

For Wisconsin Medicaid-certified providers

## Year 2000 – an opportunity to focus on contingency planning

The Year 2000 (Y2K) is an opportunity to ensure that patients are prepared for possible emergencies. In preparing for possible interruptions of service, patients should be advised to have contingency plans in place, verify Y2K compliance of medical equipment, and have adequate supplies on hand for their medical needs.

### Contingency plans

Public awareness of the Year 2000 (Y2K) changeover provides an excellent opportunity to ensure that patients engage in advance planning for the remote possibility of service interruptions and other potential emergency situations.

Patients who are dependent on technical equipment should be advised to have a contingency plan to handle emergencies such as power failures, telephone problems, or other system failures.

Health care providers who are familiar with their patient's needs are in a good position to advise them in planning for natural disasters, emergencies, and other situations that may result in a lack of power or other services.

Contingency plans can include:

- Personal resources including the help of family, friends, and neighbors.
- Community resources such as local hospitals and emergency planning agencies.

### Medical devices with embedded chips

Embedded chips are devices that perform special control, date stamping, or information transfer functions within a specific type of equipment. The vast majority of medical devices with embedded chips will function without causing any health problems for patients after December 31, 1999. However, some minor problems may occur, such as an equipment malfunction due to an invalid date or displaying an incorrect indication for the year.

### Web site for Year 2000 embedded chips issues

The U.S. Food and Drug Administration (FDA) has required manufacturers of biomedical equipment to submit information relating to Y2K compliance. "Compliance," in this case, means the device will function 100% as intended; therefore, the date change will not adversely affect the device's operation.

Manufacturer information is available at an FDA web site that includes a searchable list of biomedical equipment, its Y2K compliance status, and the effect of "non-compliance." This site can help verify Y2K compliance of specific medical equipment or assist in providing a link to manufacturers if repairs or upgrades are needed to achieve compliance. The site address is: [www.fda.gov/cdrh/yr2000/year2000.html](http://www.fda.gov/cdrh/yr2000/year2000.html). A similar site, [www.vendor2000.com](http://www.vendor2000.com), can also verify compliance. Medical equipment

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vendors and home health providers should assist patients in verifying that any medical equipment in their home will function properly in the changeover to the year 2000.

### **Backup equipment, medications, and supplies**

Wisconsin Medicaid does not anticipate any problems in access to care, billings, or payments relative to the year 2000.

Patients are advised by the President's Council on Year 2000 Conversion to have an adequate amount of medications and medical supplies on hand prior to December 31, 1999. However, patients are cautioned that excessive ordering of supplies could cause shortages. See Attachment 1 of this Update, the President's Council on Year 2000 Conversion, for information on the pharmaceutical supply system.

Therefore, Wisconsin Medicaid will not approve prior authorization requests for additional medication and medical supplies beyond normal order intervals. Wisconsin Medicaid will not approve the purchase and rental of backup equipment related to anticipated Y2K problems, beyond what is medically necessary.

### **Contingency plans are important - regardless of the year**

As a result of year-long efforts by health care providers, pharmacies, medical equipment suppliers, and governmental agencies, there is little cause for alarm related to Y2K concerns. Common sense and good judgement will prevail if we take the necessary steps to verify compliance of medical equipment and planning for adequate quantities of medications and supplies. The Y2K changeover is an opportunity to assist patients in contingency planning that is necessary in any year, at any time, as a safeguard against emergencies. ✦

## **Wisconsin Medicaid is Year 2000 ready**

Wisconsin Medicaid has made all Year 2000 modifications.

Wisconsin Medicaid systems are Year 2000 (Y2K) ready. All Y2K modifications to Medicaid systems have been tested and implemented as of June 30, 1999. The following are frequently asked questions about Wisconsin Medicaid and Y2K.

- Q:** What steps have been taken to ensure Wisconsin Medicaid's Y2K readiness?
- A:** Wisconsin Medicaid systems have been fully tested in both current and future date environments. The Division of Health Care Financing (DHCF) staff and Wisconsin Medicaid's fiscal agent reviewed test plans and results for accuracy and completeness. This included coordinating with the Department of Workforce Development (DWD), DHCF, and the Medicaid fiscal agent to fully test the recipient eligibility subsystem and its interface with federal and state eligibility determination systems.
- Q:** Has an independent third party reviewed the Y2K project?
- A:** The federal Health Care Financing Administration (HCFA) conducted two reviews of Wisconsin Medicaid's Y2K project. One of the reviews was conducted by an Independent Verification and Validation team. HCFA's report on Wisconsin Medicaid's Y2K readiness stated that "there is a low risk of [Wisconsin Medicaid systems] failing to meet Y2K compliance and to provide critical services on and after January 1, 2000." The fiscal agent's corporate team also reviews and monitors the status of the Y2K project.

