

Frequently Asked Questions

Service Authorizations



My Choice Family Care – Care Wisconsin would like to provide an update to our provider network about the status of authorizations for Care Wisconsin members being entered into MIDAS with start dates of 02/01/2020. We appreciate the patience of our provider network while My Choice Family Care – Care Wisconsin continues to work through the entry of authorizations for Care Wisconsin members into MIDAS. The organization has made significant progress on the input of these authorizations and we hope to have these fully completed within the upcoming weeks. Please continue to contact Care Management if you have questions about your authorizations or reach out to one of the below points of contact.

<p>Care Management Please contact the assigned Care Manager</p>	<p>Care Management Please contact the assigned Care Manager</p>
<p>Claims (WPS) Toll Free: 1-800-223-6016</p>	<p>Claims (TriZetto) Toll Free: 1-855-878-6699</p>
<p>General Customer Service – My Choice Family Care Toll Free: 1- 877-489-3814</p>	<p>General Customer Service – Care Wisconsin Toll Free: 1-800-963-0035</p>
<p>Jane Westpfahl or Trishonia Wells Contract Services Assistant Phone: 414-287-7640 Toll Free: 877-489-3814 dlfamcontracts@mychoicefamilycare.org</p>	<p>Ann Von Arx Provider Services Administrative Assistant Phone: 608-210-4748 Toll Free: 800-963-0035 x4748 pssc@carewisc.org</p>

How do I obtain an authorization?

If the provider is serving a member that existed with Care Wisconsin prior to the merger authorizations for services will be automatically entered by My Choice Family Care – Care Wisconsin staff and will be back dated to February 1, 2020. The providers should see these updated in MIDAS or receive an authorization via fax daily for these authorizations.

If the provider is serving a **new member** or **providing a new service** for an existing member for date of service February 1, 2020 or later the provider should reach out to the Care Manager for the member to obtain an authorization for services prior to rendering the service.

I submitted my claims through the MIDAS portal, but I don't see them in the system. Should I resubmit?

All claims submitted through the MIDAS portal are in process. Because this is a new process, there will be a short delay in payment. Do not resubmit them, or you will delay your payment further because there will be duplicate claims in the system to sort through.

I've always submitted my claims through the Care Wisconsin Claims portal. Do I have to submit my claims in MIDAS now?

No, you can submit your claims the way you always have in the past. The use of MIDAS for claims submission is not required.

I've always submitted my claims on a spreadsheet to Care Wisconsin. Do I have to submit them in MIDAS now?

No, you can submit your claims the way you always have in the past. The use of MIDAS for claims submission is not required.

I am a Care Wisconsin contracted only provider and want to submit my claims through the MIDAS portal. Can you help?

We recommend you attend one of our upcoming [Provider Forums](#). Also, because this is a new process, there will be a short delay in payment for claims submitted through the MIDAS portal.

The member ID in MIDAS is different than the member ID I used to use. What should I use?

The MIDAS system displays either the MIDAS Member ID, or if printed the Member's SSN. These numbers should NOT be used for claim submission. You should use the Care Wisconsin Member ID or the member's Medicaid ID. Please know My Choice Family Care- Care Wisconsin is working to remove any Member's SSN from printing and distribution.

When authorizations are entered in advance, when can they be viewed by providers in MIDAS?

Authorizations do not display in MIDAS until 5 days before their start date for Providers.

Who should I contact with Claims questions?

Please contact the appropriate TPA with claims questions. For Family Care program members with My Choice Family Care, please contact WPS. For Family Care program members with Care Wisconsin, please contact TriZetto. Their contact information is listed on the first page.

Additionally, the Provider Manual may be able to answer common questions for claims.

- My Choice Family Care Provider Manual & WPS processes:
<https://mychoicefamilycare.org/wp-content/uploads/2019/02/Provider-Handbook.pdf>.
- Care Wisconsin Provider Manual & Care Wisconsin (TriZetto) processes:
<https://www.carewisc.org/wp-content/uploads/2019/02/2019-Provider-Manual.pdf>.