

# MHS Health Wisconsin

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## Medicaid Provider Manual



mhs health  
wisconsin™

March 2019



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# At-a-Glance

The MHS Health Wisconsin (MHS Health) provider network includes more than 14,000 clinicians and about 120 hospitals that serve MHS Health members through BadgerCare Plus; Medicaid SSI, and a Medicare Advantage - Special Needs Plan (SNP). MHS Health administers enrollment under Network Health's contract with the State of Wisconsin Department of Health Services for Network Health's BadgerCare Plus and Medicaid SSI members. Contact MHS Health for Network Health BadgerCare Plus and Medicaid SSI prior authorization and claim processing. *MHS Health/Network Health refers to the BadgerCare Plus and Medicaid SSI members of MHS Health Wisconsin and Network Health.*

## **MHS Health is located at:**

10700 W. Research Dr., # 300, Milwaukee, WI 53226

**Medical Provider Services Line - 800-222-9831**

**Behavioral Health Provider Customer Service Line - 800-589-3186**

**Behavioral Health Provider Claims Customer Service Line - 877-730-2117**

Please have the **NPI** or **Medicaid ID** number plus the Tax Identification Number (**TIN**) ready when you call.

[www.mhswi.com](http://www.mhswi.com)

- Provider manuals
- Provider reference materials
- Pre-auth check tool
- Clinical and payment policies
- Secure provider portal access
  - Easily check patient eligibility.
  - View, manage and download patient lists.
  - View and submit claims including attachments.
  - View and submit service authorizations.
  - Maintain multiple TINs on one account.

## **24-hour Nurse Advice Line**

800-280-2348

## **Pharmacy Benefit:**

Prescription drugs, radiopharmaceuticals, injectable biopharmaceuticals and other injectable administered in home health, doctor's office, skilled nursing, and most outpatient environments should be billed FFS to the state.

Prior Authorizations

## **Medical Services FAX lines:**

- Prior Authorization Requests Fax: 866-467-1316
- Notification of Pregnancy Form Fax: 866-681-5125

## **Medical Services Authorization Requirements**

Please use the Pre-Auth Check Tool on our website [www.mhswi.com](http://www.mhswi.com) to determine if services require prior authorization.

## **Behavioral Health Authorization Requests:**

- BadgerCare Plus/Medicaid SSI Outpatient Treatment  
Fax: (866) 694-3649
- Behavioral Health Authorization Appeals  
Fax: (866) 714-7991
- Inpatient psych, detox, and PHP auth requests call (800) 589-3186 to complete live reviews

## **Behavioral Health Services Requiring Prior Authorization:**

- Inpatient Hospitalization & Detoxification
- 23-Hour Observation
- ECT
- IOP
- Day Treatment
- Psychological Testing
- All Services by Out-of-Network Providers

Electronic Claim Submission

## **All behavioral health claim EDI transactions -**

utilize payer ID .....68068

## **All medical claim EDI transactions -**

utilize payer ID .....68069

For MHS Health/Centene EDI support call:

(800) 225-2573, ext. 6075525 or

email: [ediba@centene.com](mailto:ediba@centene.com)

Electronic Funds Transfer

MHS Health partners with PaySpan Health, a FREE solution that helps providers transition into electronic payments and automatic reconciliation. Visit **PaySpanHealth.com** and click "register." Registration assistance is available by calling 1-877-331-7154 or by emailing [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com).



# At-a-Glance

## Continued...

### Paper Claim Submissions and Corrections

#### **Behavioral Health Claims**

MHS Health Wisconsin  
ATTN: Behavioral Health Claims  
P.O. Box 6123,  
Farmington, MO 63640

#### **Medical Claims**

MHS Health Wisconsin  
ATTN: Claims Department  
P.O. Box 3001,  
Farmington, MO 63640-3801

### Other Billing Addresses

#### **Behavioral Health Administrative Claim Appeals**

MHS Health Wisconsin  
ATTN: Behavioral Health Claim Appeals  
PO Box 6000,  
Farmington, MO 63640

#### **Behavioral Health Medical Necessity Appeals**

MHS Health Wisconsin  
ATTN: Medical Necessity Appeals  
12515-8 Research Blvd #400  
Austin TX 78759

#### **Medical Administrative Claim Appeals**

MHS Health Wisconsin  
ATTN: Appeals Department  
PO Box 3000,  
Farmington, MO 63640-3800

#### **Medical Necessity Claim Appeals**

MHS Health Wisconsin  
ATTN: Medical Necessity Appeals  
10700 W. Research Dr., #300,  
Milwaukee, WI 53226

### Other Billing Addresses continued...

#### **Refund Overpayments** (on your check stock)

MHS Health Wisconsin  
PO Box 3657,  
Carol Stream, IL 60132-3657

#### **Behavioral Health Refund Overpayments** (on your check stock)

MHS Health Wisconsin  
Attn: Behavioral Health Refund  
PO Box 3656  
Carol Stream, IL 60132-3656

#### **Return Centene Checks to:**

MHS Health Wisconsin  
ATTN: Returned Check  
PO Box 3001,  
Farmington, MO 63640-3801

#### **Medical Code Denial Reviews**

MHS Health Wisconsin  
ATTN: Medical Review Unit  
PO Box 3001,  
Farmington, MO 63640-3800

# MHS Health Wisconsin History

MHS Health Wisconsin is one of the state's oldest Medicaid plans, created in 1984, solely to manage the healthcare of the Medicaid population.

Today, the MHS Health network consists of more than 14,000 clinicians and 120 hospitals. We serve our members through these programs:

- BadgerCare Plus
- Medicaid SSI
- Medicare Advantage, Special Needs Plan (SNP)

MHS Health Wisconsin is a wholly-owned subsidiary of Centene Corporation, St. Louis, MO. Centene Corporation, a Fortune 100 company, is a diversified, multi-national healthcare enterprise that provides a portfolio of services to government-sponsored healthcare programs, focusing on under-insured and uninsured individuals. The company operates local health plans and offers a range of health insurance solutions. It also contracts with other healthcare and commercial organizations to provide specialty services including care management software, correctional healthcare services, dental benefits management, in-home health services, life and health management, vision benefits management, pharmacy benefits management, specialty pharmacy and telehealth services.

## **Our beliefs**

MHS Health Wisconsin believes that successful managed care is the delivery of appropriate, medically necessary services and not the elimination of such services. We believe in providing healthcare that is managed by a local team to conveniently respond to your needs.

Our philosophy is to provide access to high-quality, culturally-sensitive healthcare services to our members. We do so by combining the talents of primary care providers, behavioral health providers, and specialty providers with an experienced, highly successful managed care administrator.

## **We take privacy seriously**

At MHS Health Wisconsin, we take the privacy and confidentiality of our members' health information seriously. We have processes, policies and procedures that comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the HITECH amendment to HIPAA and State privacy law requirements. HIPAA does permit providers to share information such as telephone numbers, addresses and so forth when such information is in regard to a current member. This is considered part of treatment, payment, and healthcare operations and is allowable under HIPAA. It is the policy of MHS Health Wisconsin to conduct its business affairs in accordance with the standards and rules of ethical business conduct and to abide by all applicable federal and State laws.

If you have any questions about our privacy practices, please call the MHS Health compliance officer at: 1-800-547-1647.

## **MHS Health and Betty Brinn**

MHS Health Wisconsin and the market have changed in many ways since 1984. Yet, we are essentially the same organization that Maxicare Health Insurance and Family Hospital created under the leadership of Betty Brinn. In 1993, a year after Mrs. Brinn's death, the Elizabeth A. Brinn Foundation was established to improve the lives of disadvantaged children in the Milwaukee area. The foundation's best known grants helped build the Betty Brinn Children's Museum and remodel the Betty Brinn Children's Room at the Milwaukee Public Library. We are proud to continue the practice of caring that Betty Brinn began with MHS Health Wisconsin.

**Approved service area**

MHS Health Wisconsin is certified to enroll members in all 72 Wisconsin counties.

# Section 1 Secure Provider Portal

The MHS Health secure portal can be accessed at [www.mhswi.com](http://www.mhswi.com) and via the following link:  
<https://provider.mhswi.com>.

This resource is updated frequently, so detailed information is not contained in this Provider Manual. Providers are encouraged to always access this link for the most current information.

## Registration

Begin by completing the online registration process which can be started at the sign-in page. There is also a video link that may be helpful, located on the bottom right hand side of the page.

**CENTENE Corporation** Secure Provider Website Registration

To create register for the Secure Provider Portal, follow the instructions below:

1. Browse to the public website. Go to "For Providers"
2. Select "Login"
3. On the Login Screen, click the button, "Create an Account"
4. Start your registration:  
Enter your Tax ID, Name, and E-mail Address, and Create a Password.  
(Passwords must be at least 8 characters long, contain at least one lower case letter, contain at least one uppercase letter and contain a number or symbol)
5. A registration code will be sent via email.
6. Enter the confirmation code into the screen below and click "Confirm"
7. Select your secret questions and provide your answers.
8. Once activated you will receive an email informing you to login and enjoy all the features of the site.

**NOTE:** If you receive the error message "We could not find your Tax ID in our system" please return to our public site and click "Join Our Network". Once your data is in our systems you'll be able to create your account.

**NOTE:** You will need these if you forget your password or lock your account.

**System Requirements:** Access the secure provider website using Internet Explorer 10.0 or higher, Firefox and/or Google Chrome. Each browser should be updated to the most recent version available for optimal performance.

After completing online registration, users can enter the secure site to:

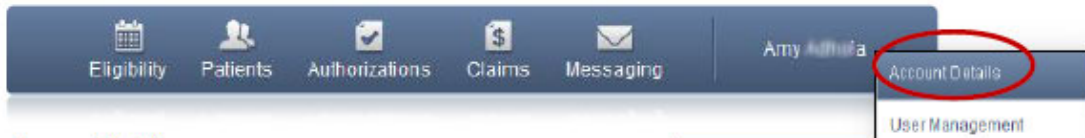
- Check eligibility and eligibility history including other insurance
- Identify potential gaps in care while checking eligibility
- Get a list of your MHS Health/Network Health patients
- Search for network providers (updated weekly)
- Submit and view authorizations
- Use code-auditing tool
- Submit claims, including COB claims and batch claims
- Check claim status, payment history, payment amounts/dates, export, download, and obtain copies of EOPs

## Updating provider information on the secure portal

Most provider information can be easily updated by providers using the following steps.



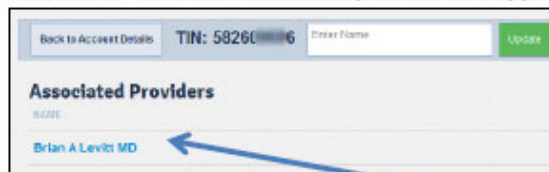
1. From the Main Tool Bar - select Account Details under the Users Name.



The Account Details screen appears.

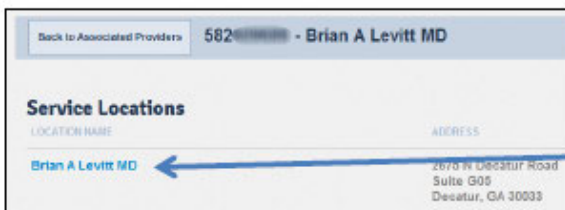
2. To modify information about the Specific TIN, click on the individual TIN to update.

Under each TIN, a list of associate providers will appear.



3. To update information about one of the Associated Providers, click on the name.

A list of possible Service Locations will appear.



4. Click on the name associated to the address to update.

5. Click Edit Location to update the provider information – This information will update the Find A Provider website.



6. The following Transaction attributes will be available for edits - *only one update within a transaction set is allowed per day.* (If any additional updates are necessary – please contact your provider relations representative)

**Transaction Set #1 - Provider Location Address**

- Address1
- Address2
- City

**Transaction Set #3 - Provider Location Accessibility**

- Accessibility (Yes or No)

**Transaction Set #5 - Practitioner Gender**

- Gender

**Transaction Set #2 - Provider Location Phone**

- Phone
- Fax

**Transaction Set #4 - Provider Office Hours**

- Monday- Sunday (7 Data Attributes for each day)

**Transaction Set #6 - Practitioner Office Hours**

- Monday- Sunday (7 Data Attributes for each day).

*For example: Changing the phone number and saving will cause a wait time of 24-36 hours in order to change the fax number. However, changing information in a different transaction set will not be limited to an additional wait time.*

7. Save changes by clicking on the Save Location button at the bottom of the screen.





# Section 2 Other Resources for Network Providers

## Provider Inquiry Line

We handle your calls from 8 a.m. to 6 p.m., Monday – Friday. Call us for assistance with:

- Checking member eligibility
- Claims information (billing/claim questions/Provider Relations staff)
- Benefit information
- Checking authorizations status
- Requesting authorizations

*Provider Inquiry Line*  
**1-800-222-9831**

Please note, the MHS Health Wisconsin Provider Inquiry Line is for use by providers and their staff only. Please advise your patients who are MHS Health and Network Health Plan members to call Customer Service at 1-888-713-6180.

## Medical Services Fax Lines

Prior Authorization Requests:

|                                  |                |
|----------------------------------|----------------|
| Outpatient                       | 1-866-467-1316 |
| Inpatient hospital/census sheets | 1-800-354-6136 |
| Concurrent Authorization         |                |
| Pregnancy Notification           | 1-866-681-3668 |

**Contracting & Network Development Fax** 1-800-789-3843

## After hours, weekends and holidays

When calling after hours, you have the option of having your call directed to the MHS Health Wisconsin 24-hour nurse advice line at 1-800-280-2348.

**Behavioral Health Provider Services Line:** 1-800-589-3186

Behavioral Health Outpatient Treatment prior authorization requests (fax): 1-866-694-3649

**Pharmacy benefit:** The Medicaid pharmacy benefit is covered by the State of Wisconsin under the Medicaid fee-for-service program. Prescription drugs, radiopharmaceuticals, injectable biopharmaceuticals, and other injectables administered in a home health setting, MD office, skilled nursing facility, and most outpatient settings should be billed to Wisconsin Medicaid fee-for-service.

## Claims

Claims can be researched easily via the secure provider portal 24-hours a day. Provider Services phone center representatives can assist with up to four claim status inquiries per call to the Provider Inquiry Line.

The following items are available for viewing or for downloading.

- **Link to the [provider portal](#)**  
A self-service tool to view claims eligibility, member benefits, coverage, and many other topics.
- **This Provider Manual**  
Available on our website at [www.mhswi.com](http://www.mhswi.com) under Provider Resources. Additional copies available upon request.

- **Directory of in-plan providers**

The most current directory of our network primary care providers, specialists, and ancillary providers is available on our website [www.mhswi.com](http://www.mhswi.com).

- **Medical Practice Information Change Form**

When providers notify us promptly of changes in information regarding their practices, we can immediately update our database. This helps us to:

- Communicate your availability accurately to our members and other providers
- Process your claims in a more timely manner

When billing information submitted on claims does not match that which is currently in our files, MHS Health will return claims for corrections which can create payment delays.

**Medical practice change notifications**

Medical practice notifications can be provided to MHS Health via the secure portal. Change notifications must be submitted on the Medical Practice Information Change Form. If the change involves your practice's corporate name or your tax ID number (TIN), you must also submit a W-9 form. MHS Health will not accept changes to a provider's address or TIN when conveyed via a claim form.

You may also contact MHS Health by fax to have your information changed. Please see our website [www.mhswi.com](http://www.mhswi.com) under Provider Resources. Complete the Medical Practice Information Change form and fax it to MHS Health at 1-800-789-3843.

# Section 3 Guidelines for Providers

## Physician feedback

We welcome your opinion. You are encouraged to contact MHS Health with your comments by calling the provider Inquiry Line at 1-800-222-9831 or by providing your feedback to us under the “contact us” section at [www.mhswi.com](http://www.mhswi.com)

## Primary care provider (PCP) general responsibilities

Primary care providers (PCPs) serve as the medical home of MHS Health and Network Health Plan Medicaid members. The “medical home” concept helps establish patient-provider relationships and leads to better health outcomes. MHS Health considers clinicians in the following fields as PCPs: Family Practice, General Practice, Internal Medicine, Obstetrics/Gynecology, and Pediatrics. OB/GYNs may elect to be considered a primary care provider or a specialist in the MHS Health network. To see a list of assigned members please visit our secure provider portal on our website [www.mhswi.com](http://www.mhswi.com).

MHS Health expects that PCPs:

- Have a 24-hour answering service or a telephone recording instructing members how they can access care after regular office hours. *An answering machine directing callers to the nearest emergency room is not sufficient to meet this standard.*
- Respond to all pages and telephone calls within two hours
- Have hours of operation that do not discriminate against BadgerCare Plus and Medicaid SSI enrollees.
- Follow the appointment guidelines as set forth in this manual
- Schedule office appointments so that the average waiting time in the office before being seen by a clinician is no more than 30 minutes.
- Ensure that patients over the age of 18 years receive information on advance directives and are informed of their right to execute an advance directive. Providers must document such information in the patient’s medical record.

## PCP appointment availability standards

| Type of service                     | Appointment availability   |
|-------------------------------------|--|
| Emergency Visit                     | Immediately upon request of appointment  |
| Urgent Visit                        | Within 24 hours of request of appointment  |
| Non-Urgent, Symptomatic Care        | Within 7 calendar days of request of appointment   |
| Foster Care Physicals               | Within 48 hours of request of appointment  |
| Routine Physical Exam/Health Check  | Within 30 calendar days of request of appointment  |
| High Risk Prenatal Care             | Within 2 weeks of a request of appointment<br>Within 3 weeks if the request is for a specific provider |
| Physical or Sexual abuse assessment | Immediately upon request of appointment  |

## How members select a PCP

MHS Health mails members a handbook which directs members to our online “Find a provider (FAP)” provider directory. Members are reminded quarterly of the online Handbook and FAP and are offered a hard copy upon request. The handbook encourages members to select a PCP and to inform MHS Health of their selection by:

- Completing and mailing a form located in the handbook packet, or
- Calling MHS Health Customer Service.

If a new member does not make a selection within 30 days, MHS Health will assign that member to a provider.

MHS Health provides female members with direct access to in-network women’s health specialists in addition to access to their designated primary care provider. Medicaid SSI members may select a PCP or a specialist as their primary care provider.

## Changing a PCP

Members may change their PCP on request. When members call Customer Service to change their PCP, they are told that the change will be effective on the first day of the following month, or upon a requested date. Members are advised to continue to seek healthcare with their current PCP until the change is effective.

## Selecting a family planning provider

Federal guidelines require that members have the option of selecting a provider for family planning who is not their primary care provider (PCP). The family planning provider need not be contracted with MHS Health.

- The clinician selected for family planning services does not replace the PCP chosen by or assigned to the enrollee for all other medical services.
- The plan must allow adolescents to have their own primary care provider or to seek family planning services from a certified family planning agency.
- If a plan member selects a non-MHS Health network provider for family planning services, the state will cover the cost on a fee-for-service basis.

## Second opinions

Members may receive a second opinion from a qualified in-plan professional. If an appropriate provider is not available in the network, the member may obtain the second opinion from an out-of-plan provider at no cost to the member

### An appointment for a second opinion requires prior authorization when:

- The specialty requires prior authorization from MHS Health or the provider is out-of-plan.

## Reassigning care of a member

A provider may become unwilling to continue to serve as a primary care provider for a member who repeatedly breaks appointments or repeatedly fails to arrive at appointments, is abusive (physically or verbally) to the provider or the office staff or fails to comply with a treatment plan.

The provider may discontinue seeing the member after following these steps:

1. The incident must be documented in the patient chart.
2. A letter must be sent via certified mail to the patient documenting the reason for the termination.
3. The letter must indicate a termination date.
4. The letter must indicate the provider will be available for emergency care for the next 30 days.
5. The letter should direct the patient to call MHS Health Customer Service for help selecting a new provider.
6. A copy of the letter should be sent to MHS Health.
7. A copy of the letter should be kept in the patient chart.

## Advance directives

Wisconsin law allows persons 18 and older to execute an advance directive. An advance directive is a legal document instituted in advance of any incapacitating illness or injury. A Power of Attorney for Healthcare and a Living Will are advance directives.

- A *Living Will* tells a clinician/healthcare provider what life-sustaining procedures the patient does or does not want.
- In a *Power of Attorney for Healthcare*, an individual appoints another person (a healthcare agent) to make healthcare decisions for him or her should he or she be unable to do so.

The declarant is responsible for notifying his or her healthcare provider of the existence or revocation of an advance directive; the provider must then include the document or note that it was revoked in the patient's medical records.

MHS Health requires contracted providers to document in medical records whether or not their patients who are MHS Health/Network Health members have executed an advance directive.

Please review the following procedure to assure compliance:

- The first point of contact in the provider's office asks if the member has executed an advance directive. The member's response is documented in their medical record.
- If the member *has already executed* an advance directive, the first point of contact asks the member to bring a copy of the directive to the PCP's office and documents the request in the medical record. (When the member brings in a copy of the directive, it is placed in the member's medical record.)
- If the member *has already executed* an advance directive, the provider discusses potential medical emergencies with the member and/or family member/significant other (if named in the advance directive and if available) and with the referring physician, if applicable. The discussion is documented in the member's medical record.
- If the member *has not executed* an advance directive, the first point of contact in the provider's office asks the member if he or she wishes to receive information on advance directives. If the member replies "Yes," the office contact provides information. If the member replies "No," the office contact documents that on an Advance Directive Label or Declaration Sheet and includes in the member's medical record.
- MHS Health Customer Service representatives will assist members with questions about advance directives. However, no employee of MHS Health may serve as witness to an advance directive or as a member's designated agent or representative.
- Providers' documentation of patient discussions about advance directives is reviewed during the medical record audit phase of the MHS Health re-credentialing process.

#### **Tools available to assist in achieving these requirements**

- A blank Power of Attorney for Healthcare
- A blank Living Will
- An Advance Directive Declaration Sheet identifying that advance directives have been addressed with the member and specifying whether an advance directive exists or has been revoked
- An advance directive label template to easily identify whether or not an advance directive is in the medical record and/or whether or not an advance directive has been revoked

These tools are available for downloading at <https://www.mhswi.com/members/medicaid/resources/advance-directive.html>.

#### **Other PCP responsibilities**

- Educate patients on how to maintain healthy lifestyles and prevent serious illness
- Provide follow up on emergency care
- Maintain confidentiality of medical information
- Participate in utilization, quality management and case management processes

#### **Communication with Behavioral Health Providers and Primary Care Physicians**

MHS Health encourages primary care physicians (PCPs) to consult with their members' behavioral health providers. In many cases the PCP has extensive knowledge about the member's medical condition, mental status, psychosocial functioning, and family situation. Communication of this information at the point of referral or during the course of treatment is encouraged with member consent, when required.

Behavioral health providers should communicate not only with the member's PCP whenever there is a

behavioral health problem or treatment plan that can affect the member's medical condition or the treatment being rendered by the PCP, but also with other behavioral health providers who may also be providing service to the member.

Examples of some of the items to be communicated include:

- Prescription medications.
- The member is known to abuse over-the-counter, prescription or illegal substances in a manner that can adversely affect medical or behavioral health treatment.
- The member is receiving treatment for a behavioral health diagnosis that can be misdiagnosed as a physical disorder (such as panic disorder being confused with mitral valve prolapse).
- The member's progress toward meeting the goals established in their treatment plan.
- A form to be used in communicating with the PCP and other behavioral health providers can be [found](#) on our website.

Behavioral health providers should screen for the existence of co-occurring mental health and substance abuse conditions and make appropriate referrals. Providers should refer members with known or suspected untreated physical health problems or disorders to their PCP for examination and treatment.

MHS Health requests that behavioral health providers report specific clinical information to the member's PCP in order to preserve the continuity of the treatment process. With appropriate written consent from the member, it is the behavioral health provider's responsibility to keep the member's PCP abreast of the member's treatment status and progress in a consistent and reliable manner. Such consent shall meet the requirements set forth in 42 CFR 2.00 et seq., when applicable. If the member requests this information not be given to their PCP, the behavioral health provider must document this refusal in the member's treatment record, and if possible, the reason why.

