

Website Troubleshooting

The following questions and answers provide guidance on using the WPS Medicare Website. For additional Frequently Asked Questions (FAQs), visit our "FAQ" Web page, available in the "Self-Service" section of our Website.

Q1: Where do I go to find information for my state?

A1: WPS Medicare has found that many providers are not accessing the correct section of the Website. For example, J5 MAC providers are trying to find Part B pricing information on the Legacy Part B site. To ensure you are receiving the information that is appropriate for your state/Medicare contract, the wpsmedicare.com Website is separated into three different sites:

- Part A and Part B J5 MAC Providers (Providers in Iowa, Kansas, Nebraska, and Missouri)
<http://www.wpsmedicare.com/mac/index.shtml>
- Part A Legacy Providers (Formerly Customers of Mutual of Omaha Medicare)
http://www.wpsmedicare.com/part_a/index.shtml
- Part B Legacy Providers (Providers in Illinois, Michigan, Minnesota, and Wisconsin)
http://www.wpsmedicare.com/part_b/index.shtml

We encourage you to bookmark these homepages to ensure you are always visiting the correct section of the WPS Medicare Website. If you choose to access our Website using the "Welcome to WPS Medicare" page, be sure you select the appropriate provider type (see below)

The screenshot shows the WPS Medicare website homepage. The browser title is "Wisconsin Physicians Service Insurance Corporation - Medicare - Windows Internet Explorer provided by WPS locked down Browsing". The address bar shows "http://www.wpsmedicare.com/". The page features the WPS Medicare logo and navigation links: "About Us", "Web Tutorial/Help", and "Site Map". Below the logo, it states "A CMS Medicare Contractor". The main heading is "Welcome to WPS Medicare!". The introductory text reads: "Welcome to the new WPS Medicare. We redesigned our Website to meet the needs of our expanding customer community. WPS Medicare is proud to serve Part B legacy providers in Wisconsin, Illinois, Michigan, and Minnesota and Part A legacy former Mutual of Omaha Medicare providers across the country. In addition, we warmly welcome our new Part A and Part B customers in the Jurisdiction 5 (J5) Medicare Administrative Contractor (MAC) region: Iowa, Kansas, Missouri, and Nebraska. Our goal is to provide the highest quality Medicare claims administration and superior customer service. In keeping with this goal, we created this new Website to continue meeting the changing needs of our customers. We hope you will find this site helpful and easy to use. Read more [About WPS](#) >>".

Annotations on the screenshot:

- A red arrow points from the text "Part A & B J5 MAC: IA, KS, MO, NE" to the "Part A/Part B MAC" link under the "Provider" section.
- A blue arrow points from the text "Part B Legacy: IL, MI, MN, WI" to the "Part B Information" link under the "Provider" section.
- A yellow arrow points from the text "Part A Legacy: Former Mutual of Omaha Customers" to the "Part A Information" link under the "People with Medicare" section.

Q2: The Websites look so similar - how can I tell which Website I am on?

A2: There are several ways to tell what Website you are on:

1. Above the left-hand navigation bar, on every page, the words "MAC," "Part A," or "Part B" appear in very large text. This navigation clue appears on every page, and tells you which Website you are on.
 - MAC = Part A and Part B J5 MAC Providers in Iowa, Kansas, Missouri, and Nebraska
 - Part A = Part A Legacy Providers (Formerly Customers of Mutual of Omaha Medicare)
 - Part B = Part B Legacy Providers in Illinois, Michigan, Minnesota, and Wisconsin
2. "Breadcrumbs" are available on every Web page, underneath the page title. Breadcrumbs tell you where you are on the Website. In the example below, you are on the Part B Fee section of the MAC Provider Website. The breadcrumbs are active links – you can click on any of them to navigate the Website.
3. Look at the Web address in your browser window. Each provider type has a specific Web address. You can tell which site you are on by looking at the word that follows the root Web address <http://www.wpsmedicare.com/>
 - Part A and Part B J5 MAC = <http://www.wpsmedicare.com/mac>
 - Part A Legacy = http://www.wpsmedicare.com/part_a
 - Part B Legacy = http://www.wpsmedicare.com/part_b

