Data requirements for Medicaid reimbursement

Frequently asked questions

Overview

The **21st Century Cures Act** requires all medical and behavioral health care providers to enroll with Medicaid prior to performing services to eligible patients. Effective **January 2025**, if you provide services to a UnitedHealthcare Community Plan of Wisconsin member, you must include your current Medicaid provider information on the claim. Otherwise, the claim may be denied. The only exception is for emergency room services.

Frequently asked questions

What data must I include on claims before UnitedHealthcare Community Plan will reimburse me for services I provide to Medicaid-eligible enrollees?

You must provide your current Wisconsin Medicaid information exactly how it appears on **ForwardHealth**, the Wisconsin Medicaid portal:

• National Provider Identifier (NPI) number

• Taxonomy code

• Address and ZIP code for the practice location

What claims are affected by this requirement?

We may deny all medical and behavioral health claims submitted for Medicaid enrollees if you're not registered with Wisconsin Medicaid or if the data you provide doesn't match what's on the Wisconsin Medicaid portal.

What should I do if UnitedHealthcare Community Plan of Wisconsin denied my claim because of incorrect provider data?

Go to the **ForwardHealth** portal and verify the provider data you submitted on the claim matches what's registered with Wisconsin Medicaid. If you need to correct the information on the state's portal, contact the Wisconsin Medicaid Provider Service Call Center at 800-947-9627, 7 a.m.–6 p.m. CT, Monday-Friday to verify or update your provider data. ForwardHealth is closed on state-observed holidays.

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How do I correct a claim that UnitedHealthcare Community Plan denied for mismatched or missing provider data?

If the provider data on your claim is incorrect, you can file a corrected claim with us. Change the provider data on the original claim to match how it appears on **ForwardHealth**. Submit the corrected claim **within 180 calendar days from the original remittance date** using one of the following methods:

- **Online:** Sign in to the **UnitedHealthcare Provider Portal**, then select the Claim Submission tool and follow the instructions
- **Electronic data interchange (EDI):** Use payer ID WID01; 87726
- **Mail paper claims to:**
  UnitedHealthcare Community Plan of Wisconsin
  P.O. Box 5280
  Kingston, NY 12402-5280

I'm not enrolled with Wisconsin Medicaid. How can I enroll?

Start or continue your enrollment application on ForwardHealth. For more information, see **Provider Enrollment Information**.

Where can I find more information about the provider data required for Wisconsin Medicaid claims?

- Go to **ForwardHealth**, scroll down to Policy and click "Online Handbooks"
- On the license information page, scroll down and click "I Accept" and "Submit Agreement"
- In the Select an Online Handbook dropdown, select "BadgerCare Plus and Medicaid"
- Enter the following topic numbers in the Search box and click on the provider link to review the information specific to your specialty:
  Provider Identification – Topic #3421
  Taxonomy Codes – Topic #5096
  ZIP Code – Topic #5097

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