**W**isconsin Medicaid systems have been fully tested in both current and future date environments.

The Y2K fact sheet provides an overview of how Wisconsin Medicaid will handle Y2K information and what changes, if any, will be needed by providers and vendors to continue to view or share information and data with the Medicaid program.

**Q:** How is Wisconsin Medicaid responding to Y2K surveys or questionnaires from outside entities?

**A:** Due to the overwhelming volume of inquiries and surveys received, we respond with a fact sheet entitled "Wisconsin Medicaid is ready for the year 2000." The fact sheet provides an overview of how Wisconsin Medicaid will handle Y2K information and what changes, if any, will be needed by providers and vendors to continue to view or share information and data with the Medicaid program. A copy of this fact sheet can be found on the world wide web at [www.dhfs.state.wi.us/medicaid](http://www.dhfs.state.wi.us/medicaid).

All requests for information can be sent to:

Systems, Y2K  
6406 Bridge Road  
Madison, WI 53784

**Q:** What is the Data Exchange Agreement form recently sent out from Wisconsin Medicaid?

**A:** The purpose of the Data Exchange Agreement is to ensure that all parties that send or receive data from Wisconsin Medicaid have the same understanding of date formats and interpretations of calendar year data for non-claim files exchanged with Wisconsin Medicaid. It is not intended to be a warranty of Y2K readiness.

Very few files required modifications for Y2K. In most cases, the Data Exchange Agreement is just notification of the windowing technique Wisconsin Medicaid is using for date formats not including a century.

The fiscal agent worked directly with third parties for any files that required modifications for Y2K. Modifications were limited to non-claim files containing dates of birth with 2-digit years. All file modifications were tested and implemented prior to June

30, 1999. In these instances, the Data Exchange Agreement documents information specific to the changes that have already been implemented.

**Q:** I submit claims electronically but do not use Medicaid-provided claims submission software. Can we send test claims?

**A:** Wisconsin Medicaid will continue testing electronic claims formats. To do so, contact:

EMC Department  
6406 Bridge Road  
Madison, WI 53784-0009  
(608) 221-4746

Wisconsin Medicaid systems have been fully end-to-end tested in a future date environment. As a result, Wisconsin Medicaid will not be supporting individual vendor end-to-end testing in future date environments.

**Q:** I submit paper claims. Do I need to start billing four-digit years?

**A:** No, Wisconsin Medicaid will accept either two-digit or four-digit year designations on paper claims.

**Q:** I have a contract with a vendor to transmit claims to the fiscal agent. Will the vendor need to make any changes? How do I know they are Y2K ready?

**A:** Electronic claim formats are not changing. You need to contact your vendor to determine their Y2K status.

**Q:** If something goes wrong, do you have contingency plans in place?

**A:** Yes. Contingency plans have been developed for critical Medicaid business func-

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# Reminder about who providers call if they have questions

## Provider Services

If you have eligibility or billing questions, please contact Provider Services at (800) 947-9627 or (608) 221-9883.

When you call Provider Services, you will be asked to select from one of the following:

- Press “1” for recipient eligibility information.
- Press “2” for policy/billing information relating to pharmacy services.
- Press “3” for all other inquiries.
- To repeat the menu, press “0.”

For providers who do not have touch-tone telephones, stay on the line and a correspondent will assist you.

## *Hours for Recipient Eligibility Information and All Other Provider Services Inquiries (except pharmacy):*

- 8:30 a.m. to 4:30 p.m. Monday, Wednesday, Thursday, and Friday.
- 9:30 a.m. to 4:30 p.m. on Tuesdays.

## *Hours for Policy/Billing Information Relating to Pharmacy Services:*

- 8:30 a.m. to 9:00 p.m. Monday, Wednesday, Thursday, and Friday.
- 9:30 a.m. to 9:00 p.m. on Tuesdays.
- 9:00 a.m. to 5:00 p.m. on Saturdays.

