

To:
Federally Qualified Health Centers
Home Health Agencies
Individual Medical Supply Providers
Medical Equipment Vendors
Nurse Practitioners
Nursing Homes
Occupational Therapists
Opticians
Optometrists
Outpatient Hospital Providers
Personal Care Agencies
Pharmacies
Physical Therapists
Physician Clinics
Physicians
Rehabilitation Agencies
Rural Health Clinics
Speech and Hearing Clinics
Speech-Language Pathologists
Therapy Groups
HMOs and Other Managed Care Programs

Additional Option for Submitting Prior Authorization Requests Via the Web

This *Wisconsin Medicaid and BadgerCare Update* is for the service areas for which Medicaid currently accepts prior authorization (PA) requests via the Web. The current service areas are:

- Disposable medical supplies.
- Durable medical equipment.
- Occupational therapy, physical therapy, and speech and language pathology services for spell of illness.
- Physician services.
- Vision services.

Effective January 31, 2005, Wisconsin Medicaid will implement the following changes to the Wisconsin Medicaid Web Prior Authorization (Web PA) system:

- An option for sending Prior Authorization Request Forms (PA/RFs), service-specific PA attachments, and supporting clinical documentation.
- More service areas available for Web PA.
- An option for submitting HealthCheck "Other Services" via the Web.

Two Options for Submitting Prior Authorization Requests Via the Web

Effective January 31, 2005, providers of service areas for which Wisconsin Medicaid currently accepts prior authorization (PA) requests via the Web will have two submission options:

1. If a user has no supporting clinical documentation, submit the PA request via the Web as it is done today by completing the Prior Authorization Request Form (PA/RF) and service-specific PA attachments.
2. If supporting clinical documentation is included with the PA request, complete the PA/RF and service-specific PA attachments via the Web and then send the PA/RF, service-specific PA attachments, and any supporting clinical documentation on paper by mail or fax.

Refer to the Attachment of this *Wisconsin Medicaid and BadgerCare Update* for a complete list of service areas.

Option 1

If a user has no supporting clinical documentation, users may submit the PA/RF and the service-specific PA attachments via the Web as they do today.

In this case, when the PA is accepted by Wisconsin Medicaid, users should *not* submit a duplicate paper copy of the PA request by fax or mail. After Wisconsin Medicaid receives the PA request via the Web and the user has received confirmation of the Web submission, including a PA number, the PA will process as usual.

Refer to the June 2004 *Update* (2004-53), titled “Submitting Prior Authorization Requests Via the Web for Selected Services,” for the current submission instructions.

Option 2

This is a new option. Effective January 31, 2005, users with supporting clinical documentation may submit PA requests using a combination of the Web and mail or fax.

After completing the PA/RF and PA attachments and submitting them via the Web, users will be instructed to print the PA/RF and service-specific PA attachments and send them along with any supporting clinical documentation by mail or fax to Wisconsin Medicaid.

Supporting clinical documentation may include, but is not limited to, X-rays, photographs, a physician’s prescription, clinical reports, and other materials related to the recipient’s condition.

On the “Verify PA” screen, users will indicate “Yes” or “No” for whether or not they will be submitting the PA/RF, PA attachments, and supporting clinical documentation on paper by mail or fax.

If the PA request is submitted and “Yes” is indicated, users will be instructed to print the

PA/RF and PA attachment and mail or fax the *entire* PA request (e.g., PA/RF, PA attachments, and supporting clinical documentation such as X-rays, photographs, or clinical reports) to Wisconsin Medicaid within 10 business days.

Note: Do *not* make any handwritten changes to the PA/RF once it is printed. Submitted PA/RFs with handwritten changes will delay the processing of the PA request.

If the *entire* PA request is *not* received within 10 business days, the PA/RF and PA attachment submitted via the Web will be returned to the provider requesting the required supporting clinical documentation. Providers will then have to resend the returned PA/RF and PA attachment, along with the additional supporting clinical documentation, by mail or fax. By resubmitting the returned PA/RF, providers may continue to establish initial grant dates according to current policy.

If the supporting clinical documentation is received within 10 business days, the PA request will process as usual.

Additional Service Areas

Effective January 31, 2005, Wisconsin Medicaid will accept PA/RFs for additional service areas via the Medicaid Web site. The Attachment contains a complete list of service areas that may submit all or part of a PA request via the Web.

Providers who submit PA requests for the added service areas should refer to the January 2005 *Update* (2005-08), titled “Wisconsin Medicaid Accepting Prior Authorization Requests Via the Web for Additional Service Areas,” for more information.

After completing the PA/RF and PA attachments and submitting them via the Web, users will be instructed to print the PA/RF and service-specific PA attachments and send them along with any supporting clinical documentation by mail or fax to Wisconsin Medicaid.

HealthCheck “Other Services”

Effective January 31, 2005, providers of HealthCheck “Other Services” may complete PA requests via the Medicaid Web site by selecting the HealthCheck “Other Services” box.

HealthCheck “Other Services” may include any Medicaid service area but are primarily for pharmacy services, durable medical equipment, disposable medical supplies, and mental health services.

New Users

Providers wishing to register to use Web PA may do so on the Medicaid Web site at dhfs.wisconsin.gov/medicaid/. A link to Web PA is located on the “Provider” page. Providers new to Web PA may refer to *Update 2004-53* for more information.

User Resources

If users have questions about submitting PA requests on the Web, Wisconsin Medicaid offers a complete tutorial, online Help, and a helpdesk to assist providers submitting PA requests via the Web.

Online Tutorial

For users who want step-by-step instructions on submitting PA requests via the Web site, there is a complete tutorial. There is a Tutorial link at the top of each screen of the Web PA process if a user has a question about a specific screen.

Online Help

If users have a question about a specific item while submitting a PA request (e.g., a procedure code element on the PA/RF), they may select “Help” at the top of the Web page. This will give the user a brief explanation about a specific area.

Helpdesk

For help with logging in or other Web PA questions, users may also contact the Web PA technical helpdesk at (608) 221-9730. The helpdesk is available Monday through Friday from 8:30 a.m. to 4:30 p.m. (Central Time).

Note: For PA policy questions, providers should contact Provider Services at (800) 947-9627 or (608) 221-9883.

Paper Prior Authorization and STAT-PA Submission Still Available

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).

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/.

PHC 1250

ATTACHMENT

Allowable Service Areas for Submitting Prior Authorization Requests Via Web PA

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

- 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 services/private duty nursing (including respiratory care for ventilator-dependent recipients).
- 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 the PA/RF and PA attachments via the Medicaid Web site for these service areas.