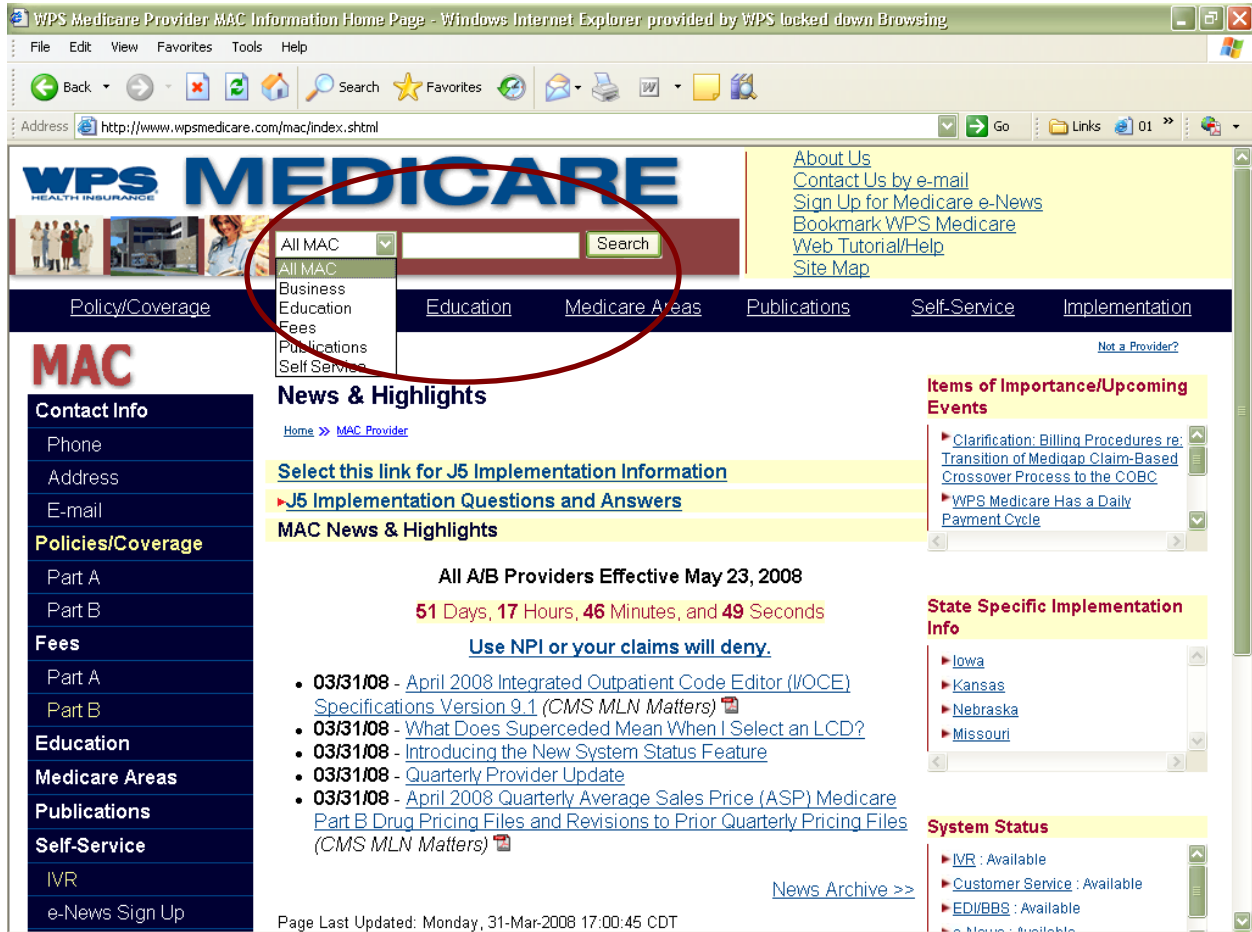


Q3: How do I find/use the Website search engine?

A3: The WPS Medicare Website search engine is powered by Google, which is one of the most widely used search engine on the Internet. The search engine is available at the top of every Web page, in the red box to the right of the page header pictures.

On each site, you have the option of searching the entire Website, **as well as a variety of specific sections of the Website** (i.e. fees, education, publications, self-service). To search these specific pages, next to the search box, a drop-down box lists which individual pages of the Website are available for specific search.

We provide a variety of tips on how to effectively search Websites. Those are available on our Website Tutorial/Help page at http://www.wpsmedicare.com/tutorial_help.shtml.



Q4: There is a lot of content available on your Website. How do I know where to find the information I want?

A4: WPS Medicare divided the Websites into six main areas:

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

For Part A and Part B MAC providers, we also offer a special "Implementation" portion of the Website

The following listing details what you will find in each portion of the Website.