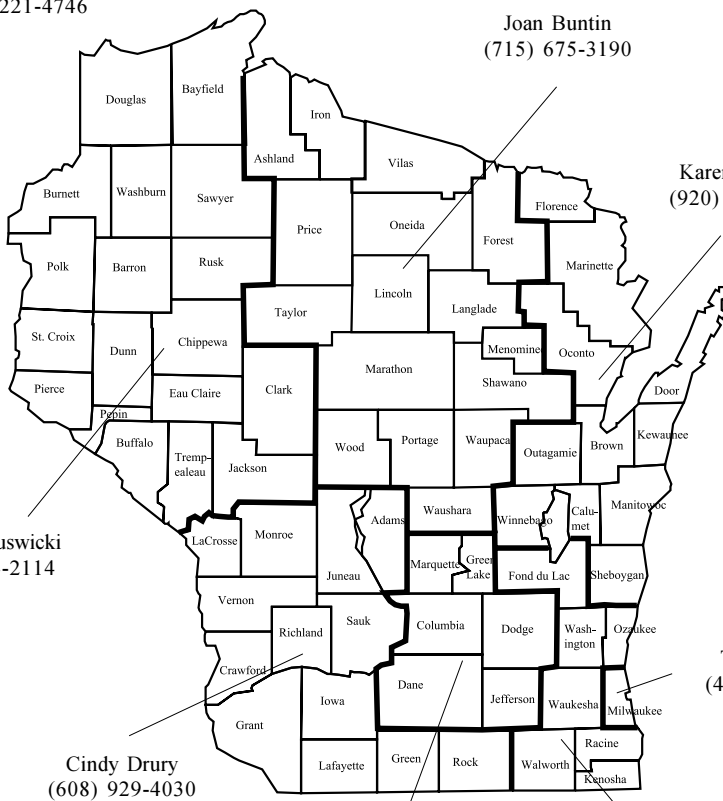
## Professional Relations Representatives

If you have complex billing or claims processing questions or are a new provider, contact Medicaid Professional Relations Representatives. Professional Relations Representatives also educate providers about the latest developments in Medicaid. Refer to the map below to find the Representative in your area.

## Recipient questions

Please refer Medicaid/BadgerCare recipients with questions to Recipient Services at (800) 362-3002. ✦

Dave Miess, Director  
(608) 221-4746



# Social Security Offices

Persons who receive Supplemental Security Income (people 65 years and older and people with disabilities who meet the program's financial requirements) are automatically covered under Wisconsin Medicaid. People may apply for Supplemental Security Income at the nearest federal Social Security Office. To set up an appointment, they may call the toll-free number (800) 772-1213 between 7 a.m. and 7 p.m. [TDD--(800) 325-0778] or contact one of the offices below.

## **Appleton**

720 W Parkway Blvd  
Appleton, WI 54914-2644  
(920) 739-7744  
TTY (920) 739-6862

## **Eau Claire**

4120 Oakwood Hills Parkway  
Eau Claire, WI 54701  
(715) 836-6645  
TTY (715) 836-7864

## **Fond du Lac**

16 Guindon Blvd  
Fond du Lac, WI 54935-5822  
(920) 921-7561

## **Green Bay**

528 N Monroe Ave  
Green Bay, WI 54301-4899  
(920) 433-3904  
TTY (920) 433-1975

## **Iron Mountain**

809 Carpenter  
Iron Mountain, MI 49801  
(906) 786-9615

## **Ironwood**

114 S Suffolk St  
Ironwood, MI 49938-2046  
(906) 932-1321

## **Janesville**

203 W Court St  
Janesville, WI 53545-3861  
(608) 752-1399  
TTY (608) 754-4064

## **Kenosha**

5624 6<sup>th</sup> Ave  
Kenosha, WI 53140-4190  
(262) 656-7844

## **LaCrosse**

Post Office Bldg, Rm 213  
425 State St  
LaCrosse, WI 54601-3300  
(608) 784-5605  
TTY (608) 785-1363