The following information should be included in the report to the PCP:

- A copy or summary of the intake assessment;
- Written notification of member's noncompliance with treatment plan (if applicable);
- Member's completion of treatment;
- The results of an initial psychiatric evaluation, and initiation of and major changes in psychotropic medication(s) within fourteen (14) days of the visit or medication order; and
- The results of functional assessments.

Caution must be exercised in conveying information regarding substance abuse, which is protected under separate federal law.

MHS Health monitors communication with the PCP and other caregivers through audits. Failure to adhere to these requirements can be cause for termination from the network.

MHS Health Providers should refer to his/her MHS Health Participating Provider Agreement for complete information regarding their obligations.

### **Specialist responsibilities**

Select specialty services require prior authorization. The specialist may order diagnostic tests by following MHS Health authorization guidelines (*See Section 9 Medical Management Section*).

However, the specialist may not refer to other specialists or admit to the hospital without the referral of a PCP, except in a true emergency situation. The specialist must maintain contact with the PCP. This could include telephone contact, written reports on consultations or verbal reports if an emergency situation exists. The specialist must:

- Obtain applicable authorization from the patient's PCP *before* providing services.
- Coordinate the patient's care with the PCP.
- Provide the PCP with consult reports and other appropriate records within five (5) business days.

- Be available or provide on-call coverage 24 hours a day.
- Have hours of operation that do not discriminate against BadgerCare Plus and Medicaid SSI enrollees.
- Maintain confidentiality of medical information.
- Participate in utilization, quality management, and case management processes.

### Specialist appointment access standards

| Type of Service         | Access Standard                            |
|-------------------------|--|
| Routine Referral Visits | Within 60 calendar days                    |
| After-Hours Coverage    | 24 hours per day, seven days per week      |
| Office Wait Times       | Within 30 minutes of scheduled appointment |

### Behavioral Health Appointment Access Standards

All members have direct access to mental health and substance abuse services and do not need a referral from their primary care physician (PCP). Caregivers or medical consenters also may refer members for mental health and substance abuse services.

MHS Health adheres to National Commission for Quality Assurance (NCQA) and State of Wisconsin accessibility standards for member appointments. MHS Health asks your help in providing appointments within the following timeframes:

### Behavioral Health appointment access standards

| Type of Service  | Access Standard   |
|--|---|
| Routine – treatment of a condition that would have no adverse effects if not treated within 10 business days calendar days   | 10 business days per NCQA standards   |
| Urgent – is defined as a non-life-threatening situation that should be treated within twenty-four (24) hours. Urgent care services are not subject to prior authorization or precertification.   | Within 24 hours for services that are non-emergent urgent services.   |
| Emergent/Non-Life Threatening Care– defined as inpatient and outpatient services furnished by a qualified practitioner or provider that are needed to evaluate or stabilize a behavioral health condition manifesting itself by acute symptoms of sufficient severity that a prudent layperson, who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical care to result in injury to self or bodily harm to others; placing the physical or mental health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; serious impairment to bodily functions; serious dysfunction to any bodily organ or part; serious harm to self or others due to an alcohol or drug abuse emergency; with respect to a pregnant woman having contractions- (i) that there is not adequate time to affect a safe transfer to another hospital before delivery, or (ii) that transfer may pose a threat to the health or safety of the woman or unborn child. | Within six hours of request on a 24 hour basis, seven days a week<br>MHS Health requests practitioners refer all members with an emergent non-life threatening emergency to the Emergency Department. |
| Wait times- wait times in practitioner waiting rooms.  | Within 30 minutes of scheduled appointment  |
| Outpatient visit following discharge from hospital/acute care  | Within seven days of discharge  |

If you cannot offer an appointment within these timeframes, please refer the member to MHS Health Customer Service so the member may be rescheduled with an alternative practitioner who can meet the access



standards and member's needs. Adherence to these standards is monitored with telephone auditing through the Quality Improvement Program.

In addition, all behavioral health providers are obliged by Agreement to ensure that services provided are available on a 24 hours a day, seven days a week basis, as the nature of the member's behavioral health condition dictates. Behavioral health providers must offer hours of operation that are no less than the hours of operation offered to commercial insurance enrollees and shall ensure members with disabilities are afforded access to care by ensuring physical and communication barriers do not inhibit members from accessing services.

Behavioral health providers should call the MHS Health Provider Relations Department at 1-800-222-9831 if they are unable to meet these access standards on a regular basis. Please note that the repeated inability to accept new members or meet the access standards can result in suspension and/or termination from the network. All changes in a behavioral health provider's status will be considered in the re-credentialing process.

**Hospital responsibilities**

Inpatient facilities are required to notify MHS Health of admissions to enable care coordination and discharge planning, ensure timely claim payment, and track inpatient utilization. If it is determined that an inpatient admission is not medically necessary and services could be provided in another appropriate setting, the Medical Director may authorize approval for an alternative level of care.

| Notification timelines are*:   |   |
|--------------------------------|---|
| Emergent and urgent admissions | Within two (2) business days following the admission.<br>Within 24 hours for a psychiatric admission. |
| Maternity admissions           | at admission  |
| All other admissions           | by the close of the next business day   |

\*Failure to notify within this timeframe may result in denial of payment for lack of timely notification.

**Authorization of services**

In-plan hospitals must request authorization from MHS Health *within two (2) business days* for:

- All inpatient services.
- Selected services unless service is provided as an emergency *See Section 9 - Medical Management or Network Provider Quick Reference Guide.*

**PCP notification after member's emergency room visit**

In-plan hospitals must:

- Notify the plan member's PCP immediately (no later than the close of the next business day) after a member appears in the Emergency Room.

**MHS Health Wisconsin Provider Inquiry Line**

We handle your calls from 8:00 a.m. to 7:00 p.m., Monday – Friday. For Medical Management on the MHS Health Provider Inquiry Line call the number at right and when prompted say "authorization request" and then "inpatient admission."

*Provider Inquiry Line*  
**1-800-222-9831**

**After hours, weekends and holidays**

After hours, callers are given the option to call the MHS Health 24-hour Nurse Advice Line: 1-800-280-2348

## Cooperation with Quality Improvement (QI) Program

MHS Health requires providers and practitioners to cooperate with all QI activities. Contracted providers and practitioners are required to participate in an after-hours care survey that is conducted annually to ensure members receive appropriate after-hours care from our primary care practitioner network. MHS Health partners with providers and practitioners to gather performance data to ensure the success of the QI Program. This program is outlined in *Section 4 Quality Improvement Program* in more detail.

## Billing members

Wisconsin Medicaid prohibits MHS Health, its clinicians, and subcontractors from billing a member for medically necessary services covered under the Wisconsin BadgerCare Plus and SSI programs provided during the member's eligibility.

- A clinician *may not bill* a plan member for:
  - A service which was denied payment as a result of the clinician's failure to follow MHS Health processes, e.g., failure to obtain prior authorization, untimely (late) filing of claims, etc.
  - The difference between the clinician's billed charges and contracted reimbursement received for services.
- A clinician *may bill* a plan member for a non-BadgerCare Plus or Medicaid SSI-covered service if the member agrees in writing, in advance of the services being provided, to be financially responsible for the charges.
  - The clinician must have requested and been denied prior authorization from MHS Health before performing the service.
  - The member's written agreement must specify:
    - the service that is not covered by MHS Health
    - the date the non-covered service will be provided
    - the amount for which the member will be responsible

The standard Consent for Treatment release form every patient signs at the time of services does not constitute informed consent for financial responsibility for non-BadgerCare Plus or Medicaid SSI- covered services.

## Cultural competency

Cultural competency within the MHS Health network is defined as, "a set of interpersonal skills that allow individuals to increase their understanding, appreciation, acceptance and respect for cultural diversity and similarities within, among and between groups and the sensitivity to know how these differences influence relationships with members."

MHS Health is committed to the development, strengthening, and sustaining of healthy provider and member relationships. Members are entitled to dignified, appropriate and quality care. When healthcare services are delivered without regard for cultural differences, members are at risk for sub-optimal care. Members may be unable or unwilling to communicate their healthcare needs in an insensitive environment, reducing the effectiveness of the entire healthcare process.

MHS Health provides resources on our website (<https://www.mhswi.com/providers/resources/provider-training/Cultural-Competency.html>) to assist our network providers in developing culturally competent and culturally proficient practices.

## Resources

Please see our provider website ([www.mhswi.com](http://www.mhswi.com)) for a list of translators and interpreters, facts on disparities in healthcare, an organizational self-assessment for you, and access to free education and CEU credits for education on culturally linguistically appropriate services and online training modules.

## **Cultural considerations**

If you have a patient who needs or would like an interpreter, MHS Health will pay for the services. (Instruct interpreters to bill MHS Health). A list of professional interpreter service providers is available on our website. Family members and friends are not the same as a professional interpreter; they are more likely to modify what the patient has actually said in their effort to be helpful. Therefore, we require the use of professional interpreters. They will do more than interpret for the member. Their job is to help facilitate effective communication between you and your patient.

## **Working with interpreters**

- Plan to allow enough time for the interpreted sessions.
- Avoid jargon and technical terms.
- Keep your utterances short, pausing to allow for the interpretation. Say one longer sentence or three or four short ones, and then stop in a natural place to let the interpreter pass your message along. The interpreter may need to hear the whole sentence before she can even start to interpret it.
- Ask only one question at a time.
- Be prepared to repeat yourself in different words if your message is not understood. If a response doesn't seem to fit with what you said, go back and repeat what you said in different words.
- Check to see if the message is understood.

## **Reporting requirements**

### **Communicable diseases**

All certified clinicians must report the appearance, suspicion or diagnosis of a communicable disease or death resulting from a communicable disease to the local health department, according to Wisconsin Administrative Code HFS 145.

- Certified clinicians include physicians (MDs and DOs), physician assistants, podiatrists, nurses, nurse practitioners, midwives, clinical laboratories, physical therapists, dietitians, etc.
- A provider who treats a patient with a communicable disease or confirms a death due to a communicable disease must issue a communicable disease report within 24 hours of learning of the disease or death.
- Forms for reporting communicable diseases are available from local health departments.
- Reports of human immunodeficiency virus (HIV) are reported directly to the State epidemiologist.

### **Blood lead levels**

All clinical laboratories in the state must report the results of all blood lead tests, according to Wisconsin Administrative Code HFS 181.

- The ordering clinician must report the results to the state's lead poisoning prevention program if the ordering clinician sends the specimen to a clinical laboratory outside of Wisconsin.
- The ordering clinician may report the blood levels to the program (instead of the clinical laboratory) if a written agreement addressing the issue exists between the clinical laboratory and the ordering clinician.
- Additional information about reporting is available from the Lead Poisoning Prevention Program office by calling 1-608-266-5817 or writing to:  
Lead Poisoning Prevention  
Program Division of Public Health  
PO Box 2659, Room 150  
Madison, WI 53701-2659

### **Child abuse, neglect and exploitation**

State and federal regulations require the reporting of known or suspected abuse, neglect or exploitation of a minor (a child under the age of 18) by all persons likely to become aware of such abuse in their professional contacts with the child.

- All providers must comply with these regulations.
- Reports should be made to the county welfare department or to the sheriff or city police department in your area.
- The local county Child Protective Services agency and other local agencies have the legal responsibility to investigate and validate complaints of alleged abuse, neglect or exploitation of minors. These agencies provide specialized counseling and referral services to improve family functioning and prevent further abuse, neglect or exploitation.
- Call MHS Health Customer Service at 1-888-713-6180 for a listing of the county agency or crisis intervention contacts in your area.

### **Domestic abuse**

State and federal regulations require the reporting of known or suspected instances of domestic abuse by all treatment facilities.

- All Medicaid-certified providers must comply with these regulations.
- Reports should be based on reasonable evidence of verbal and/or physical mistreatment, and the potential for such mistreatment to occur.
- Reports should be made to the county sheriff or city police departments in your area. The local law enforcement authorities can provide the victim(s) with initial protection from further harm, specialized counseling, and referral services to improve family functioning and prevent further abuse.
- Call MHS Health Customer Service at 1-888-713-6180 for a listing of the domestic abuse agencies in your area.

### **Fraud, Waste and Abuse**

MHS Health is committed to identifying, investigating, sanctioning and prosecuting suspected fraud and abuse. Its fraud and abuse plan complies with the State of Wisconsin and federal laws.

Fraud, Waste, and Abuse, (FWA) is an MHS Health initiative that systematically identifies, investigates and addresses instances where billing errors, abuse, or fraud occur. The FWA program complies with State and federal law, and State Department of Health Services (DHS) guidelines. All MHS Health staff are trained to identify possible fraud, waste, and abuse.

### **Billing errors**

Billing errors may occur if provider offices provide incorrect information on submitted claims. Provider Relations representatives will work with provider offices to correct these situations.

### **Abuse**

Abuse involves billing errors that directly or indirectly lead to financial loss for MHS Health. Examples can include overcharging for services and billing for: an office visit and outpatient procedure the same day, unbundling charges, billing for non-covered services, diagnoses that are not adequately supported in the medical record, and medically inappropriate procedures and tests.

### **Fraud**

Fraud is intentional deception or misrepresentation by patients, providers, billing services, or payer employees. Examples can include billing for services not rendered, misrepresenting diagnoses to justify payment, soliciting, offering or receiving a kickback, falsifying medical records to justify payment, and “up coding.”

### **How you can help**

Providers are in the best position to identify potential member fraud as the most common incidence involves members sharing their *ForwardHealth* card with family members and friends. If you suspect this is happening, please call the MHS Health Compliance Officer at 1-800-222-9831.

## Section 4 Quality Improvement Program

The MHS Health Quality Improvement (QI) Program is a comprehensive effort to protect, maintain and improve the quality of care provided to our BadgerCare Plus, Medicaid SSI, and Medicare Advantage plan members.

MHS Health evaluates the overall effectiveness of our QI program annually to determine whether the program has demonstrated improvement where needed, in the quality of care and service provided to our members.

A QI work plan, approved by the MHS Health Quality Improvement Committee (QIC) and Board of Directors, outlines the scope of activity and the goals, objectives, and timelines of the QI program. New goals and objectives are set annually based on findings from quality improvement activities and studies and results of member and provider satisfaction surveys and performance measures.

### **QI Program**

The MHS Health QI Program is led by the plan chief medical officer, the quality improvement director, and the MHS Health QIC. A program description is available by request.

The following are components of the program:

- Quality improvement studies
- Investigating and tracking of risk management events and potential quality of care complaints
- Ongoing monitoring of key performance measures (i.e. immunization rates, mammography rates, Pap test rates, Health Check rates)
- Utilization management
- Compliance with preventive health and practice guidelines
- Compliance with all applicable regulatory and accreditation agency rules, regulations and standards, as well as State and federal laws.
- Healthcare Effectiveness Data Information Set (HEDIS) data reporting

### **Clinician participation in quality initiatives**

Clinician participation is an important component of the MHS Health QI Program. Providers are expected to monitor and evaluate their own compliance with performance requirements to assure the quality of care and service provided. Providers are expected to meet MHS Health performance requirements and ensure member treatment is efficient and effective by:

- Cooperating with medical record reviews and reviews of telephone and appointment accessibility;
- Cooperating with the complaint review process;
- Participating in provider satisfaction surveys; and
- Cooperating with reviews of quality of care issues and critical incident reporting.

In addition, providers are invited to participate in MHS Health QI Committees and in local focus groups conducted by MHS Health. Participation on the committees listed below provides network clinicians with a structured forum for input. Clinicians may also provide feedback to MHS Health via the provider Services Department. Call the MHS Health Provider Inquiry Line at 1-800-222-9831 and when prompted say “something else”. This will connect you to the provider Services Department.

### **Quality Improvement Committee (QIC)**

The MHS Health QIC is a multidisciplinary team whose purpose is to develop, implement, and oversee the MHS Health QI Program and to ensure that quality improvement activities are fully integrated into all functional areas.

The QIC assesses the appropriateness of care delivered and works to continuously enhance and improve the quality of services provided to MHS Health /Network Health Plan members. The committee reviews, evaluates, and approves the QI Program and recommends interventions and improvements.

Meetings are scheduled four times annually. Membership includes health plan management, network clinicians practicing in the areas of primary care and other specialties, a mid-level practitioner, a behavioral health provider and an external member advocate.

### **Utilization Management Advisory Committee**

This committee is responsible for monitoring the appropriateness of care, guarding against over- and under-utilization, and evaluating outcomes of disease and case management programs. The committee comprises clinicians from our network representing primary care and key specialty areas.

### **Credentialing Committee**

This committee is responsible for credentialing and re-credentialing health plan practitioners and facilities and is a peer review committee. The committee comprises clinicians from our network who meet every two months.

### **Compliance Committee**

The purpose of the Compliance Committee is to review compliance risks, monitor progress on any current corrective action plans and to receive and review regular status reports in areas such as timeliness of State reporting and encounter data pass rates. This committee includes representatives from all internal departments.

### **Special Investigation Unit (SIU)**

The SIU Committee is responsible for ensuring that billing errors, abuse, and fraud issues are consistently identified and addressed in a systematic manner, in compliance with State and federal law, interpretations thereof, and DHS guidelines. The SIU Committee includes representation from both MHS Health and Centene Corporation.

### **Grievance and Appeals Committee**

The Grievance and Appeals Committee is responsible for reviewing, categorizing, tracking and trending grievances and appeals, and determining appropriate disposition and follow-up, in compliance with State and local requirements. This committee meets on a weekly basis, as needed.

### **Consumer Advisory Committee**

The goal of the Consumer Advisory Committee is to solicit member input into the QI Program and to act as a focus group to facilitate member perspective on the quality of care and services offered by MHS Health and to offer recommendations for improvement.

### **Health management reminder programs**

MHS Health identifies members who may benefit from specific health screenings and periodically mails them age, gender and topic-specific information and/or reminders to schedule the tests. The program promotes practice standards and emphasizes member empowerment strategies. The goal is to encourage and help our members receive appropriate medical care and achieve their highest level of wellness.

### **Diabetes guidance**

Data analysts identify diabetic members considered to be at high risk for the onset of complications. Registered nurse (RN) coordinators mail the members reminders to have a retinal eye exam and to have their HbA1c levels checked and their kidney function monitored.

*A link to national web-based clinical practice guidelines is on the MHS Health website.*

## Health Check

Through Health Check, Wisconsin Medicaid covers necessary healthcare, diagnostic services, treatment and other measures to correct or ameliorate defects, physical and mental illnesses, and conditions discovered during the screening services. Health Checks promote a comprehensive child health program of prevention and treatment.

- MHS Health mails reminders and/or calls members in need of a Health Check and informs them of the benefits of prevention and the health services and assistance available.

You may obtain a copy of Health Check age-specific forms by accessing the MHS Health website or by calling the MHS Health Provider Inquiry Line. See *Section 8 Health Check Section* for more information.

## Immunization reminder program

The MHS Health immunization program was developed in an effort to ensure our members receive the immunizations they need. The initial targeted group is children up to two years of age. Parents/guardians of children approaching nine and 21 months of age are sent a reminder mailing and/or an outreach call to make an appointment with their doctor for any needed immunizations.

- Yearly, primary care physicians receive the current immunization and catch-up schedules and information on the Wisconsin Immunization Registry. Providers are asked to use each healthcare encounter to review the immunization status of their patients.
- Immunization information is also distributed to members through the Start Smart For Your Baby<sup>®</sup> program.
- Articles related to immunizations for older children appear in both member and provider newsletters. Member incentive programs are developed for children to become fully immunized.

A link to the most current Childhood and Adolescent Immunization and Catch-Up Schedules, and Adult Immunization Schedule is on the MHS Health website.

## Pregnancy and depression program

MHS Health is committed to improve members' awareness of the symptoms of depression during pregnancy and postpartum and to link depressed members with appropriate treatment resources.

- All members identified as being pregnant receive a Start Smart packet that includes a brochure about pregnancy and depression. The information includes MHS Health's phone number and the Edinburgh depression screening survey. Returned surveys are scored for depression risk level. Members whose scores indicate possible depression are contacted by a behavioral healthcare coordinator and referred to an appropriate provider for treatment. When scores do not indicate depression, the member receives a letter encouraging the member to call MHS Health if they feel they need help.
- Members receive a postpartum depression brochure and the Edinburgh screening survey after delivery.

See MHS Health Clinical Practice Guidelines, Management of Pregnancy, Preconception and Prenatal Care, on the MHS Health website.

## Pregnant women and tobacco use

MHS Health wants women to have a happy, healthy pregnancy! Smoking during pregnancy can lead to:

- Premature birth
- Miscarriages or stillbirths
- Sudden infant death syndrome
- Asthma in children
- Future school problems

Practitioners should screen every pregnant woman for tobacco use during their initial prenatal visit, regardless of when this visit occurs. Screening and counseling to stop smoking should be documented in the



member's medical record, and the member should be referred to a smoking cessation program. The member's cessation efforts should be assessed at every prenatal visit and at the postpartum visit.

### **Smoking cessation program**

MHS Health identifies members who are smokers and provides outreach to those who have indicated a desire to quit smoking via the following efforts:

- New members receive a mailing packet outlining the MHS Health Smoking Cessation Program, listing resources and providing direction for a quit attempt.
- Pregnant and postpartum smokers are directed to the First Breath Program.
- Articles in member and provider newsletters.
- Members are encouraged to contact the Wisconsin Tobacco QUIT LINE
  - 1-800 QUIT NOW or 1-800-784-8669
  - Spanish – 1-877-2NO-FUME or 1-877-266-3863
  - TTY for hearing impaired 1-877-77-6534
  - [www.ctri.wisc.edu/quitline.html](http://www.ctri.wisc.edu/quitline.html)
- Resources for members and providers are offered on the MHS Health website: [www.mhswi.com](http://www.mhswi.com)
- MHS Health offers coverage for office visits and counseling sessions related to smoking cessation and reimburses an additional \$10 above the current rate for CPT codes:
  - 99406 - smoking and tobacco cessation counseling visit; intermediate, greater than three minutes up to 10 minutes.
  - 99407 - smoking and tobacco cessation counseling visit; intensive, greater than 10 minutes.

One of the following ICD-10 codes must be reported on the claim to receive the enhanced rate: F17200, F17201, F17203, F17208, F17209, F17210, F17211, F17213, F17218, F17219, F17220, F17221, F17223, F17228, F17229, F17290, F17291, F17293, F17298, F17299, Z720.

### **Childhood obesity**

MHS Health has a program to increase both practitioners' and members' awareness of the problem of childhood obesity and the need to be screened annually.

- Practitioners should screen children annually for childhood obesity and document the BMI percentile in the medical record.
- BMI screening values should be reported using ICD-10 code Z68.51-Z68.54 as a secondary diagnosis to identify the BMI percentile. CPT code 3008F should be used to indicate the screening has been done and again Z68.51-Z68.54 should be used as a secondary diagnosis indicating the BMI percentile. Screening is reimbursable when billed correctly.
- Health education sheets on healthy eating are available on the MHS Health website under Patient Health Education, (H) Health.

### **Other mailed reminder topics may include:**

- Adolescent immunizations and wellness
- Breast cancer screening
- Cervical screening
- Chlamydia screening
- Influenza
- Appropriate antibiotic use
- Controlling high blood pressure
- Asthma medication management

# Section 5 Medical Records

MHS Health network providers must maintain consistent and complete medical information for members. This will help enable clinicians to provide the highest quality medical care and continuity of care to members.

## Records and Documentation

MHS Health network providers need to retain all books, records and documentation related to services rendered to members as required by law and in a manner that facilitates audits for regulatory and contractual reviews.

Providers will provide MHS, and regulatory agencies access to these documents to assure financial solvency and healthcare delivery capability and to investigate complaints and grievances, subject to regulations concerning confidentiality of such information.

Access to documentation must be provided upon reasonable notice for all inpatient care. This provision shall survive the termination and or non-renewal of a Participating Provider Agreement with MHS Health.

