

# SFCA Provider Bulletin

News & Notes for Southwest Family Care Alliance Providers

July 1, 2009



## From the Fiscal Department:

### 90-Day Deadline for Filing Claims

Per your contract with SFCA, you are required to bill within 90 days of the date of a service. As of 7/1/2009 SFCA will enforce this timely filing requirement, as we have resolved many of the issues that faced us during our IT system conversion. Before a claim is rejected for untimely filing, WPS will contact SFCA to confirm whether the claim should be rejected. If untimely filing is due to claim re-processing issues and the claim was originally submitted on time, SFCA will work with you to get the claim processed. If unforeseen claims submission issues come up, please contact SFCA at 608-647-4729 x508 to discuss your situation.

### July 1 Expansion

On July 1, three new counties became part of SFCA: Crawford, Juneau and Lafayette. You may get calls regarding services from care managers for these new counties. As an SFCA provider, you may provide services to members in (or from) any of our six counties: Crawford, Green, Juneau, Lafayette, Richland, and Sauk. Non-residential service providers are listed in our directory as serving all counties unless the provider specifies otherwise. If you wish to restrict your service area, please let us know by calling 608-647-4729 and asking to speak with a member of the Provider Network staff. Or you can send email to [provider\\_network@familycarealliance.org](mailto:provider_network@familycarealliance.org). Residential providers are not listed with a service area, but as being in a specific location.

### Unintended Events Reporting

An unintended event is any actual or alleged event or situation that results in death, or creates a significant risk or serious harm to the

physical health, mental health, safety or well-being of a member. As an SFCA provider, you are required to report unintended events to SFCA within 24 hours of the time you become aware of the incident or situation. All deaths of members must be reported to SFCA within 24 hours, whether unexpected or not. Please see the Unintended Events section of the SFCA Provider Handbook for more information. You can find the SFCA Unintended Events Report form on our website (see below).

### SFCA Provider Portal

SFCA providers can get up-to-the minute information on service authorizations and claims online at the SFCA Provider Portal. Using the portal, you can see detailed information about authorizations, find contact information, see what authorizations are new, what claims have been paid, and more. A brief training is all you need to get access to this useful resource. To sign up for provider portal training, call 608-647-4729 x501. Or send an email to [joy.propp@familycarealliance.org](mailto:joy.propp@familycarealliance.org) with your business name and a contact person's name, phone number, and email address.

### Claims Appeals

You can dispute a claims denial or partial claims payment by requesting reconsideration. To request reconsideration, you must file a written request with SFCA Provider Network Development staff within 60 days of SFCA's action. Please submit reconsideration requests (appeals) to SFCA Provider Network. Please see the SFCA Provider Handbook for details on submitting an appeal. If you have any questions regarding this process, you may contact SFCA Provider Network staff and they will guide you through this process.

(continued next page)

### Supply Orders and Correct Units

A reminder to our DMS providers: Care managers may only authorize the actual units of supplies a member needs for the time period specified in the authorization. Ordering more units as a convenience to create fewer authorizations is not allowed.

### SFCA Website

Our website at <http://familycarealliance.org> is a handy place to go for a variety of information and forms. Popular items in the Providers section include the SFCA Provider Handbook (recently updated), Unintended Events Form, WPS Claim Form, and Provider Information Form. Under Member Resources you will find the SFCA Member Handbook and the SFCA Provider Directory for Members. Our website is evolving, so check back occasionally to see what's new. If you have any suggestions or ideas for the Providers section, please call Sarah at 608-647-4729 x502, or send an email message to [sarah.brehm@familycarealliance.org](mailto:sarah.brehm@familycarealliance.org).

### Has something changed?

We can best serve you and our members by having the most current information about you in our records. Please keep us informed if there are changes in your service offerings, business status, or contact information. The Provider Information Form on our website is a great way to do this. Just complete the form and mail or fax it to the location on the form. You can also email [provider\\_network@familycarealliance.org](mailto:provider_network@familycarealliance.org) or call 608-647-4729 and ask to speak with a member of the Provider Network staff. Email is the most cost-effective and efficient way for us to contact you, so please make sure we have your email address, and let us know if it changes.

### Who to Call

The SFCA Provider Network department has assigned lead staff for each county to assist providers with **service**, **rate** and **contract** issues:

- for Juneau, Richland, Sauk, or Green County, contact Kris Willey  
[kris.willey@familycarealliance.org](mailto:kris.willey@familycarealliance.org)  
608-647-4729 x506
- for Crawford or Lafayette County, contact Angie Young  
[angela.young@familycarealliance.org](mailto:angela.young@familycarealliance.org)  
608-647-4729 x521

For questions related to **service authorizations**, contact the care management unit for the appropriate county (see the contact list at the end of the SFCA Provider Handbook).

For questions about **billing** or **claims**, please call 608-647-4729 and ask to speak with a member of the SFCA Fiscal department claims staff.

### Do We Have Your Email Address?

Did you receive a paper copy of this bulletin? Do you have an email address we could have sent it to instead? Please help us keep printing and mailing costs to a minimum by letting us know your email address. You can email [provider\\_network@familycarealliance.org](mailto:provider_network@familycarealliance.org) with your address or call 608-647-4729 and ask to speak with a member of the Provider Network staff.