

To:
Audiologists
Hearing
Instrument
Specialists
Speech and
Hearing Clinics
HMOs and Other
Managed Care
Programs

Training Sessions in August for Hearing Aid Providers

Effective August 1, 2005, Wisconsin Medicaid will accept prior authorization (PA) requests via the Web from hearing instrument specialists and audiologists requesting PA for hearing aids.

Training sessions are scheduled for August 2005. In addition to on-site training, Wisconsin Medicaid will offer a new training method called Webcasting. With Webcasting, providers may view and participate in a live training without attending in person. Registration is required for both types of training, but there is no registration fee for providers. Seating for the on-site training is limited, so providers should register early.

The training sessions will include discussion about submitting PA requests via the Web and general hearing aid policies.

Submitting Prior Authorization Requests Via the Web for Hearing Aids

Effective August 1, 2005, Wisconsin Medicaid will accept prior authorization (PA) requests via the Web from hearing instrument specialists and audiologists requesting PA for hearing aids.

Hearing instrument specialists and audiologists will be able to complete and submit the Prior Authorization Request for Hearing Instrument and Audiological Services (PA/HIAS1) form, HCF 11020 (Rev. 10/03), and PA attachments via the Web.

Hearing instrument specialists and audiologists are required to submit the following PA attachments with their Web PA requests:

- Hearing Instrument Specialists — Prior Authorization Request/Hearing Instrument and Audiological Services (PA/HIAS2) form, HCF 11021 (Rev. 06/04), and the Prior Authorization/Physician Otological Report (PA/POR), HCF 11019 (Rev. 06/03).
- Audiologists — Only the PA/HIAS2.

If other supporting clinical documentation is required to be submitted with a PA request, Web PA users may submit PA requests using a combination of the Web and mail or fax. Supporting clinical documentation may include, but is not limited to, a manufacturer's invoice or photographs.

Completing and submitting PA requests via the Web is intended to reduce the number of requests returned to providers due to clerical errors or omissions and may establish initial grant dates according to current policy.

A future *Wisconsin Medicaid and BadgerCare Update* will provide more information about submitting PA requests via the Web for hearing aids.

Training Session Topics

Topics that will be covered during the training sessions include:

- Registration procedures for Web PA users.
- Instructions for submitting the PA/HIAS1 and PA attachments via the Web.
- Procedures for submitting PA attachments and supporting documentation on paper by mail or fax for PA requests submitted via the Web.
- General review of hearing aid billing issues, policy, and purchase contracts.

On-Site and Webcast Training Sessions Offered

In August 2005, Wisconsin Medicaid will provide free on-site training sessions for hearing aid providers.

In addition, there will be one free live Webcast training session for providers who cannot attend a session in person. Providers are required to register for the Webcast training session by August 1, 2005.

While Wisconsin Medicaid encourages providers to attend on-site or Webcast training sessions, they are not mandatory. Providers may submit PA requests via the Web even if they do not attend a training session.

On-Site Training Sessions

Providers are required to register for a specific training site to attend in person.

Refer to Attachment 1 of this *Update* for information regarding locations, dates, and times for the on-site training sessions. Training locations, dates, and times are also listed on the Medicaid Web site at dhfs.wisconsin.gov/medicaid/.

Webcast Training Session

Wisconsin Medicaid will offer one Webcast training session. The Webcast will allow providers to view and participate in the live training session via computer without attending the training session in person.

The Webcast is scheduled for Wednesday, August 24, 2005, from 8:30 a.m. to 11:30 a.m.

Prior to the Webcast, providers should test their computer systems to ensure the quality of the video and sound. Refer to Attachment 2 for information on testing the Webcast and system requirements.

Note: If there are two or more participants from the same location (e.g., a clinic) who want to watch the Webcast, Wisconsin Medicaid recommends that they share *one* computer. If the participants are on separate computers at the same location, the result could be a slow Webcast connection.

Providers may connect the computer's video output to a projector so the presentation can be viewed by a large group. Providers should ensure that the system projecting the Webcast has the ability to also project the audio portion of the Webcast.

Webcast Archived on Medicaid Web Site

Providers will be able to download an archived version of the Webcast on the Medicaid Web site after the training session.

Registration for the On-Site and Webcast Training Sessions

Providers need to register online or by telephone for the on-site and Webcast 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.

The Webcast will allow providers to view and participate in the live training session via computer without attending the training session in person.

Providers are required to register for the Webcast training session by August 1, 2005. For on-site training sessions, 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” from the main menu and choosing the “Training” link under “References/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.”

On-site training session registrants will receive a training session confirmation number that they should keep for their records.

Webcast training session registrants will receive an e-mail with links to the Webcast and training materials a few days before the training. Providers should download and print the training materials before the Webcast.

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, 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 1

Training Sessions for Hearing Aid Providers

The following table lists the locations, dates, and times for on-site and Webcast training sessions for hearing aid providers. 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
 West Western Midway 55 Rose St La Crosse WI 54603 (608) 781-7000	August 2, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	August 3, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
 Comfort Suites 586 County Rd B Hayward WI 54843 (715) 634-0700	August 4, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8076	August 9, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
 Day Inn W Rolling Meadows Dr Fond du Lac WI 54937 (920) 923-1440	August 10, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Regency Suites 333 Main St Green Bay WI 54301 (920) 432-4555	August 11, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
 Day Inn 70 Imperial Avenue Mosinee WI 54455 (713) 355-1111	August 12, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Radisson Hotel Pewaukee N14 W24140 Tower Pl Pewaukee WI 53072 (262) 506-6300	August 16, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.
Sheraton Madison Hotel* 706 John Nolen Dr Madison WI 53713 (608) 251-2300	August 24, 2005	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 11:30 a.m.

*The on-site training will be available via Webcast. The Webcast will allow users to view and participate in a live training via computer without attending the training in person.

ATTACHMENT 2

System Requirements and Testing Information for Webcast Transmission

System and Viewing Requirements

To view the Webcast for submitting prior authorization (PA) requests via the Web, a provider's computer system will need to meet the following requirements:

- Windows 98/2000/ME/XP operating system.
- Windows Internet Explorer™ version 5.5 or higher.*
- Windows Media Player™.*
- Sound card.
- At least 16 MB RAM.
- Speakers or headphones.
- Internet connection (56K modem for low quality or DSL, cable modem, or other broadband connection for higher quality).

Note: If there are two or more participants from the same location (e.g., a clinic) who want to watch the Webcast, Wisconsin Medicaid recommends that they share *one* computer. If the participants are on separate computers at the same location, the result could be a slow Webcast connection. Providers may connect the computer's video output to a projector so the presentation can be viewed by a large group. Providers should ensure that the system projecting the Webcast has the ability to also project the audio portion of the Webcast.

Testing the Webcast's System and Sound

Providers should test their computer systems before accessing the training Webcast. After their registration has been accepted, providers should select the link on the registration page to test the Webcast system.

Streaming video and audio generally take 15 to 30 seconds to load and buffer if using a cable modem or DSL connection. Dial-up can take up to five minutes. Providers should be patient as Windows Media Player™ starts to download the video stream from the server. Also, the audio portion may begin five to 10 seconds before the video.

Providers may take the self-help tutorial at webcast.wi.gov/ if they have problems joining or viewing a Webcast.

* To download free upgrades of Windows Internet Explorer™ or Windows Media Player™, users should go to webcast.wi.gov/ and select the "Resources" link.