

How to Bill HMO Extraordinary Claims

Brown Bag Lunch Series
Cindy Drury ::: November 24, 2015

Agenda

- Extraordinary Claims.
- Extraordinary Claims Examples.
- Submitting Extraordinary Claims.

Extraordinary Claims

Wisconsin Medicaid is the payer of last resort for most covered services.

Extraordinary claims are BadgerCare Plus or Medicaid claims for a BadgerCare Plus HMO or Medicaid SSI HMO enrollee that have been denied by an HMO or SSI HMO but may be paid as fee-for-service claims.

Extraordinary Claims Examples

The following are some examples of extraordinary claims situations:

- The member is either enrolled or disenrolled in an HMO or SSI HMO in the middle of a hospital stay.
- The claims are for orthodontia/prosthodontia services that began before HMO or SSI HMO coverage.

Submitting Extraordinary Claims

When submitting an extraordinary claim, include the following:

- A legible copy of the completed claim form, in accordance with billing guidelines.
- A letter detailing the problem, any claim denials, and any steps taken to correct the situation.
- A record of when orthodontic/prosthetic bands were placed, if applicable.

Submit extraordinary claims to:

ForwardHealth
Managed Care Extraordinary Claims
PO Box 6470
Madison WI 53716-0470

Thank You
