

Corrections to August Medicaid Update

The toll-free number for the Medicaid Correspondence Unit for policy and billing information is (800) 947-9627. The August 1998 *Medicaid Update* lists the toll-free number incorrectly.

In Update 98-25, dated August 1998, entitled "New fee schedules and order form," the zip code on the fee schedule order form (Appendix 38, page A11-093) is incorrect. The correct zip

code is 53784-0006. All order forms sent to the address with the incorrect zip code have been forwarded to the Medicaid fiscal agent. A new fee schedule order form will be included in the October *Medicaid Update*.

Wisconsin Medicaid regrets any confusion this may have caused.

Questions frequently asked by providers

This includes answers to questions that fee-for-service providers commonly ask. Questions can address any issue, such as billing, prior authorization, and covered services.

How may providers submit their claims to Wisconsin Medicaid?

Providers may submit claims electronically or on paper.

Wisconsin Medicaid encourages electronic filing. More than 70 percent of Medicaid providers file their claims electronically. Electronic filing results in fewer errors and faster response to claims.

Wisconsin Medicaid will provide free help and free software to any provider who wishes to file claims electronically. There are electronic filing methods available for almost any computer system. Appendix 33 of Part A, the all-provider handbook, includes a blank form for requesting information on how to submit claims electronically.

Before a provider begins to submit claims electronically, Wisconsin Medicaid tests a sample of that provider's claims. If the sample produces no problems, a provider may file all claims electronically about a week after testing.

For electronic billing information and free electronic billing software, providers may call the Medicaid fiscal agent, EDS, at (608) 221-4746 and ask for Electronic Media Claims (EMC), or extensions 3037, 3040, or 3041. Providers may also write to:

EMC Department
EDS
6406 Bridge Road
Madison, WI 53784-0009

Providers may send properly completed paper claims to:

EDS
6406 Bridge Road
Madison, WI 53784-0002

The Wisconsin Medicaid Update is the first source for provider information including Medicaid policy and billing information.

Wisconsin Medicaid is administered by the Bureau of Health Care Financing, Division of Health, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For provider questions, call the Medicaid fiscal agent, EDS, at (800) 947-9627 or (608) 221-9883.



Dept. of Health & Family Services
 Division of Health
 1 West Wilson Street
 P.O. Box 309
 Madison, WI 53701-0309

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Whom may providers call if they have questions about policy and billing?

The Medicaid handbooks and Updates are the provider's first source of help. Here are some other resources.

Correspondence Unit

If a provider has questions about information in the provider materials or concerns about a specific situation, help is available from the Medicaid Correspondence Unit for policy and billing information. The telephone number is (800) 947-9627 (for calls originating outside of the Madison local calling area in Wisconsin) or (608) 221-9883 (for calls originating from the Madison local calling area or from outside Wisconsin). Hours are 8:30 a.m. to 4:30 p.m. Monday through Friday, except Tuesdays, when correspondents are available beginning at 9:30 a.m.

The Correspondence Unit will not answer questions related to a particular recipient's Medicaid eligibility, coverage, or insurance.

Field Representatives

For answers to complex billing questions, providers may contact a field representative. Wisconsin Medicaid Update 98-08, dated February 12, 1998, sent to all providers, contains

a map of Wisconsin showing the locations of field representatives and their telephone numbers. Field representatives are available to help with claims processing questions that cannot be resolved in other ways. The field representatives also assist in provider training activities.

Automated Voice Response System and Eligibility Hotline

For answers to eligibility questions, first call the Automated Voice Response system at (608) 221-4247 or (800) 947-3544. If further assistance is needed, call the Eligibility Hotline at (608) 221-9254. Refer to page A1-004 of Part A, the all-provider handbook, for guidelines on the types of questions the Eligibility Hotline will address.

Where can I send my questions for future Medicaid Updates?

Providers may send questions to:

- Medicaid Update
- Bureau of Health Care Financing
- Division of Health
- Department of Health and Family Services
- P.O. Box 309
- Madison, WI 53701-0309

For answers to complex billing questions, providers may contact a field representative.