

For Wisconsin Medicaid-certified providers

## HCFA letter addresses Year 2000 issue

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The federal Health Care Financing Administration (HCFA) recently mailed a letter to all Medicare providers about the Year 2000 (Y2K). The letter provides important information about HCFA's and providers' readiness for Y2K.

### Health Care Financing Administration and Year 2000

Recently the federal Health Care Financing Administration (HCFA) mailed the attached letter and enclosure about the Year 2000 (Y2K) to all Medicare providers. We are sharing HCFA's letter with all Wisconsin Medicaid-certified providers because it provides important information about HCFA's and providers' readiness for Y2K.

Health care practitioners and facilities need to be aware of the potential problems posed by the Y2K issue. It is vital to the maintenance of your operations, as well as the well-being of your patients, that your computer systems, operations, and facilities are Y2K compliant.

Everyone who provides health services should give serious attention to this issue. Your organization's continued viability, as well as the health and well-being of Wisconsin's citizens, depend on these actions.

### More information

For additional information about Y2K readiness, please refer to the HCFA Y2K web site at [www.hcfa.gov/Y2K](http://www.hcfa.gov/Y2K). Additional information

about medical devices and Y2K compliance is also available on the Food and Drug Administration's web site located at [www.fda.gov/cdrh/yr2000/year2000.html](http://www.fda.gov/cdrh/yr2000/year2000.html). ✦

## What's new on the Medicaid web site

The Wisconsin Medicaid web site includes provider and recipient publications, Medicaid contacts and statistics, and eligibility and benefit information. The following is a list of what has recently been added to the Medicaid web site.

You may visit the Medicaid web site at [www.dhfs.state.wi.us/Medicaid](http://www.dhfs.state.wi.us/Medicaid).

- Caseload statistics. These statistics include the number of eligible individuals who may receive Medicaid services. Statistics are shown by county, month, year, with state-wide totals.
- April and May 1999 Medicaid Updates.
- Max fee schedules with instructions on how to read them.
- Wisconsin Medicaid Occupational Therapy Handbook, Part P, Division I. This explains what occupational therapy services are

### Inside this Update:

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# Wisconsin Medicaid will have new Year 2000-ready electronic billing software

Some providers use free software provided by the Medicaid fiscal agent to submit fee-for-service claims to Medicaid. The fiscal agent will replace its current electronic billing software with Year 2000 (Y2K)-ready electronic billing software for all claim types, except drug claims, starting July 1999. Unlike the current DOS version, the new electronic claims software is Windows-based. Whether using Medicaid software or your own billing software, providers should ensure their software, electronic equipment, and billing vendors are Y2K-ready.

## Pharmacy providers

Please note that free electronic billing software for drug claims will be discontinued. This software will no longer be necessary due to the implementation of Point of Sale claims submission for pharmacies. Pharmacies and other providers who use the current software will be contacted about alternatives.

## Managed Care Providers

The free electronic billing software cannot be used to bill managed care organizations. Providers should contact the managed care organizations with which they contract to ensure their billing software is Y2K-ready and can meet any changes in the managed care organization's billing requirements for the year 2000.

## Requirements

The minimum PC requirements needed to support the new software are listed below. Please note this software is not available for Macintosh platforms.

The PC requirements include:

- Hardware.
- Hard drive.
- Software.
- Communications.

## Hardware requirements

- 166 MHz Pentium level CPU.
- 32 MB RAM.
- Local hard drive.
- Mouse or trackball.
- Printer.
- CD-ROM (recommended).

Please note that system performance may be affected by the hardware you use. If you will be processing a large volume of claims, a 233 MHz Pentium level CPU with 64 MB of RAM may be a more appropriate platform configuration.

## Hard drive requirements

- 100 MB of available hard drive space.

The fiscal agent will replace its current electronic billing software with Year 2000 (Y2K)-ready electronic billing software for all claim types, except drug claims, starting July 1999.

Suggested guidelines for hard drive storage		
Number of claims processed per month	Length of storage for data on hard drive	Minimum amount of disk space
500	4 months	40 MB
1000	4 months	80 MB
2000	4 months	160 MB
3000	4 months	240 MB

*Note: The software application requires 6.5 MB of hard drive space.*

### *Software requirements*

- Windows 95, Windows 98, or Windows NT 4.X workstation.

### *Communications requirements*

- 14.4K or higher Windows-ready modem.

The current free software can be used for submitting claims until December 31, 1999. However, once the new software is available, providers should obtain it as soon as possible so they become familiar with using the software before December 31, 1999.

### **More information**

Providers who submit claims electronically will receive information about the availability of the free software in the near future. ✦

## Notification necessary when changing addresses

When providers change their mailing or billing addresses, they need to notify the Medicaid fiscal agent.

### **Change in address**

Wisconsin Medicaid requests that providers send written notice of address changes to the Medicaid fiscal agent at least 30 days prior to the actual address change. The Provider Change of Address or Status Form can be found in Part A, the all-provider handbook, in Appendix 34 for billers and Appendix 34a for non-billers. Providers should return the completed form to the fiscal agent. Simply entering the new address information on a claim form is not a way to change addresses in the Medicaid claims system.

Failure to notify the fiscal agent of an address change may result in the cancellation of

Medicaid certification or in misdirected payments. Whenever provider mail is returned to the fiscal agent due to an incorrect address, the provider is automatically decertified.

### *Medicare providers*

Providers who are also certified by Medicare and/or licensed by the State Division of Supportive Living, Bureau of Quality Assurance (BQA), must also notify the BQA of any changes in address or provider status. For further information about BQA notification, please contact their general receptionist line at 608-266-8481, which is staffed Monday through Friday, 7:45 a.m. until 4:30 p.m.

### **Questions**

For questions regarding the Provider Change of Address or Status Form, contact Provider Services at (800) 947-9627 or (608) 221-9883. ✦

## What's new

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covered, prior authorization, and billing requirements.

- Medicare Premium Savings for Qualifying Individuals fact sheet. This fact sheet explains how certain individuals may receive help from Wisconsin Medicaid with paying their Medicare Part B premiums. ✦

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 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).

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