

Wisconsin Medicaid is moving from paper to plastic identification cards

The pilot will allow Wisconsin Medicaid to test the use of plastic cards by recipients and providers before expanding into the rest of Wisconsin.

Wisconsin Medicaid is replacing its current paper recipient identification cards with plastic magnetic stripe identification cards. These cards will use technology similar to credit cards.

In late March 1999, Wisconsin Medicaid is issuing plastic cards to recipients in the following ten pilot counties (see map on page 2):

- Columbia.
- Dane.
- Dodge.
- Green.
- Iowa.
- Jefferson.
- Lafayette.
- Rock.
- Sauk.
- Walworth.

Statewide implementation will take effect shortly after the pilot program is successful.

The pilot will allow Wisconsin Medicaid to test the use of plastic cards by recipients and providers before expanding into the rest of Wisconsin. We welcome any feedback from providers about the plastic cards and the Eligibility Verification System (EVS) during the pilot program. Please contact us at the numbers listed on page 2 of this Update.

Please be aware that recipients may present paper cards to providers in the pilot counties after the pilot program begins. Providers should accept these cards for the dates the recipient is eligible. Recipients who receive plastic cards may present them to any Medicaid-certified provider they visit. Recipients may present plastic cards to providers in non-pilot counties. Providers should accept these cards after verifying eligibility using one of the methods described below.

After statewide implementation, all Medicaid recipients will possess plastic identification cards. There are two exceptions to this: recipients with green temporary paper cards and recipients with tan presumptive eligibility paper cards. Providers should continue to accept these cards for the dates of eligibility listed on the card.

Medicaid programs in many other states already use plastic cards for their recipients. Switching to plastic cards has reduced administrative costs for those state programs and has allowed providers access to up-to-date recipient eligibility information.



This update includes:

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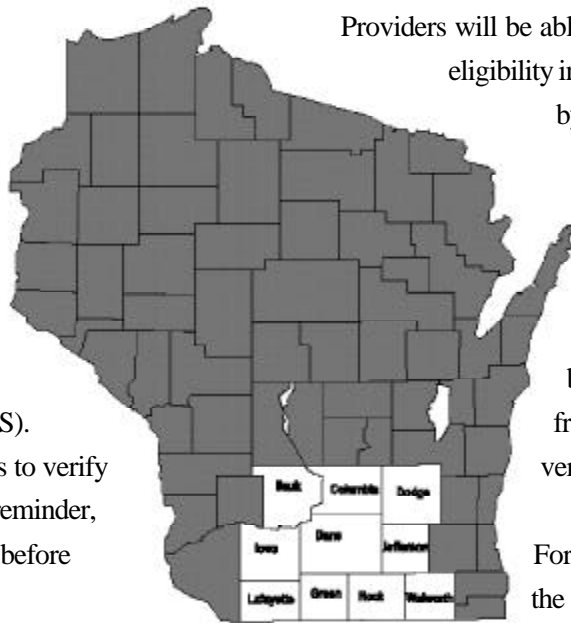
Provider sources for Medicaid information

Medicaid recipient certifying county and tribal agencies

The plastic magnetic stripe identification cards will be issued to each *individual* recipient.

They are designed to be kept indefinitely by recipients, even when they may have periods of ineligibility.

These plastic cards will be the newest way to access Wisconsin Medicaid's Eligibility Verification System (EVS). EVS is used by providers to verify recipient eligibility. As a reminder, please confirm eligibility before providing services.



the Direct Information Access Line with Updates for Providers (Dial-Up).

Providers will be able to access recipient eligibility information from the cards by using a magnetic stripe reader (also known as a point-of-service device or terminal) or personal computer software. Readers and software will be available for purchase from commercial eligibility verification vendors.

For more information, refer to the EVS booklet sent to providers in October. If you

Providers can also choose the existing methods of accessing EVS. Wisconsin Medicaid is *expanding* the Automated Voice Response (AVR) system and the Eligibility Hotline. Wisconsin Medicaid also will continue to offer

have any questions, please contact your professional relations representative or call Medicaid's Correspondence Unit for Policy/Billing Information at (800) 947-9627 or (608) 221-9883.

As a reminder, please confirm eligibility before providing services.

Provider sources for Medicaid information

Eligibility Questions

Automated Voice Response System
(608) 221-4247

24 hours a day, seven days a week, including holidays.

(800) 947-3544

7:30 a.m. to 5:00 p.m. Monday–Friday, except holidays.

Eligibility Hotline

(608) 221-9254

Monday, Wednesday–Friday
8:30 a.m. to 4:30 p.m.