## Medical records requirements

### General standards

The following commonly accepted standards for medical record documentation are adopted from the National Committee for Quality Assurance (NCQA):

1. Each and every page in the record contains the patient's name or ID number.
2. Personal/biographical data includes address, employer, home and work telephone numbers and marital status.
3. All entries in the medical record contain author identification.
4. All entries are dated.
5. The record is legible to someone other than the writer.
6. Significant illnesses and medical conditions are indicated on a problem list.
7. Any allergies (medication, food &/or tactile) and adverse reactions are prominently noted in the record. If the patient has no known allergies or history of adverse reactions, this is appropriately noted in the record. Medication information list includes instructions to member regarding dosage, initial date of prescription and number of refills.
8. Past medical history (for patients seen three or more times) are easily identified and include serious accidents, operations and illnesses. For children and adolescents (18 years or younger), past medical history relates to prenatal care, birth, operations and childhood illnesses.
9. For patients 14 years and older, there are appropriate notations concerning use of cigarettes, alcohol and substance abuse (for patients seen three or more times).
10. The history and physical exam records appropriate subjective and objective information for presenting complaints. Clinical findings and evaluations for each visit are documented in record.
11. Laboratory and other studies are ordered, as appropriate.
12. Working diagnoses are consistent with findings.
13. Treatment plans are consistent with diagnoses.
14. Encounter forms or notes have a notation, when indicated, regarding follow-up care, calls or visits. The specific time of return is noted in weeks, months, or PRN.
15. Unresolved problems from previous office visits are addressed in subsequent visits.
16. No evidence of under- and over-utilization of consultants.
17. If a consultation is requested, there is a note from the consultant in the record.
18. Consultation, lab, imaging/diagnostic reports, ancillary and therapeutic reports are filed in the chart are initialed by the practitioner who ordered them to signify review. If the reports are presented electronically or by some other method, there is also representation of review by the

ordering practitioner. Consultation and abnormal lab and imaging study results have an explicit notation in the record of follow-up plans.

19. No evidence that the patient is placed at inappropriate risk by a diagnostic or therapeutic procedure.
20. An immunization record has been initiated for children, or an appropriate history has been made in the medical record for adults.
21. Evidence that preventive screening and services are offered in accordance with the plan's practice guidelines.
22. Records are stored securely with access limited to authorized personnel and easily retrievable upon request. All member information is kept confidential.
23. Record format is organized and consistent.
24. Evidence of an advance directive for patients older than 18 years of age

### **Confidentiality and medical records release**

All medical records of covered persons are confidential and cannot be released without the written authorization of the member or member's legal guardian.

Written consent is required for the transmission of the medical record information of a current plan member or former plan member to any physician not connected with MHS Health.

When the release of medical records is appropriate, the extent of that release should be based upon medical necessity or on a need to know basis.

MHS does not need the member's authorization to use or disclose his or her medical records for:

- Treatment
- Payment (claims)
- MHS Health operations

### **Medical records transfer for new patients**

Providers must document in the member's medical record attempts to obtain old medical records for all new plan members. If the member or his or her guardian is unable to recall where previous medical care was obtained or is unable to provide an appropriate address, this information should be noted in the medical record.

### **Access to Records and Audits by MHS Health**

Subject only to applicable state and federal confidentiality or privacy laws, Providers shall permit MHS Health or its designated representative access to the Provider's records, at the Provider's place of business in this state during normal business hours, or remote access of such records, in order to audit, inspect, review, perform chart reviews or duplicate such records. If performed on site, access to records for the purpose of an audit shall be scheduled at mutually-agreed-upon times, upon at least thirty (30) business days prior written notice by MHS Health or its designated representative, but not more than sixty (60) days following such written notice.

Medical records may be required for claims processing. The required documentation may be requested by letter or through a remittance advice. Medical records should be submitted with any claim billing a CPT code that is designated as an unlisted procedure code.

### **EMR Access**

Providers will grant MHS Health access to the Provider's Electronic Medical Record (EMR) system in order to effectively case manage members and capture medical record data for risk adjustment and quality reporting. There will be no other fees charged to MHS Health for this access.

### **Medical records and quality improvement initiatives**

Contracts with practitioners specifically require that practitioners cooperate with QI activities including, but not limited to, disease management programs, adopted clinical practice guidelines, medical record audits,

focus studies, provider profiling and performance monitoring.

### **Scores**

Audit scores are computed and documented for each PCP using a Medical Records Audit Tool. Results are reported for every provider audited in terms of overall performance of the medical records reviewed against MHS Health standards. Expectations regarding scoring are described below:

- A minimum score of 80% overall is required to achieve compliance with MHS Health guidelines.
- Providers receiving a score of 79% or below will be re-audited within six months to assess for improvement in identified deficiencies.

Medical record audit results will be reported to a MHS Health Quality Improvement Committee for tracking and for trending in the re-credentialing process, as appropriate. The provider also agrees to participate in and contribute required data to HMO Quality Assessment/Performance Improvement Programs as required in the BadgerCare Plus and Medicaid SSI MCO contract.

Please visit the provider section of our website at [www.mhswi.com](http://www.mhswi.com) to see a copy of the Medical Records Audit Tool.

### **Regulations**

Provider shall maintain a complete and accurate permanent medical record for each person to whom they rendered services and shall include in that record all reports and all documentation required by applicable laws, contracts and applicable accrediting agencies.

### **Behavioral Health Quality Improvement**

As part of our ongoing quality improvement program, clinical records may be audited to assure the quality and consistency of provider documentation, as well as the appropriateness of treatment. Before charts can be reviewed or shared with others, the member must sign an authorization for release, which can be found in the Forms Section on the MHS Health website. Chart Audits of member records will be evaluated in accordance with these criteria.

Clinical records require documentation of all contacts concerning the member, relevant financial and legal information, consents for release/disclosure of information, release of information to the member's PCP, documentation of member receipt of the Statement of Member's Rights and Responsibilities, the prescribed medications with refill dates and quantities, including clear evidence of the informed consent, and any other information from other professionals and agencies. If the provider is able to dispense medication, the provider must conform to drug dispensing guidelines set forth in the State of Wisconsin Medicaid drug formulary.

Providers shall retain clinical records for members for as long as is required by applicable law. These records shall be maintained in a secure manner, with only authorized personnel having access to the records, but must be retrievable upon request. Providers and the office staff must receive periodic training on confidentiality of member information.

# Section 6 Eligibility Verification and Member Enrollment

Providers must verify current eligibility status and health plan enrollment every time a BadgerCare Plus and Medicaid SSI member schedules an appointment, as well as when a member arrives for services to determine enrollment status for the current date, and learn of any limitations to the member's coverage.

## **ID cards**

BadgerCare Plus and Medicaid SSI recipients receive a **ForwardHealth** ID card when they initially become eligible. Possession of a ForwardHealth or Forward ID card does not guarantee eligibility since recipients who lose eligibility are instructed to keep their ID cards in case they again become eligible for BadgerCare Plus and Medicaid SSI benefits.

## **Verify BadgerCare Plus and Medicaid SSI eligibility using the state Eligibility Verification System (EVS)**

- ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) (must establish a provider account)
- WiCall – Automated Voice Response (AVR) system: 1-800-947-3544
- Eligibility verification vendors (accessed through software, magnetic stripe card readers, and the Internet)
- 270/271 Healthcare Eligibility/Benefit Inquiry and Response (270/271) transactions
- State Provider Services at 1-800-947-9627 from 7 a.m. to 6 p.m. Monday-Friday

All EVS methods provide the most current information, including:

- Managed care enrollment status
- Eligibility status for the date(s) of service requested
- Other health insurance and/or Medicare coverage

## **How to verify MHS Health and Network Health Plan enrollment**

- Visit the MHS Health website at <https://provider.mhswi.com/>. This is a secure password-protected site.
- Call the MHS Health Provider Inquiry Line: 1-800-222-9831. When prompted, say "Eligibility"
- You will have the option to speak with a live representative or to verify eligibility through the Integrated Voice Response System (IVR) for faster service.
- MHS has the capability to receive an ANSI X12N 270 health plan eligibility inquiry and generate an ANSI X12N 271 health plan eligibility response transaction through Centene, the MHS Health's parent organization. For more information on conducting these transactions electronically, call the MHS Health Provider Inquiry Line 1-800-222-9831.

# Section 7 Routine, Urgent and Emergent Services

## Definitions

*Routine care* is designed to prevent disease altogether, to detect and treat it early, or to manage its course most effectively. Examples of routine care include immunizations and regular screenings such as Pap tests or cholesterol checks.

*Urgent care* is a situation requiring treatment of a health condition, including a behavioral health situation, which is not an emergency, but is severe or painful enough to cause a prudent layperson, possessing an average knowledge of medicine, to believe that his or her condition requires medical evaluation or treatment within 24 hours to prevent serious deterioration of the member's condition or health.

*Emergency care* is a situation when an acute medical condition shows symptoms of sufficient severity (including severe pain) that a prudent layperson possessing an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:

- Placing the physical or mental health of the individual (or the health of an unborn child) in serious jeopardy.
- Serious impairment of bodily functions.
- Serious dysfunction of any bodily organ or part.

Or, with respect to a pregnant woman in active labor:

- There is inadequate time for a safe transfer to another hospital before delivery.
- The transfer may pose a threat to the health and safety of the woman or the unborn child.

Additional emergency situations defined by the Department of Health Services contract include:

- A psychiatric emergency involving a significant risk of serious harm to oneself or others.
- A substance abuse (alcohol and other drug abuse) emergency exists if there is a significant risk of serious harm to an enrollee or others, or there is a likelihood of return to drug abuse without immediate treatment.
- Emergency dental care is defined as an immediate service needed to relieve the patient from pain, an acute infection, swelling, trismus, fever, or trauma.

In all emergency situations, the provider must document the nature of the emergency in the recipient's medical record.

The following are not considered emergencies:

- Routine follow-up care.
- Removal of sutures.
- Well-child checkups/adult checkups.
- Immunizations, including TB.

Members are encouraged to contact their PCP prior to seeking urgent or emergent care, except in a life-threatening emergency or permanent injury if not treated immediately.

Wisconsin Medicaid, and therefore MHS Health, must promptly provide or pay for medically necessary, Medicaid-covered emergency services based on the medical signs and symptoms present when the enrollee first arrived for treatment. The PCP plays a major role in educating plan members about appropriate and inappropriate use of hospital emergency rooms.

## 24/7 Nurse Advice Line

When members have healthcare questions and cannot reach their PCP, they can call our nurse advice line at 1-800-280-2348. TDD/TTY for the hearing impaired: 1-888-780-7155. This is a 24-hour nurse information line available to your patients who are MHS Health /Network Health Plan members. MHS Health provides the advice line to support your practice and to offer plan members access to a nurse every day (24/7). If you have questions, please call the MHS Health Provider Inquiry Line or the advice line.

Advice line nurses provide:

- Health information in English and Spanish (interpreter services for other languages are also available).
- Nurse triage and answers to questions about urgent or emergency access.
- Answers to questions about pregnancy and newborn care.
- Answers to questions about how much medicine to give children.
- Referral to case management for education and encouragement to members with chronic health problems, like asthma and diabetes.
- Information about network providers and local services that are available after MHS Health is closed.
- Member eligibility verification for providers, any time of the day.

## Protocols

Advice line nurses document calls and consult McKesson's Care Enhancement Call Center system. Clinical Guidelines are nationally recognized guidelines developed by Barton Schmitt, M.D. and David A. Thompson, M.D. These protocols are widely used in nurse call centers and have been reviewed and approved by physicians around the country.

## Transportation

Additional details regarding transportation services can be found in *Section 15 Transportation*. Members enrolled in the State of Wisconsin's Medicaid program will be required to contact Medical Transportation Management, Inc. (MTM, Inc.) for transportation rides throughout the State.

- MTM, Inc. Reservation Line                      1-866-907-1493 (voice) or 1-866-288-3133 (TTY)
- "Where's My Ride"                                1-866-907-1494
- "We Care" For complaints                    1-866-436-0457
- MTM Inc. Web site                                [\\*www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)

\*Use this website to schedule and cancel routine and recurring rides, file complaints, and obtain forms. To schedule rides online, you will need to have already scheduled at least one ride for the member by calling the reservation phone number and have a valid email address. Should you have an urgent (not emergent) need for transportation and MTM is not accommodating, please contact MHS Health Customer Services at 1-888-713-6180.

## Ambulance and emergency transportation

Our members' coverage includes ambulance service for emergency care.

Emergency transportation

- Emergency Basic Life Support (BLS) transportation does not require prior authorization.
- All high-mode transportation and out-of-State transports require prior authorization. The MHS Health Medical Services fax line for authorizations is 1-866-467-1316.



## Section 8 Covered Services

MHS Health/Network Health members have the following benefits:

| Services                          | Standard & SSI Plan  | Member Co pay                  |
|-----------------------------------|--|--------------------------------|
| *Medication                       | State drug list  | *\$.50 - \$3                   |
| Physician visits                  | Full coverage  | MHS covers                     |
| Inpatient hospital                | Full coverage  | MHS covers                     |
| Outpatient hospital               | Full coverage  | MHS covers                     |
| Emergency room                    | Full coverage  | MHS covers                     |
| Nursing home                      | Full coverage  | MHS covers                     |
| Physical therapy                  | Full coverage  | MHS covers                     |
| Home health                       | Full coverage  | MHS covers                     |
| Medical equipment                 | Full coverage  | MHS covers                     |
| Medical supplies                  | Full coverage  | MHS covers                     |
| *Transportation                   | Routine to & from covered services   | Full coverage                  |
| Ambulance                         | Full Coverage  | MHS covers                     |
| *Dental                           | Preventive, restorative, palliative  | *\$1 -3                        |
| Vision                            | One exam & glasses per year  | MHS covers                     |
| added vision                      | \$100 allowance for better frames or \$ 80 toward contact lenses                                     | MHS covers                     |
| Hearing                           | Full coverage  | MHS covers                     |
| Hospice                           | Full coverage  | No copay                       |
| Family planning                   | Full coverage  | No copay                       |
| *Chiropractor                     | Full coverage  | *\$3                           |
| Podiatrist                        | Full coverage  | MHS covers                     |
| Mental health and Substance Abuse | Outpatient – full coverage. Inpatient stays for age 22-64 in institutional settings are not covered. | MHS covers                     |
| Health education                  | MHS added benefit  | Asthma, diabetes, hypertension |

\*Pharmacy and chiropractic services are provided by the State in all areas. Members may access this care from any provider that will accept the ForwardHealth Card. Routine transport is provided by the State through a separate company. Depending on the member's county of residence, the dental benefit may be provided by MHS Health or by the State.

### Medically necessary covered services

- Provider services, including those of physician, nurse, advanced nurse practitioners, physician assistants and nurse midwives
- Inpatient and outpatient hospital services
- Family planning services and supplies
- Health Checks for members under age 21, including referrals for medically necessary services
- Preventive health screenings for adults
- Smoking cessation counseling by a PCP
- Laboratory and X-ray services
- Mental health treatment

### Dental services (for specified counties)

MHS Health provides covered dental services for members residing in the following counties: Milwaukee, Kenosha, Racine, Waukesha, Washington and Ozaukee. Members residing in these counties must use in-plan dentists. See our Provider Directory at [www.mhswi.com](http://www.mhswi.com) or call Customer Service at 888-713-6180 for a list of in-plan dental providers.

### **Dental emergency for members living in the specified counties**

A dental emergency is defined as an immediate dental service needed to treat dental pain, swelling, fever, infection or injury to the teeth.

Members who are already established with an in-plan dentist should be directed to follow these steps during a dental emergency:

- Call the dentist's office.
- Identify themselves as having a dental emergency.
- Tell the dentist what the dental problem is (toothache, swollen face, etc.).
- Make sure the office understands that this is a "dental emergency."

Members who do not currently have an in-plan dentist should be directed to follow these steps:

- Call our Customer Service (888) 713-6180.
- Inform us that they are having a dental emergency.
- We will facilitate an appointment for the member.

For help with a dental emergency call our 24-hour nurse advice line at (800) 280-2348 or for TDD/TTY at (888) 780-7155.

### **Dental services (for non-specified counties)**

Members who reside outside of the specified counties must access dental services from any dentist who will accept their *ForwardHealth* card. These dental services are provided by Medicaid fee-for-service, not MHS Health.

### **Behavioral health**

MHS Health provides plan members with treatment for mental health and substance abuse (alcohol and other drugs) issues. A referral is not required; members can call 1-800-589-3186 for a listing of behavioral health providers in their area, or go to [www.mhswi.com /provider](http://www.mhswi.com/provider) directory. (Wisconsin Relay Service at 1-800-947-3529).

### **Vision services**

MHS Health provides P members with vision services. A referral is not required for annual routine vision exams; members must receive services from network providers. To schedule appointments, members may select a provider listed in the Member Handbook and call the number listed for an appointment. Network vision care providers are also listed on the Provider Directory page of the MHS Health website. For help selecting a provider, members may call Envolve Vision Customer Service at 1-866-458-2134. Members with medical conditions must be referred to an ophthalmologist in the MHS Health network. When members need new eyewear or eyewear repairs, they need only present their *ForwardHealth* ID card at a network location. No appointment is needed.

### **Podiatrists**

No authorization is required for the first three visits per calendar year to a podiatrist. Generally, routine foot care is not a covered benefit; the care of "flat feet" is not a covered benefit.

### **Palliative foot care**

Palliative podiatric care is the cutting, cleaning and trimming of toenails, corns, calluses, and bunions. When covered, palliative care is covered at one fee for each service on multiple digits for one or both feet.

Palliative services are covered only if the member is under the active care of a physician for one of the following conditions:

- Diabetes mellitus
- Arteriosclerosis obliterans evidenced by claudication
- Peripheral neuropathies involving the feet and associated with:
  - Malnutrition or vitamin deficiency

- Diabetes mellitus
- Drugs and toxins
- Multiple sclerosis
- Uremia
- Cerebral Palsy
- Multiple sclerosis
- Spinal cord injuries
- Blindness
- Parkinson's Disease
- Cerebrovascular accident
- Scleroderma

**Family planning and confidentiality**

Federal guidelines require that members have the option of selecting a provider for family planning who is not their primary care provider (PCP). The family planning provider need not be contracted with MHS Health. The clinician selected for family planning services does not replace the PCP chosen by or assigned to the enrollee for all other medical services.

MHS Health must allow adolescents to have their own PCP or to seek family planning services from a certified family planning agency. If a member selects a non-MHS Health network provider for family planning services, the State will cover the cost on a fee-for-service basis.

**Chiropractic services**

MHS Health does not cover chiropractic services. Members may receive chiropractic services from any Medicaid chiropractic provider on a fee-for-service basis.

**Organ transplants**

MHS Health covers kidney and cornea transplants only. In general, all other transplants (including dual transplants) are covered by the State of Wisconsin. All transplant evaluations by a transplant surgeon and facility are the responsibility of MHS Health and require prior authorization by MHS Health. A pre-approved referral is required before scheduling a member for a transplant evaluation. Plan members access transplant services through the MHS Health "Centers of Excellence" network.

# Section 9 Health Check

## **The Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)**

This service is Medicaid's comprehensive and preventive child health program for individuals under age 21. The EPSDT service has been a part of the federal Medicaid program since its beginning in the late 1960s. In Wisconsin, the EPSDT program is called Health Check.

The State requires health plans to assure that 80 percent of their Medicaid members under age 21 have an age-specific number of Health Check screenings each year.

## **What is a Health Check?**

Health Checks promote a comprehensive child health program of prevention and treatment. Health plans like MHS Health seek out members and inform them of the benefits of prevention and the health services and assistance available. Health plans also help members and their families use health resources, including their own talents and knowledge, effectively and efficiently.

A Health Check screening includes the following:

- A review of the patient's health history
- An assessment of growth and development
- Identification of potential physical or developmental problems
- Preventive health education
- Referral assistance to providers

Under Health Check, Wisconsin Medicaid covers necessary healthcare, diagnostic services, treatment and other measures to correct or ameliorate defects, physical and mental illnesses, and conditions discovered during the screening services.

Health Check Screening Guidelines (periodicity table) are found on page 30 and appropriate age-specific forms are on the MHS Health website.

**Note:** Lead screening is required at a 12-month and 24-month visit; please include results on that age-specific form.

## **Performing Health Check**

Through Health Check, the child's health needs are assessed during initial and periodic examinations and evaluations, assuring that the health problems found are diagnosed and treated early, before they become more complex and their treatment more costly.

All Health Check examinations must include the following components as appropriate to the age of the child:

- Comprehensive health, nutritional, and developmental history, including health education and anticipatory guidance
- Comprehensive unclothed physical examination
- Vision Screen
- Hearing Screen
- Oral assessment/evaluation
- Immunizations
- Laboratory tests

## Billing Health Checks

- Physician assistants and nurse practitioners who perform Health Check exams, immunizations, and select diagnostic procedures and bill lab handling fees are reimbursed at 100% of the maximum allowed amount for the clinician (MD/DO) who would have performed the same service.
- Health Check examinations must be billed using the appropriate CPT code for the age of the child.
- Bill for immunizations given during Health Check or routine office visits (they're not included as part of the Health Check reimbursement).
- Use the appropriate CPT code for the specific vaccine given
- Be advised vaccine administration is not reimbursed

| CPT Code       | Vaccine  |
|----------------|--|
| 99460 or 99463 | History and exam of newborn in hospital  |
| 99461          | Normal newborn care including physical examination in setting other than hospital or birthing center |
| 99381 or 99391 | Health Check exam of infant – to 1 year old  |
| 99382 or 99392 | Health Check exam of child 1– 4 years of age   |
| 99383 or 99393 | Health Check exam of child 5 – 11 years of age   |
| 99384 or 99394 | Health Check exam of adolescent 12 – 17 years of age   |
| 99385 or 99395 | Health Check exam of young adults 18 – 20 years of age   |

## National place of service (location) codes are required

The State of Wisconsin recognizes the following place of service codes:

- 05 – Indian health service free-standing facility
- 06 – Indian health service provider-based facility
- 07 – Tribal 638 free-standing facility
- 08 – Tribal 638 provider based facility
- 11 – Office
- 12 – Home
- 22 – Outpatient Hospital
- 50 – Federally Qualified Health Center
- 60 – Mass Immunization Center
- 71 – State or local public health clinic
- 72 – Rural health clinic
- 99 – Other place of service

## National modifier

The only modifier that applies to Health Check services provided by physicians, physician clinics, physician assistants, and nurse practitioners (CPT codes 99381-99385, 99391-99395) is:

- **UA** – Providers should also indicate modifier "UA" with the appropriate procedure code if a comprehensive screen results in a referral for further evaluation and treatment. If a comprehensive Health Check screen does not result in a referral for further evaluation or treatment, providers should only indicate the appropriate procedure code, not the modifier.

