

For Wisconsin Medicaid-certified providers

## Wisconsin Medicaid available on the web

The web site is designed to be user-friendly and to provide easy access to information within the site.

To keep providers and recipients updated on current issues and information, Wisconsin Medicaid recently launched a web site that can be found at "www.dhfs.state.wi.us/medicaid."

The Internet is fast becoming an important tool businesses and organizations use to communicate with each other, as well as with their clients and customers. To keep providers and recipients updated on current issues and information, Wisconsin Medicaid recently launched a web site that can be found at [www.dhfs.state.wi.us/medicaid](http://www.dhfs.state.wi.us/medicaid).

Wisconsin Medicaid publications will continue to be produced on paper to ensure all providers receive needed information.

The web site is designed to be user-friendly and to provide easy access to information within the site. Currently, the site features the following major areas.

### Major informational areas

#### *Medicaid publications for providers*

This area includes:

- The latest Wisconsin Medicaid HMO Comparison Report.
- Year 2000 (Y2K) information.
- Managed care information.
- Current information on the Eligibility Verification System (EVS).
- Part B, the dental handbook.

- Medicaid Updates from 1997, 1998, and 1999, and some Medicaid Updates from 1994, 1995, and 1996.

In the future, many Wisconsin Medicaid publications will be available for downloading.

#### *Medicaid publications for recipients*

Featured recipient publications include:

- Fact sheets on Healthy Start, Wisconsin Medicaid and Wisconsin Works (W-2), Wisconsin Medicaid and SSI Children, and Wisconsin Medicaid and Noncitizens.
- Brochures on W-2, spousal impoverishment, and choosing your Medicaid provider.
- Information on estate recovery.
- Information on managed care.

#### *Medicaid contacts*

Contacts for recipients and providers are listed, including contact names, addresses, telephone numbers, and other related links.

Recipient contacts include:

- Wisconsin Medicaid certifying agencies, county departments of social or human services, and tribal agencies.
- Medicaid County transportation coordinators.
- Wisconsin Medicaid managed care programs and Medicaid HMOs.
- Wisconsin Medicaid special managed care programs.
- Division of Supportive Living, Bureau of Quality Assurance Regional Offices.
- Recipient services.

### Inside this Update:

Computer systems and Y2K

State launches Medicaid outstationing initiative

Professional relations reps voice mail reminder

Provider contacts include:

- Medicaid fiscal agent telephone numbers and mailing addresses.
- Medicaid professional relations representatives.
- The Wisconsin Administrative Code for Wisconsin Medicaid.

### *Medicaid eligibility and benefits*

This section features current eligibility and benefit information, a frequently asked question and answer section for recipients, and the new Medicaid recipient handbook.

### *Medicaid outreach plan for families*

This area details the Medicaid Outreach initiatives of the Department of Health and Family Services. This plan helps potentially eligible families apply for Medicaid benefits and promotes their maximum participation in Medicaid as major changes occur within the welfare system.

### **Viewing the publications**

The provider and recipient publications can be viewed in two different formats, HTML or PDF. The two formats have the following characteristics:

HTML formatted publications:

- Are formatted for a web browser and are, therefore, easy to read on your computer screen.
- Format well for printing off the Internet.
- Look different than the original publication.
- Are interactive.

PDF formatted publications:

- Download to the computer and are viewed on *Adobe Acrobat Reader* which can be downloaded for free off the Adobe web site at [www.adobe.com](http://www.adobe.com).
- Are saved in the document's original format.

- Are original copies formatted specifically for the printer but are not always easy to view on your computer screen.
- Compress files for faster downloading.
- Are an easy way to exchange information.

Wisconsin Medicaid Updates for 1997 and 1998 are available in PDF and HTML formats. Older Updates are offered in PDF format and have a link to a free downloadable *Adobe Acrobat Reader* which will allow these documents to be viewed.

### **Upcoming site expansion**

In the future, the site will expand to include the following:

- Maximum fee schedules.
- BadgerCare information.
- Provider handbooks.
- Caseload and statistics reports about the Wisconsin Medicaid program.

Wisconsin Medicaid will regularly add to and update this site. †

**W**isconsin  
Medicaid  
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## Computer systems and Y2K

To prepare for the year 2000 (Y2K), providers should have a comprehensive project plan to address potential problems that may occur in their computer hardware or software. Identifying and resolving Y2K problems in critical computer software applications requires significant effort and should be addressed well in advance of the new year.

