

UW Health **ORIENTATION MANUAL** 2017

This document is designed to help orient you to UW Health and to clarify billing practices and payment processes. Please note that all locations may not be included in every contract arrangement. UW Health physicians and non-physician professionals also provide regional specialty services and other services at a variety of locations that may or may not fall under a given contractual arrangement.

This information will provide you with an overview of the components of the academic health system, as well as assist you and your staff in day-to-day activities involved in administering provider agreements with University Health Care, Inc.

Every effort has been made to ensure accuracy, however, such information can become outdated quickly.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 or email. This document is updated annually and can be obtained online or by contacting UW Health Managed Care Contracting at (608) 828-8603.



uwhealth.org

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Welcome to UW Health

[UW Health](#) is the integrated health system of the University of Wisconsin-Madison, serving more than 600,000 patients each year in the Upper Midwest and beyond with 1,500 physicians and 16,500 staff at six hospitals and 80 outpatient sites.

UW Health is governed by the [UW Hospitals and Clinics Authority](#) and partners with [UW School of Medicine and Public Health](#) to fulfill shared missions of patient care, research, education and community service.

UW Health is a nationally recognized regional health system that includes:

- [University Hospital](#)
- [UW Health at The American Center](#)
- [American Family Children's Hospital](#)
- [UW Health Rehabilitation Hospital](#)
- UW Health Regional Hospitals: [SwedishAmerican Hospital](#), located in Rockford, IL, and an associated inpatient/outpatient medical center in Belvidere, Illinois
- Six Regional Cancer Centers:
 - [Beloit Cancer Center \(Beloit, WI\)](#)
 - [FHN Leonard C. Ferguson Cancer Center \(Freeport, IL\)](#)
 - [SwedishAmerican Regional Cancer Center \(Rockford, IL\)](#)
 - [UW Cancer Center at ProHealth Care \(Pewaukee, WI\)](#)
 - [UW Cancer Center Johnson Creek \(Johnson Creek, WI\)](#)
 - [Aspirus UW Cancer Center \(Wisconsin Rapids, WI\)](#)
- Regional services specialty clinics in approximately 80 locations
- [University of Wisconsin Medical Foundation](#), the state's second-largest medical practice group, representing 1,500 faculty physicians of the UW School of Medicine and Public Health
- [Unity Health Insurance Corporation/Quartz](#), an affiliate of UW Health and Gundersen Health System, a subsidiary health insurance plan with more than 275,000 members in a 35-county region
- [University Health Care](#), a not-for-profit membership corporation that facilitates clinical relationships with regional providers and contracting relationships
- [Joint Ventures](#) and affiliations including cancer centers, surgery centers, dialysis programs, home health, infusion, and many other programs and services

[UW School of Medicine and Public Health](#) is the nation's only combined school of medicine and public health. Its 1,500 faculty in 10 basic science and 17 clinical departments engage in research, education and clinical care at UW Health's clinic locations, University Hospital, American Family Children's Hospital, UW Health at the American Center, UW Health Rehabilitation Hospital, other Madison hospitals and approximately 90 regional locations.

[Complete list of Adult, Pediatric and Other Services](#)

[Complete list of UW Health locations](#)

University of Wisconsin School of Medicine and Public Health (UWSMPH)

UW School of Medicine and Public Health is an international, national and statewide leader in educating physicians, investigating the causes of disease, exploring innovative solutions to medical problems and translating research into compassionate patient care. The school is the nation's first medical college to expand its fundamental purpose to reflect an integrated approach that unites medicine and public health. This approach harnesses the biomedical sciences in a combined focus on the care of individual patients and the health of diverse populations. The school also exemplifies the *Wisconsin Idea*, the principle that education should influence and improve people's lives beyond the university classroom.

