



**STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES**

**Bob Wise
Governor**

**Bureau for Medical Services
Commissioner's Office
350 Capitol Street - Room 251
Charleston, West Virginia 25301-3707
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**Paul L. Nusbaum
Secretary**

September 09, 2004

Dear Provider,

As you probably know, on June 28, 2004, Medicaid implemented a new claims processing system through Unisys, an international computer company with experience in this area. Even though we expected problems because of the enormity of our system, what has occurred is more complex than we anticipated. While we will have a state of the art system like no other in the country when we work through the problems we've encountered, we're still coping with some difficulties in processing claims and paying providers.

Many of the problems are resulting because of rules we have established for provider billings, that is, how a provider's office staff code their claims for the services rendered by the provider. The rules are excellent in that they require the use of up-to-date codes that are HIPAA compliant. Many of our providers are not yet using these codes, and this has caused some problems in the system. We at Medicaid have been working with the various professional associations to identify providers experiencing problems. We appreciate your patience as we all work together to resolve this issue.

Each association has a contact person at Medicaid. If you do not belong to a professional association and are experiencing processing or payment problems with your claims, would you please contact Unisys Provider Relations or the Bureau. Providers may also want to contact Unisys

for status updates and more detailed billing information.

The Unysis provider relations number is 888-483-0793. If you try to call this number, please be aware that there is a high volume of inquiries currently being made, and there may be a long wait. Medicaid has directed resources within our organization to assist providers in getting their claims to payment status. Providers may contact Medicaid at 304-558-1700 for help in identifying problems and bringing them to resolution.

Until the Unysis system is fully functional, we are making some payments by looking at the provider's past three month average in claims submitted. These payments assist providers in improving cash flow, but we will be doing post payment reviews as required by the Federal Government. If these reviews show providers have been overpaid, we will recoup the overpayment.

Many of your questions can be answered by checking our website at www.wvdhhr.org/bms. We are in the middle of a unique opportunity to lead the nation and to provide valid information for budgeting the limited amount of money we have. All of the personnel at DHHR appreciate your frustration with this system, but it will be a great asset in the long run.

Thanks for working with us to resolve these problems.

Sincerely,

A handwritten signature in cursive script that reads "Nancy V. Atkins".

Nancy V. Atkins, MSN, RNC, NP
Commissioner