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Medicare Secondary Payer (MSP) Unit

When does a provider call MSP at Wisconsin Physicians Service (WPS) Medicare? The question is frequently asked by our Nebraska, Kansas, Missouri, and Iowa providers. Please follow the guidelines below to help you decide which number to call regarding MSP questions and concerns.

Situations handled by the Customer Service Department at (866)503-3807:

1. Questions regarding payment on a specific claim.
2. To determine who is primary or secondary on a specific claim.
3. When a claim is paid as primary but should have paid as secondary.
4. When the provider has verified a claim was filed with a Primary EOB, but no MSP is on file on the Common Working File (CWF).

Situations handled by the MSP Department (866) 503-9694:

1. The provider received two primary payments and wants to know which company should be primary.
2. A provider, physician, or other supplier has information or questions regarding a workers' compensation status or a liability case.
3. A beneficiary or beneficiary's spouse has a retirement date for a valid working aged or disability record that is after the issue's effective date on the CWF.

If a claim denied for MSP in error, and you need a corrected denial for a non-covered service, write to Redeterminations.

Iowa
WPS Medicare Part B
Appeals Department
P.O. Box 8550
Madison, WI 53708

Kansas
WPS Medicare Part B
Appeals Department
P.O. Box 7238
Madison, WI 53707

Missouri
WPS Medicare Part B
Appeals Department
P.O. Box 7128
Madison, WI 53707

Nebraska
WPS Medicare Part B
Appeals Department
P.O. Box 7128
Madison, WI 53707

In situations where MSP claims have been rejected (pre-pass) because the adjusted amounts by the primary payer do not equal the billed amounts, or if the claim lacks standard claim adjustment reason codes to identify adjustments, the provider should contact his/her software vendor. The information is required as of July 3, 2006. If you have already contacted your software vendor and are still experiencing problems, then contact the WPS Medicare EDI hotline at (866) 503-9670.