With affiliated campuses in Milwaukee, Marshfield and La Crosse, and with family medicine residency programs in several communities, the school reflects the diversity of the state and offers students the best of both urban and rural medicine experiences. The [Wisconsin Institutes for Medical Research](#) embraces a new way of doing science, as basic, translational and clinical scientists work together to quickly move discoveries from the laboratory bench to the bedside and into the community.

University of Wisconsin Medical Foundation (UWMF)

UWMF is part of the UW Hospitals and Clinics Authority and serves as the physician group practice organization for the faculty physicians of UW Health. With 1,500 faculty physicians in approximately 100 subspecialties, UWMF is among the largest academic, multi-specialty physician groups in Wisconsin.

UWMF physicians serve as the medical staff for UW Hospitals and Clinics and also provide care at Madison's community hospitals and clinics. They practice throughout the city and in dozens of communities across the south-central portion of the state. Through a variety of joint ventures and affiliations, they also care for patients at [Generations Fertility Care](#), [Madison Surgery Center](#), [Transformations Surgery Center](#), [UW Rehabilitation Hospital](#), [Wisconsin Dialysis Inc.](#), and [Wisconsin Sleep Inc.](#) Through these partnerships, UW Health reduces duplication of services, increases efficiency and safety, and improves access to care for the community as a whole.

University of Wisconsin Hospitals and Clinics (UWHC)

Designated a Magnet[®] Hospital for nursing excellence by the [American Nurses Credentialing Center](#), UW Hospitals and Clinics is consistently ranked in the top 50 U.S. hospitals in many medical specialties in "America's Best Hospitals" and recognized as the top hospital in Wisconsin by *U.S. News & World Report*. UWHC is among the [150 Great Places to Work in Healthcare](#), compiled by Becker's Healthcare and among the "100 Best Companies" by *Working Mother* magazine. In addition, the organization is recognized as one of the nation's Most Wired and Most Wireless hospitals by *Hospitals and Health Networks* magazine, and was the first academic health center in the nation to be honored by the [Health Information Management Systems Society](#), for attaining Stage 7 (of 0-7) for electronic health record implementation. With high-level performance for quality, safety and patient satisfaction, UWHC is a frequent recipient of the region's Consumer Choice award from the [National Research Corporation](#).

UW Health's Madison-based hospital locations:

- **University Hospital:** A 505-bed regional referral center that is home to a [Level One Adult and Pediatric Trauma Center](#), American College of Surgeons-verified [Burn Center](#), one of the nation's largest Organ [Transplant Programs](#), one of the nation's first [certified comprehensive stroke centers](#) and the [UW Carbone Cancer Center](#).
- **American Family Children's Hospital (AFCH):** An 87-bed hospital, offers a comforting setting to enhance the healing process for patients and their families, including a state-of-the-art children's medical and surgical center featuring a pediatric intensive care unit, a Level IV neonatal intensive care unit, a widely recognized transplant surgery program, a comprehensive children's cancer center and a family-friendly atmosphere. More than 220 pediatric specialists and surgeons provide remarkable care for the most vulnerable, acutely ill children. AFCH has consistently been ranked among the nation's top 50 children's hospitals in many medical specialties, according to *U.S. News & World Report*.
- **UW Health at The American Center (TAC):** A 56-bed hospital, offering superb inpatient and outpatient care in a welcoming, patient-and family-centered environment. Designed to promote healthy communities, UW Health at The American Center also offers inviting spaces for a varied menu of wellness, fitness and sports performance programs. The hospital has 14 operating rooms, a 24-hour emergency department and imaging services including MRI and CT. The sports performance, therapies, and wellness wing, houses physical and occupational therapies, therapeutic pools, sports courts and a three-lane, elevated sprint track, as well as a preventive cardiology gym, open movement classroom and demonstration kitchen. Specialty services offered at this facility include: orthopedics including full and partial joint replacement; sports medicine, sports rehabilitation and sports performance; orthotics; medical and surgical weight management/bariatric surgery; general surgery; a comprehensive hernia center; neuro spine surgery; plastic and reconstructive surgery; endocrine surgery; cardiovascular medicine; men's health, acupuncture and massage therapy.

