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Verifying Claims Receipts

Providers wondering if Wisconsin Physician Services (WPS) Medicare has received a claim submitted electronically can verify claims receipt by following these two simple steps.

1. Check your electronic prepass edits report. Before an electronic claim is accepted, it is edited to ensure that information in the electronic segment and element is logical and validly formatted. The MCS system subjects every flat file record to a number of prepass edits. These edits determine whether a file, claim, or batch will be accepted into the claim cycle. A complete list of prepass edits is available at http://www.wpsmedicare.com/mac/business/edi_prepass.pdf on the WPS Medicare Website.
2. Check the Interactive Voice Response (IVR) for claims status. The IVR offers an option for claims status, and the information is updated regularly. The day after submission, you can verify the claim was received and entered successfully into the processing system.

If you have submitted a claim, and it shows as accepted on the prepass report, but the IVR is not showing the claim, contact Customer Service for further assistance.

IVR: (866) 590-6702

Electronic Data Interchange (EDI) Hotline: (866) 503-9670

Customer Service: (866) 503-3807