

To:
All Providers
HMOs and Other
Managed Care
Programs

Medicaid Basics Training Offered in August and September

Wisconsin Medicaid is conducting Medicaid Basics Training in August and September for new providers or staff who need to increase their basic knowledge of the Medicaid program. Attendees will receive general, all-provider information, not service-specific billing and policy information. Wisconsin Medicaid does not charge a fee for the training; however, registration is required. Seating is limited, so providers should register early.

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

Medicaid Basics Training

Medicaid Basics Training offers new providers and staff the opportunity to increase their basic knowledge of the Medicaid program.

The agenda includes the following all-provider topics:

- Recipient eligibility and the Forward card.
- Other insurance codes.
- Medicare disclaimer codes and crossover claims.
- Claim submission and claim adjustment requests.
- The Remittance and Status (R/S) Report.

This training is not intended for experienced providers and staff. Experienced providers and staff should call Provider Services or their professional relations representative with specific questions regarding the Medicaid program or with issues regarding specific claims. Refer to the Informational Resources section of the All-Provider Handbook for information about when to use these resources. Refer to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ for a list of professional relations representatives.

Attending Training Sessions

Providers need to bring a copy of the All-Provider Handbook to the training session. All Medicaid-certified providers have received a copy of this handbook. Providers who would like to receive an additional copy may either download and print it from the Medicaid Web site or call Provider Services at (800) 947-9627 or (608) 221-9883 to purchase a copy.

Providers are reminded that meeting room temperatures vary and are encouraged to wear layered clothing. Coffee and tea will be provided.

Webcast

For providers who cannot attend, the Medicaid Basics 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 session.

Registration

Wisconsin Medicaid does not charge a fee for the training. Providers are required to register online or by telephone. Seating is limited to 30 people per session, so providers are encouraged to register early.

Registrants will receive a training session confirmation number that they should keep for their records. Providers do not need to bring the confirmation number to the training.

Online Registration

Providers with Internet access are strongly encouraged to use online registration. To register online, providers may go to the Medicaid Web site at dhfs.wisconsin.gov/

[medicaid/](http://dhfs.wisconsin.gov/medicaid/). Providers may access registration by choosing the “What’s New!” link or the “Providers” link from the Medicaid home page.

All fields on the online registration form are required. Once the form is completed, select “Register.”

Telephone Registration

Providers may also register by calling Provider Services at (800) 947-9627 or (608) 221-9883.

Questions Regarding Registration

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

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

2007 Medicaid Basics Training Schedule

Medicaid Basics Training will be conducted in the Training Room at the following location:

EDS
6406 Bridge Rd
Madison WI 53784

Training sessions will be held from 9:00 a.m. to 11:30 a.m. on the following dates:

- Wednesday, August 29.
- Thursday, September 6.
- Wednesday, September 12.
- Wednesday, September 19.

Providers may check in for training beginning at 8:30 a.m.