UW Health offers a comprehensive range of health care services, including the following nationally recognized major clinical programs:

- **UW Carbone Cancer Center:** One of 41 federally designated centers for cancer treatment and research, with a network of affiliates that extends quality patient care and access to clinical trials, to regional communities of Beloit, Wisconsin Rapids and Johnson Creek, Wisconsin, and northern Illinois. The UWCCC is named among 100 top hospitals and health systems on the cutting edge of cancer treatment, prevention and research by Becker's Hospital Review.
- **Emergency Services and Critical Care Transport:** As a verified Level One Trauma Center and Burn Center for both adult and pediatric care, providers are available 24/7 to address critical care needs. Critically ill or injured patients receive specialized medical care while being transported by UW Med Flight or CHETA, the American Family Children's Hospital's ground transport.
- **Heart, Vascular and Thoracic Care**
- **Neurology and Neurosurgery**
- **Orthopedics and Rehabilitation**

- **Comprehensive Stroke Program:** A nationally recognized program offers coordinated team care from aggressive stroke prevention through imaging, rapid and intensive stroke management and rehabilitation services. Recognized by [The Joint Commission](#) as a Comprehensive Stroke Center and as one of the top 100 stroke hospitals in America by an independent national health care assessment organization.
- **University of Wisconsin Transplant Program:** For over 50 years, the program has consistently ranked as one of the nation's largest and most successful programs. With patient outcomes consistently cited among the best, and internationally recognized leadership in organ preservation, transplant surgery and care of transplant patients, this team has completed more than 12,000 transplants during its history. [UW Organ and Tissue Donation](#) is recognized by the U.S. Department of Health and Human Services as an organ procurement best practice site and is consistently recognized as one of the nation's leading organ procurement organizations.

SwedishAmerican (SA): A division of UW Health and a not-for-profit healthcare system headquartered in Rockford, Illinois. The health system is comprised of two hospitals, 30 clinics, a home health care agency and a foundation. SwedishAmerican is comprised of the academic healthcare entities of the University of Wisconsin-Madison, including: UW Medical Foundation, UW Hospitals and Clinics, and UW School of Medicine and Public Health.

SwedishAmerican is dedicated to providing excellence in healthcare and compassionate care to the community. Our people make the difference — they are SwedishAmerican's past, present and future. The organization serves residents of 12 counties in northern Illinois and southern Wisconsin through:

- A dedicated and caring staff
- A major acute care hospital with 333 beds
- An inpatient/outpatient medical center in Belvidere with 34 beds
- A free-standing outpatient cancer center, developed in partnership with UW Health and its nationally recognized University of Wisconsin Carbone Cancer Center
- A network of 30 primary care and multi-specialty clinics
- The region's largest home healthcare agency
- A full spectrum of outpatient, wellness and education programs
- The charitable endeavors of the SwedishAmerican Foundation

University Health Care, Inc. (UHC)

UHC is the entrepreneurial arm of UW Health. A not-for-profit membership corporation, UHC serves as a network development vehicle by developing regional programs and clinical centers, and developing business relationships with other health care providers. UHC also represents UW Health as a unifying mechanism for negotiating and servicing managed care contracts with insurers, employers and other health care organizations. UHC's regional outreach programs bring the services of UW Health to key communities and enhance relationships with regional physicians and other health care providers.

UW Health Managed Care Contracting

On behalf of UW Health, UHC currently holds more than 90 managed care agreements to deliver primary and specialty health care services locally, regionally and nationwide. UHC develops network initiatives on behalf of University of Wisconsin Hospitals and Clinics (UWHC), University of Wisconsin Medical Foundation (UWMF), University of Wisconsin School of Medicine and Public Health (UWSMPH), Chartwell Midwest Wisconsin (CMW), Chartwell Midwest Wisconsin Health Resources (CMWHR), Generations Fertility Care (GFC), Madison Surgery Center (MSC), Transformations Surgery Center (TSC), UW Health Rehabilitation Hospital (UWRH), Wisconsin Dialysis, Inc. (WDI), Wisconsin Sleep, Inc. (WSI), and SwedishAmerican Health System (SAH). UW Health's [Managed Care Contracting](#) team works with employers and insurance companies to develop a regional health care system linked to the multiple resources of UW Health.

