

Billing and Reimbursement Manual

University of Wisconsin Hospital and Clinics

American Family Children's Hospital

University of Wisconsin Medical Foundation

Chartwell Midwest Wisconsin

Generations Fertility Care, Inc.

Wisconsin Dialysis, Inc.

Wisconsin Sleep, Inc.

This document is designed to help clarify billing practices and payment processes. Tax ID and NPI numbers, along with payment addresses are included with each service location listing.

Please be aware that for services in UW Hospital-owned facilities, facility charges are billed separately from professional charges. Please also note that not all locations will be included in every contract. University of Wisconsin School of Medicine and Public Health (UWSMPH) physicians and non-physician professionals also provide Regional Outreach and other services at a variety of locations that may or may not fall under a given contractual arrangement.

This document is updated annually. Every effort has been made to ensure accuracy, however, such information can become outdated quickly. The reader is advised to confirm critical information by phone, fax, mail or email. Please be sure that you are using the most current version. This version was updated and printed in 2011. If you need an updated copy, please contact University Health Care at (608) 262-8329.

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University of Wisconsin Hospital and Clinics (UWHC) Billing, including American Family Children's Hospital (AFCH)

Inpatient Billing

Each admission is assigned a unique account number. The account will final bill as soon as all guarantor, insurance, and diagnosis information has been confirmed, typically three days after discharge.

Bills are submitted to contracted third party payers at 100% of total charges. Any negotiated discounts will be applied at the time of billing, where there is a contract in place. Patients are billed for any non-covered items, deductibles, coinsurance, and co-payments, if applicable.

Once billing is completed the account is transferred to an Account Representative. UWHC's Account Representatives will handle an account until the balance is paid in full or it is deemed the account should be placed with an outside collection agency for resolution. All billings are required to be paid according to the terms of your contract.

Questions about specific patient accounts may be directed to Customer Service at (866) 841-8535 or (608) 262-2221. General questions about business office procedures may be directed to Susan Thornton, Director, Patient Business Services, at (608) 263-5101 or sthornton@uwhealth.org; or Mary Beth Benson, Manager, Patient Accounting, at (608) 263-2699 or mbenson@uwhealth.org. Questions related specifically to claims filing procedures should be directed to Ann Hollis, Billing Manager, at (608) 263-2783 or ahollis@uwhealth.org.

Outpatient Billing

UWHC uses a daily episodic account to bill for most outpatient services (i.e., a discrete account is established for each date of service for outpatient care). Some recurring services, such as home health, are billed on a monthly account. UWHC bills for hospital-owned clinics. Claims are filed to insurance on a UB04 claim form or its electronic equivalent. UWHC bills all outpatient charges at 100%. Any negotiated discounts will be applied at the time of billing where there is a contract in place. Questions about specific outpatient accounts should be directed to the Customer Service Department at (866) 841-8535 or (608) 262-2221. Customer Service will connect you with the appropriate account representative if necessary.

Transplant Billing

The Hospital (UWHC) and Physicians (UWMF) bill separately in most cases. Inpatient and outpatient hospital/clinic bills are prepared by UWHC's Fiscal Affairs Department. All professional services are billed through UWMF.

For transplant package billings, should UWHC charges reach the base package rate while the patient is still in-house, interim billing may be submitted and payment of the hospital base rate shall be made to the hospital within 30 days of receipt of the interim bill. Additional interim billings may be submitted for patients who remain in-house longer than the days specified in the base rate. Upon discharge from the transplant stay, final billing for the case shall be made for the total case rate less any interim payment(s).

UWHC and AFCH Tax ID and NPI Number and Electronic Billing Information

UWHC and AFCH inpatient and outpatient bills carry Federal Tax ID No. 39-1835630 and NPI No. 1922043744. UWHC is eager to work with payers to develop electronic billing and payment procedures. Direct electronic billing questions to Ann Hollis at (608) 263-2783 or by e-mail at ahollis@uwhealth.org.

All hospital inpatient and outpatient payments should be sent to:

**UW Hospital and Clinics
Drawer 853
Milwaukee, WI 53278**

For patients' convenience, UWHC also staffs a customer service office located at the Outpatient Registration area (H6/220) of University of Wisconsin Hospital and Clinics. The telephone number for this office is (608) 263-6158.