Tuesday
9:30 a.m. to 4:30 p.m.
(Not available on holidays.)

Correspondence Unit for Policy/Billing Information

(608) 221-9883 or (800) 947-9627

Monday, Wednesday–Friday
8:30 a.m. to 4:30 p.m.

Tuesday
9:30 a.m. to 4:30 p.m.
(Not available on holidays.)

Medicaid Managed Care Contract Monitors

(800) 760-0001

Monday, Wednesday–Friday
8:30 a.m. to 4:30 p.m.

Tuesday
9:30 a.m. to 4:30 p.m.

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, 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.

Medicaid recipient certifying county and tribal agencies

If a recipient is waiting to find out whether he/she is eligible for Medicaid, providers may contact the county or tribal agency to determine if an application is pending or to initiate changes (i.e., spelling of name, address, date of birth) to the eligibility files. For all other eligibility questions, contact the Eligibility Hotline or Voice Response System (telephone numbers listed on page 2 of this Update). The following is an up-to-date list of Medicaid certifying agencies:

- | | | |
|--|--|--|
| 001 Adams County HSS
108 East North Street
PO Box 500
Friendship, WI 53934-0500
(608) 339-3356 or 339-4253
(608) 339-4457 <i>fax</i> | 007 Burnett County SS
7410 County Road K, #130
Siren, WI 54872
(715) 349-2131
(715) 349-2145 <i>fax</i> | 014 Dodge County HS
143 East Center Street
Juneau, WI 53039
(920) 386-3750
(920) 386-3533 <i>fax</i> |
| 002 Ashland County HS
301 Ellis Avenue
Ashland, WI 54806
(715) 682-7004
(715) 682-7188 <i>fax</i> | 008 Calumet County HS
206 Court Street
Chilton, WI 53014-1198
(920) 849-1400
(920) 849-1468 <i>fax</i> | 015 Door County SS
421 Nebraska Street
PO Box 670
Sturgeon Bay, WI 54235-0670
(920) 746-2300
(920) 746-2355 <i>fax</i> |
| 089 Bad River Tribal Agency
PO Box 55
Odanah, WI 54861
(715) 682-7114
(715) 682-7883 <i>fax</i> | 009 Chippewa County HS
711 North Bridge St., Rm. 119
Chippewa Falls, WI 54729-1877
(715) 726-7840
(715) 726-7833 <i>fax</i> | 016 Douglas County HS
Courthouse Annex
1313 Belknap Street
Superior, WI 54880
(715) 395-1241
(715) 395-1257 <i>fax</i> |
| 003 Barron County
Courthouse, Room 338
330 East LaSalle Avenue
Barron, WI 54812
(715) 537-5691
(715) 537-6363 <i>fax</i> | 010 Clark County SS
517 Court Street
Neillsville, WI 54456
(715) 743-5233
(715) 743-5242 <i>fax</i> | 017 Dunn County HS
808 Main Street
PO Box 470
Menomonie, WI 54751
(715) 232-1116
(715) 232-5987 <i>fax</i> |
| 004 Bayfield County SS
PO Box 308
Washburn, WI 54891-0308
(715) 373-6127
(715) 373-6130 <i>fax</i> | 011 Columbia County HS
711 East Cook Street
PO Box 136
Portage, WI 53901
(608) 742-9227
(608) 742-9700 <i>fax</i> | 018 Eau Claire County HS
721 Oxford Avenue
PO Box 840
Eau Claire, WI 54702-0840
(715) 831-5700
(715) 831-5658 <i>fax</i> |
| 005 Brown County HS
111 North Jefferson Street
Green Bay, WI 54301
(920) 448-6000
(920) 448-6166 <i>fax</i> | 012 Crawford County HS
111 West Dunn Street
Prairie du Chien, WI 53821
(608) 326-0248
(608) 326-4395 <i>fax</i> | 019 Florence County HS
501 Lake Avenue
PO Box 170
Florence, WI 54121
(715) 528-3296
(715) 528-3341 <i>fax</i> |
| 006 Buffalo County HS
407 South Second Street
PO Box 517
Alma, WI 54610-0517
(608) 685-4412
(608) 685-3342 <i>fax</i> | 013 Dane County HS
1202 Northport Drive
Madison, WI 53704
(608) 242-7400
(608) 242-7410 <i>fax</i> | |

