

To:

Providers in
Milwaukee
County

HMOs and Other
Managed Care
Programs

Managed Care Expansion for Recipients in Milwaukee County

Effective April 1, 2005, Supplemental Security Income (SSI) recipients and SSI-related Medicaid recipients who live in Milwaukee County have additional managed care organizations from which to choose.

Effective April 1, 2005, Milwaukee County residents who receive Supplemental Security Income (SSI) benefits or who receive SSI-related Wisconsin Medicaid have additional Managed Care Organizations (MCOs) from which to choose.

Supplemental Security Income recipients and SSI-related Medicaid recipients in Milwaukee County now are able to enroll in any of the following managed care organizations:

- Abri Health Plan.
- Independent Care.
- Managed Health Services.
- UnitedHealthcare of Wisconsin.

These MCOs will provide the same benefits as Medicaid fee-for-service (e.g., medical, dental, mental health/substance abuse, vision, and prescription drug coverage) at no cost to their members through a care management model. Through the care management model, each member will receive an initial health assessment, as well as assistance with choosing providers, accessing social and community

service options, health education programs, and treatment and follow-up information.

Supplemental Security Income recipients and SSI-related Medicaid recipients who live in other counties will continue to receive services through Medicaid fee-for-service.

Enrollment Choices

Most SSI and SSI-related Medicaid recipients will be required to choose the MCO in which they wish to enroll. These enrollees may disenroll after a 60-day trial period up to 120 days and return to Medicaid fee-for-service if they choose.

Dual entitlements (recipients receiving both Medicare and Wisconsin Medicaid) and recipients currently enrolled in another managed care program are not required to choose an MCO; however, they may choose to do so on a strictly voluntary basis.

Eligibility Verification Reminder

Providers are reminded that they should verify a recipient's eligibility before providing services to determine eligibility for the current date (since a recipient's eligibility status may change) and verify whether the recipient is enrolled in an MCO. Managed Care Organizations are required by contract to reimburse non-

contracted providers for services provided to their enrollees only during the first 60 days of their enrollment. In order to assure payment, the non-contracted providers should contact the MCO to authorize the services. After the enrollee's first 60 days of enrollment, the non-contracted provider should contact the recipient's MCO for a referral before providing services or the services may not be reimbursed.

Providers Interested in Providing Services to Supplemental Security Income Recipients and Supplemental Security Income-Related Recipients

Providers who are interested in providing services to recipients enrolled in an MCO should contact the MCO directly to inquire about becoming part of their provider network. Refer to the Attachment of this *Wisconsin Medicaid and BadgerCare Update* for a list of the MCOs and their telephone numbers.

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

Managed Care Organizations Providing Services to Supplemental Security Income Recipients and Supplemental Security Income-Related Recipients in Milwaukee County

Milwaukee County residents who receive Supplemental Security Income (SSI) benefits and are eligible for Wisconsin Medicaid or who receive SSI-related Wisconsin Medicaid have additional managed care organizations from which to choose.

| Managed Care Organization | Provider Contact | Member Services |
|-----------------------------------|-------------------------|--|
| Abri Health Plan | (262) 834-1139 | (262) 834-1139 (888) 999-2404 (24 hr) |
| Independent Care (<i>i</i> Care) | (414) 223-4847 | (414) 223-4847 (800) 777-4376 (24 hr) |
| Managed Health Services | (414) 345-4600 | (414) 443-3400 (866) 608-3400 |
| UnitedHealthcare of Wisconsin | (414) 443-4000 | (800) 504-9660 (24 hr) |