Hospital Audits

The Patient Accounting Department is committed to providing accurate billings for hospital services and to ensuring that proposed account audits are completed promptly and accurately. Because UW Hospital and Clinics is a diverse and complex organization, your company's adherence to the following requirements will ensure that audits are conducted expeditiously:

- Audits may be requested within six months of a patient's discharge.
- Audits may be initiated by calling Amanda Gilliland, RN at (608) 262-5633. Ms. Gilliland will schedule an appointment for your company to review the medical record and will be available to answer any questions you may have. She will be prepared to conduct an exit interview and reach an agreement on the date of the site visit. In the event your organization uses an audit agency, your company must provide us with the appropriate authorization for the audit agency to conduct audits on your company's behalf.
- No audit fee will be assessed if all of the benefits due on this account are paid in full. However, a \$500.00 audit fee will be assessed, and must be paid in advance, in the event that less than one hundred percent of the benefit due has been paid. In no case will an audit be scheduled until at least 90% of the total benefit due has been paid.
- All audits must be conducted on-site. If discrepancies cannot be resolved at the time of the audit site visit, results should be compiled by service date or order number (medications), showing quantity billed and quantity unsupported. The Patient Accounting Department will review this information and verify your recommendations with hospital staff. You will be asked to return to the hospital to review the hospital's documentation on disputed charges, in order to more easily reach an agreement.
- Once verified by the Audit Coordinator, the appropriate adjustment(s) will be issued by the hospital within five business days of the date agreement is reached.

Unless otherwise precluded by an existing contractual agreement between your company and UWHC or University Health Care, UWHC will bill the patient for any charges the hospital maintains are legitimate. UWHC will issue a refund for any charges billed in error; due to the claims adjudication complications associated with recoupment, UWHC does not permit payers to recoup charges billed in error through offsets to payments for future claims. If a net undercharge is found, the hospital expects payment of the net undercharge within 30 days of the audit date.

UW Medical Foundation Billing

University of Wisconsin Medical Foundation (UWMF) Billing

UWMF performs the billing and collections service for the UW School of Medicine and Public Health Faculty Physicians and other non-physician professionals (including but not limited to: NPs, PACs, CNMs, PhDs, MAs, MSs, MSSWs, ODs, DDSs, RNs and CRNAs). Except for services specifically excluded in a contract, all professional services are billed under the UWMF Federal Tax ID Number or the University of Wisconsin Systems Federal Tax ID Number and are subject to the contract rate(s). Contracted rates DO NOT APPLY to services billed with the University of Wisconsin Systems Federal Tax ID number if billed by any other organization than UWMF.

Bills are submitted to contracted third party payers at 100% of total charges. Patients are billed for any non-covered items, deductibles, coinsurance, and co-payments, if applicable. Patients do not get bills until or unless a patient balance is identified.

The UWMF staff files claims on patients' behalf and works with patients to arrange payment plans, if needed. UWMF is located at 7974 UW Health Court, Middleton, WI 53562. The billing department telephone number is (877) 565-0505 or (608) 829-5217. The fax number is (608) 833-9201. **If a patient has a question regarding a UW Medical Foundation bill, please advise the patient to call the billing department at the number shown on the bill.**

Transplant Billing

The Hospital (UWHC) and Physicians (UWMF) bill separately. Inpatient and outpatient physician bills are prepared by UWMF's Business Office. All professional services are billed through UWMF.

UWMF & UW Systems Tax ID and NPI Numbers and Electronic Billing Information

UWMF bills carry Federal Tax ID No. 39-1824445 and NPI No. 1598784555. UW Systems bills carry Tax ID No. 39-1805963 and NPI No. 1346266319. UWMF is eager to work with payers to develop electronic billing and payment procedures. Direct electronic billing questions to Steve Scholze, EDI Coordinator, at (608) 829-5265 or Trish Figueroa, Manager of Billing Services at (608) 829-5215 or claimsremit@uwmf.wisc.edu.

Payments for services billed under both of these Tax ID numbers should be sent to the payment address indicated in loop 2010AA, segments NM1 through NM4 in the ANSI 837 Health Care Claim – Professional (Addenda) or in Box 33 on the paper CMS 1500 claim form.

UW Medical Foundation payments should be sent to:

**UW Medical Foundation
Drawer 78864
Milwaukee, WI 53278**

For patients' convenience, UWMF also staffs a customer service office located at the Outpatient Registration area (H6/218) of University of Wisconsin Hospital and Clinics. The telephone number for this office is (608) 263-8918.

