

Affected Programs: BadgerCare Plus, Wisconsin Medicaid

To: Adult Mental Health Day Treatment Providers, Ambulance Providers, Ambulatory Surgery Centers, Anesthesiologist Assistants, Case Management Providers, Certified Registered Nurse Anesthetists, Child/Adolescent Day Treatment Providers, Chiropractors, Community Care Organizations, Comprehensive Community Service Providers, Dentists, Individual Medical Supply Providers, Medical Equipment Vendors, End-Stage Renal Disease Service Providers, Family Planning Clinics, HealthCheck Providers, HealthCheck “Other Services” Providers, Hearing Instrument Specialists, Audiologists, Home Health Agencies, Hospice Providers, Hospital Providers, Intensive In-Home Mental Health and Substance Abuse Treatment Services for Children Providers, Independent Labs, Narcotic Treatment Services Providers, Nurse Midwives, Nurse Practitioners, Nurses in Independent Practice, Nursing Homes, Occupational Therapists, Opticians, Optometrists, Outpatient Mental Health Clinics, Outpatient Substance Abuse Clinics, Outpatient Substance Abuse for Adults in the Home or Community Providers, Personal Care Agencies, Pharmacies, Physical Therapists, Physician Assistants, Physician Clinics, Physicians, Podiatrists, Portable X-Ray Providers, Psychiatrists, Psychologists, Rehabilitation Facilities, School-Based Services Providers, Specialized Medical Vehicle Providers, Substance Abuse Counselors, Substance Abuse Day Treatment Providers, Speech-Language Pathologists, Speech and Hearing Clinics, Therapy Groups, HMOs and Other Managed Care Programs

Clarification for Extraordinary Claims Submission for Professional Services

This *ForwardHealth Update* clarifies policy for providers when submitting extraordinary claims for inpatient hospital stays.

Submitting Extraordinary Claims for Inpatient Hospital Stays at the Time of HMO Enrollment

By contract, the BadgerCare Plus HMOs and Medicaid SSI HMOs are not financially responsible for enrollees who are hospitalized at the time of enrollment until an appropriate hospital discharge. Wisconsin Medicaid and BadgerCare Plus are responsible for paying all covered services for such hospitalized enrollees during hospitalization on a fee-for-service basis.

If the member was not enrolled in an HMO or SSI HMO at the time he or she was admitted to an inpatient hospital, but then enrolled in an HMO or SSI HMO during the hospital stay, all claims related to the stay (including physician claims) should be submitted for fee-for-service reimbursement.

These claims (including physician claims) must include admittance and discharge dates.

For all professional claims for services rendered during the inpatient hospital stay, the provider is required to include the date of admittance and date of discharge in Element 18 of the paper 1500 Health Insurance Claim Form.

When submitting a paper extraordinary claim, providers must also include the following:

- A legible copy of the completed claim form, in accordance with billing guidelines.
- A letter detailing the problem, any claim denials, and any steps taken to correct the situation.

Submit extraordinary claims to the following address:

ForwardHealth
Managed Care Extraordinary Claims
PO Box 6470
Madison WI 53716-0470

Information Regarding Managed Care Organizations

This *ForwardHealth Update* contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate managed care organization. Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

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