

BADGERCARE PLUS REFERENCE GUIDE

Physicians Plus BadgerCare Plus Information

Member and Provider Service: Phone 608-282-8900 or 800-545-5015 / Fax 608-258-1902

Mental Health Center of Dane County (MHCDC): Phone 608-280-2702 or 877-745-6700 / Fax 608-280-2707

- Mental Health Center of Dane County will be providing the medical management of mental health and AODA services for BadgerCare Plus members with Physicians Plus similar to the services provided by UW Behavioral Health & Consultation Systems for Physicians Plus commercial members.

Claim Submission Address:

Physicians Plus Insurance Corporation
PO Box 269017
Plano, TX 75026-9017

Member Identification (ID) Number:

- You may use the BadgerCare Plus ID number (*Forward Health*) or the assigned Physicians Plus member ID number for claim submission.

Provider Number:

- The NPI number must be used to identify the provider of service for claim submission.

HealthCheck Program:

- HealthCheck is Wisconsin BadgerCare Plus' Federally mandated program known nationally as Early and Periodic Screening, Diagnosis and Treatment (EPSDT). Physicians Plus' contract with the State of Wisconsin requires at least 80 percent of BadgerCare Plus children enrolled in our HMO receive age appropriate HealthCheck screenings. Physicians Plus has a commitment to HealthChecks and our plan providers help us strengthen that commitment.

ASH Reporting:

- Physicians Plus is required to report abortions, sterilizations and hysterectomies to the State of Wisconsin on a quarterly basis.
- Please remember to complete the required documentation for these services. The forms can be found on-line in the Physicians Plus BadgerCare Plus Provider Manual. The completed forms can be faxed to the Physicians Plus Health Services Department at 608-258-1903.

Provider Manual: <http://www.pplusic.com/providers/index.asp?cid=9>

GO-TO:

- A resource available on our website that allows you to confirm member eligibility & benefits, view claim status, verify authorization status, access provider forms and send secure messages. *When using GO-TO for BadgerCare Plus members please search by member name.*

Physicians Plus Web Site: www.healthychoicesbigrewards.com

Wisconsin Department of Health Services Information

Billing, Eligibility and Policy Questions

EDS Provider Services: 800-947-9627

Enrollee eligibility information and all other inquiries (except pharmacy):
8:30 a.m. to 4:30 p.m. Monday, Wednesday-Friday
9:30 a.m. to 4:30 p.m. Tuesday
Not available on holidays.

Enrollee eligibility and pharmacy information:
8:30 a.m. to 6:00 p.m. Monday, Wednesday-Friday
9:30 a.m. to 6:00 p.m. Tuesday
Not available on holidays.

Eligibility Questions:

- Automated Voice Response: 608-221-4247 or 800-947-3544
Available 24 hours a day, seven day a week.

Medicaid Managed Care Contract Monitors:

- Enrollees or Providers: 800-760-0001
7:45 a.m. to 4:30 p.m. Monday-Friday

BadgerCare Plus Web Sites:

- www.dhfs.wisconsin.gov/medicaid/
- www.dhfs.wisconsin.gov/badgercareplus/