. There are two check-in and training times for each location; providers are asked to only register for one of them.

To register for a training session, go to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ or call Provider Services at (800) 947-9627 or (608) 221-9883. Providers should contact the hotel or Provider Services for information about inclement weather and training delays or cancellations.

Location	Date	Time
Best Western Midway 1835 Rose St La Crosse WI 54603 (608) 781-7000	January 18, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	January 19, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.
Comfort Suites 15586 Cty Rd B Hayward WI 54843 (715) 634-0700	January 20, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.
The Waters 8116 Hwy 51 S Minocqua WI 54548 (877) 992-8377	January 25, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.
Elizabeth Inn 5246 Harding Ave Plover WI 54467 (715) 341-4414	January 26, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.
Radisson Inn 2040 Airport Dr Green Bay WI 54313 (920) 494-7300	January 27, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.
Holiday Inn 625 W Rolling Meadows Dr Fond du Lac WI 54937 (920) 923-1440	February 1, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.

Location	Date	Time
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8076	February 2, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.
Radisson Hotel Pewaukee N14 W24140 Tower Pl Pewaukee WI 53072 (262) 506-6300	February 2, 2005	Check in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 2:30 p.m.
		Check in — 3:00 p.m. to 3:30 p.m. Training — 3:30 p.m. to 4:30 p.m.
Holiday Inn — East 3841 E Washington Ave Madison WI 53704 (608) 244-2481	February 3, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 9:30 a.m.
		Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 11:30 a.m.