# Health Check screening guidelines (periodicity table)

m = Month y = Year

|  | Birth          | 1m       | 2m                                | 4m       | 6m | 9m | 12m                              | 15m      | 18m                               | 24m | 30m | 2y | 3y  | 4y       | 5y                               | 6-7y | 8-9y | 10-11y | 12-13y             | 14-15y        | 16-17y       | 18-19y | 20-21y |  |
|--|----------------|----------|-----------------------------------|----------|----|----|----------------------------------|----------|-----------------------------------|-----|-----|----|---|----------|----------------------------------|------|------|--------|--------------------|---------------|--------------|--------|--------|--|
| <b>1. Health, Nutritional and Developmental Assessment</b> |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| A. History   | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| B. Develop/ Behavioral Assessment                          | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| C. Health Ed/ Anticipatory Guidance                        | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| <b>2. Physical Assessment</b>                              |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| <b>A. Measurements</b>                                     |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Height/ Weight   | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| Head Circum  | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Blood Pressure   |                |          |                                   |          |    |    |                                  |          |                                   |     |     | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| B. Unclothed Phys Exam                                     | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| <b>C. Sensory</b>  |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Vision   | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| Hearing  | ■              |          | ■                                 | ■        | ■  | ■  | ■                                | ■        | ■                                 | ■   | ■   | ■  | ■   | ■        | ■                                | ■    |      |        | ■                  |               | ■            |        |        |  |
| D. Dental  |                |          |                                   |          |    |    |                                  |          |                                   |     |     | ■  | ■   | ■        | ■                                | ■    | ■    | ■      | ■                  | ■             | ■            | ■      | ■      |  |
| <b>3. Immunizations (based on 2015 CDC schedule)</b>       |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
|  | <b>Infancy</b> |          |                                   |          |    |    | <b>Early Childhood</b>           |          |                                   |     |     |    | <b>Late Childhood</b>                       |          |                                  |      |      |        | <b>Adolescence</b> |               |              |        |        |  |
|  | Birth          | 1m       | 2m                                | 4m       | 6m | 9m | 12m                              | 15m      | 18m                               | 24m | 30m | 2y | 3y  | 4y       | 5y                               | 6-7y | 8-9y | 10-11y | 12-13y             | 14-15y        | 16-17y       | 18-19y | 20-21y |  |
| HepB   | 1st Dose       | 2nd Dose |                                   | 3rd Dose |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Rotavirus (2 or 3* Dose series)                            |                | 1st Dose | 2nd Dose                          | 3rd Dose |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| DTaP   |                | 1st Dose | 2nd Dose                          | 3rd Dose |    |    |                                  | 4th Dose |                                   |     |     |    |   |          | 5th Dose                         |      |      |        |                    |               |              |        |        |  |
| Tdap   |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        | Tdap               |               |              |        |        |  |
| Hib  |                | 1st Dose | 2nd Dose                          |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Pneumo-coccal  |                | 1st Dose | 2nd Dose                          | 3rd Dose |    |    | 4th Dose                         |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| IPV  |                | 1st Dose | 2nd Dose                          | 3rd Dose |    |    |                                  |          |                                   |     |     |    |   | 4th Dose |                                  |      |      |        |                    |               |              |        |        |  |
| Influenza (2 doses for some)                               |                |          | Annual Vaccination (1 or 2 doses) |          |    |    |                                  |          | Annual Vaccination (1 or 2 doses) |     |     |    |   |          | Annual Vaccination (1 dose only) |      |      |        |                    |               |              |        |        |  |
| MMR  |                |          |                                   |          |    |    | 1st Dose                         |          |                                   |     |     |    |   |          | 2nd Dose                         |      |      |        |                    |               |              |        |        |  |
| Varicella  |                |          |                                   |          |    |    | 1st Dose                         |          |                                   |     |     |    |   |          | 2nd Dose                         |      |      |        |                    |               |              |        |        |  |
| HepA   |                |          |                                   |          |    |    | 1st Dose (initiate 12-23 months) |          |                                   |     |     |    | 2nd Dose (6-18 months after the first dose) |          |                                  |      |      |        |                    |               |              |        |        |  |
| HPV2 (female)  |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    | 3 dose series |              |        |        |  |
| HPV4 (male)  |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Meningo-coccal   |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    | 1st Dose      | Booster 16 Y |        |        |  |
| <b>4. Procedures</b>                                       |                |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Blood Level Test   |                |          |                                   |          |    |    | 1st Test                         |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| HIV  | As indicated   |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Tuberculin   | As indicated   |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |
| Urinalysis   | As indicated   |          |                                   |          |    |    |                                  |          |                                   |     |     |    |   |          |                                  |      |      |        |                    |               |              |        |        |  |

# Section 10 Medical Management

MHS Health's Medical Management Department hours of operation are Monday through Friday (excluding holidays) from 8 a.m. to 5 p.m.

*Provider Inquiry Line*  
*1-800-222-9831*

## Services available on the provider Inquiry Line

- Check eligibility (member eligibility).
- Claims, I-9 information, billing and claim questions, Provider Relations staff
- Benefit information.
- Check authorization status.
- Authorization request.
- Something else (Network Development and Contracting).
- Staff is available at least eight hours a day during normal business hours for inbound collect or toll-free calls regarding UM issues.
- Staff can receive inbound communication regarding UM issues after normal business hours.
- Staff is identified by name, title and organization name when initiating or returning calls regarding UM issues.
- TDD/TTY services for members who need them.
- Language assistance for members to discuss UM issues.

## Medical services fax lines

|                                 |                                  |
|---------------------------------|----------------------------------|
| Authorization                   | 1-866-467-1316 or 1-866-883-1708 |
| Pregnancy Notification          | 1-866-681-5125 681-3668          |
| Behavioral Health Authorization | 1-866-694-3649                   |

After hours you will have the option of contacting the MHS Health 24-hour nurse advice line at 1-800-280-2348.

After hours, emergent and urgent admissions, inpatient notifications or requests will need to be provided by telephone. Faxes will not be monitored after hours and will be responded to on the next business day. Please contact the 24/7 nurse advice line at 1-800-280-2348 for after hours, urgent admissions, inpatient notifications or requests.

Please note the MHS Health Provider Inquiry Line is for use by Providers and their staff only. Please advise your patients who are MHS Health or Network Health members to call Customer Service at 1-888-713-6180.

## Pharmacy benefit

This benefit is generally covered by the State of Wisconsin under the Medicaid fee-for-service program. Prescription drugs, radiopharmaceuticals, injectable biopharmaceuticals and other injectables administered in a home health, MD office, skilled nursing, and most outpatient settings should be billed to Medicaid fee-for-service. For assistance in determining the State's responsibility versus MHS, please call the MHS Health Provider Inquiry Line (shown above), and when prompted, say "benefits."

## Referring MHS Health and Network Health members

The primary care physician (PCP) should coordinate healthcare services for MHS Health /Network Health members. PCPs should refer members when medically necessary services are beyond their scope of practice. Services that require authorization by MHS Health are listed in this section and on the MHS

## Health Provider Quick Reference Guide.

Members may self-refer only for certain specific services, such as family planning, behavioral health, dental and vision, as stated in this manual.

MHS Health encourages specialists to communicate to the PCP the need for a referral to another specialist, rather than making such a referral themselves. This allows the PCP to better coordinate their patient's care and to make sure the specialist to whom the member being referred is a participating Provider with MHS Health.

The network provider must call MHS Health for prior authorization of any service from a non-network provider or facility.

### **Prior authorization requests**

Prior authorization is required for certain medical and behavioral health services, procedures and diagnostic tests that are frequently over- or underutilized, that are costly, or which indicate a need for case management.

**Failure to notify MHS Health prior to providing services requiring prior authorization can result in denial of payment for lack of pre-authorization.**

A staff member will enter the information received and transfer the request to a nurse for the medical necessity screening.

### **Medical Necessity**

Medically necessary services are generally accepted medical practices provided in light of conditions present at the time of the treatment. These services are:

- Appropriate and consistent with the diagnosis of the treating provider and the omission of which could adversely affect the eligible member's medical condition.
- Compatible with the standards of acceptable medical practice in the community.
- Provided in a safe, appropriate and cost-effective setting given the nature of the diagnosis and severity of the symptoms.
- Not provided solely for the convenience of the member or the convenience of the healthcare provider or hospital.
- Not primarily custodial care unless custodial care is a covered service or benefit under the member's evidence of coverage.

There must be no other effective and more conservative or substantially less costly treatment, service and setting available.

Experimental, investigational or cosmetic procedures are not a covered benefit.

### **Information necessary for authorization**

Information necessary may include, but is not limited to:

- Member's name, address, telephone number, date of birth, sex and Medicaid number.
- Physician's name, credentials, addresses and telephone number.
- Hospital/facility name, address, telephone number, Tax ID Number and NPI Number if the request is for an inpatient admission or outpatient service.
- Reason for admission/service – primary and secondary diagnoses, surgical procedure and surgery date



- Relevant clinical information – past/proposed treatment plan, surgical procedures and diagnostic procedures to support the appropriateness and level of service proposed.
- Admission date or proposed date of surgery.
- Requested length of stay, if the request is for an inpatient admission.
- Discharge plans, if the request is for an inpatient admission.
- For obstetrical admissions, the method of delivery and information related to the newborn or neonate.
- For BH inpatient admissions, alternative provided or considered, treatment goals, estimated length, family and social support and current mental status.

When more information is required to complete the medical necessity screening, the nurse will notify the provider requesting the additional information needed. If the information is not received in the timeframe designated, an administrative denial may be issued.

### **Professionals review**

At MHS Health, qualified healthcare professionals review your requests for services using clinical guidelines and criteria developed by InterQual and/or the DHS.

All adverse medical necessity determinations are made only by a licensed physician. The provider may request a copy of the criteria/guidelines used by MHS Health in making adverse medical necessity determinations by contacting the MHS Health Provider Inquiry Line.

### **Affirmative statement for Utilization Management (UM)**

All individuals involved in UM decision-making at MHS Health sign an affirmative statement about incentives and acknowledge that MHS Health makes UM decisions based on appropriateness of care and existence of coverage; **MHS Health** does not reward practitioners or other individuals for issuing denials of coverage or service care, and financial incentives for UM decision makers do not encourage decisions that result in underutilization. Staff receive this statement upon hire and annually thereafter. This statement is distributed upon initial contracting with practitioners and providers via the provider Manual and annually thereafter to all network providers via our provider newsletter.

### **Non-urgent service authorization**

Prior authorization decisions for non-urgent services shall be made within 14 calendar days of the receipt of the request for services. An extension may be granted for an additional 14 calendar days if the member or the provider requests an extension or if MHS Health needs additional information to complete the authorization or if the extension is in the member's best interest.

### **Urgent service authorization**

In the event the provider indicates or MHS Health determines that following the non-urgent services timeframes could seriously jeopardize the member's health or life, MHS Health will make an expedited authorization determination and provide notice to the provider within seventy-two (72) hours of receipt of request.

### **Authorization requirements**

Providers should reference our website Prior Auth Check Tool or call MHS Health if they're unclear whether a service requires prior authorization. Prior authorization is not required for emergency care, family planning services, preventive services or basic prenatal care. For a listing of behavioral health authorization requirements, call 1-800- 589-3186.

**Services requiring prior authorization**

Call Medical Services on the MHS Health Provider Inquiry Line and when prompted say, “authorization request.”

|   |   |   |
|---|---|---|
| • Procedures and services performed by out-of-plan providers                      |   |   |
| • Abortions (must include required consent and special criteria)                  | • | Oral surgery—TMJ surgeries  |
| • Bariatric surgery   |   |   |
| • Blepharoplasty  |   |   |
| • Botox injection   |   |   |
| • Capsule endoscopy   | • | Otoplasty   |
| • Cardiac imaging-MRI/CT/PET scans  | • | Pain management: all invasive measures  |
| • Cochlear implants   | • | Reconstructive/plastic surgery (except breast reconstruction after mastectomy)<br>Rhinoplasty / septoplasty |
| • Court-ordered services  |   |   |
| • Experimental or Investigational   | • | Scar revisions / keloid / excisions   |
| • General anesthesia for dental procedures age 5 years and older                  | • | Spine surgery, including disc replacement   |
| • Hysterosalpingography   | • | Ultraviolet (UV) therapy  |
| • Infertility procedures  | • | Varicose vein procedures  |
| • Implantable devices   | • | Viscosupplementation  |
| • Mammoplasty   |   |   |
| • Neuropsychological testing  |   | Observation   |
| Psychological Testing   |   | Intensive Behavioral Health Outpatient Services (hospital based) IOP  |
| Day Treatment- Adult Mental Health, Child/Adolescent and Substance Abuse programs |   | ECT- Electro-Convulsive Therapy   |

**Inpatient authorization**

- All planned/emergency hospital admissions – in network and out of network
- All services performed in out of network facilities
- Hospice
- Newborn deliveries (by the next business day)
- Rehabilitation facility admissions
- Skilled nursing facility admissions
- Transplants, including evaluations
- Psychiatric and Substance Use related admissions
- Electro-Convulsive Therapy

**Ancillary services**

- Air transport (non-emergent, fixed wing)
- DME purchases costing \$500 and over (physician office locations excluded.)

- Orthotics/prosthetics billed with an “L” code costing \$500 and over (physician office locations excluded.)
- Therapy (ongoing services)
  - Occupational –required after initial six visits
  - Physical—required after initial six visits
  - Speech—after initial evaluation
- Behavioral Health:
  - Day Treatment Services
  - Intensive Outpatient Services (Hospital Based)
  - Electro-Convulsive Therapy
- Podiatry (after three visits)
- Home care services including
  - Skilled nursing visits
  - Infusion therapy
  - Hospice
  - Personal care worker
  - Wound care
  - PT/OT/ST

**Other services**

- Genetic counseling
- Notification of pregnancy

**Avoid delays**

When requesting prior authorization, follow these tips:

- Document all relevant information on the request form.
- Be specific about what is being requested and why services are needed.
- Fax all relevant information with faxed requests.
- Fax prior authorization requests for non-emergency surgeries at least two weeks in advance
- Include date of surgery with prior authorization request.
- Provide contact name and phone number

**Procedures requiring specific information**

When requesting prior authorization for the following procedures, please include the specific information listed below.

**Gastric bypass surgery**

- Psychiatric evaluations
- Diet information including start/end dates
- Amount of weight lost
- Whether or not weight stayed off
- Documentation showing at least one high-risk, life-limiting comorbid medical condition capable of producing a significant decrease in health status that is demonstrated to be unresponsive to appropriate treatment.

**Plastic surgery**

- Photos

## **Septoplasty**

- Percentage of space lost due to deviation of the septum
- Whether or not an obstruction is present

## **Services which have specific prior-authorization requirements**

### **Chronic pain management**

- No prior authorization is required for evaluation by an in-plan physical medicine specialist.
- In-plan MHS Health Providers specializing in pain management must provide the service.
- To continue services, the treating pain management clinician *must request authorization* and submit supportive documentation.

### **Birth-to-3 Program**

For county contacts, call the State program at 1-608-266-8276.

This early intervention program for infants and toddlers with a 25% or more developmental delay is provided in each county. Birth-to-3 clinicians provide speech, occupational and physical therapy services.

- No prior authorization is required for evaluation by in-plan Birth-to-3 providers.
- To continue services, Birth-to-3 clinicians must request authorization and submit the child's evaluation report and progress notes.
- Authorization is provided in three-month periods until the child's third birthday.
- At age two years, nine months a child must be referred to his or her local public school system for evaluation.
- At age three, the public school system takes responsibility for providing therapies.

### **School Based Pediatric Rehabilitation Services**

According to DHS107.36, school based services for speech, occupational and physical therapy are covered by the Medicaid program and provided by a school district or CESA, (Council on Educational Standards and Accountability). Therapy services which identify, treat or compensate for medical problems or mental, emotional or physical disabilities that interfere with age-appropriate functional performance should be provided by school-based programs.

### **Physical, occupational and speech therapies (PT, OT and ST)**

No prior authorization is required for the initial six visits for PT and OT by an in-plan therapist. No auth is needed for an initial ST evaluation by an in-plan therapist. In-plan MHS Health providers must provide the service. Network providers are listed on the MHS Health website and in the MHS Health *Professional Services Directory*.

### **Continuing services after initial ST evaluation**

Providers must request prior authorization and submit the following information:

- Start of care date
- Diagnosis
- Number of visits requested
- Authorization is provided for:
  - a specified number of visits
  - valid "from" and "to" dates

If additional services are needed for PT, OT, or ST, Providers must request prior authorization and submit the following information:

- therapist notes indicating treatment to date
- therapy goals and whether they have been met or unmet
- number of additional visits requested

### **Durable medical equipment (DME), orthotics and prosthetics**

No prior authorization is required for ordering or prescribing DME, orthotics and prosthetics but the following applies:

- Must use MHS Health provider who must obtain MHS Health authorization (Network providers are listed on the MHS Health website and in the MHS Health *Professional Services Directory*).
- The in-plan provider must obtain authorization for:
  - Purchases with retail cost of \$500 or greater.
  - All orthopedic footwear, shoe modification and additions billed with an “L” code costing \$500 or more (physician office locations excluded).
- The PCP can write a prescription for services or the PCP can order services by calling the vendor directly.
- The following DME services and supplies are covered by MHS Health:
  - Durable medical equipment.
  - Medical supplies.
  - Respiratory care supplies.

### **Home care services**

- Authorization is required.
- Prior authorization may be required for obstetrical home care requests. Please contact MHS Health Medical Services.
- In-plan (MHS Health) home healthcare agencies must provide the service. (Contracted agencies are listed on the MHS Health website and in the MHS Health *Professional Services Directory*).
  - The agency requests MHS Health authorization.
  - Authorization is based on medical necessity.
- Custodial care is not covered.
- The following home healthcare services are covered by MHS Health :
  - Skilled nursing.
  - Therapy.
  - Home health aide.
  - Personal care worker.

### **Skilled nursing and sub-acute facilities**

When a member requires this level of care, MHS Health case managers work with the patient’s PCP and the hospital’s discharge planners and utilization review staff to locate and facilitate a transfer.

### **Abortions**

MHS Health follows authorization requirements and provides coverage for abortions as outlined in the *Wisconsin Medicaid Provider Handbook*.

All abortions require prior authorization from the MHS Health medical director. Abortions must meet current federal and state criteria to be covered.

Coverage is limited to the following situations:

- Abortion is medically necessary to save the life of the woman
  - *Prior to the abortion*, the performing clinician must attest in a signed statement that the

- abortion meets this condition.
  - Abortions performed solely for the purpose of preserving the mother's mental health do not meet the criteria for medical necessity.
- Sexual assault or incest
  - *Prior to the abortion*, the performing clinician must attest in a signed statement that, to his/her belief:
    - sexual assault or incest has occurred, *and*
    - the crime has been reported to law enforcement authorities.
- Due to a medical condition existing *prior to the abortion*, abortion is directly and medically necessary to prevent grave, long-lasting physical health damage to the woman.
  - *Prior to the abortion*, the performing clinician must attest in a signed statement that the abortion meets this condition.

When an abortion meets Federal and State requirements and has been prior authorized by MHS Health, MHS Health covers office visits and all medically necessary related services.

- Services incidental to a non-covered abortion (e.g., lab tests, ultrasounds, recovery room services, routine follow-up office services) are not covered by MHS Health.
- Prenatal visits prior to the abortion are covered whether or not the abortion is covered.
- Treatment of complications resulting from an abortion **is covered** whether or not the abortion is covered.

## Sterilization

Please refer to the Sterilization Consent Form and Instructions in the following links:

Consent form for sterilization <https://www.dhs.wisconsin.gov/forms/f0/f01164.pdf>

Consent for sterilization instructions <https://www.dhs.wisconsin.gov/forms/f0/f01164a.pdf>

Consent form for sterilization in Spanish <https://www.dhs.wisconsin.gov/forms/f0/f01164s.pdf>

MHS Health must follow authorization requirements and provide coverage for sterilization procedures as outlined in the *Wisconsin Medicaid Provider Handbook*.

Sterilization procedures are defined as:

- Any surgical procedure performed for the primary purpose of rendering a male or female permanently incapable of reproducing.
  - This policy does not pertain to procedures that result in sterility but are medically necessary (e.g., removal of a cancerous uterus, testicular tumor, etc...)

## Sterilization procedures must meet current Federal and State criteria to be covered

Requirements are:

- The provider obtains voluntary, informed, written consent from the MHS Health /Network Health member; the form and content of the consent comply with all state requirements.
- The individual is not institutionalized.
- The individual is at least 21 years old on the date the informed consent is signed.
- The individual is not mentally incompetent. (Defined by Wisconsin Medicaid as a person declared mentally incompetent by a federal, state, or local court for any purposes unless said person has been declared competent for the purpose of consenting to sterilization).
- At least 30 days, but not more than 180 days, (not counting the dates of consent and surgery) have elapsed between the date of written informed consent and the sterilization date.
  - *Exception:* In cases of premature delivery, sterilization may be performed at the time of the premature delivery, if:
    - the voluntary, informed, written consent of the MHS Health/Network Health member was obtained:
      - at least 30 days before the expected due date (not counting the consent

- and surgery dates) *and*
- 72 hours before the premature delivery.
- *Exception:* In cases of emergency abdominal surgery, sterilization may be performed at the time of the emergency surgery, if:
  - voluntary, informed, written consent of the MHS Health/Network Health member was obtained at least 72 hours before the emergency surgery.

The servicing provider has ultimate responsibility for obtaining the required written informed consent. The informed consent must be submitted to MHS Health at the time of the authorization request.

### **Organ transplants**

MHS Health covers kidney and cornea transplants only. In general, all other transplants (including dual transplants) are covered by the State of Wisconsin. All transplant evaluations by a transplant surgeon and facility are the responsibility of MHS Health. Referrals for transplant evaluations and actual transplants must be pre-approved by MHS Health. *Failure to obtain pre-approval when required may result in payment denial to the providers.*

### **Behavioral Health Services**

- Psychological Testing
- Neuropsychological Testing
- ECT
- Intensive Outpatient Program (IOP) Hospital Based
- Day Treatment- Child/Adolescent, Adult Mental Health, Adult Substance Abuse
- Inpatient Hospitalization
- Observation
- Services provided by a non-contracted provider

## **Services that do not require prior authorization**

### **Emergency and urgent care**

- Emergency transportation services.
- Urgent or emergent care services rendered in emergency rooms and urgent care centers.

### **Laboratory**

- Routine laboratory tests consistent with guidelines.

### **Maternity and OB**

- Annual wellness exam, including pap-smear.
- Labor checks.
- Normal deliveries (notification required).
- OB ultrasounds, up to two for routine pregnancies within a 9 month period. If additional ultrasounds needed, prior authorization is required.

### **Primary care**

- Primary care provider office visits and minor procedures, including Health Checks or Early and Periodic Screening Diagnostics Treatment (EPSDT).

## Specialists

- Certain diagnostic tests and procedures that are considered by the health plan to be routinely part of an office visit.

## Mental Health

- Mental Health Therapy and Substance Use Counseling, including individual, family and group therapy
- Medication Assisted Treatments, including Methadone and Suboxone treatments

## Pregnancy notification

Please refer to the MHS Health Pregnancy Notification form on the MHS Health website under Provider Medical Forms. Providers may also submit notifications on-line through our provider portal.

Providers will receive an enhanced incentive for each qualifying Pregnancy Notification (call the plan for details).

Please submit an MHS Health Pregnancy Notification form for pregnant members as soon as possible. Early identification of pregnant members allows us to offer case management to high-risk members. We also offer incentives for members to complete their provider visits.

## Inpatient notification

Inpatient facilities are required to notify MHS Health of admissions to enable care coordination and discharge planning, ensure timely claim payment, and track inpatient utilization. If it is determined that an inpatient admission is not medically necessary and services could be provided in another appropriate setting, the medical director may authorize approval for an alternative level of care. To provide notification please contact Medical Services on the **MHS Health** Provider Inquiry Line 1-800-222-9831. When prompted say "authorization request" and when asked which services you are calling about, say "inpatient admissions." For Psychiatric admissions call 1-800- 589-3186.

| Notification timelines are*:   |  |
|--------------------------------|--|
| Emergent and urgent admissions | within two (2) business days following the admission |
| Psychiatric admissions         | Within 24 hours                                      |
| Maternity admissions           | at admission   |
| All other admissions           | by the close of the next business day                |

\*Failure to notify within this timeframe may result in denial of payment for lack of timely notification.

## Concurrent review

MHS Health Medical Management will concurrently review the treatment and status of all members who are inpatient through on-site review or contact with the hospital's Utilization Review/Discharge Planning Departments, and when necessary, the member's attending physician. An inpatient stay will be reviewed as indicated by the member's diagnosis and response to treatment. The review will include medical necessity for admission, the evaluation of the member's current status, proposed plan of care, discharge plans and any subsequent diagnostic testing or procedures. Medical Management staff may contact the member's admitting physician prior to discharge to clarify the member's progress, identify discharge needs and to assist in coordination of medically necessary follow-up services if indicated.



## **Discharge planning**

Discharge planning is expected to be initiated upon admission. MHS Health Medical Management staff will coordinate with the appropriate hospital department, the member's family and member to provide the medically necessary discharge service needed to support the member and prevent complications and readmissions. The attending physician may also be contacted to ensure that the member receives appropriate post-hospital care.

Follow-up treatment after a psychiatric hospitalization is one of the most important markers monitored by MHS Health in an effort to help members remain stable and to maintain treatment compliance after discharge. Follow-up after discharge is monitored closely by the National Committee for Quality Assurance (NCQA), which has developed and maintains the Health Plan Employer Data and Information Set (HEDIS). Even more importantly, increased compliance with this measure has been proven to decrease readmissions and helps minimize no-shows in outpatient treatment.

While a member is in an inpatient facility receiving acute psychiatric services, MHS Health's Utilization and Case Managers work with the facility's treatment team to make arrangements for continued care with outpatient network practitioners. Every effort is made to collaborate with the outpatient providers to assist with transition back to the community and a less restrictive environment as soon as the member is stable. Discharge planning should be initiated on admission.

