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## Providers in Iowa Will Transition to Wisconsin Physicians Service (WPS) Medicare

WPS Medicare is excited to begin administering Iowa claims effective May 1, 2008. We have developed the following information to help answer any questions that you may have regarding this implementation.

### **Customer Service Phone Numbers**

Beginning May 5, 2008, you should begin to use the following customer service phone numbers:

Direct Data Entry/ Remote Line	(866)518-3251
Claims Correction	(866)518-3253
Medicare Secondary Payer (Credit Balance)	(866)518-3254
Medicare Secondary Payer (Claims)	(866)518-3284
Provider Customer Service (Inquiry)	(866)518-3285
Customer Service Voice Response Unit (VRU)	(866)518-3291
Teletypewriter (TTY)	(866)518-3293
Electronic Data Interchange (EDI)	(866)503-9670
Appeals	(866)518-3298
Audit and Reimbursement	(866)734-9444
Finance	(866)734-1522

### **Mailing Addresses**

The following mailing addresses should be used when correspondence is being sent to WPS:

Electronic Data Interchange (EDI): Audit and Reimbursement: Provider Enrollment:	WPS Medicare Part A P.O. Box 8310 Omaha, NE 68108-0310
Administrative Checks to include PS&R, Remote Line, And Part A workshops:	Medicare Part A P.O. Box 8310 Omaha, NE 68108-0310
All other checks:	WPS Medicare Part A P.O. Box 8810 Marion, IL 62959-0900
All other correspondence:	WPS Medicare Part A P.O. Box 7665 Madison, WI 53707-7665



**855 Enrollment Forms**

You do not need to fill out an 855 Enrollment Form. This information will be provided to us prior to implementation.

**Electronic Data Interchange (EDI) Enrollment**

If you are currently enrolled to submit EDI transactions to Medicare you will not have to re-sign an EDI Enrollment Form for implementation. Cahaba will provide us with your existing Enrollment Form at the time of implementation.

Providers that will submit EDI claims directly to WPS will need to complete a self-registration process on our WPS Trading Partner System (WTPS) to prepare for transaction testing and production claim submission. WTPS is located at:

<http://corp-ws.wpsic.com/apps/wtps-web/unauth/wtps.do>. If your office submits EDI claims through a clearinghouse, your clearinghouse will need to register on our WTPS application.

After you complete registration on WTPS, we will send you the appropriate submitter ID and password information to connect to our WPS Bulletin Board System (BBS) through asynchronous telecommunications, along with our BBS user guide. If you use a clearinghouse, we will coordinate this information through your clearinghouse.

Providers without Internet access may register by contacting us at 1-866-503-9670.

**Electronic Fund Transfer (EFT) Remittance Advices**

WPS Medicare will execute new EFT agreements with all new Iowa providers. Letters have been sent out regarding these agreements. For more information, please contact the Medicare Part A Finance area at (866)734-1522.

**Cutover Information**

Cutoff date for the submission of EMC and paper bills, redetermination requests, audits, etc. to the outgoing contractor	04/30/08  Electronic claims must be received by 2:00PM
Last day the outgoing contractor will make bill/claim payment	04/30/08
Last day the outgoing contractor will have telephone, lobby and contact station service for providers and beneficiaries	04/30/08
Last date for cost reports and cost report appeals	04/30/08
System Dark Day-EDI and payment systems will not be available. No Provider Customer Service calls will be taken.	05/01/08 & 05/02/08
The first day the MAC will accept paper claims	05/01/08
The first day the MAC will accept EMC claims	05/01/08
The date when the MAC will begin the bill/claim payment cycle	05/05/08

Additional information regarding your May 1, 2008, implementation can be found on our Website at [www.wpsmedicare.com](http://www.wpsmedicare.com) by accessing the Part A/Part B MAC link, accepting the license agreement, and clicking on the Select this link for J5 Implementation Information from the Part A/Part B MAC Home Page.