

April 2008

Dear Part B Provider,

On September 5, 2007, the Centers for Medicare & Medicaid Services (CMS) announced that Wisconsin Physicians Service (WPS) is the Medicare Administrative Contractor (MAC) for Iowa, Kansas, Missouri, and Nebraska.

The award is part of a Congressional requirement to replace all current Medicare Part A and B contracts with new contract entities called Medicare Administrative Contractors, or MACs. As a MAC, WPS will serve as a single point-of-contact entity, processing Medicare Part A and Part B claims from hospitals and other institutional providers, physicians, and other practitioners within this four-state region. The new single contract replaces the existing six contracts.

With the award of the J5 MAC, WPS is excited to begin administering your claims beginning June 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 June 1, 2008, you should begin to use the following customer service phone numbers:

J5 Part B MAC Customer Service – Inquiry	(866) 503-3807
J5 Part B MAC EDI	(866) 503-9670
J5 Part B MAC Provider Enrollment	(866) 503-7664
J5 Part B MAC MSP/Financial	(866) 503-9694
J5 Part B MAC TDD	(866) 708-1214
J5 Part B MAC Reopenings	(866) 590-6730
J5 Part B MAC Customer Service – IVR	(866) 590-6702
J5 Part B DME MAC	(866) 243-7272
Coordination of Benefits Contractor	(800) 999-1118
IA Part B Quality Improvement Organization	(800) 383-2856
KS Part B Quality Improvement Organization	(800) 432-0407
NE Part B Quality Improvement Organization	(800) 458-4262
MO Part B Quality Improvement Organization	(800) 735-6776

### Provider Customer Service Hours of Operation

The Provider Customer Service area hours of operation are 8:00 a.m. to 4:00 p.m. Central Standard Time, Monday through Friday.

## Mailing Addresses

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

General Correspondence	WPS Medicare Part B General Correspondence P.O. Box 14260 Madison, WI 53708-0260
Paper Claims	WPS Medicare Part B Claims Department P.O. Box 14260 Madison, WI 53708-0260
Redetermination Requests	WPS Medicare Part B Appeals Department P.O. Box 14260 Madison, WI 53708-0260
Financial Correspondence	WPS Medicare Part B Financial Unit P.O. Box 8860 Marion, IL 62959-0906
Provider Enrollment	WPS Medicare Part B Provider Enrollment P.O. Box 8248 Madison, WI 53708
Electronic Data Interchange (Except for EFT forms)	WPS Health Insurance EDI Department 1717 W Broadway Madison, WI 53713

## 855 Enrollment Forms

You do not need to fill out an 855 Enrollment Form. This information will be provided to us before 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. Pinnacle will provide us with your existing Enrollment Form at the time of implementation.

Providers who 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 1-866-734-6656.

**PC-ACE Pro32**

We offer free billing software for providers to submit electronic claims and will continue to use this software in the future. The software is PC-ACE Pro32 and is available on our Website at <http://www.wpsic.com/edi/pcacepro32.shtml>. If you currently use PC-ACE software to submit your claims, you may continue to use your current PC-ACE version to send claims to WPS after implementation. You will need to establish connectivity with the WPS Bulletin Board System (BBS). For more information, please contact the Electronic Data Interchange area at 1-866-734-6656.

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

WPS Medicare will execute new EFT agreements with all new Eastern Missouri providers. Letters have been sent out regarding these agreements. For more information, please contact the Electronic Data Interchange area at (866) 518-3291.

**J5 MAC Local Coverage Determinations (LCDs)**

Links to the consolidated LCDs are posted on our Website. They are effective for Eastern Missouri Part B providers for dates of service beginning 6/1/08. You should continue to use Pinnacle's LCDs for dates of service prior to 6/1/08.

**1099 Forms**

You will receive two 1099 forms for 2008. One will come from Pinnacle and the other will come from WPS.

**Cutover Information**

Cutoff date for the submission of EMC and paper bills, redetermination requests, audits, etc. to the outgoing contractor	5/29/08 Electronic claims must be received by 4:00 PM
Last day the outgoing contractor will make bill/claim payment	5/29/08
Last ERAs and checks issued from outgoing contractor	Morning of 5/30/08
Last date the outgoing contractor will have telephone, lobby and contact station service for providers and beneficiaries	5/29/08
System Dark Day-EDI and payment systems will not be available. No Provider Customer Service calls will be taken.	5/30/08
The first day the MAC will accept paper claims	5/31/08
The first day the MAC will process EMC claims	Evening of 6/2/08
The first day the MAC will issue ERAs and checks	Morning of 6/3/08
The date when the MAC will begin the bill/claim payment cycle	6/2/08
The date when the MAC will begin customer service for providers	6/2/08

Additional information regarding your June 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 J5 MAC Home Page.

Again, we are looking forward to begin administering your claims and working with you in the future.

Sincerely,

WPS Medicare