

To:

All Providers

HMOs and Other
Managed Care
Programs

Medicaid Basic Training Offered

Wisconsin Medicaid is conducting Medicaid Basic Training in January and February 2006 for new providers or staff who need to increase their basic knowledge of the Medicaid program. Attendees will obtain general, all-provider information but will not receive service-specific billing and policy information. More experienced providers and staff should call Provider Services or their professional relations representative with specific questions regarding the Medicaid program and with issues regarding specific claims.

Registration is required; however, Wisconsin Medicaid does not charge a fee for attending. Seating is limited, so providers should register early.

Medicaid Basic Training

Medicaid Basic Training offers new providers and new staff the opportunity to increase their basic knowledge of the Medicaid program. Training sessions will be held at four locations in January and February 2006. Refer to the Attachment of this *Wisconsin Medicaid and BadgerCare Update* for locations, dates, and times.

This year, the Madison Medicaid Basic Training session will be recorded and posted to the Web for on-demand viewing. Providers who cannot attend a session in person may view the recorded session at their convenience. To

prepare to view the recorded session, go to webcast.wi.gov/. This site provides information regarding general requirements for viewing a recorded session. Once these setup requirements are met, providers may access the recorded training session at dhfs.wisconsin.gov/webcast/. To access the recorded session, click “View the catalog of our webcasts,” and then select “Health Care Financing (DHCF)” from the left menu. The recorded session will be available for viewing within 24 hours of the Madison session.

Wisconsin Medicaid offers training sessions at various locations within the state throughout the year. Watch *Updates* and Remittance and Status (R/S) Reports for information about future training sessions.

Topics Covered

Medicaid Basic Training is intended to supply *new* providers and *new* staff with general, all-provider information. This training is not intended for experienced providers or staff. The agenda, which is the same for all sessions, includes the following topics:

- Eligibility and the Forward Card.
- Other insurance codes.
- Medicare disclaimer codes and crossover claims.
- Claims submission and claims adjustments.
- Web Prior Authorization.
- The R/S Report.

Experienced providers and staff should call Provider Services or their professional relations representatives with specific questions regarding the Medicaid program and with issues regarding specific claims.

Registration

Providers are required to register online or by telephone for these training sessions; however, Wisconsin Medicaid does not charge a fee for attending. Providers with Internet access are strongly encouraged to use online registration. Seating is limited, so providers should register early.

Online Registration

Providers may register online by going to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/. Providers may access the registration form by choosing the “What’s New!” link or the “Providers” link from the Medicaid home page.

All fields on the 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.

Note: Providers do not need to register to view the recorded training session via the Web.

Telephone Registration

Providers may also register by calling Provider Services at (800) 947-9627 or (608) 221-9883. Registrants will receive a training session confirmation number that they should keep for their records.

Questions Regarding Registration

Providers who have questions about registration or are unable to attend a training session for which registration has been confirmed should call Provider Services. Providers should have their confirmation number available so the telephone correspondent can easily access the registration information.

Information Regarding Medicaid HMOs

This training will focus on Medicaid fee-for-service policy and will apply to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care information, 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

2006 Medicaid Basic Training Schedule

The following table lists the locations, dates, and times of the Medicaid Basic Training sessions. To register for the training sessions, go to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ or call Provider Services at (800) 947-9627 or (608) 221-9883.

Location	Date and Time
Comfort Inn East 4822 E Washington Ave Madison WI 53704 (608) 244-6265	January 24, 2006 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8000	January 26, 2006 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	February 7, 2006 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.
Regency Suites 333 Main St Green Bay WI 54301 (920) 432-4555	February 8, 2006 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:30 a.m.

Note: The Madison training session will be recorded for on-demand viewing. It will be available for viewing within 24 hours of the January 24 session. Go to dhfs.wisconsin.gov/webcast/ to view the recorded session. Providers do not need to register to view the recorded session.