

Provider Transition Workshop

Unisys will be conducting provider training workshops in December. We will conduct these workshops in eleven cities around the state to introduce our new system, the web portal, and other changes that providers need to be aware of. A registration form will be sent to providers in November.

Workshops will be held from 8:30 am until 12:30 pm in the following cities:

- ◆ Charleston December 1
- ◆ Huntington December 2
- ◆ Parkersburg December 3
- ◆ Beckley December 4
- ◆ Bluefield December 5
- ◆ Wheeling December 8
- ◆ Morgantown December 9
- ◆ Martinsburg December 10
- ◆ Petersburg December 11
- ◆ Flatwoods December 12
- ◆ Lewisburg December 16

Please visit www.wvdhhr.org/bms and select Unisys Transition Information for updated workshop information and downloadable enrollment forms in November.

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Services.

The West Virginia Bureau for Medical Services awarded the Medicaid fiscal agent services contract to Unisys. Unisys begins operations on February 2, 2004. Unisys will be providing the following services to West Virginia Medicaid Providers:

- ◆ Processing of WV Medicaid claims via HealthPAS, the HIPAA compliant processing system
- ◆ Provider Relations
- ◆ Provider Enrollment
- ◆ Consumer Services
- ◆ Electronic Media Claims (EMC) Helpdesk
- ◆ Pharmacy Helpdesk

Up-To-Date Information.

For information related to the Unisys transition, please visit www.wvdhhr.org/bms and click on Unisys Transition Information under Provider General Information.

At this site, you will find the most current information regarding provider workshops, electronic claim submission, and the Web Portal.

Web Portal.

A new feature that Unisys will offer is a Web Portal. The Web Portal will allow providers to:

- ◆ Send and receive all HIPAA compliant claims
- ◆ Check claim status
- ◆ Download Electronic Remittance Advices (ERAs)
- ◆ Verify member eligibility
- ◆ Receive valuable billing information

AVRS.

The Automated Voice Response System (AVRS) will be a 24 hours a day, 7 days a



week service which allows providers to access the following information:

- ◆ Provider payments
- ◆ Member eligibility
- ◆ Claim status

AVRS will be available for pharmacies to access the following information:

- ◆ Provider payment
- ◆ Member eligibility
- ◆ Claim Status

Update of Provider Database.

To facilitate updating the Medicaid provider database, we request all providers send a copy of their current [license](#) and [W-9](#) to Unisys by the dates listed below. We are requesting this information by provider type and the schedule is as follows:

- ◆ **Week ending October 31, 2003**
Physician, CRNA, Dentist, Psychologist, Nurse Practitioner, Optometrist
- ◆ **Week ending November 7, 2003**
Hospital, Rental Center, CAH, PRTF, NICU, RHC, FQHC, Birthing Centers, Ambulatory Surgical Center, Independent Lab, Independent Radiology, Residential Treatment Facility
- ◆ **Week ending November 14, 2003**
Nursing Facility, Pharmacy, Home IV Therapy, Hospice, Speech Therapist, Occupational Therapist, Physical Therapist, Transportation
- ◆ **Week ending November 21, 2003**
DME, Orthotic, Prosthetic, Supplies, Ocularist, Hearing Aids, Homemaker Agency, Personal Care, Case Management Agency, Home Health Agency, Habilitation Services, Rehabilitation Agency, Resident Care Facility

Please mail a copy of your current [license](#) and [W-9](#) to:

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