### **Computer systems and Year 2000**

It is critical that providers ensure all of their computer systems are year 2000 (Y2K) compliant, including all billing and claims software. The computer systems of Wisconsin Medicaid will be Y2K compliant and will continue to process and make payment on claims. However, Wisconsin Medicaid can only

Providers should contact their software vendors and billing services to assess their Y2K compliance.

reimburse providers if providers' computer systems are Y2K compliant and they are able to continue to submit claims to Wisconsin Medicaid. Providers should contact their software vendors and billing services with specific inquiries about Y2K compliance. Providers should contact their software vendors and billing services to assess their Y2K compliance. Providers may refer to the Year 2000 Millennium Guide referenced below for information to assist with their Y2K compliance efforts.

To address potential Y2K problems, providers need to develop a comprehensive project plan. When developing a project plan, the following actions should be taken:<sup>1</sup>

- Update the inventory of computer software applications.
- Prioritize systems based on the importance to business operations and the likelihood of Y2K date-related problems.
- Direct information technology professionals (internal or external) to identify and fix all Y2K problems for all critical systems vulnerable to Y2K problems.
- Ensure all corrections to the systems are thoroughly tested for Y2K compliance in a test environment that simulates dates beyond January 1, 2000.
- Implement the repaired system.
- Develop contingency plans or identify replacement systems for those systems that cannot be made Y2K compliant.

### For more information

For more information regarding Y2K issues, refer to the Y2K clearinghouse created by the State of Wisconsin. The Y2K clearinghouse can be found at <http://y2k.state.wi.us/>. If you have specific Medicaid Y2K questions, please

call (608) 221-4746, extension 3705. Please leave your name, your question, and a telephone number where you can be reached, and someone will contact you.

<sup>1</sup> This information is excerpted from the Department of Health and Family Services' *Year 2000 Millennium Countdown Guide for Health and Human Service Providers*. Please refer to this guide for a detailed discussion of Y2K contingency planning. This was mailed to all providers in February 1999 or you can find it on our web site at [www.dhfs.state.wi.us](http://www.dhfs.state.wi.us). ✦

## State launches Medicaid outstationing initiative

Medicaid applicants to receive application assistance and eligibility determinations at convenient sites.

As part of Wisconsin's Medicaid outreach plan, a new initiative is allowing Medicaid applicants in many counties to have their eligibility determined at convenient "outstations" in hospitals, clinics, and community-based organization offices.

This new initiative gives outstationed county eligibility workers access to the Client Assistance for Reemployment and Economic Support (CARES) system, which allows them to make Medicaid eligibility determinations on-site.

By making it easier for applicants to apply for Medicaid, the state hopes more potential eligibles will participate in the program.

According to Marie Taylor, an eligibility worker at the recently established Sinai Samaritan Medical Center outstation in Milwaukee County, the primary benefit of the outstations is their convenience for applicants. Taylor said that outstations located in hospitals and clinics are especially convenient for applicants,

because if they are receiving medical services at these facilities, they do not have to go someplace else to apply for Medicaid.

Taylor also said that many of the outstations, like Sinai Samaritan's, either are or will be located in close proximity to where a large volume of applicants work, making the outstations more accessible to the applicants than many county or W-2 offices.

According to Milwaukee County Department of Human Services supervisor Charlotte Williams, the outstations also offer applicants the timesaving benefit of allowing them to schedule appointments. This is in contrast to many county offices, where applicants are seen on a first-come, first-serve basis. Proposed evening and weekend office hours would further increase their convenience for applicants.

Another benefit of the outstations, Williams added, is that many potential recipients feel more comfortable applying for Medicaid at a hospital, clinic, or other community setting other than a county office.

Although the state encourages applicants to apply for other benefits, like food stamps and child care, at the outstations, Taylor said that most of the applicants she sees are seeking only Medicaid benefits. She said that the applicants typically either have no health insurance available through their employer, or they are unemployed and living with a friend or relative who is providing for them financially.

Financing for the new outstations is being provided by a combination of federal and state funds, along with money provided by the participating organizations. State and federal funding is paying for the necessary equipment (which includes PCs, laptops, printers, and modems) and staffing for each site. Participat-

ing organizations have been asked to pay for their own telecommunications line, which allows access to the CARES system, and any costs involved in furnishing the office space for their site.

### Plans for additional outstation sites

Plans to set up outstations in other counties are being reviewed, and the state expects additional counties and tribal agencies to participate in the initiative as well.

