

# Kenosha County Department of Human Services

## Medicaid Newsletter

“A Newsletter intended for all Contracted Providers of Medicaid services for  
Kenosha County Department of Human Services”

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### **Noncovered Services** **Definition**

A service, item, or supply for which Medicaid reimbursement is not available.

- Translation services
- Missed appointments
- Left messages
- Voicemail retrievals

Avoiding missed appointments:

- ✓ Remind recipients of upcoming appointments (by phone or postcard)
- ✓ Encourage recipient to arrange for transportation prior to appointment
- ✓ If appointment is made through HealthCheck or other case management programs encourage staff to ensure the scheduled appointment is kept.

### **HealthCheck**

This is the Wisconsin name for the federally mandated program known as Early and Periodic Screening, Diagnosis, and Treatment (EPSDT). It is a preventative health check-up program for individuals under the age of 21 who are currently eligible

for Wisconsin Medicaid or BadgerCare. It consists of a comprehensive screening of eligible participants and includes the following:

- Review of growth and development
- Identification of potential physical or developmental problems
- Preventative health education
- Referral assistance to appropriate providers of service



### **Medicaid Orientations**

There were 13 Medicaid Orientations for various programs held in 2011. There are plenty of opportunities for trainings, which will continue in 2012. We encourage all providers to attend

a Medicaid Orientation this year. It never hurts to refresh your knowledge; you may even learn something new. Medicaid requirements change frequently and this is a great way to stay current. Orientations are available in group settings, for individual providers or one-on-one. Please contact me if you are interested in any orientation opportunities.



### **File Reviews**

It is getting to be that time of year again. Targeted Case Management file reviews will be conducted sometime in June. Contracted providers will be notified of which files will be reviewed and the times and dates the reviews will occur. We will also be conducting file reviews for Community Support (CSP) and Comprehensive Community Services (CCS) programs in the first quarter.

### **Tips and Reminders**

- Assessments and Plans of Care can only be billed to Medicaid once a calendar year; all updates are billed as ongoing.
- Use caution when correcting errors, cross-out and initial and date the change.
- Bill reasonably in relation to effort.

### **TCM Q&A.....**

**Q1:** Can I bill for leaving a message for a client?

**A1:** No, leaving or retrieving voicemails cannot be separately billed; it is part of conducting business.

**Q2:** Can I bill for tutoring a client if a plan of care goal is raising grades?

**A2:** No, tutoring is a direct service, which is not billable under Medicaid.