



www.wpsmedicare.com

WPS Medicare Written Correspondence

Do you send written correspondence to WPS Medicare? If so, we need your help to process your correspondence quickly and accurately.

When sending any written correspondence to WPS Medicare, please be sure to include the provider's name and Medicare Provider Identification Number (PIN) or National Provider Identification (NPI) number. It also helps us if you write to us on your official letterhead, include a contact name, and telephone number. If your inquiry concerns a specific Medicare beneficiary, please include the beneficiary's name, Medicare Health Insurance Claim Number (HICN), date of birth, and date of service (if applicable). WPS Medicare cannot release any claim-specific or beneficiary-specific information without verifying all of these elements.

In addition, when sending any written correspondence to WPS Medicare, please be sure to indicate your reason for sending us the material. This is especially true when sending medical records. If you receive a request for medical records from WPS Medicare, please return a copy of our request along with the documentation. This helps us route the records to the appropriate department, and it helps you avoid claim denials and payment delays. Keep in mind that WPS Medicare generally does not need additional documentation to process a claim unless we request it. If you have additional documentation you would like WPS Medicare to consider when processing your claim, please include the documentation along with your paper claims. If you submit your claims electronically, please be sure to indicate that you have documentation available upon request. WPS Medicare will request the documentation only if it is needed to process the claim.

If you send medical records in order to appeal the determination on a processed claim, please make sure you specifically state you are requesting an appeal. Medicare cannot accept implied appeal requests. You can find instructions for appealing a Medicare claim determination on our Website at the following address:

http://www.wpsmedicare.com/part_b/business/appeals.shtml

You can also help us by addressing your letters correctly. We have published a list of addresses, broken down by state and department, which you should use when sending us correspondence. When sending an inquiry to a specific department, please be sure to include the name of the department on both the envelope and the letter. You can find the list of WPS Medicare addresses at the following Website:

http://www.wpsmedicare.com/part_b/selfservice/cs_address.pdf

If WPS Medicare cannot determine the reason for your correspondence, we will return your request to you. You can help us help you best by ensuring your letters are addressed correctly, and your issues are identified completely.