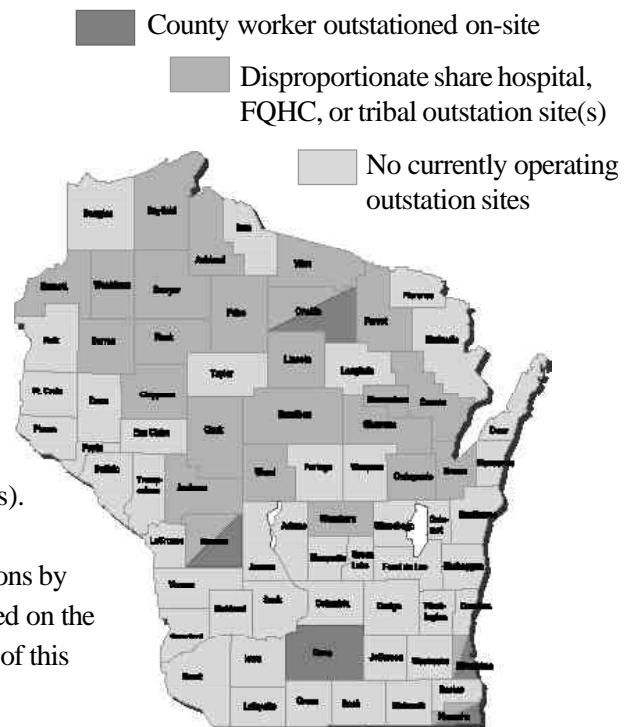
The state is also partnering with the Wisconsin Primary Health Care Association (WPHCA), a non-profit organization promoting access to health care in underserved communities, to build upon an earlier outstationing initiative called "Healthy Start" or "OBRA" outstationing.

A federal grant is enabling the WPHCA to work with the state to support and improve services at many of these existing outstations. These outstations were authorized by the Omnibus Budget Reconciliation Act (OBRA) of 1990. They provide Medicaid application assistance to potentially eligible pregnant women and children at disproportionate share hospitals and federally qualified health centers (FQHCs).

A list of outstations by county is included on the following pages of this Update. ✦

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## County outstationing map



# Outstations by county

*The following is a list of outstation sites as of March 1999. For further information on start-up dates, locations, and days and hours of operation for the Medicaid eligibility outstation sites by county, please contact:*

## **Ashland County**

Bad River Health  
Department\*  
Lisa Padjen  
(715) 682-7140

## **Barron County**

Family Health Center/  
Marshfield Clinic  
Pat Beining  
(800) 782-8581, ext. 94363

## **Bayfield County**

Red Cliff Community Health  
Center\*  
Brigitte Gokee  
(715) 779-3707

## **Burnett County**

St. Croix Tribal Health  
Department\*  
Carrie Butler  
(715) 349-2198, ext. 176

## **Brown County**

N.E.W. Community Clinic  
Bonnie Kuhr  
(920) 437-9773

## **Chippewa County**

Family Health Center/  
Marshfield Clinic  
Pat Beining  
(800) 782-8581, ext. 94363

## **Clark County**

Family Health Center/  
Marshfield Clinic  
Pat Beining  
(800) 782-8581, ext. 94363

## **Dane County**

Dane County Department of  
Human Services  
Bill Clingan  
(608) 242-7468

## **Forest County**

Sokaogon Chippewa Health  
Center\*  
Amanda Justice  
(715) 478-5180

Forest Co. Potawatomi  
Health & Wellness Center\*  
Barb Tallier  
(715) 478-7300

## **Jackson County**

Ho-Chunk Health Care  
Center\*  
Lisa Harrison  
(715) 284-9851, ext. 17

## **Kenosha County**

Kenosha County Depart-  
ment of Human Services  
(414) 494-2096 (pager)

Kenosha Community Health  
Center

Rosanne McSherry  
(414) 656-0044

## **Lincoln County**

Family Health Center/  
Marshfield Clinic  
Pat Beining  
(800) 782-8581, ext. 94363

## **Marathon County**

Bridge Community Health  
Clinic  
Brenda Guenther  
(715) 848-4884

Family Health Center/  
Marshfield Clinic  
Pat Beining  
(800) 782-8581, ext. 94363

## **Menominee County**

Menominee Tribal Clinic\*  
Chris Stachura  
(715) 799-5766

## **Milwaukee County**

Milwaukee County Depart-  
ment of Human Services  
Charlotte Williams  
(414) 289-8581

27<sup>th</sup> St. Community Health  
Center  
(414) 931-8111

Children's Hospital of  
Wisconsin  
(414) 266-3173

Community Advocates  
(414) 449-4777

Downtown Health Center  
(414) 277-8900

Froedtert Memorial Lutheran  
Hospital  
(414) 257-5254

Health Care for the Homeless  
of Milwaukee  
(414) 374-2400

Hope House  
209 W. Orchard St. (walk-in)

