



www.wpsmedicare.com

Using the WPS Medicare Website Script

WPS Medicare recently redesigned our Website in order to combine all of our lines of Medicare business and for a more user friendly feel.

Type wpsmedicare.com in an open Internet browser. The homepage of our Website is displayed and designed to allow you to easily locate the correct information you are looking for. A WPS Medicare Wisconsin (WI), Illinois (IL), Michigan (MI), and Minnesota (MN) Part B provider selects "Part B Information" on the left side of the screen. The next screen is a Disclaimer screen; and you must scroll to the bottom and "Accept" the information.

The provider Part B homepage is displayed. The page is designed for our legacy Part B providers in WI, IL, MI, and MN. WPS Medicare recommends providers and their staff in these four states, set this page as a favorite, or bookmarks it. The Website has a variety of areas to help providers navigate on this page.

The upper right- hand corner (shaded in yellow) is a constant in the Part B area of wpsmedicare.com. We will explore each line in this box.

The "About Us" link takes you to information about WPS Medicare. The information is general and used for all providers we serve.

"Contact Us" allows you to submit an e-mail question to WPS Medicare. Complete all required fields when submitting a question. WPS Medicare will respond within 45 business days.

The "Sign-up for WPS e-News" link provides you the opportunity to receive an e-mail message from WPS. The message contains Medicare updates, important information, and call center closings at WPS.

Following that is "Bookmark WPS Medicare" which allows you to save this Website as a favorite.

The "Web Tutorial/Help" area provides guidance on where information is located, and helpful hints for using wpsmedicare.com.

The "Site Map" is the last link in the yellow section. The area contains a breakdown of all areas of the Website. It includes Part A and J5 MAC information.

The primary menu is located directly below the search box. It contains the primary locations on the Website. The primary Part B Website areas are:

- Policy/Coverage
- Fees
- Education
- Medicare Areas
- Publications
- Self-Service



The middle of these pages displays articles and links to other information you need to review. The links will take you to different articles, fact sheets, or other Websites.

The secondary menu or left-hand navigation bar changes with each area selected on the primary navigation bar.

Last is the right-hand side of the screen. On the provider Part B homepage, there are three sections. "Items of Importance" contains the most recent changes, updates, and hot topics affecting Medicare. "Upcoming Events" shows the educational opportunities available. "Frequent Search Terms" lists what people using this portion of the Website view the most.

The "Search" function is located in the red area at the top of the screen. The Search function allows you to select an area on the Part B side of the Website. For example, if you want to search a policy, from the drop down menu select the policy link. Type the information you are looking for and click search. The screen will bring up a list of search results. Select the result you are looking for or click the back button to return to the previous screen.

The provider Part B homepage secondary menu is the next area to review. "CMS Resources" is first. The link moves to another page that has a variety of different CMS Website links available. Click on the link you would like to view and a new pop-up window will appear. Close the window to return to wpsmedicare.com.

The next link is "C-SNAP" and clicking here will open a new window to CMS Secured Network Access Pilot for WI, IL, MI, and MN providers. This on-line tool allows you to check eligibility, claim status, and file redetermination /reopening, and a variety of other functions.

"Contact Information" allow you to view phone numbers, get addresses, and other contact information for WPS Medicare.

"IVR" brings up a set of instructions for using the Inter-active Voice Response (IVR) System. You can use the IVR for checking claim status, eligibility, some financial information, and a variety of other important information. The documents are provided in a PDF format for easy printing.

"Contact Us" allows you to submit an e-mail question to WPS Medicare. Complete all required fields when submitting a question. WPS Medicare will respond within 45 business days.

"FAQs" stands for frequently asked questions. You will find answers to a variety of different questions sorted by topic. The left-hand navigation bar changes on this page to provide a list of topics. Select a topic to view the FAQs.

"Search Tips" guides you to Mini-Google search engine tips. WPS Medicare uses Mini-Google as its search engine. Use the tips on this page to learn how to efficiently search.



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We have reviewed all the information by section on the WPS Medicare Provider Part B Homepage, so together we will review the areas on the primary navigation bar.

Click on the words “Policy/Coverage” to open the primary policy page. The page contains a link to national coverage decisions (NCDs), an injection listing, and usually self-administered drugs listing. It opens the secondary menu or left-hand navigation bar to provide access to the rest of the policy and coverage areas. The areas provided also appear in the drop-down menu when you scroll over the “Policy/Coverage” on the primary navigation bar.

