wisconsin Medicaid update
and BadgerCare
October 2003 • No. 2003-149
Wisconsin Medicaid and BadgerCare Information for Providers

To:
All Providers
HMOs and Other Managed Care Programs

Medicaid basic training and Provider Electronic Solutions software training offered in November

Wisconsin Medicaid is conducting Medicaid basic training and Provider Electronic Solutions (PES) software training in November. Registration is required; however, Wisconsin Medicaid does not charge a fee for attending.

Medicaid basic training

The Medicaid basic training is for **new** providers and **new** billing staff who need to increase their basic knowledge of Wisconsin Medicaid. Attendees will obtain general, all-provider information but will not receive service-specific billing and policy information. More experienced providers and staff should call Provider Services or their Professional Relations Representative with questions regarding Wisconsin Medicaid and with issues regarding specific claims.

Medicaid basic training is intended to supply new providers and new billing staff with general, all-provider information. The agenda, which is the same for all sessions, includes the following topics:

- Eligibility and the Forward card.
- Other insurance codes.
- Medicare disclaimer codes and crossover claims.
- Claims submission and claims adjustments.
- Remittance and Status Reports.
- Review of present and future changes due to the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) implementation.

It is important that providers bring a paper copy of the All-Provider Handbook to the training. All

Medicaid basic and Provider Electronic Solutions software training schedule

Location	Date	Time
Best Western Midway Hotel 1835 Rose St **LaCrosse** WI 54603 (608) 781-7000	November 11, 2003	Medicaid basic training 9:00 a.m. - 11:30 a.m. PES software training 1:00 p.m. to 4:00 p.m.
Holiday Inn 1501 Northpoint Dr **Stevens Point** WI 54481 (715) 341-1340	November 12, 2003	Medicaid basic training 9:00 a.m. - 11:30 a.m. PES software training 1:00 p.m. to 4:00 p.m.
Sheraton Milwaukee Brookfield Hotel 375[illegible]oorland Rd **Bro[illegible]ield** WI 53005 (262) 364-1100	November 13, 2003	Medicaid basic training 9:00 a.m. - 11:30 a.m. PES software training 1:00 p.m. to 4:00 p.m.

certified providers have received a copy of this 335-page handbook. Providers who would like to receive an additional copy may either download and print it from the Medicaid Web site at *www.dhfs.state.wi.us/medicaid/*, or contact Provider Services at (800) 947-9627 or (608) 221-9883 to purchase a copy.

Experienced providers and staff should call Provider Services or their Professional Relations Representative with questions regarding Wisconsin Medicaid and with issues regarding specific claims. Refer to the Provider Resources section of the All-Provider Handbook for information on when it is appropriate to use these various resources.

Provider Electronic Solutions software training

Wisconsin Medicaid is offering training on the Provider Electronic Solutions (PES) software. The PES software is HIPAA compliant and replaces the Wisconsin Medicaid billing software supported by Proservices. The training will cover how Wisconsin Medicaid and Health Insurance Risk Sharing Plan (HIRSP) providers and electronic billing services will submit HIPAA-compliant electronic claims and adjustments to Wisconsin Medicaid and HIRSP. This includes the 837 Health Care Claim: Dental (commonly referred to as the 837D), the 837 Health Care Claim: Professional (commonly referred to as the 837P), and the 837 Health Care Claim: Institutional (commonly referred to as the 837I).

Refer to the September 2003 *Wisconsin Medicaid and BadgerCare Update* (2003-145), titled "Free HIPAA-compliant claims submission software is available," for more information.

A copy of the PES software and manual will be given to attendees.

Registration

Wisconsin Medicaid does not charge providers a fee to attend Medicaid Basic or PES software training; however, providers who wish to attend need to register by October 28, 2003. To register, complete the registration form in the Attachment of this *Update* and submit it either by fax or mail to Wisconsin Medicaid.

Wisconsin Medicaid is offering training on the Provider Electronic Solutions (PES) software.

Fax submissions

Attention: Training Coordinator
(608) 221-0885

Mail submissions

Training Coordinator
Wisconsin Medicaid
6406 Bridge Rd
Madison WI 53784-0017

Information regarding Medicaid HMOs

These trainings focus on Medicaid fee-for-service policy and apply to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care information, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are 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/*.

PHC 1250

ATTACHMENT
2003 Medicaid basic training and Provider Electronic Solutions registration form

(The registration form is located on the following page.)