## **Lancaster**

Coventry Office Park  
131 Alona Lane  
Lancaster, WI 53813  
(608) 723-4125

## **Madison**

6502 Odana Road  
Madison, WI 53719-1151  
(608) 833-1607  
TTY (800) 947-3529

## **Manitowoc**

1603 Mirro Dr  
PO Box 1510  
Manitowoc, WI 54221-1510  
(920) 682-0302

## **Marinette**

1619 Golden Ct  
Marinette, WI 54143-1803  
(715) 735-0422

## **Milwaukee (North)**

6300 W Fond du Lac Ave  
Milwaukee, WI 53218  
(414) 463-2621

## **Milwaukee (South)**

6251 W Forest Home Ave  
Milwaukee, WI 53220-1968  
(414) 546-1402

## **Milwaukee (Mitchell Street)**

1673 South 9<sup>th</sup> St, 5<sup>th</sup> Floor  
Milwaukee, WI 53204-3454  
(414) 649-4760

## **Milwaukee (Downtown)**

310 W Wisconsin Ave, Suite  
260  
Milwaukee, WI 53203-2286  
(414) 297-1790  
TDD (414) 297-3956

## **Milwaukee (West)**

3716 W Wisconsin Ave  
Milwaukee, WI 53208-3195  
(414) 937-7818

## **Oshkosh**

304 Otter Ave  
Oshkosh, WI 54902-5098  
(920) 232-1344  
TDD (920) 232-0930

## **Portage**

One N Main St  
Portage, WI 53901-2231  
(608) 742-8817

## **Racine**

4020 Durand Ave  
Racine, WI 53405-4470  
(262) 554-4089  
TTY (262) 554-4097

## **Rhineland**

166 S Stevens St  
Rhineland, WI 54501-3433  
(715) 369-4545  
TDD (800) 325-0778

## **Rice Lake**

12 W Marshall St  
Rice Lake, WI 54868-2988  
(715) 234-7586

## **Sheboygan**

606 N 9<sup>th</sup> St  
Sheboygan, WI 53081-4522  
(920) 458-2133

## **Superior**

1519 Tower Ave  
Superior, WI 54880-2500  
(715) 392-6449

## **Waukesha**

707 N Grand Ave  
Waukesha, WI 53186-4844  
(262) 542-7253

## **Wausau**

368 Grand Ave  
Wausau, WI 54403-6221  
(715) 845-1321  
TTY (715) 848-1625

## **West Bend**

712 Park Ave  
West Bend, WI 53095-2598  
(414) 338-6182

## **Wisconsin Rapids**

930 Wood Ave  
Post Office Box 486  
Wisconsin Rapids, WI 54495-  
0486  
(715) 423-3749

## Year 2000 ready

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tions. An overview of these plans will be included in an upcoming Medicaid Update.

**Q:** Whom can I contact if I have additional questions?

**A:** Wisconsin Medicaid has set up a telephone voice mail system for Y2K questions. Please call (608) 221-4746, extension 3705. Please leave your name, your question(s), and a phone number where you can be reached, and someone will contact you within one business day.

If you have additional questions regarding Wisconsin Medicaid's Y2K readiness, you can send them to the following address:

Division of Health Care Financing  
Department of Health and Family Services  
1 West Wilson  
P.O. Box 309  
Madison, WI 53701-0309 ✦

## 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).

- *October 1999* Medicaid Update.
- Quarterly Pharmacy Handbook replacement pages.

Keep in mind that if you do not have a computer with Internet access, many schools and libraries have access. ✦

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).



# Attachment 1

## *PRESIDENT'S COUNCIL ON YEAR 2000 CONVERSION*

### Pharmaceutical Industry Roundtable

June 14, 1999

Academy of Managed Care  
Pharmacy  
American Association of  
Health Plans  
American Hospital  
Association  
American Medical  
Association  
American Pharmaceutical  
Association  
American Red Cross  
American Society of Health-  
System Pharmacists  
Department of Defense  
Department of Health and  
Human Services  
Food and Drug  
Administration  
Health Care Financing  
Administration  
Department of Veterans  
Affairs  
Health Industry Distributors  
Association  
Health Industry Group  
Purchasing Association  
Health Insurance  
Association of America  
National Association of  
Chain Drug Stores  
National Community  
Pharmacists Association  
National Wholesale  
Druggists' Association  
Pharmaceutical Research  
and Manufacturers of  
America

Government agencies and organizations within the pharmaceutical industry supply system (including manufacturers, group purchasers, distributors, pharmacies, mail order pharmacies, hospitals, physicians, pharmacists, patient advocates, and insurers) have been working closely together to prepare for the Year 2000 (Y2K) date change and its impact on the supply of pharmaceuticals. Substantial progress has been made and government and industry are confident that the pharmaceutical supply system should continue to function normally through January 1, 2000.

- Local pharmacists will be within easy access of a substantial supply of pharmaceuticals. The industry typically operates with an average 90-day supply in the distribution system among manufacturers, distributors, and pharmacies.
- It is advisable to get a normal refill of your medication when you have a 5 to 7 day supply of medication remaining. This is good practice for January 1, 2000, and for any other time. The supply system is resilient and can correct any issue that might arise within 5 to 7 days.
- The pharmaceutical industry has emergency response plans in place and extensive past experience using these plans in handling disruptions caused by severe weather, transportation, or other unforeseen occurrences.
- Government and organizations within the supply system that manufacture, purchase, distribute, and provide prescription and nonprescription medicines and medical supplies are continuing to work together to further enhance contingency planning for Y2K-specific issues throughout the supply system.
- If you use prescription medications and have any questions about your supply, we recommend that you speak with your local pharmacist or doctor.



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

BULK RATE  
US Postage  
PAID  
Madison, WI  
53713  
Permit No.  
2836