House of Peace  
1702 W. Walnut St. (walk-in)

Indian Community Health  
Center  
(414) 383-9526

Johnston Primary Care  
Center  
(414) 286-8892

Latino Health Organization  
(414) 647-9990

Lisbon Ave. Community  
Health Center  
(414) 937-6600, ext. 229

MLK Heritage Health Center  
(414) 372-8080, ext. 289

Northwest General Hospital  
(414) 447-8516

Northwest Health Center  
(414) 286-8830

Sinai Samaritan Medical  
Center  
(414) 219-5329

Sixteenth Street Community  
Health Center  
(414) 672-1315, ext. 356

Social Development  
Commission  
(414) 265-7576

Southside Neighborhood  
Center  
(414) 643-8444

St. Francis Hospital  
(414) 647-5665

St. Joseph's Hospital  
(414) 447-2510

St. Luke's Medical Center  
(414) 649-7101

St. Mary's Hospital  
(414) 291-1250

St. Michael Hospital  
(414) 527-5427

West Allis Health Depart-  
ment  
(414) 302-8600

## **Monroe County**

Monroe County Depart-  
ment of Human Services  
Cindy White  
(608) 269-8615

Scenic Bluffs Health Center  
Anne Heath  
(608) 654-5100, ext. 410

## **Oconto County**

Northern Health Centers  
Crystal Petersen  
(715) 276-6321

## **Oneida County**

Oneida County Department  
of Social Services  
Loretta Rolain  
(715) 362-5695

Family Health Center/  
Marshfield Clinic  
Pat Beining  
(800) 782-8581, ext. 94363

## **Outagamie County**

Oneida Community Health  
Center\*  
Tina Jacobsen  
(920) 869-2711

## **Price County**

Family Health Center/  
Marshfield Clinic  
Pat Beining  
(800) 782-8581, ext. 94363

*continued*

<b>Rusk County</b> Family Health Center/ Marshfield Clinic Pat Beining (800) 782-8581, ext. 94363	North Woods Community Health Centers Marge Martin (715) 466-2201	<b>Vilas County</b> Family Health Center/ Marshfield Clinic Pat Beining (800) 782-8581, ext. 94363	<b>Waushara County</b> Family Health Medical & Dental Center Polly St. Louis (800) 942-5330, ext. 7104
<b>Sawyer County</b> Lac Courte Oreilles Commu- nity Health Center* Richard G. Wolfe (715) 634-4795	<b>Shawano County</b> Stockbridge-Munsee Comprehensive Health Center* Angel Miller (715) 793-4144	<b>Washburn County</b> North Woods Community Health Centers Marge Martin (715) 466-2201	<b>Wood County</b> Family Health Center/ Marshfield Clinic Pat Beining (800) 782-8581, ext. 94363

\*Tribal agencies

## Professional relations reps voice mail reminder

The Medicaid fiscal agent's professional relations representatives now have voice mail. Your professional relations representative will assist you in resolving complex billing problems and provider training activities. Refer to the March 1999 *Medicaid Update* (POH 1643) for a map of the regions each professional relations representative is assigned to.

### Northwest Wisconsin

Denise Kruswicki: (715) 694-2114

### North Central Wisconsin

Joan Buntin: (715) 675-3190

### Northeast Wisconsin

Karen Gordon: (920) 465-9425

### Milwaukee County

Tami Radwill: (414) 365-0501

### Southeast Wisconsin

Vicky Murphy: (608) 756-1422

### South Central Wisconsin

Jude Benish: (608) 836-9428

### Southwest Wisconsin

Cindy Drury: (608) 929-4030

### Milwaukee Family Project

Teresa Miller: (414) 227-4256

## Address correction

The January 1999 *Medicaid Update* listed an incorrect address for Milwaukee County Human Services.

The correct address is:

Milwaukee County HS  
 1220 Vliet Street  
 Milwaukee, WI 53205  
 (414) 289-6100  
 (414) 289-5788 (fax)

Wisconsin Medicaid regrets any confusion this may have caused.

The Medicaid fiscal agent's professional relations representatives now have voice mail.

The Wisconsin Medicaid Update is the first source for provider information including Medicaid policy and billing information. Wisconsin Medicaid is administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, PO Box 309, Madison, WI 53701-0309. For provider questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our web site at [www.dhfs.state.wi.us/medicaid](http://www.dhfs.state.wi.us/medicaid).



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

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