Prior to discharge from an inpatient setting, an ambulatory follow-up appointment must be scheduled within twenty-four (24) hours after discharge. MHS Health's Care Coordination/Case Management staff follow-up with the member prior to this appointment to remind him/her of the appointment. If a member does not keep his/her outpatient appointment after discharge, MHS Health asks that network practitioners please inform MHS Health as soon as possible. Upon notification of a no-show, MHS Health's Care Coordination staff will follow-up with the member and assist with rescheduling the appointment and provide resources as needed to ensure appointment compliance.

## **Retrospective review**

MHS Health may agree to provide retrospective review in extenuating circumstances where there was no opportunity for notification or concurrent review. A decision is made within 30 calendar days once all the necessary information has been received to determine medical necessity.

## **Utilization management criteria**

MHS Health applies McKesson's InterQual utilization review criteria and DHS authorization guidelines. InterQual criteria are developed by specialists representing a national panel from community based and academic practice. The InterQual criteria cover Pediatric Acute, Adult Acute, Long-Term Acute Care, Sub acute/SNF, Durable Medical Equipment, and Adult and Pediatric Procedures. InterQual is used as a screening guide and is not intended to be a substitute for practitioner judgment. In addition, MHS Health utilizes the American Society of Addiction Medicine Patient Placement Criteria (ASAM) for substance abuse medical necessity criteria. ASAM and the McKesson InterQual criteria sets are proprietary and cannot be distributed in full; however, a copy of the specific criteria relevant to any individual need for authorization is available upon request.

Utilization review decisions are made in accordance with currently accepted medical or healthcare practices, local delivery system, and take into account special circumstances and individual needs of each case that may require deviation from the norm stated in the screening criteria. Criteria are used to determine medical necessity but not for the denial of services. The medical director reviews all potential adverse determinations for medical necessity. The criteria are reviewed and approved on an annual basis by MHS Health /Centene physicians and the MHS Health Quality Improvement Committee.

**Criteria available on request**

Providers may obtain the criteria used to make a specific decision by contacting MHS Health. The provider, on behalf of the member, may appeal medical necessity and administrative denials.  
*See Provider Complaints, Grievances and Appeals Section.*

MHS Health provides practitioners with the opportunity to discuss determinations with the medical director. To contact the medical director, please call Medical Services on the MHS Health Provider Inquiry Line 1-800-222-9831, Dial 0 and ask for the medical director.

Practitioners will be notified of denials verbally and in writing, and will be advised the medical director is available to discuss the decision. Denial letters will explain the appeal process, including the right to submit written comments, documents or other information relevant to the appeal.

**Assistant surgeon**

Reimbursement is provided to assistant surgeons when medically necessary. MHS Health utilizes guidelines for assistant surgeons as set forth by the American College of Surgeons, American Medical Association, CMS and others. Hospital medical staff by-laws that require an assistant surgeon be present for a designated procedure are not grounds for reimbursement. Medical staff by-laws alone do not constitute medical necessity, nor is reimbursement guaranteed when the patient or family requests an assistant surgeon be present for the surgery. Coverage and subsequent reimbursement for an assistant surgeon's service is based on the medical necessity of the procedure itself and the assistant surgeon's presence at the time of the procedure.

**Continuity of care**

In some instances MHS Health will authorize payment for an out-of-network provider when services have been provided prior to the member's enrollment. Services will be authorized until the member is discharged from care or the treating physician determines it is safe to transition the member's care to an in-network provider.

MHS Health will ensure appropriate post-discharge care when a member transitions from a State institution, and will ensure appropriate screening, assessment and crisis intervention services are available in support of members who are in the care and custody of the State.

**Medical or Behavioral Health case management**

Medical and Behavioral Health case management is a collaborative process to assess, plan, implement, coordinate, monitor and evaluate the options and services to meet an individual's health needs. The process includes using communication and available resources to promote quality, cost effective outcomes. Case management is a member-centered, goal-oriented, culturally relevant, and logically managed process to help ensure that a member receives needed services in a supportive, effective, efficient, timely, and cost-effective manner.

The case manager supports the physician by tracking compliance with the case management plan and facilitating communication between the PCP, member, family, specialists and the MHS Health team. The case manager also facilitates referrals and links to community resources and providers. The managing physician maintains responsibility for the patient's ongoing care needs. The case manager will notify the PCP and/or managing physician if the member is not following the plan of care or requires additional services.

MHS Health will provide individual case management services for members who have high-risk, high cost, complex, or catastrophic conditions. The case manager will work with all involved providers to coordinate care.

MHS Health provides case management services in an ethical manner, based on CCMC and CMSA's *Statement on Ethics and Standards of Practice*. Upon your request, information on MHS Health policies and standards regarding its ethical framework for case management, are available to:

- Staff
- MHS Health /Network Health members
- Consumers
- Contractors
- Clients

### **Case management process**

The MHS Health case management process includes the following steps:

1. Obtain member's agreement to participate in case management.
2. Assessment of member's past medical history, current health status, functional evaluation and safety.
3. Documentation of clinical and socio/economic history.
4. Assessment of cultural and linguistic needs.
5. Identification of the medical/behavioral treatment plan.
6. Evaluation of community resources and available benefits needed to meet the member's healthcare needs.
7. Evaluation of the member's educational needs related to their health status and treatment plan.
8. Evaluation of the member/family decision making skills including healthcare advanced directives.
9. Development of a case management plan including problems, prioritized goals, and interventions.
10. Identification of barriers in meeting the case management plan.
11. Identification of schedule for follow-up with the member.
12. Development and communication of a self-management plan for the member.
13. Assessment of progress against the case management plan.

Providers may refer MHS Health /Network Health members for case management services by contacting MHS Health Medical Management or by using the MHS Healthcare Coordination Services Referral Request Form. You can obtain a copy by accessing the MHS Health website or by calling the provider Inquiry Line.

To refer a member for case management services, please contact Medical Services on the MHS Health Provider Inquiry Line 1-800-222-9831, when prompted say, "authorization request" and the next prompt say, "case manager."

### **Maternal and infant case management programs**

Please refer to the MHS Health Pregnancy Notification Form on the MHS Health website under Provider Medical Forms. Providers may also submit notifications on-line through our provider portal. Providers will receive an enhanced incentive for each qualifying Pregnancy Notification (call the plan for details).

Please submit an MHS Health Pregnancy Notification form for pregnant members as soon as possible. Once notified, MHS Health staff attempts to contact each new mother. Our goal is to improve healthy birth outcomes by providing additional resources for pregnant women and offering case management services. Women will receive a CentAccount Card with incentives added to the card to be used at participating stores if they participate in the case management program.

To refer pregnant MHS Health /Network Health members to case management, please call the MHS Health Maternal/Infant Program at (800) 496-5803. Members may also self-refer.

## **Disease management programs and goals**

MHS Health provides members with disease management programs for the following conditions: asthma, COPD, diabetes and heart failure. MHS Health will notify providers with program information and the referral process as additional programs are implemented.

Healthy Solutions for Life is a disease management program that targets MHS Health members with these conditions. The programs provide an assessment of the member's knowledge of their condition, educational materials, and consultation with the member's physician, telephonic outreach and support services, and home visits, as indicated, for high-risk members.

**Asthma and COPD** - The goals of this programs include but are not limited to; promoting member adherence to asthma treatment guidelines, preventing acute COPD exacerbations and optimize functional status.

**Diabetes** - The program goals include optimization of blood glucose, blood pressure and lipid control to minimize the development and/or progression of diabetic complications.

**Heart Failure** - This program promotes member adherence to heart disease treatment guidelines, preventing subsequent cardiac events and optimize functional status.

The programs increase positive clinical outcomes for the member by improving the member's ability to control the disease therefore improving their quality of life.

Call 1-800-905-6989 to refer MHS Health/Network Health members to *Healthy Solutions for Life*. This program is part of MHS Health's Disease Management Program. Disease management is designed to support, encourage and inspire people with chronic conditions to take stock of their health, change their lives for the better and become active self-managers of their health. Program highlights include:

- Telephonic coaching by licensed professionals with medical director oversight
- Addresses life barriers
- Compliance with suggested screenings, physician care plan & office visits
- Medication education, side effect management and adherence
- Promotion of healthy eating habits and regular physical activity
- Specialty consults for co-morbid conditions

## **MemberConnections**

The MemberConnections<sup>®</sup> Department provides member outreach and education to plan members. MemberConnections reaches out to members through:

- Telephone outreach
  - Connections representatives call members who are in need of Health Checks, immunizations, screenings, mammograms, and other preventative appointments. Representatives provide reminders, help find physicians, and assist in scheduling.
- Home visits
  - Connections representatives conduct home visits to complete health risk assessments, explain benefits, and to establish contact with members who have no telephone access.
- Events
  - Connections representatives attend community events to educate members about good health practices. Representatives also host events exclusively for MHS Health members such as health fairs and educational events for pregnant women and new mothers.

Providers can request that MHS Health conduct a home visit to help with non-compliance (missed appointments) or other serious concerns.

The ConnectionsPlus Phone program provides a limited-use cell phone to members with health risks who do not have access to a phone.

To request a home visit call MHS Health MemberConnections at (888) 713-6180. When prompted say, “something else” and when transferred, ask for “MemberConnections.”

### **New technology**

Though a corporate Clinical Policy Committee, MHS Health evaluates new technology and new applications of existing technology for possible inclusion as covered services based on their pertinence to the MHS Health membership. The medical director and Medical Management staff may identify relevant medical procedures, drugs and/or devices for review. Should a request be made for coverage of new technology that has not yet been reviewed by the Clinical Policy Committee, the MHS Health Medical Director will review all information and make a one-time determination; the new technology will be reviewed at the next regular meeting of the Clinical Policy Committee.

If you need a benefit determination or have an individual case for review, please contact Medical Services on the MHS Health Provider Inquiry Line.

*Provider Inquiry Line*  
*1-800-222-9831*

## Section 11 Pharmacy Benefit

The pharmacy benefit for MHS Health/ Network Health BadgerCare Plus and Medicaid SSI members is managed directly by the DHS. All prior authorizations (PA) for pharmacy benefits should be directed to the DHS. DHS has developed a Preferred Drug List (PDL). Please refer to the *Wisconsin ForwardHealth* website (below) for the PDL and other pertinent pharmacy information including PA instructions and forms.

<https://www.forwardhealth.wi.gov/WIPortal/content/provider/medicaid/pharmacy/resources.htm.spage#>

Providers with questions can call:

- ForwardHealth Provider Services at 1-800-947-9627
- ForwardHealth Recipient Call Center at 1-800-362-3002
- STAT-PA at 1-800-947-1197 (for stat prior authorizations)
- STAT-PA Help Desk at 1-800-947-9627, press "3"

For billing of oral and injectable therapy, injectable medication administered in MD offices and dialysis clinics please refer to the *ForwardHealth* website.

### **Dispensing Emergency Supply**

If a pharmacist cannot fill a prescription because the required authorization has not yet been obtained, the pharmacist may provide up to a 14-day emergency supply if deemed medically necessary. An emergency supply bridges the gap between prescribing and authorization.

### **Pharmacy Appeals and Grievances**

In the event a clinician or member disagrees with a decision regarding coverage of a medication, the clinician may request reconsideration by submitting additional information to the responsible paying agency. Most medications fall under DHS Pharmacy benefits.

### **Plan Level Medication Monitoring – Psychotropic Medications**

MHS will monitor psychotropic medication usage to identify any medications for physical conditions prescribed by psychiatric providers as well as to review psychotropic medications prescribed by primary care physicians (PCP).

A comprehensive evaluation to include a thorough health history, psychosocial assessment, mental status exam, and physical exam should be performed before beginning treatment for a mental or behavioral disorder.

The role of non-pharmacological interventions should be considered before beginning a psychotropic medication, except in urgent situations such as suicidal ideation, psychosis, self-injurious behavior, physical aggression that is acutely dangerous to others, or severe impulsivity endangering the member or others; or when there is marked disturbance of psycho-physiological functioning (such as profound sleep disturbance), marked anxiety, isolation, or withdrawal.

## Section 12 Billing Information and Guidelines

This guide is intended for physicians and other licensed health professionals, facilities and ancillary providers contracted directly with MHS Health for the provision of covered medical services to MHS Health/Network Health BadgerCare Plus and SSI members.

Claims (invoices) submitted to MHS Health are processed in Farmington, Missouri. Payment is issued from Centene Corporation, St. Louis, Missouri. MHS Health is a wholly-owned subsidiary of Centene.

Claims submission instructions contained in this manual are effective on the date of initial printing and distribution. All covered providers are required to submit claims according to the HIPAA ASC X12 Version 5010 and NCPDP Version D.0 and the 5010 requirements will supersede instructions printed in this manual.

Every code submitted on a 1500 claim form or a UB-04, even if the code is entered in a non-required field, is required to be a valid code, whether it is from a national code set or from an implementation guide code set. Claims with an invalid code will be denied. Refer to *ForwardHealth* and Centers for Medicare and Medicaid Services (CMS) guidelines in addition to the National Uniform Billing Committee (NUBC) for the appropriate list of current valid codes.

### Definitions

**Clean claims** are claims submitted for payment:

- within an identified time limit,
- on the correct form and in the required format, and
- Do not require MHS Health to investigate, develop or acquire additional information from the provider or other external sources.
- **Must be consistent with state and national billing and coding guidelines for the HCFA 1500 claims form and UB04 claim form.**

**Non-clean claims** are claims submitted for payment:

- Containing errors or omissions requiring further investigation.

When a claim is determined to be non-clean, MHS Health will:

- ask the billing provider to submit the necessary additional information, or
- return the claim to the provider

### Explanation of Payment (EOP)

MHS Health mails payment vouchers (EOPs) to providers. An EOP includes:

- An explanation of each paid amount or denial
- A last-page summary
- A listing of explanation codes used on the remit

### Claim submission

#### Accurate billing information is important

Provide MHS Health with accurate billing information to assure the timely processing of your claims by including all the billing information as required by *ForwardHealth*.

When billing information submitted on claims does not match that which is currently in our files, MHS Health will return claims, creating payment delays.

*Provider change notifications must be in writing.* A copy of the MHS Health's Medical Practice Information Change Form is in on the website at [www.mhswi.com](http://www.mhswi.com), or by calling the MHS Health Provider Inquiry Line.

If the change involves your practice's corporate name or your tax ID number (TIN), you must also submit a W-9 form. MHS Health will not accept changes to a provider's address or TIN when it's conveyed via a claim form.

### **The basics of submitting a claim – via paper and EDI**

Providers may submit claims electronically or via paper – the same data is required for both.

Please remember the following when submitting your claim:

- All documentation must be accurate and legible.
- Claims must be submitted on standard red and white forms, [CMS-1500 HCFA 02/12](#) or UB-04 form (or their successors) or electronically in an approved format.
- Handwritten and/or black and white submissions of claims are not acceptable. Corrected claim stickers are not accepted; handwritten corrections are not accepted. For corrected claims, see *ForwardHealth* for instructions.
- Providers cannot bill Medicaid members for any services unless a waiver is signed. Please see Section 3- Guidelines for Providers- Billing Members – page 16 of this manual.
- Providers who submit claims electronically through a third party vendor, such as a clearinghouse, must access from your vendor an audit report (“error” report) that is generated each time you submit claims. The audit report:
  - Verifies that MHS Health has accepted your electronically submitted “clean” claims, and
  - Lists rejected claims
- Providers must correct errors on rejected claims and resubmit.

NOTE: There may be an additional fee for processing paper claims, consistent with the State of Wisconsin.

For EDI Support contact:  
(800) 225-2573, ext. 25525  
[ediba@centene.com](mailto:ediba@centene.com)

### **Timelines for submitting claims**

Claims submitted by in-plan providers and facilities must be received by MHS Health within 90 days of the date of service or as defined in your MHS Health contract.

Requests for reconsideration or adjustment of processed claims must be received by MHS Health within 60 days of the date on the EOP, or as defined in your MHS Health contract.

Providers submitting claims for services provided to plan members who have other insurance must attach to each claim a copy of the EOP in either paper or electronic form (which includes the explanation of the denial) or rejection letter from the other (primary) insurance carrier. The information must be received by MHS Health within 365 days of the date on the EOP or letter, or as defined in your MHS Health contract.



Claims submitted by out-of-plan providers must be received by MHS Health within 365 days of the date of service. Requests for reconsideration or adjustment to processed claims must be received within 60 days of the date on the EOP.

**When payment cannot be made, but not limited to:**

- The patient was not an MHS Health /Network Health member on the date of service.
- The service provided was not a covered benefit on the date of service.
- MHS Health referral and prior authorization processes were not followed.

**Common billing errors**

To avoid claims being rejected, be sure to:

- Use SPECIFIC CPT-4 or HCPCS codes. Avoid the use of non-specific or “catch-all” codes (e.g. 99070).
- Use the most current CPT-4 and HCPCS codes; out-of-date codes will be denied.
- Use the fourth or fifth digit when required for all ICD-9 codes or ICD-10 code when applicable for the date of service
- All claims/encounters must be submitted with the proper provider NPI number, taxonomy code and zip code plus 4..
- Include the complete member Medicaid number on all claims/encounters.
- Verify other insurance information entered on claim.
- Submit claims within the filing limit deadline.
- Include the NPI for billing, performing, attending, ordering, facility and referring providers.
- Include NPI billing provider, taxonomy code, tax identification number, and nine-digit zip code of the service location.
- Use POA indicators consistent with *ForwardHealth* guidelines.
- Bill partial claims prior to discharge for intervals of no less than 60 days.

**Submitting claims electronically (EDI)**

Electronic Data Interchange (EDI) allows faster, more efficient and cost-effective claim submission for providers. Performed in accordance with nationally recognized standards, EDI supports the healthcare industry’s efforts to reduce administrative costs.

Claims transmitted electronically must contain all the same data elements as required in claims submitted on paper.

**Benefits of billing electronically**

- Reduction of overhead and administrative costs. EDI eliminates the need for paper claim submission. It has also been proven to reduce claim re-work (adjustments).
- Receipt of clearinghouse reports as proof of claim receipt. This makes it easier to track the status of claims.
- Faster transaction time. An EDI claim averages about 24 to 48 hours from the time it is sent to the time it is received. This enables providers to easily track their claims.
- Validation of data elements on the claim form. By the time a claim is successfully received electronically, information needed for processing is present. This reduces the chance of data entry errors that occur when completing paper claim forms.
- Quicker claim completion. Claims that do not need additional investigation are processed quicker. More than 90 percent of electronically-submitted claims pass through the MHS Health system on a

“first submission” basis and are processed quickly.

### **How to Start**

- The provider office must have the capability of sending EDI claims (1) through direct submission to a clearinghouse or (2) indirectly through another vendor/clearinghouse.
- If filing indirectly, the provider must confirm with their vendor that the vendor will transmit the claims to one of the clearinghouses used by MHS Health/Centene.
- The provider must confirm with their vendor the accurate location of the MHS Health Provider ID number.

Direct questions about submitting claims electronically to: MHS Health/Centene **1-800-225-2573, Ext. 25525**. If you are asked to leave a voice message, your call will be returned within 24 business hours.

### **Submission Flow**

- MHS Health/Centene receives all EDI claims through a clearinghouse.
- The clearinghouse validates received claims against their proprietary specifications and MHS Health/Centene specific requirements.
  - Claims not meeting the requirements are immediately rejected and sent back to the sender along with a clearinghouse error report.
    - The provider must review the error report daily to identify any claims that were not successfully transmitted to MHS Health/Centene.
  - Accepted claims are transmitted to MHS Health/Centene, and the clearinghouse sends an acceptance report to the sender immediately.
- Claims sent to MHS Health/Centene by the clearinghouses are validated against provider and member eligibility records.
  - Claims not meeting the requirements are rejected and sent back to the clearinghouse daily, which forwards the rejection to its trading partner (the intermediate EDI vendor or provider).
    - The provider must review the report daily to identify, correct, and resubmit rejected claims timely.
  - Claims passing eligibility requirements are entered in the claim processing system.

### **Work error reports**

Providers are responsible for verifying that their electronically-submitted claims are accepted by their clearinghouse or other vendor. You can do that by, each day, reviewing and reconciling the electronic acknowledgments you receive of accepted and rejected claims against your office’s transmittal records.

### **Correct and re-submit timely**

Electronically-submitted claims that do not pass the clearinghouse proprietary and MHS Health/Centene edits are invalid and will be rejected without being recognized as received by MHS Health/Centene.

- The provider must correct and re-submit these claims within the required filing deadline of 90 calendar days from the date of service or as defined in your MHS Health contract.
- Proof of timely filing must be a document that indicates the date the claim was submitted, to whom it was submitted and, at least one additional date (within 90 days of the DOS) that the provider either filed another claim copy or called MHS Health to check status of the claim.

### **Vendor issues**

Since the clearinghouse returns acceptance/rejection reports directly to the sender, MHS Health/Centene is not aware of your claims that are rejected by the clearinghouse. Please contact the customer service

department of your clearinghouse or vendor for assistance in resolving submission issues.

### Submitting EDI Claims

837 Institutional and Professional Claims: MHS Health follows the same guidelines as Medicaid FFS for submitting claims electronically. For information on claim submission requirements please use the following link:

<https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Account/StaticHTML.aspx?srcUrl=CompanionDocuments.htm>

### Common reasons for rejection of claims submitted to clearinghouses

- Missing or invalid required fields
- Member Name or ID number missing
- Provider Name, TIN, taxonomy or NPI number missing

### Common reasons for upfront rejection of claims submitted to MHS Health/Centene

Invalid electronic claim records, common plan rejections (EDI edits within the claim system) and a listing of all EDI denial codes is in the Appendix Pack in this manual.

- Invalid provider numbers – ensure the TIN and NPI are correct.
- Invalid member numbers – ensure the number and date of birth was input correctly on file.

### Electronic billing questions

| Action  | Contact   |
|---|---|
| To transmit claims electronically   | Contact a clearinghouse.  |
| General questions about EDI Questions about your MHS Health Audit Reports                                     | Contact MHS Health/Centene EDI Support at 1-800-225-2573 Ext. 25525.  |
| Questions about specific claims transmissions or acceptance   | Contact your clearinghouse technical support  |
| Questions about claims reported on the Remittance Advice (EOP)  | Contact MHS Health Provider Inquiry Line at 1-800-222-9831, when prompted say, "Claims information". For Behavioral Health Claims call 877-730-2117   |
| To update or verify provider information (e.g. payee, UPIN, or tax ID numbers or payment address information) | Call the MHS Health Provider Inquiry Line 1-800-222-9831, when prompted say, "Something else" and your call will be transferred to Provider Services. |

### Important steps to successful submission of EDI claims:

1. Select clearinghouse
2. Contact the clearinghouse to inform them you wish to submit electronic claims to MHS Health.
3. Inquiry with the clearinghouse what data records are required.
4. Verify with Provider Relations at MHS Health that the provider is set up in the MHS Health system before submitting EDI claims.

5. You will receive two reports from the clearinghouse. Always review these reports daily. The first report will be a report showing the claims that were accepted by the clearinghouse and are being transmitted to MHS Health and those claims not meeting the clearinghouse requirements. The second report will be a claim status report showing claims accepted and rejected by MHS Health. Always review the acceptance and claim status reports for rejected claims. If rejections are noted, correct and resubmit.

### **Exclusions from electronic billing**

Certain claims are excluded from electronic billing and must be submitted on paper.

These exclusions apply to inpatient and outpatient claim types. Fees for processing paper claims will not apply if a paper claim is required by MHS.

### **Excluded Claim Categories**

- Claims for medical, administrative or claim appeals
- Claims requiring documentation of the receipt of a sterilization consent form
- Claims for services that are reimbursed based on purchase price and require the invoice (e.g. custom DME, prosthetics)
- Claims for hearing aids require the invoice from the company providing the device.
- Claims for services requiring clinical review (e.g. complicated or unusual procedure)

Please note, provider identification number validation is not performed at the clearinghouse level. The clearinghouse will reject claims for provider information only if the provider number fields are empty.

### **Submitting paper claims and imaging requirements**

MHS Health converts paper claims to electronic images for our automated adjudication process.

Following these guidelines when preparing paper claims for submission will help assure our accurate and timely processing of your claims.