“Active” on the primary drop down menu or “Active/Final Policies” on the left-hand navigation policies will bring up the current policy for WI, IL, MI, and MN Part B providers. The policies are sorted by alphabetical topics, and then by policy number. The policies and update indicators have not changed. To search the policies remember to use the search box on the top of the screen, and select policy in the drop down menu.

“Draft Policies” are policies in the development stage. You can review the draft policies displayed and post comments on them. In order to post comments click on the next link in the left-hand navigation bar. You can click on the fourth link to check the status of a draft policy or view when a public meeting is being held to discuss the draft policies.

“Retired/Achieved Policy” provides an explanation of what happens when a policy retires, and provides a link to the CMS Website where all retired policies are stored.

“WPS Coverage Articles” provides information on how WPS Medicare establishes a policy, reviews a policy, and how providers have input on policies.

“LCD Reconsideration Process” explains how providers can affect a current LCD. The section provides examples of what we can reconsider in the LCD, how you can submit an LCD reconsideration, and the address for submitting your request.

In the primary navigation bar click on “Fees” to bring up the fees primary page. The page contains general information and allows access to the secondary navigation bar where you can find information on past years fees and specialty pricing.

“Current Physician Fees Schedule” is the first link on the left-hand navigation bar. This page is identified as “Physician Fee Schedule” on the primary navigation bar drop-down. This link provides access to all current year physician fee schedules. The schedule is listed by payment localities for each state.

“Current Specialty Pricing” in the left-hand navigation bar or “Specialty Pricing” on the primary navigation drop down brings up the pricing for different fee schedules for professional services such as anesthesia, chiropractic, and clinical social workers.



“Other Fees” links to a page that contains all fees not otherwise listed, such as ambulance, carrier priced codes, and splints & casts are provided here.

“General Fee Information on the left-hand navigation bar” or “General Fee Info” on the primary navigation drop down bar contains articles affecting fees. The page also houses information on “Health Professional Shortage Area” (HPSA) area. The left-hand navigation bar also contains a link to HPSA information.

The last area is the “Prior Year Pricing” and contains all of the fees for the years listed.

“Provider Education” is the next section in the primary navigation bar. The categories listed here are different forms of education available to you.

“Computer Based Training (CBTs)” is an area providers should review. The area provides self-paced training. We use two formats; audio/visual or slide show. Audio/visual is what you are currently watching, while slide show is a self-paced course that you can read and navigate on your own.

“Publications” is a link on the primary navigation bar, which provides a list of all the Communiqué archives, e-news archives, news archives, and special edition Medicare Learning Network Matters articles. The left-hand navigation bar does change to provide access to each of these. Select the type of publication history you are looking for and then select the publication in the center of the screen.

“Educational Material from Previous Events” is a link to material used in past education. The area contains audio files, guidebooks, and audio/visual files of previous events. This is the section in which we will post follow-up seminar question and answers and additional information.

“Specialty Information” is the area of our Website listed by provider specialty. Some of the specialties listed here are ambulance, foot care, consultations, and hospice.

“HIGLAS” or the new accounting system has its own page. The information here explains about HIGLAS and how WPS Medicare will use it.

“New Providers” is a specialized area for providers or billing staff just beginning in the Medicare world.

“Provider Outreach and Education Advisory Group (POE AG)” contains information on what the POEAG committee does, and about the membership. The information is listed by state.

“Website Security” allow you to download a security fact sheet. The fact sheet is designed to help anyone who has concerns about using the internet.

The “Fraud and Abuse” page contains an overview of fraud and abuse.



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“Modifiers” is next link. Modifiers are one of the top searches performed on our Website. The section provides fact sheets on appropriate modifier use.

“Special Edition Medicare Learning Network Matters” are CMS informational articles. The articles are posted for your ease and a link to CMS website is provided.

On the primary navigation bar, the next link is “Medicare Areas.” We recommend that providers who submit electronically look at the “EDI” area. It contains many articles, information on free software, and all of the “needs to know” about Electronic Data Interchange (EDI).

Another area to highlight is “MR/CERT” which is Medical Review and Comprehensive Error Rate Testing (CERT). In Medical Review, you will find the mission statement, strategy, and the steps taken during a progressive correction action plan. The CERT area is an important area for providers to view. It identifies the errors found by CERT review. The area also contains articles and links for you to view material to further understand CERT and Medicare.

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“Self-Service” provides an introduction on self-service technologies. The technologies are discussed in multiple locations on the Website as previously discussed

Thank you for reviewing the WPS Medicare Website.