Other Billing

Chartwell Midwest Wisconsin

Chartwell Midwest Wisconsin (CMW) is an affiliate of the University of Wisconsin Hospital and Clinics and Chartwell Home Therapies, providing a full array of home infusion (intravenous) therapies. Chartwell handles all details including: admission to services; clinical management; routine contact with patients and physicians; delivery of medications and supplies; and communication with insurance companies.

Chartwell Midwest Wisconsin's service territory covers the entire state of Wisconsin, as well as northern Illinois and northeastern Iowa. Referrals are accepted from any healthcare entity within this service area.

For further information, contact Chartwell at (800) 730-8555 or (608) 831-8555.

<http://www.uwhealth.org/chartwell>

PLEASE NOTE

Chartwell services may or may not be included in your contract. Please refer to your contract for verification or contact your UHC representative for additional information.

Billing information: Tax ID: #39-1796267; NPI: #1730260233.

Generations Fertility Care, Inc.

Our expert team of endocrinologists, clinical psychologist, embryologists and nursing support staff are among the finest in the country. As a team, they offer the full complement of fertility and reproductive medical treatment combining the latest reproductive technologies with the highest standards of patient care. With expertise in male and female infertility conditions, as well as women's endocrine conditions, we provide a wide range of assisted reproductive treatments including in vitro fertilization, varicocele repair and fertility preservation.

In addition, our faculty physicians provide expertise in the surgical correction of congenital anomalies of the reproductive tract, microsurgery of the fallopian tubes and laser ablation of endometriosis. Complete evaluation and treatment of male infertility is also available, as are physicians specializing in urology surgery for both sexes. Faculty physicians also offer evaluation and treatment for recurrent pregnancy loss and endocrine problems in women, such as menstrual irregularities, endometriosis, pituitary tumors, hirsutism and premenstrual syndrome.

PLEASE NOTE

GFC services may or may not be included in your contract. Please refer to your contract for verification or contact your UHC representative for additional information.

Billing information: Tax ID: #27-3496527; NPI: #1093025686.

Other Billing (*continued*)

Wisconsin Dialysis, Inc.

Wisconsin Dialysis, Inc., (WDI) is a freestanding, non-profit corporation formed by UW Hospital and Clinics, Meriter Hospital, and the UW Medical Foundation. The outpatient dialysis staff and services of UW Hospital and Clinics and Meriter Hospital were merged to create WDI, which provides comprehensive dialysis services of the highest quality to its' patients.

WDI has two convenient and modern treatment locations, a six-station unit on Madison's east side and a 30-station unit in Fitchburg. WDI is Medicare certified, accepts Medicare assignment, and offers the full range of chronic dialysis treatments for patients with end stage renal disease.

WDI is an open practice environment and presently accepts patients from two physician group practices, the UW Medical Foundation and Madison Area Renal Specialists.

PLEASE NOTE

WDI services may or may not be included in your contract. Please refer to your contract for verification or contact your UHC representative for additional information. UHC contracts do not cover services provided by Madison Area Renal Specialists. WDI contracts with two reference laboratories for routine (Ascend Clinical in Redwood City, CA) and stat (Meriter Laboratories in Madison, WI) laboratory testing needs. Reference laboratories bill insurance directly for testing services provided to WDI patients.

Billing information: Tax ID: #30-0072647; East location NPI: #1114035912; Fitchburg location NPI: #1881702603.

Wisconsin Sleep, Inc.

Wisconsin Sleep, Inc., (WSI) is a non-stock, non-profit tax exempt corporation that is a fixed site Independent Diagnostic & Testing Facility. WSI provides outpatient sleep disorder studies and includes a clinic and a laboratory.

The Wisconsin Sleep program is a collaborative effort of the University of Wisconsin Medical Foundation and Meriter Hospital. This innovative program combines the strength of experienced faculty physicians of the University of Wisconsin School of Medicine and Public Health and the latest technology, to create a truly comprehensive range of patient services.

PLEASE NOTE

WSI services may or may not be included in your contract. Please refer to your contract for verification or contact your UHC representative for additional information.

Billing information: Tax ID: #26-0902344; NPI: #1588850150.