- Submit claims on a standard red and white UB-04 or HCFA 1500 claim form. Printed in Flint OCR Red, J6983, (or exact match) ink.
- Type all fields completely and correctly.
- Use the correct PO Box number.
- Submit claims in an envelope size 9" x 12" or larger.
- Don't submit handwritten claim forms.
- No black and white forms are accepted.
- Don't circle data.
- Don't add extraneous information to any field.
- Don't use highlighter or stickers.
- Don't submit photocopied or downloaded claim forms.
- Don't submit carbon copied claim forms.
- Don't submit claim forms via fax.
- Claims submitted to an address other than the address indicated for submitting claims will be returned to the provider.

### **Where to submit a paper claim**

*Medicaid* - Submit all paper claims, except those for services listed as below (e.g., routine dental services,

routine vision exams, and behavioral health services), to:

MHS Health Wisconsin  
Attn: Claims Department  
P.O. Box 3001  
Farmington, MO 63640-3801

*Dental* - Submit claims for members in Milwaukee, Waukesha, Racine, and Kenosha, Washington and Ozaukee counties to:

Envolve Dental  
PO Box 46  
Milwaukee, WI 53201

*Vision* - Submit claims to:

Envolve Vision  
MHS Health Wisconsin  
PO Box 7548  
Rocky Mount, NC 27804

*Behavioral health* - submit claims to:

MHS Health Wisconsin  
ATTN: Behavioral Health Claims  
P.O. Box 6123,  
Farmington, MO 63640

### **Claim rejection vs. denial**

All paper claims sent to the MHS Health must pass specific edits prior to acceptance.

Claim records that do not pass these “upfront” edits are invalid and will be rejected. Please keep in mind that rejected claims do not have appeal rights and untimely filing guidelines will still apply.

In the claim processing system, a rejected claim is defined as an “unclean claim,” one that contains invalid or missing data elements (e.g., provider tax identification number is missing or not identifiable). The most common causes of up front rejections are listed below. If a claim passes all up front edits, the claim is accepted and entered into the claim processing system. During processing, when a claim is found to have been billed with invalid or inappropriate information, the claim denies. The submitting provider is sent an EOP detailing the denial reason.

### **Common reasons for up front rejection of paper claims**

- Unreadable information.
- Incorrect form type.
- Member DOB missing.
- Member name or ID number missing.
- Provider name, TIN, or NPI number missing.
- DOS on claim is not prior to receipt of claim (future date of service).
- Diagnosis code missing or invalid.
- No detail service line submitted.
- DOS falls outside of member’s eligibility dates.
- Admission type missing (when inpatient).

- Patient status missing (when inpatient).
- Occurrence code/date missing or invalid.
- REV code missing or invalid.
- CPT/procedure code missing or invalid.
- POA indicator missing or invalid.
- Partial bill for less than 60 days and prior to discharge.
- Other; insurance fields missing appropriate data when submitted with an EOB.

### **Common reasons for claim processing delays and denials**

- Billed charges missing or incomplete.
- Claims not submitted on "red" dropout OCR forms.
- Diagnosis code missing 4th or 5th digit.
- Procedure or modifier codes invalid or missing.
- DRG codes missing or invalid.
- EOBs (Explanation of Benefits) from primary insurers missing or incomplete.
- EPSDT Information missing or incomplete.
- Member ID invalid.
- Newborn claim information invalid.
- Place of service code invalid
- Provider TIN and NPI/Medicaid do not match
- Revenue code invalid
- Spanning dates of service do not match the listed days/units
- Signature missing
- Tax Identification Number (TIN) invalid
- Third Party Liability (TPL) information missing or incomplete
- Untimely claims submission

### **835 Electronic remittance advice (ERA)**

MHS Health offers providers the option of receiving an 835 electronic remittance advice transaction. The ERA will be received from the clearinghouse the provider utilizes for 837 files.

During set-up, providers must supply the following information:

- EDI/vendor and submitter ID
- Group/facility name
- Contact name, phone number, and email address
- Address
- Tax ID
- Payee ID

To participate, providers must complete an MHS Health /Centene EFT agreement. The agreement form includes registration to receive ERA.

A copy of the MHS Health /Centene EFT agreement is in the appendix pack. You can also obtain a copy by

accessing the MHS Health Provider website or by calling the MHS Health Provider Inquiry Line.

### **Electronic Fund Transfer (EFT)**

MHS Health offers providers the option of receiving payment by electronic fund transfer (EFTs) instead of a mailed paper check. MHS Health has partnered with PaySpan Health to offer you expanded claim payment services. By signing up with PaySpan Health, a web-based application, you will receive convenient electronic claim payments and online remittance advices (ERAs/EOPs). These services assist practices in receiving claims payments faster. Call PaySpan Health at 877-331-7154 or register at [payspanhealth.com](http://payspanhealth.com).

### **Web portal claims submission**

MHS Health offers providers the option of submitting first time and COB claims via our provider portal. To access this function, provider representatives must become a registered user at [www.mhswi.com](http://www.mhswi.com).

### **Other insurance – coordination of benefits (COB)**

COB is the coordination of benefits for members with two or more types of insurance coverage. The insurance carrier identified as primary pays its full benefits first. Federal and State law require that Medicaid is the payer of last resort; Medicaid may be billed only after all other pay sources are exhausted.

After a provider has submitted a claim to a member's primary insurance carrier and received payment/denial/rejection, the provider may submit the claim to MHS Health. When submitting a claim for services provided to MHS Health /Network Health members who have other insurance, providers must submit with the COB information from the primary. Claims submitted without this information will be denied by MHS Health.

The information must be received by MHS Health within 365 days of the date on the primary carrier's EOP or letter or as defined in your MHS Health contract.

Claims with Allwell from MHS Health Wisconsin and MHS Health/Network Health BadgerCare Plus or SSI Medicaid will process automatically under both plans.

- Providers will receive an EOP for claims paid under Medicare with EX code 30 (*"Medicare crossover claim forwarded to Medicaid for secondary payment"*.)
- Providers will not need to submit the Medicare EOP for coordination of benefits. The system will cross the claim over into Medicaid after the claim is finalized in Medicare Advantage.

### **Administrative denials by primary**

When adjudicating claims during the COB process, MHS Health will apply the same administrative rules as the primary carrier.

For example, if a claim was denied by the primary carrier because it was submitted outside of the allowable timeframe, MHS Health will also deny the claim for untimely submission.

### **Payment protocol**

When the services provided are payable by the secondary payer, the secondary payer, generally, is responsible for payment of coinsurance and deductible amounts up to the primary payer's allowable, but not to exceed the secondary payer's allowable. If primary payer paid 100 percent of their allowed amount, no additional payment will be due from MHS Health.

When MHS Health is the secondary payer and the provider has followed the above process, MHS Health will pay the difference between the actual amount paid by the primary payer and the MHS Health -allowed amount, not to exceed the member's liability.

The following three scenarios illustrate the MHS Health COB adjudication policy for all situations in which MHS Health is not the primary payer. This includes instances where Medicare is the primary payer source.

| <b>1. Amount charged by provider \$2000</b>   |         |  |         |
|---|---------|--|---------|
| Amount allowed by primary payer, based on contractual obligation with provider  | \$1,000 | Amount allowed by secondary payer, based on the contracted rate for network providers or the State rate for out-of-network providers | \$400   |
| Amount allocated to deductible/coinsurance by primary payer   | \$550   |  |         |
| Amount paid to provider by primary payer (allowable less deductible)  | \$450   | Amount paid to provider by secondary payer   | \$0     |
| <b>Adjudication.</b> The secondary payer, MHS, pays \$0. The amount paid by the primary payer (\$450) is greater than the MHS Health allowable amount (\$400). The member cannot be billed.   |         |  |         |
| <b>2. Amount charged by provider \$2,000</b>  |         |  |         |
| Amount allowed by primary payer, based on contractual obligation with provider  | \$1,000 | Amount allowed by secondary payer, based on the contracted rate for network providers or the State rate for out-of-network providers | \$800   |
| Amount allocated to deductible/coinsurance by primary payer   | \$550   |  |         |
| Amount paid to provider by primary payer  | \$450   | Amount paid to provider by secondary payer   | \$350   |
| <b>Adjudication.</b> The secondary payer, MHS Health, pays \$350, the difference between the amount the primary payer actually paid the provider (\$450) and the MHS Health allowable amount (\$800), which is less than the member's liability.    |         |  |         |
| <b>3. Amount charged by provider \$1,000</b>  |         |  |         |
| Amount allowed by primary payer, based on contractual obligation with provider  | \$1,000 | Amount allowed by secondary payer, based on the contracted rate for network providers or the State rate for out-of-network providers | \$1,200 |
| Amount allocated to deductible/coinsurance by primary payer   | \$550   |  |         |
| Amount paid to provider by primary payer  | \$450   | Amount paid to provider by secondary payer   | \$550   |
| <b>Adjudication</b> The secondary payer, MHS Health, pays \$550, the difference between what the primary payer actually paid the provider (\$450) and the MHS Health allowable amount (\$1,200), but not to exceed the member's liability of \$550. |         |  |         |

### **“Other Insurance – Yes” (OI-Y)**

When a member has failed to respond to efforts by the provider to clarify the member's primary insurance situation, the provider's claims will be considered by MHS Health for payment if the provider has complied in full with the following MHS Health “OI-Y” Policy

1. Two (2) times to request that the member respond to their primary carrier.



- a. One of those attempts must have been by letter.
  - b. One of those attempts must have been by phone.
2. Documentation of the attempts must accompany the claims the provider sends to MHS Health.
- a. Acceptable documentation of the contact/attempt by letter is a copy of the letter attached to the submitted claims.
  - b. Acceptable documentation of the contact/attempt by phone is the provider's notes regarding the call, including the date and time of day.

Submit these claims to:

MHS Health Wisconsin

Attn: COB Unit – OI-Y

PO Box 3001

Farmington, MO 63640-3801

MHS Health uses many sources of information to keep a current and accurate record of a recipient's other coverage, including the State of Wisconsin, providers, and plan members. However, the information may be incomplete or incorrect if we received inaccurate information from the insurer or the agency responsible for determining the member's eligibility.

### **Subrogation and Workers' Compensation**

MHS Health or its designee will pursue any subrogation and Workers' Compensation recoveries. It is expected that providers comply with any such recovery efforts.

# Completing a CMS 1500 claim form



## HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| <input type="checkbox"/> PICA <span style="float: right;"><input type="checkbox"/> PICA</span>  |  |  |  |  |  |  |  |  |  |
| 1. MEDICARE <input type="checkbox"/> (Medicare#)                    MEDICAID <input type="checkbox"/> (Medicaid#)                    TRICARE <input type="checkbox"/> (ID#/DoD#)                    CHAMPVA <input type="checkbox"/> (Member ID#)                    GROUP HEALTH PLAN <input type="checkbox"/> (ID#)                    FECA BLK LUNG <input type="checkbox"/> (ID#)                    OTHER <input type="checkbox"/> (ID#) |  |  |  |  | 1a. INSURED'S I.D. NUMBER (For Program in Item 1)  |  |  |  |  |
| 2. PATIENT'S NAME (Last Name, First Name, Middle Initial)   |  |  |  |  | 3. PATIENT'S BIRTH DATE MM DD YY    SEX M <input type="checkbox"/> F <input type="checkbox"/>  |  |  |  |  |
| 5. PATIENT'S ADDRESS (No., Street)  |  |  |  |  | 6. PATIENT RELATIONSHIP TO INSURED<br>Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>  |  |  |  |  |
| CITY _____ STATE _____  |  |  |  |  | 7. INSURED'S ADDRESS (No., Street)   |  |  |  |  |
| ZIP CODE _____ TELEPHONE (Include Area Code) ( ) _____  |  |  |  |  | CITY _____ STATE _____   |  |  |  |  |
| 9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)   |  |  |  |  | 10. IS PATIENT'S CONDITION RELATED TO:   |  |  |  |  |
| a. OTHER INSURED'S POLICY OR GROUP NUMBER   |  |  |  |  | a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO  |  |  |  |  |
| b. RESERVED FOR NUCC USE  |  |  |  |  | b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State) _____   |  |  |  |  |
| c. RESERVED FOR NUCC USE  |  |  |  |  | c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO  |  |  |  |  |
| d. INSURANCE PLAN NAME OR PROGRAM NAME  |  |  |  |  | 10d. CLAIM CODES (Designated by NUCC)  |  |  |  |  |
| 11. INSURED'S POLICY GROUP OR FECA NUMBER   |  |  |  |  | 11. INSURED'S DATE OF BIRTH MM DD YY    SEX M <input type="checkbox"/> F <input type="checkbox"/>  |  |  |  |  |
| 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.   |  |  |  |  | 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.  |  |  |  |  |
| SIGNED _____ DATE _____   |  |  |  |  | SIGNED _____   |  |  |  |  |
| 14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY    QUAL. _____   |  |  |  |  | 15. OTHER DATE MM DD YY    QUAL. _____   |  |  |  |  |
| 17. NAME OF REFERRING PROVIDER OR OTHER SOURCE  |  |  |  |  | 16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY   |  |  |  |  |
| 19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)   |  |  |  |  | 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY  |  |  |  |  |
| 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-C to service line below (24E) ICD Ind. _____  |  |  |  |  | 20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ CHARGES _____   |  |  |  |  |
| A. _____ B. _____ C. _____ D. _____   |  |  |  |  | 22. RESUBMISSION CODE _____ ORIGINAL REF. NO. _____  |  |  |  |  |
| E. _____ F. _____ G. _____ H. _____   |  |  |  |  | 23. PRIOR AUTHORIZATION NUMBER _____   |  |  |  |  |
| I. _____ J. _____ K. _____ L. _____   |  |  |  |  | 24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY    B. PLACE OF SERVICE    C. EMG    D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS    E. DIAGNOSIS POINTER    F. \$ CHARGES    G. DAYS OR UNITS    H. POSIT Family Plan    I. ID, QUAL.    J. RENDERING PROVIDER ID. # |  |  |  |  |
| 1   |  |  |  |  | NPI _____  |  |  |  |  |
| 2   |  |  |  |  | NPI _____  |  |  |  |  |
| 3   |  |  |  |  | NPI _____  |  |  |  |  |
| 4   |  |  |  |  | NPI _____  |  |  |  |  |
| 5   |  |  |  |  | NPI _____  |  |  |  |  |
| 6   |  |  |  |  | NPI _____  |  |  |  |  |
| 25. FEDERAL TAX I.D. NUMBER    SSN EIN <input type="checkbox"/> <input type="checkbox"/>  |  |  |  |  | 26. PATIENT'S ACCOUNT NO.  |  |  |  |  |
| 31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)  |  |  |  |  | 27. ACCEPT ASSIGNMENT? (For govt. claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO   |  |  |  |  |
| SIGNED _____ DATE _____   |  |  |  |  | 28. TOTAL CHARGE \$ _____  |  |  |  |  |
| 32. SERVICE FACILITY LOCATION INFORMATION   |  |  |  |  | 29. AMOUNT PAID \$ _____   |  |  |  |  |
| a. NPI _____ b. _____   |  |  |  |  | 30. Rsvd for NUCC Use  |  |  |  |  |
| 33. BILLING PROVIDER INFO & PH # ( )  |  |  |  |  | a. NPI _____ b. _____  |  |  |  |  |

NUCC Instruction Manual available at: [www.nucc.org](http://www.nucc.org)

PLEASE PRINT OR TYPE

APPROVED OMB-0938-1197 FORM 1500 (02-12)

CARRIER ↑ PATIENT AND INSURED INFORMATION ↓ PHYSICIAN OR SUPPLIER INFORMATION ↓

### **Completing a CMS 1500 claim form**

Claims for all professional services must be submitted on a CMS 1500 red claim form.

### **Ensuring claims are eligible for payment**

- Assure that all claims – electronic and paper – are received by MHS Health within 90 days of the date of service or as defined in your MHS Health contract.
- Claims received outside of 90 days or the contractually agreed time frame will be denied payment.
- Provide all information requested on the CMS 1500 form.
- Insufficient or inaccurate information may result in delayed or denied payment.

### **How to complete a CMS 1500 claim form**

MHS follows the NUCC guidelines for CMS 1500 form submission. For information on claims submission requirements please use the following link:

[http://www.nucc.org/index.php?option=com\\_content&view=article&id=197&Itemid=114](http://www.nucc.org/index.php?option=com_content&view=article&id=197&Itemid=114)

### **Things to remember when using a CMS 1500 claim form**

- Newborns – Providers may no longer use the mother's Medicaid identification number on claims for services provided to a newborn 10 days of age or less on the date of service.
- Box 31 – The name of the servicing provider must appear in Box 31.
- Box 25 – Federal tax ID number of the provider of service must appear in Box 25.
- Box 24G, day/unit billing – All units listed in Box 24G on a HCFA (CMS) claim form must be rounded to whole numbers; decimal points cannot be used. Anesthesia must be billed in minutes.
- Place of Service (POS) – Correct codes must be used. Claims received with incorrect codes will be rejected.

It is the provider's responsibility to appeal or dispute any adverse claims processing outcomes within 60 days of the date on the EOP, unless timely filing is defined otherwise in your contract.

Note: There may be a fee for processing paper claims, consistent with the State of Wisconsin.

### **Billing Health Checks**

For details on billing see *Section 8 Health Checks*.

### **Health Professional Shortage Area (HPSA)**

Wisconsin Medicaid provides enhanced reimbursement to Medicaid-certified PCPs, emergency medicine and urgent care providers, neonatologists, and certified nurse midwives for selected services when one or both of the following apply:

- The performing or billing provider is located in a HPSA-eligible ZIP code.
- The recipient has a residential address (according to Medicaid's eligibility records) within a HPSA-eligible ZIP code.

Primary care and emergency medicine providers include:

- physicians, physician assistants, nurse practitioners, and nurse midwives
- with specialties in general practice, OB-GYN, family practice, internal medicine, pediatrics or emergency medicine

HPSA Eligible procedure codes:

Wisconsin Medicaid maintains the list of current procedural terminology (CPT) codes that are eligible for the

HPSA- enhanced reimbursement rate.

HPSA modifier:

To obtain HPSA-enhanced reimbursement for services, providers must use the “AQ” modifier for physician services provided in a HPSA.

**Eligible procedure codes:**

MHS Health will only reimburse for current procedural terminology (CPT) codes that are listed as covered on the max fee schedule for the provider type, provider specialty, and location codes for the rendering provider

**Billing lab handling fees**

When a physician sends a specimen to an outside laboratory (not located within your office or clinic), the physician will be reimbursed a handling fee. The handling fee covers the collection, preparation, forwarding and handling of obtained specimen(s).

Remember that routine venipuncture; CPT 36415 is not a separately reimbursable service as collection of the specimen is included in the reimbursement for the test, per the State of Wisconsin.

**Billing and reimbursement of professional surgical services**

For a claim to be considered for payment by MHS Health:

- .
- The procedure may also require prior authorization by MHS Health. Please see *Section 9 Medical Management Section*.
- Appropriate surgical codes must be used on a CMS 1500 claim form.
- Documentation of medical necessity, e.g., may be requested for both the surgeon and co-surgeon. Medical records submitted with first time claims will not be reviewed.

**Multiple surgical procedures**

Multiple surgical procedures performed by the same provider for the same patient during the same surgery session are paid at the following rates:

- Primary procedure – 100% of the maximum allowable fee
- Secondary procedure – 50% of the maximum allowable fee
- Tertiary procedure – 25% of the maximum allowable fee
- All additional procedures – 13% of the maximum allowable fee

Claims for multiple surgical procedures are reviewed in accordance with National Correct Coding Initiatives (NCCI), and where applicable, adjustments may be made to the allowed amounts.

**Bilateral surgical procedures**

Bilateral surgical procedures are identical procedures performed bilaterally during a single operative session. They are paid at the following rate:

- 150% of the maximum allowed fee for the single service.

Claims submitted for bilateral surgical procedures must include:

- The appropriate CPT code (followed by the appropriate modifier).
- Submitted as a one-line claim.
- A quantity of one in box 24G.

Claims for bilateral surgical procedures are reviewed in accordance with NCCI, and where applicable, adjustments are made to the allowed amounts.

### **Co-Surgeons**

Please submit claims using the appropriate surgical CPT code followed by the appropriate modifier. Claims of co-surgeons are subject to the multiple surgery and bilateral surgery rate structure outlined above.

### **Assistant surgeons**

Submit claims using the appropriate surgical CPT code followed by the appropriate modifier for assistant surgeons.

Claims for surgical assistance are subject to the multiple surgery and bilateral surgery rate structure and are reviewed in accordance with NCCI.

- **Physician Assistants** Claims of physician assistants who provide surgical assistance are subject to the multiple surgery and bilateral surgery rate structure outlined above.
- Claims of physician assistants who provide surgical assistance are reviewed by HPR code review and where applicable, payments are made.

### **Billing anesthesia services**

Claims must be submitted on a CMS 1500 claim form. Use the appropriate ASA code and modifiers for the procedure. Report total anesthesia time units in minutes.

### **Completing a UB-04 red claim form**

A UB-04 claim form is the only acceptable claim form for submitting inpatient or outpatient facility charges, nursing home services, certain home health bills with revenue and occurrence codes, inpatient hospice services, ambulatory surgery centers (ASC), personal care worker services, private duty nurse and dialysis services.

### **Ensuring claims eligibility for payment**

- Ensure all claims, both electronic and paper, are received by MHS Health within 90 days of the date of service or as defined in your MHS Health contract. Claims received outside of the contractually agreed time frame will be denied payment.
- Provide all information requested on the UB-04 claim form.
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### **Present on admission (POA) requirements for inpatient hospital claims**

Hospital providers that are reimbursed on an APR-DRG basis will be required to include present on admission (POA) indicator information for all primary and secondary diagnoses. Additionally, reimbursement may be affected by the POA indicator.

Inpatient mental health and rehabilitation facilities are exempt from this requirement.

### **UB-04 claim form instructions**

MHS Health follows the NUBC guidelines for UB-04 claims submission. For information on claims submission requirements please use the following link:

<http://www.nubc.org>

### **Things to remember when completing a UB-04 claim form**

- Newborns – Providers may not use the mother's Medicaid identification number on claims for

services provided to a newborn 10 days of age or less on the date of service.

- Hospitals may submit initial claims for interim payments for long lengths of stays after 60 days. Subsequent claims must be for at least 30 additional days and all accumulated charges since admission should be included on the claim, if the patient has not been discharged. If a patient has been discharged, the final bill should be accumulative of all charges since admission. Partial days for less than 60 days will be denied.
- UB04 claims for a patient admitted and discharged on the same calendar date will be denied to resubmit as outpatient claims unless they meet state criteria for inpatient stay.
- Transfers within the same facility are to be billed as one admission. If billed as two separate claims they will be denied to submit as one claim; this includes transfers to the rehab unit.
- Claims for sterilization services provided to plan members must be submitted on paper (not electronically).. A signed state consent form must be included.

It is the provider's responsibility to appeal/dispute any adverse claims processing outcomes within 60 days of the date on the EOP or as defined in your MHS Health contract. See *Section 12 Provider Complaints, Grievances and Appeals* for more information.

### **Special conditions – one day inpatient stays**

A member is considered an inpatient when the member is admitted to the hospital as an inpatient and is counted in the midnight census. Therefore, claims with an admit date equal to the discharge date must be submitted as an outpatient hospital service except for the following circumstances:

- If a member is admitted and dies before the midnight census.
- If a member is admitted and transferred before the midnight census.
- A maternity stay. A hospital stay is considered an inpatient stay when a member is admitted to a hospital and delivers a baby, even when the mother and baby are discharged on the date of admission. This also applies when the mother and/or baby are transferred to another hospital.

### **Continuous stay for hospital services that span more than one date of service**

MHS Health considers all hospital services to be part of a single, continuous inpatient stay when both of the following occur:

- The member is eventually admitted as an inpatient.
- The stay takes place over two or more dates of service.

Providers are required to include on an inpatient claim all services provided during an outpatient visit that span through midnight and which eventually continue to admission of the member for an inpatient stay. That is, outpatient services provided on the date directly prior to the date on which the member is counted in the midnight census are charged in the inpatient claim.