- 020 **Fond du Lac SS**
87 Vincent Street
PO Box 1196
Fond du Lac, WI 54936-1196
(920) 929-3400
(920) 929-3447 *fax*
- 021 **Forest County SS**
Forest County Courthouse
200 East Madison Street
Crandon, WI 54520
(715) 478-3351
(715) 478-2847 *fax*
- 022 **Grant County SS**
8820 Hwys 35 & 61 South
PO Box 447
Lancaster, WI 53813
(608) 723-2136
(608) 723-4834 *fax*
- 023 **Green County HS**
Pleasant View Complex
N3152 State Road 81
Monroe, WI 53566
(608) 328-9393
(608) 328-9480 *fax*
- 024 **Green Lake County HS**
500 Lake Steel Street
PO Box 588
Green Lake, WI 54941-0588
(920) 294-4070
(920) 294-4139 *fax*
- 025 **Iowa County SS**
109 W. Fountain St.
Dodgeville, WI 53533
(608) 935-9311
(608) 935-9754 *fax*
- 026 **Iron County HS**
Courthouse
300 Taconite St.
Hurley, WI 54534
(715) 561-3636
(715) 561-2128 *fax*
- 027 **Jackson County HHS**
P.O. Box 457
420 Highway 54 West
Black River Falls, WI 54615
(715) 284-4301
(715) 284-7713 *fax*
- 028 **Jefferson County HS**
N3995 Annex Road
Jefferson, WI 53549
(920) 674-6200
(920) 674-6578 *fax*
- 029 **Juneau County HS**
220 East LaCrosse Street
Mauston, WI 53948
(608) 847-2400
(608) 847-9421 *fax*
- 030 **Kenosha County DCFS**
714 52nd Street
Kenosha, WI 53140
(414) 605-6500
(414) 605-6570 *fax*
- 031 **Kewaunee County SS**
510 Kilbourn Street
Kewaunee, WI 54216
(920) 388-3777
(920) 388-2122 *fax*
- 088 **Lac du Flambeau Tribal Agency**
PO Box 67
Lac du Flambeau, WI 54538
(715) 588-3303
(715) 588-7930 *fax*
- 032 **LaCrosse County HS**
PO Box 4002
300 North 4th Street
LaCrosse, WI 54602-4002
(608) 785-6000
(608) 785-5565 *fax*
- 033 **Lafayette County HS**
PO Box 206
627 Main Street
Darlington, WI 53530
(608) 776-4900
(608) 776-4915 *fax*
- 034 **Langlade County SS**
1225 Langlade Road
Antigo, WI 54409
(715) 627-4750
(715) 627-6295 *fax*
- 035 **Lincoln County SS**
P.O. Box 547
Merrill, WI 54452
(715) 536-6200
(715) 536-2753 *fax*
- 036 **Manitowoc County HS**
926 South 8th St.
PO Box 1177
Manitowoc, WI 54221-1177
(920) 683-4400
(920) 683-4908 *fax*
- 037 **Marathon County SS**
400 East Thomas Street
Wausau, WI 54403
(715) 261-7500
(715) 261-7510 *fax*
- 038 **Marinette County HHS**
2500 Hall Avenue, Suite B
Marinette, WI 54143
(715) 732-7700
(715) 732-7766 *fax*
- 039 **Marquette County SS**
PO Box 405
Montello, WI 53949
(608) 297-9135
(608) 297-7606 *fax*
- 072 **Menominee County HHS**
Social Services Building
PO Box 280
Keshena, WI 54135-0280
(715) 799-3861
(715) 799-3517 *fax*
- 040 **Milwaukee County HS**
220 Vliet Street
Milwaukee, WI 53205
(414) 289-6100
(414) 289-5788 *fax*
- 041 **Monroe County HS**
Community Services Building A
14301 CTH B, Box 19
Sparta, WI 54656-4509
(608) 269-8600
(608) 269-8935 *fax*