UW Health Service Locations

**American Family
Children's Hospital**
1675 Highland Avenue
Madison, WI 53792
(608) 890-5437

UW Hospital and Clinics
600 Highland Avenue
Madison, WI 53792
(608) 263-6400

**UW Hospital –
Home Health Agency**
2030 Pinehurst Drive
Middleton, WI 53562
(608) 203-2273
(888) 663-7043
Medicare #527220
Medicaid #41532000

UW Health - East Clinic
5249 E. Terrace Drive
Madison, WI 53718
(608) 265-1295

**UW Health –
Oakwood Village Geriatrics**
6209 Mineral Point Road
Madison, WI 53705
(608) 231-0757

**UW Health –
Rehabilitation Medicine**
6630 University Avenue
Middleton, WI 53562
(608) 263-8412

UW Health - Research Park
621 Science Drive
Madison, WI 53711
(608) 265-8303

UW Health - University Station
2880 University Avenue
Madison, WI 53705
(608) 263-9339

UW Health - West Clinic
451 Junction Road
Madison, WI 53717
(608) 265-7700

For services received at locations listed above, you may receive both a facility and a professional bill. Below is the payment information.

Send Payments

UW Hospital and Clinics
Drawer 853
Milwaukee, WI 53278

UW Medical Foundation
Drawer 78864
Milwaukee, WI 53278

NPI Numbers

UWHC NPI
#1922043744 UWHC & AFCH
#1235174426 Inpatient Psych
#1790720985 Inpatient Rehab
#1528096914 Home Health
#1043247448 DME

UWMF NPI
#1598784555

UW Systems NPI
#1346266319

Tax ID Numbers

UWHC Tax ID
#39-1835630

UWMF Tax ID
#39-1824445

UW Systems Tax ID
#39-1805963

UW Health Service Locations (*continued*)

**UW Health –
Augusta Family Medicine**
207 W. Lincoln Street, Suite 1
Augusta, WI 54722
(715) 286-2270

UW Health - Beaver Dam
705 S. University Avenue
Beaver Dam, WI 53916
(920) 887-9272

**UW Health –
Belleville Family Medical Clinic**
21 S. Vine Street
Belleville, WI 53508
(608) 424-3384

UW Health - Columbus
1511 Park Avenue
Columbus, WI 53925
(920) 623-5226

UW Health - Cottage Grove
500 Westlawn Drive
Cottage Grove, WI 53527
(608) 839-3104

UW Health - Cross Plains
2418 Brewery Road
Cross Plains, WI 53528
(608) 798-3344

UW Health – DeForest/Windsor
4131 Meridian Drive
Windsor, WI 53598
(608) 846-3741

**UW Health –
Deming Way Eye Clinic**
2349 Deming Way, Suite 200
Middleton, WI 53562
(608) 824-3937

UW Health - East Towne
4122 East Towne Boulevard
Madison, WI 53704
(608) 242-6865

**UW Health –
Eau Claire Family Medicine**
617 W. Clairemont Avenue
Eau Claire, WI 54701
(715) 839-5175

UW Health - Fitchburg
5543 E. Cheryl Parkway
Fitchburg, WI 53711
(608) 274-5300

UW Health - Fort Atkinson
601 Handeyside Lane
Fort Atkinson, WI 53538
(920) 563-5544

**UW Health –
Fox Valley Family Medicine**
229 S. Morrison Street
Appleton, WI 54911
(920) 832-2783

UW Health - Gateway Recovery
25 Kessel Court, Suite 200
Madison, WI 53711
(608) 278-8200

UW Health - Horicon
610 Washington Street
Horicon, WI 53032
(920) 485-4341

**UW Health –
Madison Eye Associates**
780 Regent Street, Suite 306
Madison, WI 53715
(608) 257-4286

UW Health Service Locations (*continued*)