Policy/Coverage

- General Policy Information (including News and Highlights)
- Local Coverage Determinations (LCDs) (both Part A and B)
- A link to CMS National Coverage Determinations (NCDs)
- Usually Self-Administered Drugs

Fees

- General Fee Information (including News and Highlights)
- Part A Fee Schedules
 - Durable Medical Equipment (DME)
 - Drugs
 - Lab
 - Therapy
- Part B Fee Schedules
 - Medicare Physician Fee Schedule
 - Ambulance fee
 - Ambulatory Surgery Center (ASC) fee
 - Anesthesia Conversion Factor
 - Drug Pricing
 - Durable Medical Equipment
 - Labs
 - Specialty Fees (Chiropractic, Clinical Psychologist, Clinical Social Worker, and Medical Nutrition Therapy)
 - Vaccinations
 - Prior Year Pricing

Education

- Computer-Based Trainings (CBTs) – Trainings provider can take at their own pace and available whenever a provider would like to view them.
- Education Material – Material from previous seminars, such as follow-up, handouts, recordings, etc.
- Modifiers – An area containing information on the appropriate use of modifiers when billing Medicare.
- New Providers – An area specially designed to help new providers with basic Medicare information.
- Provider Outreach and Education Advisory Group (POE AG) – An area about the provider group that advises WPS on our education material, goals, etc.
- Provider Types – An area containing information for specific specialty providers.

- Educational Schedule – A comprehensive listing of all education WPS Medicare is offering the provider community.

Medicare Areas

- Appeals – An area designed to provide guidance on the Medicare Appeals process.
- Claims – Information on billing procedures, claims submission, etc.
- Enrollment – An area designed to help make the provider enrollment process easier.
- Electronic Data Interchange (EDI) – An area to help providers with electronic data transfers.
- Fraud and Abuse – Information on Medicare contractor's function as it relates to fraud and abuse in the Medicare program.
- Medical Review (MR) / Comprehensive Error Rate Testing (CERT) – Information on the MR program and the CERT Program with a listing of errors.
- Medicare Secondary Payer (MSP) – MSP information as it relates to billing claims.

Publications

- Current Newsletter (Communiqué)
- Newsletter (Communiqué) Archives
- News Archives from the News and Alert Section
- A link to MLN Matters area of the CMS Website

Self-Service

- Resources from CMS and the CMS Website
- Contact US – Containing address, phone number, and e-mail contact information.
- Freedom of Information (FOI) – Information on submitting a request under the FOI legislation.
- Interactive Voice Response (IVR) – Information on the WPS IVR and direction for using the IVR.
- Frequently Asked Questions – Question and answers asked to WPS Medicare.
- Search Tips – An explanation on how to use Mini-Google (the WPS Medicare search engine).
- E-News Listserv Sign Up – A link to the self-registration tool for the WPS Medicare electronic news.
- Duplicate Remittance Advice – Information on how to request a duplicate remittance advice.

Implementation (MAC Only)

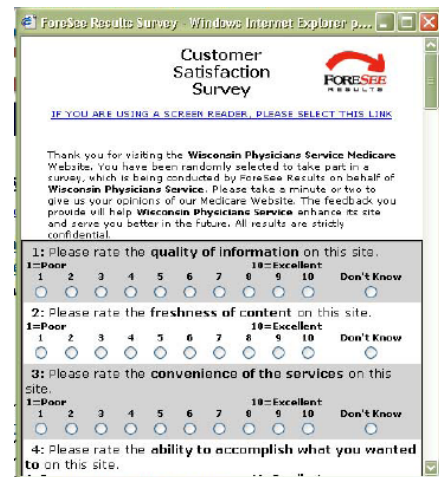
- State-specific transition information
- Questions and answers on the transition from the Outgoing Contractor to WPS Medicare.
- Important notices for providers on the implantation process.

Q5: What is the Customer Satisfaction survey that pops up on your Website?

A5: Your feedback is extremely important to the provider community, WPS Medicare, and the Centers for Medicare & Medicaid Services (CMS). The survey that pops up is the Website Customer Satisfaction Survey. **Once you complete the survey, it will not pop up again until you clear your cookies.**

This quick survey, sponsored by CMS and conducted by ForeSee, gauges your satisfaction with the WPS Medicare Website. WPS and CMS review the results of the survey regularly, and your feedback directly influences the layout, look and feel, content, and other aspects of the WPS Medicare Website. We encourage you to complete the survey, and appreciate your valuable time.

For more information on the survey, go to:
http://www.wpsmedicare.com/sat_survey.pdf



Website Customer Satisfaction Survey as it appears on the wpsmedicare.com Website.