New Medicare Fiscal Intermediary

On September 5, 2007, the Centers for Medicare & Medicaid Services (CMS) announced Wisconsin Physicians Service (WPS) as the Medicare Administrative Contractor (MAC) for Iowa, Kansas, Missouri and Nebraska.

The award is part of a Congressional requirement to replace all current Medicare Part A and B contracts with new contract entities called Medicare Administrative Contractors, or MACs. As a MAC, WPS will serve as a single point-of-contact entity, processing Medicare Part A and Part B claims from hospitals and other institutional providers, physicians and other practitioners within this four-state region. The new single contract replaces the existing six contracts.

With the award of the J5 MAC, WPS began administering your claims on March 1, 2008. They have developed the following information to help answer any questions that you may have regarding this implementation.

**Customer Service Phone Numbers**

Beginning March 1, 2008, you should begin to use the following customer service phone numbers:

- Direct Data Entry/ Remote Line (password reset) (866)518-3251
- Direct Data Entry (questions) (866)518-3295
- Claims Correction (866)518-3253
- Medicare Secondary Payer (Credit Balance) (866)518-3254
- Medicare Secondary Payer (Claims) (866)518-3284
- Provider Customer Service (Inquiry) (866)518-3285
- Customer Service Voice Response Unit (VRU) (866)518-3291
- Teletypewriter (TTY) (866)518-3293
- Electronic Data Interchange (EDI) (866)503-9670
- Appeals (866)518-3298
- Audit and Reimbursement (866)734-9444
- Finance (866)734-1522

**Provider Customer Service Hours of Operation**

The Provider Customer Service area hours of operation are 8 a.m. to 5 p.m. Central Standard Time, Monday through Friday. Provider Customer Service will assist with questions regarding Medicare billing, coverage of specific items or services, or general Medicare enrollment questions.

**Mailing Addresses**

The following mailing addresses should be used when correspondence is being sent to WPS:

- **Provider Audit** (including checks associated with the submission of cost reports) and **Provider Enrollment**: WPS Medicare Part A, P.O. Box 8310, Omaha, NE 68108-0310
- **EDI Correspondence**: WPS Insurance, EDI Department, 1717 W Broadway, Madison, WI
- **Administrative Checks** to include PS&R, and Part A Workshops: WPS Medicare Part A, P.O. Box 8310, Omaha, NE 68108-0310
- **All other checks**: WPS Medicare Part A, P.O. Box 8810, Marion, IL 62959-0900
- **All other correspondence**: WPS Medicare Part A, P.O. Box 7576, Madison, WI 53707-7576

**Demand Bill Forms**


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