UW Health - McFarland

5020 Farwell Street
McFarland, WI 53558
(608) 838-3158

UW Health - Monona

5001 Monona Drive
Monona, WI 53716
(608) 222-8779

UW Health - Mt. Horeb

600 N. 8th Street
Mt. Horeb, WI 53572
(608) 437-3064

UW Health – Northeast Family Medical Center

3209 Dryden Drive
Madison, WI 53704
(608) 241-9020

UW Health - Odana Atrium

5618 Odana Road
Madison, WI 53719
(608) 274-1100

UW Health - Oregon

137 S. Main Street
Oregon, WI 53575
(608) 835-5588

UW Health - Portage

2977 County Highway CX
Portage, WI 53901
(608) 742-3004

UW Health – Psychiatric Institute & Clinic

6001 Research Park
Madison, WI 53719
(608) 263-6100

UW Health - Psychiatry

780 Regent Street, Suite 300
Madison, WI 53715
(608) 282-8270

UW Health - Rockford Eye Clinic

7019 Rote Road, Suite 101
Rockford, IL 61107-5227
(815) 399-1141

UW Health - Stoughton

1001 Nygaard St.
Stoughton, WI 53589
(608) 877-2660

UW Health - Sun Prairie

2651 Windsor Street
Sun Prairie, WI 53590
(608) 837-2206

UW Health - Transformations

2349 Deming Way, Suite 100
Middleton, WI 53562
(608) 836-9990

UW Health - Verona

100 N. Nine Mound Road
Verona, WI 53593
(608) 845-9531

UW Health - West Towne

7102 Mineral Point Road
Madison, WI 53717
(608) 828-7676

UW Health Service Locations (*continued*)

UW Health - 1 S. Park

1 S. Park Street
Madison, WI 53715
(608) 287-2000

UW Health - 202 S. Park

202 S. Park Street
Madison, WI 53715
(608) 417-6000

UW Health - 20 S. Park

20 S. Park Street
Madison, WI 53715
(608) 287-2000

Billing and payment information for services received at locations listed on pages 7, 8 and the upper portion of 9:

Send Payments

UW Medical Foundation
Drawer 78864
Milwaukee, WI 53278

Tax ID Numbers

UWMF Tax ID
#39-1824445

NPI Numbers

UWMF NPI
#1598784555

UW Systems Tax ID

#39-1805963

UW Systems NPI

#1346266319

UW Health – Wausau Family Medicine Clinic

425 Wind Ridge Drive
Wausau, WI 54401
(715) 675-3391

Billing and payment information for services by UW Health-Wausau Family Medicine Clinic.

Send Payments

UW Medical Foundation
PO Box 1263
Wausau, WI 54402-1263

Tax ID Numbers

UWMF Tax ID
#39-1824445

NPI Numbers

UWMF NPI
#1033433495

UW Systems Tax ID

#39-1805963

UW Systems NPI

#1487978839

Other Affiliated Service Locations

Chartwell Midwest Wisconsin (CMW)

2241 Pinehurst Drive
Middleton, WI 53562
(608) 831-8555
www.uwhealth.org/chartwell

Send Payments

Chartwell Midwest Wisconsin
Box 78804
Milwaukee, WI 53278

Tax ID Number

CMW Tax ID: #39-1796267

NPI Number

CMW NPI: #1730260233

Generations Fertility Care, Inc. (GFC)

2365 Deming Way
Middleton, WI 53562
(608) 824-6160
(888) 474-3933
www.uwhealth.org/generations

Send Payments

Generations Fertility Care, Inc.
Box 78864
Milwaukee, WI 53278

Tax ID Number

GFC Tax ID: #27-3496527

NPI Number

GFC NPI: #1093025686

Other Affiliated Service Locations (*continued*)

Wisconsin Dialysis, Inc. (WDI)

You will receive both a facility and a professional bill for services at WDI.

WDI – East Clinic

4600 American Pkwy, Suite 108
Madison, WI 53718
(608) 243-3003
www.wisconsinodialysis.org

WDI – Fitchburg Clinic

3034 Fish Hatchery Rd.
Fitchburg, WI 53713
(608) 270-5600

Send Payments

Wisconsin Dialysis, Inc.
Box 78964
Milwaukee, WI 53278

Tax ID Numbers

WDI Tax ID: #30-0072647
UWMF Tax ID: #39-1824445
UW Systems Tax ID: #39-1805963

UW Medical Foundation
Box 78864
Milwaukee, WI 53278

NPI Numbers

WDI East NPI: #1114035912
WDI Fitchburg NPI: #1881702603
UWMF NPI: #1598784555
UW Systems NPI: #1346266319

Wisconsin Sleep, Inc. (WSI)

You will receive both a facility and a professional bill for services at WSI.

6001 Research Park Blvd.
Madison, WI 53719
(608) 232-3333
www.wisconsinssleep.org

Send Payments

Wisconsin Sleep, Inc.
Box 78864
Milwaukee, WI 53278

Tax ID Numbers

WSI Tax ID: #26-0902344
UWMF Tax ID: #39-1824445
UW Systems Tax ID: #39-1805963

UW Medical Foundation
Box 78864
Milwaukee, WI 53278

NPI Numbers

WSI NPI: #1588850150
UWMF NPI: #1598784555
UW Systems NPI: #1346266319