### **Transfers between units within a hospital**

Patients who are transferred from one hospital unit to another within the same hospital are not considered discharged until the entire hospital stay has ended. Hospitals pay one APR DRG per stay and does not recognize specialty rehabilitation or psychiatric units for separate reimbursement purposes.

### **Outlier calculations**

Some claims may qualify for an outlier payment. The outlier calculation is based on the State formula for APR DRG methodology. Please refer to the state web portal for details on the Wisconsin Medicaid DRG Pricing Calculator.

### **Interim billing**

Interim bills may be submitted when a claim has a length of stay equal to or greater than 60 days. Additional



interim bills can be submitted in increments of 30 additional days or discharge. All interim bills must include all charges from the date of admission.

### **APR DRG & charge validation**

The DRG is based on the billed diagnoses and procedure codes and the applicable State APR DRG Grouper Version. Claims are routinely reviewed for verification of compliance with **national coding and billing guidelines**. This review process may require copies of medical records and/or itemized bills. The required documents may be requested by letter or through the remittance advice. If the review results in recommended coding changes, the provider will be notified and provided the opportunity to respond to the recommended coding changes.

## **Emergency department hospital claims adjudication process**

### **Purpose**

This process describes the methodology by MHS Health for managing the emergency services benefit in compliance with directives from Centers for Medicare and Medicaid Services (CMS) and the applicable State agencies having jurisdiction over the health plan.

MHS Health works with physicians and hospitals to decrease the need for emergency services through proactive strategies that address chronic conditions such as asthma and to redirect members to more appropriate settings for non-emergent care e.g., the office of the member's PCP.

In addition, MHS Health provides Emergency Department (ED) post-discharge follow up and continuity of care services.

MHS Health is dedicated to providing its members with high quality healthcare. This includes immediate access to emergency services when required. At the same time, MHS Health recognizes that it is not in the member's best interest to receive routine (non-emergent) episodic care in the ED and those members are best served by receiving such care from their PCPs.

### **Background**

The federal Balanced Budget Act (BBA) of 1997 and the Medicaid statute have established the definition of "emergency medical condition" as follows:

A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
- Serious impairment of bodily functions; or
- Serious dysfunction of any body organ or part.

CMS has issued specific guidelines to state Medicaid directors regarding that agency's expectations of how the Medicaid emergency services benefit is to be administered utilizing the Prudent Layperson (PLP) Standard as defined above. These guidelines are contained in letters to State Medicaid directors dated February 20, 1998, April 5, 2000 and April 18, 2000. The following statements from the April 18, 2000 letter have a direct bearing on the Hospital Claims Adjudication Process:

"The BBA requires that a Medicaid beneficiary be permitted to obtain emergency services immediately at the nearest provider when the need arises. When the prudent layperson standard is met, no restriction may be placed on access to emergency care. Limits on the number of visits are not allowed.

The determination of whether the prudent layperson standard is met must be made on a case-by-case basis. The only exceptions to this general rule are that payers may approve coverage on the basis of an ICD-9 code or ICD-10 when applicable, and payers may set reasonable claim payment deadlines (taking into account delays resulting from missing documents from the initial claim).

Note that payers may not deny coverage solely on the basis of ICD-9 codes or ICD-10 code when applicable. Payers are also barred from denying coverage on the basis of ICD-9 codes or ICD-10 code when applicable and then requiring resubmission of the claim as part of an appeal process. This bar applies even if the process is not labeled as an appeal. Whenever a payer (whether an MCO or a state) denies coverage or modifies a claim for payment, the determination of whether the prudent layperson standard has been met must be based on all pertinent documentation, must be focused on the presenting symptoms (and not on the final diagnosis), and must take into account that the decision to seek emergency services was made by a prudent layperson (rather than a medical professional)."

It is clear that ED claims with certain diagnoses (e.g., status asthmaticus or fractured femur) represent true medical emergencies and should be reimbursed as such. There are a group of diagnoses (e.g., upper respiratory infection) where it is not clear whether or not the criteria for PLP emergency have been met. In these instances the only means of making a determination as to the appropriate level of reimbursement is to review the ED record in order to establish and assess the member's presenting symptoms.

### **Hospital claims processing**

MHS Health classifies claims for services rendered in a hospital's emergency department. Claims are initially classified by principal final diagnosis as representing either obvious emergencies or situations that are not obvious emergencies.

MHS Health has two different processes for adjudicating ED claims: one for hospitals that agree to an automated process for adjudicating ED claims and a non-automated process for hospitals that do not agree to the automated process.

#### **Automated process for contracted hospitals:**

- ED claims will be categorized by the ICD-9 or ICD-10 code when applicable diagnosis code located in the primary diagnosis code location as billed on the UB-04 form.
- If the code falls in the list of diagnoses that are considered obvious emergencies, it is paid in full at the rate negotiated with the hospital for such emergencies. In addition, claims for facility charges for medically necessary ancillary services provided while the member was in the ED will be reimbursed according to the contract, which may provide for a global fee covering all ED services.
- Codes falling in the list of diagnoses that are categorized as not obvious emergencies will be paid at the rate negotiated with the hospital for evaluation of non-emergent conditions in the ED. In addition, claims for facility charges for medically necessary ancillary services provided while the member was in the ED will be reimbursed according to the contract, which may provide for a global fee covering all ED services.
- ED charges for members who are admitted for inpatient care are subsumed into the inpatient claim. In addition, all other claim payment hierarchy rules apply.

#### **ICD-10 diagnosis code auditing and review**

MHS Health will consider any requests for reclassifying specific ICD-10 diagnosis codes if the hospital believes MHS Health has misclassified the diagnosis code. If after review, it is determined that an ICD-10



diagnosis code qualifies for reclassification, the reclassification will apply to all hospitals.

Claims may also be reviewed for validation of the [national coding and billing guidelines](#). This process may require copies of medical records or itemized bills. Required documents will be requested by letter or through the remittance advice.

### **Complete coding and maximizing your billing**

There are initiatives used by the Centers for Medicare and Medicaid Services (CMS) and by State Medicaid agencies to account for expected differences in cost of treatment of members who have varying health status. These programs rely on complete and accurate diagnosis coding and reporting according to the ICD-10-CM coding guidelines.

In order to better assess the health acuity of our members and ensure the accuracy of our reporting, we ask our provider partners to correctly and completely report the conditions affecting our members every time they are addressed or affect the patient's care by documenting these in the medical record and reporting the appropriate diagnosis code on the claim. The Official ICD-10-CM Guidelines for Coding and Reporting, Section IV.K, indicates for outpatient services providers should "code all documented conditions that coexist at the time of the encounter/visit, and require or affect patient care treatment or management."

All conditions, even status conditions such as a patient requiring intermittent renal dialysis or a patient who has previously undergone amputation of a limb, often play into the medical decision making during an office encounter.. Diagnosis codes which are not appropriate to report as a primary diagnosis may be appropriate to report as a secondary or tertiary diagnosis.

Performing, documenting and coding a head-to-toe exam on every patient at least once every year can be another strategy to both improve patient health and make sure all relevant conditions are being reported. In some cases, historical conditions (history of myocardial infarction, previous below knee amputation), are important to the current and future health of our patients. Receiving correct and complete diagnosis information on claims provides better insight into the health issues facing our members, so we can better serve their needs. Our goals are mutual - to help our patients achieve and maintain better health.

We appreciate your commitment to thorough documentation of each and every encounter to reflect the conditions present and services provided, and to following all official documentation and coding guidelines provided by the CMS and other regulatory agencies. Thank you for being part of the MHS Health network and providing excellent care to our members.

# Section 13 Provider Complaints, Grievances and Appeals

MHS Health encourages open clinician-patient communication regarding appropriate treatment alternatives and does not penalize clinicians for discussing medically necessary or appropriate care with the patient. The plan provides an explanation of the grievance process and the right to an independent review of adverse determination to newly enrolled members upon enrollment and annually thereafter, according to the requirements of the State. This process is also explained in the member handbook, member newsletters, and member educational flyers.

## **Appealing UM decisions**

In the event of an adverse determination of medical services, denied by a MHS Health medical director in accordance with UM policies and procedures, written notification is sent to the provider and the member. It includes the following information:

- The principal reasons and clinical basis for the adverse determination
- A description or the source of the screening criteria that were utilized as guidelines in making the determination

The communication also informs the member of:

- The right to, the method for obtaining, and the rules that govern representation at the state fair hearing.
- The right to file grievances and appeals.
- The requirements and timeframes for filing a grievance and appeal.
- The availability of assistance in the filing process.
- The toll-free numbers that the member can use to file a grievance or an appeal by phone.
- The fact that benefits will continue if the member files an appeal or a request for a fair hearing within the timeframes specified for the filing and the fact that the member may be required to pay the cost of the services furnished while the appeal is pending, if the final decision is adverse to the member.
- The right to obtain any/all documents.
- The right to obtain criteria.
- The right to have a member representative.

## **Complaints & grievances**

MHS Health provides an explanation of the grievance process and notice of the right to an independent review of adverse determination, according to the requirements of the state, to newly enrolled members at enrollment and annually thereafter.

A MHS Health/Network Health member, or a provider acting on behalf of a member may appeal any utilization (medical) management determination resulting in a denial, termination or other limitation of covered healthcare services. Should a member initiate an appeal without the pertinent medical information, MHS Health will assist the member by requesting medical records or medical documentation.

Mail to:

MHS Health Wisconsin  
Attn: Grievance and Appeals  
10700 W. Research Dr., Suite 300  
Milwaukee, WI 53226

This process is explained in the Member Handbook and member newsletters. MHS Health produces all vital materials in English, Hmong, Russian and Spanish, and, as requested, additional languages and formats (for example, Braille, large font and audio tapes). Upon conclusion of each stage in the appeal process, members and/or providers acting on behalf of the member are provided with a written explanation of the appeal process. All appeals are reviewed at the MHS Health Appeals Committee meeting held weekly. The committee is comprised of healthcare professionals, advocacy staff, and representatives of all MHS Health departments. Nothing in the MHS Health policies, procedures or provider agreements prohibits a member and/or provider from discussing or exercising the right to appeal.

### **Inquiry, dispute and appeal of claim payment**

MHS Health offers providers three options to request payment evaluation and/or determination:

1. Informal claim payment dispute resolution – A request for a change that is the result of an error in processing such as keying errors, configuration issues, fee schedules or supported timely filing reconsiderations.
2. Administrative claim appeal (formal appeal) – A request for reconsideration or exception to a plan policy or contract requirement such as benefit limitations, eligibility, failure to obtain authorization or unsupported timely filing.
3. Medical necessity appeal – A request for a review of an adverse decision made by the MHS Health Medical Management Department.

## **Procedures**

### **Informal claim payment dispute resolution procedure**

An informal claim resolution procedure precedes the formal claim resolution procedure. MHS Health procedures for requests for adjustment and reconciliation and resubmission are as follows.

- Allow provider to make verbal or written inquiries to resolve claims payment issues.
- Must be made within 60 days of the date of the Explanation of Payment (EOP) or as defined in your MHS Health contract.
- Original claim must have also met timely filing criteria.
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### **Verbal inquiry**

To check the status of previously submitted claim(s), call the MHS Health Provider Inquiry Line at 1- 800-222-9831. When prompted say, "Claim Information." The MHS Health Provider Inquiry Line is staffed by MHS Health Provider Services representatives from 8 a.m. to 5 p.m., Monday through Friday. Be sure to have the following information at hand:

- Servicing provider's name.
- Member's MA number.
- Member's name.
- Member's date of birth.
- Date of service.
- Claim number, if applicable.

### **Claim adjustment**

A provider may request an adjustment when the payment received for a claim is less than the payment expected. The request must be made within 60 days of the date of the EOP or as defined in your MHS Health contract. Call the MHS Health Provider Inquiry Line at 1-800-222-9831. When prompted say, "Claim Information." A MHS Health representative will evaluate the payment and, if

appropriate, will:

- Request reprocessing of the claim, or
- Indicate that you need to resubmit the claim as a "Corrected Claim"

### **Claim correction**

A provider may correct and resubmit a claim that was denied because of incorrect or insufficient information. Corrected claims must be resubmitted within 60 days of the date of the EOP or as defined in your MHS Health contract.

- CMS-1500 should be submitted with the appropriate resubmission code (value of 7) in field 22 of the paper claim with the original claim number of the corrected claim. For the EDI 837P, the data should be sent in the 2300 Loop, segment CLM05 (with value of 7) along with an addition loop in the 2300 loop, segment REF\*F8\* with the original claim number for which the corrected claim is being submitted.
- UB-04 should be submitted with the appropriate resubmission code in the 3<sup>rd</sup> digit of the bill type (for corrected claim this will be 7) and the original claim number in field 64 of the paper claim. For the EDI 837I, the data should be sent in the 2300 Loop, segment CLM05 (with value of 7) along with an addition loop in the 2300 loop, segment REF\*F8\* with the original claim number for which the corrected claim is being submitted.

Omission of these data elements may cause inappropriate denials, delays in processing and payment or may result in the claim being denied as a duplicate, or for exceeding the filing limit deadline.

Paper claims should be mailed to:  
MHS Health Wisconsin  
Attn: Claims Department  
PO Box 3001  
Farmington, MO 63640-3801

For Behavioral Health Claims:  
MHS Health Wisconsin  
Attn: BH WI Claims Appeals  
PO Box 6000  
Farmington MO 63640

### **Claim overpayment**

A provider may receive more payment for a claim than is expected. Providers are required to report and return any overpayments received within 60 days of the Provider's discovery of the overpayment and must notify MHS Health in writing of the reason for the overpayment. MHS Health will recoup the amount of the overpayment as outlined below. If the claim involves COB, a copy of other insurance EOP must be sent to the MHS Health Claims Department to recoup along with the description of processing codes.

Return uncashed Centene checks  
to:  
MHS Health Wisconsin  
Attn: Returned Checks  
PO Box 3001  
Farmington, MO 63640-3801

If you prefer to refund the overpayment by check (on your check stock), include a copy of the EOP and send to:

MHS Health Wisconsin  
PO Box 3657  
Carol Stream, IL 60132-3657

For behavioral health claims send to:

BH WI Claims  
P.O. BOX 3656  
Carol Stream, IL  
601323656

**Code review denial**

MHS Health utilizes a claims adjudication software package, for automated claims coding verification and to ensure that MHS Health is processing claims in compliance with general industry standards.

A provider may request re-evaluation of claims denied by code auditing software. The most common codes are listed below but are not all inclusive.

**EX Code List (not all inclusive)**

|    |    |    |    |    |    |    |    |    |           |
|----|----|----|----|----|----|----|----|----|-----------|
| x1 | x2 | x3 | x4 | x5 | x6 | x7 | x8 | x9 | <u>xa</u> |
| Xb | xc | xd | xe | xf | xg | xh | xo | xp | xq        |
| Xr | xy | ya | yd | ye | yq | ys | yu | 57 | 58        |

Providers must:

- Submit a request in writing, within 60 days of the adverse finding.
- Include a copy of the EOP that indicates how and when the claim was processed.
- Include the patient's medical record, chart notes and/or other pertinent information to support the request for reconsideration.

Mail to:

MHS Health Wisconsin  
Attn: Medical Review Unit  
PO Box 3001  
Farmington, MO 63640-800

**Administrative claim appeal (formal appeal)**

Please reference the *Claim Appeal Form* on the MHS Health website for more information. A provider may request that a specific issue be re-evaluated by MHS Health. To do so, follow these guidelines:

- Submit a request in writing, within 60 days of the adverse finding or as defined in your MHS Health contract.
- Clearly mark "Appeal" on the request letter.
- Note reason the claim or issue merits reconsideration. Please be specific.
- Include a copy of the claim in question and a copy of the EOP that indicates how and when the claim was processed.
- Include medical records, chart notes and other pertinent information to support the request for reconsideration, if applicable.

Mail to:  
MHS Health Wisconsin  
Attn: Appeals Department  
PO Box 3000  
Farmington, MO 63640-3800

For Behavioral Health Claims:  
BH WI Appeals  
PO Box 6000  
Farmington MO 63640

An acknowledgement letter will be sent within five business days of receipt of the appeal. A final determination of the review will be communicated within 30 days of receipt of the appeal.

After taking these steps, if a provider has not heard from MHS Health after 30 days or has heard from MHS Health and feels that further appeal is necessary, an appeal may be made to the Wisconsin Department of Health Services.

This appeal must be made within 60 days of receipt of the response from MHS Health.

Mail to:  
Medicaid Fiscal Agent  
Managed Care Unit  
PO Box 6470  
Madison, WI 53716-0470

### **Medical necessity appeal**

Claims denied for medical necessity should be mailed to the Appeals Department. Medical necessity appeals require pertinent medical information that supports the reason for the appeal.

Mail to:  
MHS Health Wisconsin  
Attn: Medical Necessity Appeals  
PO Box 3000  
Farmington, MO 63640-3800

For Behavioral Health Medical Necessity Appeals

Mail to:  
Behavioral Health Appeals-MHS WI  
12515-8 Research Blvd #400  
Austin TX 78758

Medical necessity appeals are reviewed and decided by a different MHS Health medical director than the medical director who made the original adverse decision. If a member and/or provider acting on behalf of a member feel further appeal is necessary, an appeal may be made to the DHS.

Mail to:

Bureau of Managed Healthcare Programs  
Attn: Appeals Contract Specialist  
PO Box 309  
Madison, WI 53701-0309

**Retro Authorization Requests for Behavioral Health Services**

If your claim was denied because you did not have an authorization for the service provided, you may send a written request for a Retroactive Authorization, explaining in detail the reason for providing services without an authorization.

Network Providers must submit their Retroactive Authorization request to address below or fax 1-866-714-7991.

WI BH Appeals Department  
12515-8 Research Blvd. Suite 400  
Austin, TX 78759

Retro Authorizations will only be granted in rare cases. Repeated requests for Retro Authorizations will result in termination from the provider network due to inability to follow policies and procedures.

## Section 14 Customer Service

MHS Health Customer Service Department is available at 1-888-713-6180 during normal hours of operation Monday through Friday (excluding holidays) from 8 a.m. to 7 p.m. For all non-emergency and emergency calls after normal business hours, MHS Health maintains an automated system available for call center access between the hours of 7 p.m.-8 a.m. Central Time Monday through Friday and at all hours on weekends and holidays. This automated system provides the members with a direct prompt to access our nurse advice line for immediate care.

Please ask your patients who are MHS Health/Network Health members to direct their questions to MHS Health Customer Service at 1-888-713-6180. Customer Service representatives respond to members who call or write MHS Health with questions or inquiries, about:

- Eligibility.
- Plan benefits.
- Provider participation.
- Selecting a PCP.
- Changing PCPs.
- Related health services (pharmacy, vision, behavioral health, treatment for alcohol and other drug abuse, durable medical equipment, and dental, where applicable).
- Transportation to a health-related appointment vendor is MTM for all counties (Reservations call 1-866-907-1493 to check the status of a ride or complaints 1-866-907-1494).
- Interpreter services.
- Medical bills.
- Co-pays.
- Adult and children's required state initiatives.

Representatives document every inquiry and track it through to resolution. Most issues are resolved at the time of the initial call. Staff is trained in customer relations, issue resolution, complaint protocol and member rights.

If a representative cannot resolve an inquiry to a member's satisfaction, the call is documented as a complaint. The complaint is then investigated by the responsible MHS Health department(s). For more information please see *Section 12 Provider Complaints, Grievance and Appeals*.

### How MHS Health helps members

#### Selecting a PCP

New members receive a Member Handbook and Provider Directory by mail. The handbook encourages members to select a PCP within 30 days of joining our health plan. If they do not select a PCP, the member is assigned to a PCP by MHS Health. The member can inform the plan of their selection by:

- Completing and mailing a cardstock form located in the welcome packet.
- Calling MHS Health Customer Service.
- Contacting MHS Health via the website: [www.mhswi.com](http://www.mhswi.com).
- Registering for the secure member portal via the website: [www.mhswi.com](http://www.mhswi.com).

MHS Health considers PCPs to be the "medical home" of plan members. The "medical home" concept helps establish patient-provider relationships and contributes to healthier outcomes.



### **Selecting an OB/GYN and PCP**

MHS Health members are able to select both a primary care physician as well as an OB/GYN for all of their primary healthcare needs.

### **Changing a PCP**

Members may change their PCP upon request. Members are allowed to seek care from the new PCP immediately. The member can also inform the plan about the change by contacting us via the website: [www.mhswi.com](http://www.mhswi.com).

### **Selecting a Family Planning Provider**

Federal guidelines require that members have the option of selecting a provider for family planning who is not their PCP. The clinician selected for family planning services does not replace the PCP chosen by or assigned to the enrollee for all other medical services.

The family planning provider need not be contracted with MHS Health. If a member selects a non-MHS Health network provider for family planning services, the cost will be covered by Medicaid on a fee-for-service basis.


MHS Health must allow adolescents to have their own primary care clinician or to seek family planning services from a certified family planning agency.

### **Member materials**

Plan members receive printed information from MHS Health through mailings and during face-to-face contacts. MHS Health produces all vital materials in English, Hmong, Russian and Spanish, and, as requested, additional languages and formats (e.g., Braille, large font and audiotapes). Materials include:

- Quarterly newsletters.
- Targeted disease management brochures.
- Provider Directory.
- Nurse advice line.
- Information about emergency room use.
- Member Handbook (available in English, Spanish, Hmong and Russian) which includes information such as:
  - Pregnancy Notification Forms.
  - Health Risk Assessment Forms (HRA).
  - PCP Provider directory.
  - PCP selection form.
  - Adult and child preventive health guidelines.
  - Benefit information.
  - Member rights and responsibilities.

*Provider Inquiry Line*  
*1-800-222-9831*



Providers interested in receiving any of these materials may contact the MHS Health Provider Inquiry Line. When prompted, say “Something else” and the call will be transferred to Provider Services.

Member rights and responsibilities listed below are included in the Member Handbook mailed to each new member and published annually in member and provider newsletters.

### **Member rights and responsibilities**

- Have the right to ask for an interpreter and have one provided during any BadgerCare Plus, and Medicaid SSI appointment
- Have the right to an interpreter during any complaint or appeal process.

- Have the right to receive the information provided in a member handbook in another language or another format.
- Have the right to receive healthcare services as provided for in Federal and State law. All covered services must be available and accessible. When medically appropriate, services must be available 24 hours a day, seven days a week.
- Have the right to receive information about this organization, its services, practitioners, and Providers. To get this information, call Customer Service toll-free at 1-888-713-6180.
- Have the right to receive information about this organization's member rights and responsibilities policy.
- Have the right to make recommendations regarding this policy.
- Have the right to receive information about appropriate or medically necessary treatment options for your condition including medication treatment options, regardless of cost or benefit coverage. This includes the right to request a second opinion in a manner appropriate to your condition and ability to understand.
- Have the right to make decisions about your healthcare. This includes the right to refuse treatment.
- Have the right to be treated with respect and with care for your dignity and privacy.
- Have the right to be free from any form of restraint or seclusion used as a means of force, control, ease of reprisal, or retaliation.
- Have the right to request and receive a copy of your medical records and to request that they be amended or corrected as specified in 45 CFR Part 164.
- Have the right to choose a primary care provider (PCP) for yourself and each member of your family who is eligible under this plan.
- Have the responsibility to yourself to participate in your own healthcare. This includes making and keeping appointments.
- Have the responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- If you are not able to keep an appointment, you must inform your doctor as soon as possible.
- Members must present ForwardHealth ID card when getting care or prescriptions.
- Have the responsibility to tell your doctor what he or she needs to know to treat you.
- Have the responsibility to follow the treatment plan agreed upon by you and your doctor.
- Have responsibility to keep your information up to date. Please tell the caseworker about changes in income or address.
- Advise the provider of other insurance and follow the guidelines of the other insurance.

### **Civil rights**

MHS Health provides covered services to all eligible members regardless of: age, race, religion, color, disability, sex, sexual orientation, national origin, marital status, arrest or conviction record and military participation.

All medically necessary covered services are available to all members.

All services are provided in the same manner to all members.

All persons or organizations connected with MHS Health who refer or recommend members for services shall do so in the same manner for all members.

Translation or interpreting services are available for those who need them. This service is free.