2003 Medicaid basic training and Provider Electronic Solutions software training

Agenda — Medicaid Basic training

This training is intended for new providers or new billing staff who need to increase their *basic* knowledge of the Medicaid program. The following items will be covered:

- Understanding basic Medicaid procedures for all providers.
- Reviewing the All-Provider Handbook.
  - ✓ Recipient eligibility and the Forward card.
  - ✓ Other insurance (OI) codes.
  - ✓ Medicare disclaimer codes and cross-over claims.
  - ✓ General claims submission and adjustments.
  - ✓ Remittance and Status (R/S) Reports.
- Reviewing basic claims information.
- Meeting the Medicaid Provider Relations Representatives.
- Reviewing present and future changes due to the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) implementation.

Materials

Providers and billing staff should bring their All-Provider Handbook to the training. For an additional copy, please contact Provider Services or refer to the Medicaid Web site at *www.dhfs.state.wi.us/medicaid/*.

Agenda — Provider Electronic Solutions software training

This training will give a general overview for Wisconsin Medicaid and Health Insurance Risk Sharing Plan (HIRSP) providers and electronic billing services submitting HIPAA-compliant electronic claims and adjustments using the Provider Electronic Solutions (PES) software.

Materials

A copy of the PES software and manual will be given to all attendees.

How to register

Either fax or mail this registration form by **October 28, 2003,** to:

Fax — Attn: Training Coordinator, (608) 221-0885
Mail — Attn: Training Coordinator
Wisconsin Medicaid
6406 Bridge Rd
Madison WI 53784-0017

Please select the training session(s) you wish to attend:

Medicaid Basic and Provider Electronic Solutions software training registration

November 11, 2003
Best Western
Midway Hotel
1835 Rose St
La Crosse WI 54603
(608) 781-7000

- ❑ Medicaid basic training 9:00 a.m. – 11:30 a.m.
- ❑ PES software training 1:00 p.m. – 4:00 p.m.

November 12, 2003
Holiday Inn
1501 Northpoint Dr
Stevens Point WI 54481
(715) 341-1340

- ❑ Medicaid basic training 9:00 a.m. – 11:30 a.m.
- ❑ PES software training 1:00 p.m. – 4:00 p.m.

November 13, 2003
Sheraton Milwaukee Brookfield Hotel
375 S Moorland Rd
Brookfield WI 53005
(262) 364-1100

- ❑ Medicaid basic training 9:00 a.m. – 11:30 a.m.
  PES software training 1:00 p.m. – 4:00 p.m.

Closed

Provider Electronic Solutions software training registration for selected provider types

November 3, 2003
Holiday Inn
150 Nicolet Rd
Appleton WI 54914
(920) 735-9955

- ❑ PES software training (Nursing Home only) 9:00 a.m. – 12:00 p.m.
- ❑ PES software training (Home Health and Personal Care only) 1:00 p.m. – 4:00 p.m.

November 4, 2003
Holiday Inn
150 Nicolet Rd
Appleton WI 54914
(920) 735-9955

- ❑ PES software training (Specialized Medical Vehicle only) 9:00 a.m. – 12:00 p.m.

November 17, 2003
Park & Inn Suites
3340 Mondovi Rd
Eau Claire WI 54701
(715) 838-9989

- ❑ PES software training (Nursing Home only) 9:00 a.m. – 12:00 p.m.
- ❑ PES software training (Home Health and Personal Care only) 1:00 p.m. – 4:00 p.m.

November 18, 2003
Park & Inn Suites
3340 Mondovi Rd
Eau Claire WI 54701
(715) 838-9989

- ❑ PES software training (Specialized Medical Vehicle only) 9:00 a.m. – 12:00 p.m.

November 19, 2003
Sheraton Milwaukee Brookfield Hotel
375 S Moorland Rd
Brookfield WI 53005
(262) 364-1100

- ❑ PES software training (Nursing Home only) 9:00 a.m. – 12:00 p.m.
- ❑ PES software training (Home Health and Personal Care only) 1:00 p.m. – 4:00 p.m.

November 20, 2003
Country Inn Hotel
2810 Golf Rd
Pewaukee WI 53702
(262) 547-0201

- ❑ PES software training (Specialized Medical Vehicle only) 9:00 a.m. – 12:00 p.m.

Providers are encouraged to bring their PES manuals to the PES software trainings.

Name _____

Specialty _____

Telephone Number _____

Current level of Medicaid experience _____