- 042 **Oconto** County HS
501 Park Avenue
Oconto, WI 54153-1612
(920) 834-7000
(920) 834-6889 *fax*
- 043 **Oneida** County SS
Oneida County Courthouse
PO Box 400
Rhineland, WI 54501
(715) 362-5695
(715) 362-7910 *fax*
- 092 **Oneida** Tribal Agency
Oneida Business Committee
PO Box 365
N7210 Seminary Road
Oneida, WI 54155
(920) 869-1260
(920) 869-2194 *fax*
- 044 **Outagamie** County HHS
401 South Elm Street
Appleton, WI 54911-5985
(920) 832-4741
(920) 832-4770 *fax*
- 045 **Ozaukee** County SS
Administration Center
121 West Main Street
PO Box 994
Port Washington, WI 53074-0994
(414) 238-8200 or 284-8200
(414) 238-8103 or 284-8103 *fax*
- 046 **Pepin** County HS
740 Seventh Avenue, West
PO Box 39
Durand, WI 54736-0039
(715) 672-8941
(715) 672-8593 *fax*
- 047 **Pierce** County HS
PO Box 670
412 West Kinne Street
Ellsworth, WI 54011
(715) 273-6788
(715) 273-6787 *fax*
- 048 **Polk** County SS
300 Polk Plaza, Suite 110
Balsam Lake, WI 54810
(715) 485-3133
(715) 485-8490 *fax*
- 049 **Portage** County HHS
817 Whiting Avenue
Stevens Point, WI 54481
(715) 345-5350
(715) 345-5966 *fax*
- 050 **Price** County HS
Normal Building, Room 122
PO Box 88
104 S. Eyder Ave.
Phillips, WI 54555
(715) 339-2158
(715) 339-4018 *fax*
- 051 **Racine** County HS
1717 Taylor Avenue
Racine, WI 53403-2497
(414) 638-6353
(414) 638-6376 *fax*
- 085 **Red Cliff** Tribal Agency
PO Box 529
Bayfield, WI 54814
(715) 779-3707
(715) 779-3704 *fax*
- 052 **Richland** County SS
221 West Seminary Street
PO Box 673
Richland Center, WI 53581
(608) 647-8821
(608) 647-6611 *fax*
- 053 **Rock** County HS
1900 Center Avenue
Janesville, WI 53546
(608) 741-3400
(608) 741-3429 *fax*
- 054 **Rusk** County SS
311 East Miner Avenue
Suite C240
Ladysmith, WI 54848
(715) 532-2116
(715) 532-2126 *fax*
- 055 **St. Croix** County HHS
1445 North Fourth Street
New Richmond, WI 54017-6004
(715) 246-8257
(715) 246-8220 *fax*
- 056 **Sauk** County HS
505 Broadway
PO Box 29
Baraboo, WI 53913
(608) 355-4200
(608) 355-4299 *fax*
- 057 **Sawyer** County HS
PO Box 730
104 East Fourth Street
Hayward, WI 54843
(715) 634-4806
(715) 634-5387 *fax*
- 058 **Shawano** County SS
311 North Main Street
PO Box 434
Shawano, WI 54166-0434
(715) 526-4700
(715) 526-5157 *fax*
- 059 **Sheboygan** County HS
1011 North 8th Street
Sheboygan, WI 53081
(920) 459-6400
(920) 459-4353 *fax*
- 086 **Stockbridge-Munsee** Tribal Agency
PO Box 70
Bowler, WI 54416
(715) 793-4111
(715) 793-1307 *fax*
- 060 **Taylor** County HS
540 East College Street
Medford, WI 54451-2027
(715) 748-3332
(715) 748-3342 *fax*
- 061 **Trempealeau** County SS
PO Box 67
Whitehall, WI 54773-0067
(715) 538-2311, ext. 290
(715) 538-4274 *fax*
- 062 **Vernon** County HS
PO Box 823
Viroqua, WI 54665-0823
(608) 637-2135
(608) 637-3943 *fax*



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

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063 **Vilas** County SS
330 Court Street
Eagle River, WI 54521
(715) 479-3668
(715) 479-3728 *fax*

064 **Walworth** County DHS
3955 Hwy NN
Box 1006
Elkhorn, WI 53121-1006
(414) 741-3300
(414) 741-3320 *fax*

065 **Washburn** County DSS
P.O. Box 250
Shell Lake, WI 54871
(715) 468-7878
(715) 468-4597 *fax*

066 **Washington** County DSS
333 E. Washington St., Ste. 3100
West Bend, WI 53095
(414) 335-4610
(414) 335-4709 *fax*

067 **Waukesha** County DHHS
500 Riverview Ave.
Waukesha, WI 53188
(414) 548-7666
(414) 548-7656 *fax*

068 **Waupaca** County DHHS
811 Harding St.
Waupaca, WI 54981-2080
(715) 258-6300
(715) 258-6409 *fax*

069 **Waushara** County DSS
P.O. Box 898
230 W. Park St.
Wautoma, WI 54982
(920) 787-3303
(920) 787-0421 *fax*

070 **Winnebago** County DSS
220 Washington Ave.
Box 2646
Oshkosh, WI 54903-2646
(920) 236-4600
(920) 236-1222 *fax*

071 **Wood** County DSS
Courthouse
400 Market St.
P.O. Box 8095
Wisconsin Rapids, WI
54495-8095
(715) 421-8600
(715) 421-8693 *fax*
and
630 S. Central Avenue, Suite 404
Marshfield, WI 54449
(715) 387-6374
(715) 387-6672 *fax*