**Medical records**

Members may ask for copies of medical records from providers. MHS Health can assist in obtaining copies of these records. Please call toll-free at 1-888-713-6180 for assistance

**Provider credentials**

Members have the right to information about providers including the provider's education, board certification, and re-certification. To obtain this information, call Customer Service toll-free at 1-888-713-6180.

**Physician incentive plan**

Members are entitled to ask if MHS Health has special financial arrangements with physicians that can affect the use of referrals and other services needed. To obtain this information, call Customer Service toll-free at 1-888-713-6180.

**Complaints**

MHS would like to know if members have complaints about care. Please call your MHS Health member advocate at 1-888-713-6180 with complaints or write MHS Health at:

MHS Health Wisconsin  
10700 W. Research Dr. Suite 300  
Milwaukee, WI 53226

To speak with someone outside of MHS Health about a problem, call the HMO enrollment specialist at 1-800-291-2002. The enrollment specialist may be able to help solve the problem. They can also assist in writing a formal complaint to MHS Health or to the State HMO Program. The address of the State HMO Program is:

EDS, HMO Ombuds  
P.O. Box 6470  
Madison, WI 53716

MHS cannot treat you differently from other members because you filed a complaint and healthcare benefits will not be affected.

**Benefits denied**

You may appeal if you believe your benefits are unfairly denied, limited, reduced, delayed or stopped by MHS Health. An appeal must be made no later than 45 days after the date of the action being appealed. To appeal to MHS Health, call the MHS Health member advocate at 1-888-713-6180 or write to:

MHS Member Advocate  
10700 W. Research Dr., Suite 300  
Milwaukee, WI 53226

To appeal to the State, call the HMO Ombuds at 1-800-760-0001, or write to:

EDS, HMO Ombuds  
P.O. Box 6470  
Madison, WI 53716

Members may also wish to appeal to the State of Wisconsin Division of Hearing and Appeals for a fair hearing if they believe benefits are unfairly denied, limited, reduced, delayed, or stopped by MHS Health. An appeal must be made no later than 45 days after the date of action being appealed. For a fair hearing, send a written request to:

Department of Administration  
Division of Hearings and Appeals  
P.O. Box 7875  
Madison, WI 53707-7875

The hearing will be held in the county where the member lives. If special arrangements are needed for a disability or for English translation, please call 1-608-266-3096 or TDD/TTY for the hearing impaired, 1-608-264-9853.

MHS cannot treat you differently from other members because you requested a fair hearing and healthcare benefits will not be affected. If assistance is needed writing a complaint or appeal, please call EDS Ombuds, 1-800-760-0001, or HMO Enrollment specialist, 1-800-291-2002.

### **Member complaint and grievance resolution**

MHS Health provides members (or providers on behalf of members) access to a complaint and grievance resolution process.

MHS Health responds to member complaints in a timely manner and attempts to resolve all members' complaints to the member's satisfaction. If a member is dissatisfied with a complaint resolution, MHS Health provides a grievance process for further appeal.

### **Complaint resolution**

If a Member Service representative cannot resolve a member's inquiry to the member's satisfaction, the call is handled as a complaint including investigation. Any MHS Health representative can accept a member complaint. A member complaint may be verbal or written. A member (or provider on behalf of a member) has unlimited access to MHS Health Customer Service to initiate a complaint. Customer Service can be reached by calling 1-888-713-6180. When an MHS Health Customer Service representative receives a member complaint via the telephone, they attempt to resolve the complaint at that time, according to MHS Health policies and procedures. If a complaint cannot be resolved within 24 hours of receipt, MHS Health acknowledges receiving the member's complaint by sending a letter to the member (or provider on behalf of a member) within five business days of the initial complaint.

- Complaints of an emergent nature are resolved immediately.
- Complaints of an urgent nature will be resolved within 48 (forty-eight) hours.
- All other member complaints will be resolved and responded to within 30 days of the time of receipt.
- A member will not be penalized for filing a complaint.
- If the member is not satisfied with the complaint resolution, he or she can write a grievance letter.

### **Filing a grievance**

A plan member (or provider on behalf of a member) can file a grievance by telephone (1-888-713-6180) or by mail via the contact information below.

MHS Health Wisconsin  
MHS Health Member Advocate  
10700 W. Research Dr. Suite 300  
Milwaukee, WI 53226

Any supporting documentation should accompany the grievance. All member grievances remain confidential. A member will not be penalized for filing a grievance. At no time will MHS Health cease care pending a grievance investigation.

**State Appeal**

A member (or provider on behalf of a member) may appeal to the State if he or she believes their Medicaid benefits have been unfairly denied, limited, reduced, delayed or stopped by MHS Health. An appeal must be made within 45 days of the date of the action the member is appealing. To appeal, a member must call or write:

HMO Ombuds  
PO Box 6470  
Madison, WI 53716

Medicaid Fair Hearing - Phone 1-800-760-0001

A member (or provider on behalf of a member) may also have the right to appeal to the State of Wisconsin Division of Hearings and Appeals (DHA) for a Fair Hearing if he or she believes their Medicaid benefits have been unfairly denied, limited, reduced, delayed or stopped by MHS. The member will be notified in writing of their right to a Medicaid Fair Hearing.

An appeal must be made within 45 days of the date of the action the member is appealing. If the action is appealed before its effective date, the service may continue. If the hearing decision is not in favor of the member, the member may need to pay for the cost of the service.

The hearing is held in the member's county. Members may be accompanied by a friend or be represented. To request a Fair Hearing, the member (or provider on behalf of a member) must write to:

Department of Administration  
Division of Hearings and Appeals  
PO Box 7875  
Madison, WI 53707-7875

# Section 15 Provider Credentialing

## Behavioral Health Credentialing

- **Credentialing Requirements**

The Behavioral Health Provider Network consists of licensed Psychiatrists (MD/DO), Clinical Psychologists, Licensed Professional Counselors, Licensed Clinical Social Workers, Licensed Marriage & Family Therapists, Certified Substance Abuse Counselors, Clinical Nurse Specialists or Psychiatric Nurse Practitioners, Advanced Practice Nurse Prescribers, Qualified Treatment Trainee (QTT), Peer Support Specialists, Methadone Treatment Programs, Rural Health Centers (RHC), Federally Qualified Health Centers (FQHC) and facilities.

Behavioral Health Providers must adhere to the following requirements:

- In order to continue participation with MHS Health all providers must adhere to MHS Health's Clinical Practice Guidelines and Medical Necessity Criteria which are located in this Manual.
- Providers must consistently meet our credentialing standards, and guidelines on Primary Care Physician (PCP) notification.
- Failure to adhere to guidelines and standards at any time can lead to termination from the network.
- Notification is required immediately upon receipt of revocation or suspension of a provider's State license by the Department of Regulation and Licensing or Bureau of Quality Assurance.
- In order to be credentialed, all providers must be licensed to practice independently in the State of Wisconsin.
- For MDs and DOs, Cenpatico will require proof of their medical school graduation, completion of residency and other postgraduate training. Evidence of board certification shall suffice in lieu of proof of medical school graduation, residency and other postgraduate training, as applicable.
- License must be current, active, in good standing, and without limitations.
- MDs and DOs that have hospital privileges must keep them current. MD's and DOs that choose to relinquish their privileges should notify MHS Health.
- Graduate degrees must be from an accredited institution.
- All providers are subject to the completion of primary source verification.
- The provider further agrees to provide all documentation in a timely manner required for credentialing and/or re-credentialing.
- The provider agrees to maintain adequate professional liability insurance as set forth in the provider Agreement.
- All credentialing applications are subject to consideration and review by the Credentialing Committee which meets monthly.
- Providers must be active and current on CAQH before applying to join the network.
- Providers request to join the network on line at [www.mhswi.com](http://www.mhswi.com).

### **Council for Affordable Quality HealthCare (CAQH)**

CAQH is utilized to streamline the credentialing/re-credentialing process. If you are not registered, please complete the registration process online at [www.caqh.org](http://www.caqh.org), or call the help desk at 888-599-1771. There is no cost for providers to submit their credentialing applications with CAQH.

Once registered, providers will need to grant MHS Health /Centene access to their CAQH information. Provider information, such as supporting documents, will need to be updated every 120 days on CAQH. The following information is verified during credentialing and recredentialing:

- \* Wisconsin license through appropriate licensing agency
- \* Board certification, residency training, and medical education
- \* National Practitioner Data Bank (NPDB) and HIPDB claims
- \* Review five (5) year work history
- \* Review federal sanction activity including Medicare/Medicaid services (OIG-Office of Inspector General and EPLS- Excluded Parties Listing)

\* It is the provider's responsibility to notify MHS Health of any of the following within ten (10) days of the occurrence:

- o Any lawsuits related to professional role
- o Licensing board actions
- o Malpractice claims or arbitration
- o Disciplinary actions before a State agency and Medicaid/Medicare sanctions
- o Cancellation or material modification of professional liability insurance
- o Member complaints against provider
- o Any situation that would impact a provider's ability to carry out the provisions of their Provider Participation Agreement, including the inability to meet member accessibility standards
- o Changes or revocation with DEA certifications, hospital staff changes or NPDB or Medicare sanctions.

\* Providers may also require a site visit conducted by a MHS Health representative as part of the credentialing or re-credentialing process. Failure to pass the site visit may result in a Corrective Action Plan (CAP) that must be satisfied before being considered for admission to the network.

Please immediately notify MHS Health of any updates to your Tax Identification Number, service site address, telephone/fax number, and ability to accept new referrals in a timely manner so that our systems are current and accurately reflect your practice. In addition, we ask that you please respond to any questionnaires or surveys submitted regarding your referral demographics, as these may be requested from time to time.

### **Re-Credentialing Requirements**

Network Providers will be re-credentialed every three (3) years as required by the State of Wisconsin. Providers will receive notice that they are due to be recredentialed well in advance of their credentialing expiration date and, as such, must have a CAQH registration on file. Failure to attest and/or update your information on CAQH in a timely manner can result in termination from the network.

Quality indicators including but not limited to, complaints, appointment availability, critical incidents, and compliance with discharge appointment reporting, will be taken into consideration during the re-credentialing process.

### **Behavioral Health Credentialing Policies and Procedures**

Behavioral Health credentialing and re-credentialing policies and procedures shall be in writing and include the following:

- Formal delegation and approvals of the credentialing process;
- A designated credentialing committee;
- Identification of Network Providers who fall under its scope of authority;
- A process which provides for the verification of the credentialing and recredentialing criteria;
- Approval of new Network Providers and imposition of sanctions, termination, suspension and restrictions on existing Network Providers;
- Identification of quality deficiencies which result in MHS's restriction, suspension, termination or sanctioning of a Network Provider; and

- A process to implement an appeal procedure for Network Providers whom MHS Health has terminated.

Right to Review, Correct Information, and Obtain Credentialing/Recredentialing Application Status All providers participating with the MHS Health behavioral health network have the right to review information obtained by MHS Health to evaluate their credentialing and/or re-credentialing application. This includes information obtained from any outside primary source such as the National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank, malpractice insurance carriers and the Composite State Board of Medical Examiners and other State board agencies. This does not allow a provider to review references, personal recommendations, or other information that is peer review protected.

Should a provider believe any of the information used in the credentialing/re-credentialing process to be erroneous, or should any information gathered as part of the primary source verification process differ from that submitted by a provider, they have the right to correct any erroneous information submitted by another party. To request release of such information, a written request must be submitted to MHS Health credentialing department. Upon receipt of this information, the provider will have fourteen (14) days to provide a written explanation detailing the error or the difference in information to MHS Health. The MHS Health Behavioral Health Credentialing Committee will then include this information as part of the credentialing/re-credentialing process. In addition, practitioners/providers have the right to request the status of the provider's credentialing and or recredentialing application by calling the Credentialing Department or submitting via email or fax.

### **All Other (non-Behavioral Health) Credentialing**

All network practitioners must successfully complete the MHS Health credentialing and contracting process.

### **Primary source verification**

The MHS Health practitioner application process focuses on primary source verification of each applicant's license, DEA, education and training, work history gaps, malpractice history, and any sanction activity via the National Practitioner Data Bank, the Health Integrity Provider Data Bank (NPDB/HIPDB,) and the Office of the Inspector General (OIG). MHS Health adheres to corporate standards and the guidelines of the National Committee for Quality Assurance (NCQA).

All practitioners participating with MHS Health have the right to review information obtained by MHS Health to evaluate their credentialing and/or re-credentialing application. This includes information obtained from any outside primary source such as the National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank, malpractice insurance carriers, and the Department of Regulation and Licensing Medical Examining Board. Notification of these rights may occur via individual correspondence, in the provider Manual, or on the MHS Health website. If the process identifies a substantial discrepancy in information gathered as part of the primary source verification process from that which was provided by the applicant, MHS Health will notify the applicant and allow him/her to review and correct any and all erroneous information submitted by another party. Practitioners are not, however, allowed to review references, personal recommendations, or other information that is peer review protected.

### **Status of an Application**

Providers have the right to contact us at any time to request an update on the status of your credentialing or re-credentialing application. Please contact us at 1-800-222-9831 and ask for "Credentialing".

### **Credentialing Committee**

The chief medical officer and/or a peer review committee are responsible for the credentialing and re-credentialing of health plan practitioners and facilities. The committee is comprised of participating plan clinicians who meet bi-monthly.



## **A quick reference guide to credentialing**

The following guide identifies the criteria required for network participation, as specified in the MHS Health Credentialing Program Description and policies and procedures. The criteria are based on MHS Health, corporate, URAC, and NCQA guidelines.

To qualify to participate in the MHS Health Wisconsin Provider Network, a provider must:

- Have an effective Wisconsin Medicaid number.
- Have a current unlimited/unrestricted medical license in the state where the practice is located.
- Have an effective Wisconsin NPI number.
- Have a current DEA certificate.
- Have a current certificate of malpractice insurance with the appropriate limits of liability as set by the State of Wisconsin for the practice where practitioner is employed.
- Demonstrate appropriate experience, background and relevant training for the specialty they will practice as an MHS Health in-plan provider, if application is approved.
- Have a professional office in one or more counties within the MHS Health certified service area.
- Provider must list all current hospital affiliations or state if they use hospitalists or if they are clinic-based only.

Contact your MHS Health credentialing specialist at 1-800-222-9831, and ask for “Credentialing” to request a credentialing packet be sent to you when the above qualifications have been met. The credentialing staff sends out packets on a weekly basis. You can call the above numbers to check on the status of your application at any time. Any application submitted to MHS Health that does not meet the above requirements will be returned to the applicant who must begin the credentialing process again.

Primary Source Verification (PSV) will start once a “clean” application has been received by the credentialing staff. The applicant has the right to review information submitted to support their credentialing application. If, during the PSV process, MHS Health identifies a discrepancy in information provided by the applicant, the MHS Health credentialing staff will notify the applicant via certified mail. The applicant has the right to correct any erroneous information gathered from outside sources as part of the verification process, however, this does not allow any peer review protected information, such as references, personal recommendations or other information as stated by Federal law. If the applicant fails to meet the 14-day correction timeframe, the credentialing process will be terminated, and the applicant must begin the credentialing process again.

The PSV process requires at least 30 days for completion. The **entire** credentialing process, which also includes an on-site visit, if needed, and review by the MHS Health Credentialing Committee (CC), is usually completed in 60-90 days. MHS Health credentialing staff will notify all applicants in writing within 10 days of the CC’s decision of the approval/denial of their application.

Applications are not considered approved until they have completed the credentialing & contracting process and you are notified that you may begin to see MHS Health /Network Health members. MHS Health cannot grant any exceptions for applicants who have not completed the credentialing in its entirety.

## **MHS Health credentials the following providers**

- Physicians (MD and DO) with the exception of:
  - Urgent care and ER physicians, hospitalists, radiologists, pathologists and anesthesiologists. However, you must notify our Credentialing Department or visit our website at [www.mhswi.com](http://www.mhswi.com) and choose Provider Resources to complete a new provider setup form so

that we can load these providers into our system for payment.

- Pain management (must have the appropriate education/training and will be considered on an individual basis)
- Physician assistants (PA)
- Advance practice nurse prescribers (APNP)
- Certified nurse midwives (CNM)
- Locum tenens

**MHS Health does not credential the following providers:**

- Physical, occupational or speech therapists, unless they hold an independent contract, and audiologists. However, you must notify our Provider Services Department and complete a New Provider Setup Form so that we can load these providers into our system for payment.

**Re-credentialing**

Every 36 Months, all MHS Health providers will be sent a re-credentialing application at least 90 days in advance of their last re-credentialing date. To be re-credentialed, all providers must meet the criteria listed above; in addition, a medical record review by MHS Health Quality Improvement staff may be required. MHS Health re-credentials HDOs every three years to assure the organization remains in good standing with State and Federal regulatory bodies, has been reviewed and approved by an accrediting body (as applicable), and continues to meet MHS Health's participation and quality improvement requirements.

Quality Improvement staff performs random medical record reviews of all primary care and OB/GYN practitioners who have 50 or more plan members as patients. For more information please see *Section Four Medical Records*.

**Credentialing of Health Delivery Organizations (HDOs)**

Prior to contracting with a health delivery organization (HDOs), MHS Health verifies that the organization has been approved by a recognized accrediting body or meets MHS Health standards for participation, and is in good standing with State and Federal agencies.

HDOs are hospitals, home health and hospice facilities, skilled nursing facilities, free standing surgi-centers and freestanding urgent care facilities.

**Accrediting bodies recognized by MHS**

- American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF).
- Accreditation Association for Ambulatory Healthcare (AAAHC).
- American Board for Certification of Prosthetics and Orthotics (ABCPO).
- American Osteopathic Association (AOA).
- College of American Pathologists (CAP).
- Commission on Accreditation of Rehabilitation Facilities (CARF).
- Community Health Accreditation Program (CHAPS).
- Continuing Care Accreditation Commission (CCAC).
- Clinical Laboratory Improvement Amendment certification (CLIA). (Please note: certification is required; not just CLIA license).
- Commission on Office Laboratory Accreditation (COLA).
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- National Committee for Quality Assurance (NCQA).
- Utilization Review Accreditation Commission (URAC).

When an organization is not accredited, MHS Health will accept a CMS or State quality review in lieu of a scheduled on-site evaluation with the exception that the CMS or State review is no greater than three years old. If the above does not apply then MHS Health will schedule an on-site evaluation to review the scope of services available at the facility, and its physical accessibility and safety, and quality improvement program. MHS Health will obtain a copy of the current state on-site evaluation to determine if the facility is in compliance with MHS Health standards.

The above is subject to change at any time per MHS Health and State Guidelines.

### **Network practitioner/provider appeal of suspension or termination of contract privileges**

If a network practitioner/provider has been suspended or terminated by MHS Health, he/she may contact the MHS Health Provider Relations department at 1-800-222-9831 to request further information or discuss how to appeal the decision.

For a formal appeal of the suspension or termination of contract privileges, the network practitioner/ provider should send a written reconsideration request to:

MHS Health Wisconsin  
Attn: Provider Relations  
10700 W. Research Drive  
Milwaukee, WI 53226

Please note that the written request should describe the reason(s) for requesting reconsideration and include any supporting documents. This reconsideration request must be postmarked within thirty (30) days from the receipt of the suspension or termination letter to comply with the appeal process.

Providers are given the opportunity for two levels of appeal hearing. The first-level consists of an Appeals Committee, a panel of three peers that will review the credentialing committee's determination. Peers are defined as a provider with the same licensure, and at least one participating provider (in network), not necessarily of the same specialty as the requesting provider, and were not involved in the initial credentialing determination. The hearing will be scheduled as soon as possible, no later than 6 months from the request. The Appeals Committee's determination will be communicated to the provider in writing detailing the rationale for the decision, and further appeal rights that includes the procedure for requesting a second-level appeals hearing, if applicable.

At the conclusion of the first-level appeal hearing the provider will be given the right to request a second-level appeal hearing. The second-level appeal hearing is conducted by MHS Health Board of Directors. The Board of Directors consists of at least three individuals that were not involved in the first-level panel. The Board of Directors shall review the recommendation of the Appeals Committee and provide a final determination. The determination will be communicated to the provider in writing detailing the rationale for the decision.

### **Network Provider Demographic/Information Updates**

Providers should advise MHS Health with as much advance notice as possible of demographic information updates. Provider information such as address, telephone and office hours are used in our Provider Directory and it is important that we have the most current information. MHS Health wants the Provider Directory on the web site to accurately reflect the Wisconsin provider network. Changes/updates should be forwarded to MHS Health via one of the following:

Fax: (866)671-3669

Mail: MHS Health  
Attn: PDM Unit - Wisconsin  
10700 W. Research Drive, Suite 300  
Milwaukee, WI 53226

## Section 16 Pay for Performance

### **Alternative Payment Models (APM):**

MHS Health will engage in APM's with providers through quality and value based purchasing arrangements including but not limited to; one-time or recurring spot bonus payments, enhanced fee schedule payments for select quality related services, among others. Value based arrangements may be one-time incentives or re-occurring, according to the MHS Health's discretion. Value Based arrangements and incentives will be linked to HEDIS related measures that may be in line with the State Medicaid/DHS Pay-for-Performance Programs. Please contact your Provider Engagement Manager if you are interested.

### **Provider Incentives**

MHS Health offers provider incentives for the following:

- Pregnancy Notifications
- Smoking Cessation Counseling
- Body Mass Index (BMI)

Please contact Provider Relations for further details on provider incentives.

## Section 17 Transportation

The State of Wisconsin provides transportation benefits. Members enrolled in the State of Wisconsin's Medicaid program will be required to contact Medical Transportation Management, Inc. (MTM, Inc.) for transportation rides throughout the state.

- MTM, Inc. Reservation Line 1-866-907-1493 (voice) or 1-866-288-3133 (TTY)
- "Where's My Ride" 1-866-907-1494
- "We Care" For complaints 1-866-436-0457
- MTM Inc. website [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)

Use this website to schedule and cancel routine and recurring rides, file complaints, and obtain forms. To schedule rides online, you will need to have already scheduled at least one ride for the member by calling the reservation phone number and have a valid email address.

Remember, members will still need to call at least two business days before a routine appointment to schedule a ride. If they do not call two business days before an appointment, MTM, Inc. may not be able to provide them with a ride and may have to reschedule their appointment. Members may call up to a month ahead of their scheduled appointment. Urgent calls can be made 24 hours per day 7 days a week.

| Name   | Contact Information | Purpose   |
|--|---------------------|---|
| Facility Line  | 1-866 907-1497      | This number is reserved exclusively for healthcare Providers to call and make routine, standing order or urgent reservations for a member.  |
| Transportation Provider Help Desk                    | 1-877 892-3997      | This number serves as a primary point of contact for transportation providers and MTM Inc. for all issues, including, but not limited to, member no-shows, claims, complaints, and operational issues.  |
| Reservation line for routine and urgent rides        | 1-866 907-1493      | This is a reservation number that members and their families and caregivers call to schedule rides. Routine rides can be scheduled Monday-Friday 7:00 a.m. to 6:00 p.m. and must be scheduled at least two business days in advance. Urgent rides can be scheduled 24 hours a day, seven days a week. |
| Reservation line for deaf and hearing impaired (TTY) | 1-800-855-2880      | This is a reservation number that members, their families, caregivers, and healthcare providers call if they are deaf or hearing impaired.  |
| "Where's My Ride"                                    | 1-866-907-1494      | This number is reserved for members, family members and caregivers, or providers calling regarding transportation service issues. For example, if transportation is more than 15 minutes late dropping off or picking up a member.  |
| "We Care"  | 1-866-436-0457      | This number is reserved for members, family members and caregivers, or providers to call regarding a complaint.   |

|   |  |  |
|---|--|--|
| Medical Transportation Management         | 1-866-686-7618<br>Fax number   | The fax number is for case managers, social workers, or healthcare providers to fax a routine or standing order request. |
| Medical Transportation Management Website | <a href="http://www.mtm-inc.net/wisconsin/">www.mtm-inc.net/wisconsin/</a> | The website to schedule and cancel routine and standing order rides, file complaints, and obtain forms.                  |
| Operations Center                         | 1-866-831-4130   | This is the main telephone number for the operations center located in Madison, Wisconsin.                               |

10700 W. Research Dr., Suite 300  
Milwaukee, WI 53226

**1-800-222-9831**



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