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UW Health Regional Development

Regional Development supports the organization's educational, patient care, research and regional services goals. Through [Regional Development](#), a variety of programs are available to share the resources and expertise of UW Health with physicians, hospitals, allied health professionals and communities throughout Wisconsin and surrounding states. These programs include: regional services clinics, formal affiliations (programs to support patient care in the region), technical consultation, systems development, community assessment, physician recruitment, regional services education, quality assurance, physician liaison program, shared services, and home care and other services to facilitate post-hospital care.

UW Health has developed a network of health care facilities throughout Wisconsin and northern Illinois to offer our specialty services. Regional services clinics staffed by UWSMPH faculty physicians have supported community-based health care systems by providing specialty services in towns and cities throughout Wisconsin and the region, increasing local access to specialty services. More than 180 UWSMPH faculty physicians and providers travel to more than 41 different communities throughout the region, providing unique specialty services which keeps appropriate care local.

Services include: Allergy, Cardiovascular Medicine/Heart Failure, Cardiothoracic Surgery, Endocrinology, Endocrine Surgery, Gastroenterology, General Surgery, Genetics, Geriatrics, Hematology/Oncology, Hepatobiliary/Pancreas Surgery, Immunology, Medical and Surgical Weight Management, Neurology, Neurosurgery, Ophthalmology, Optometry, Orthopedics, Otolaryngology, Perinatology, Pulmonology, Radiation Oncology, Rheumatology, Sleep Medicine, Thoracic Surgery, Transplant Medicine and Surgery, Urology, and Vascular Surgery.

Pediatric subspecialties: Allergy, Cardiology, Endocrinology, Gastroenterology, General Surgery, Hematology, Nephrology, Neurosurgery, Ophthalmology, Orthopedics, Otolaryngology, Plastic Surgery, Pulmonology, Rheumatology and Urology.

[Comprehensive list of regional locations](#)

NOTE: Your contract may or may not include all regional services locations. Please contact your UW Health Managed Care Account Manager for additional information.

Other Affiliated Organizations

Chartwell Midwest Wisconsin (CMW)

CMW is an affiliate of UW Health, and your resource for home infusion (intravenous, intramuscular and subcutaneous) therapy products and services. Hospital and outpatient transition coordinators assess each patient's needs and candidacy for home care, advise patients about their home therapy and assist the clinical teams in effective discharge. Throughout the course of home infusion therapy, clinical teams monitor the patient's progress and remain in communication with the patient's following physician.

CMW provides the following home infusion therapy products: antibiotic therapy, parenteral therapy, pain management, chemotherapy, enteral therapy, inotropic therapy, and other specialized therapies. CMW also provides the following home infusion services: admission to service, clinical management, and routine contact with patient and physician, home delivery of medications and supplies, coordination of home health nursing and communication with insurance companies.

Chartwell Midwest Wisconsin Health Resources (CMWHR)

CMWHR is a care management organization, providing coordination of home care services – home health, respiratory therapy/durable medical equipment (RT/DME), and home infusion – for contracted managed care organizations. CMWHR receives home care referrals from a number of sources – hospitals, clinics, insurance providers, physicians, members themselves, or other community providers. CMWHR verifies benefits, connects the member to an appropriate credentialed provider in his or her area, and provides preauthorization of services. CMWHR provides care coordination through the duration of member's service.

CMWHR contracts with many managed care organizations. Services provided include: benefit verification, patient needs assessment and care set up, authorization of services, provider network development, and claims management. Chartwell Midwest Wisconsin Health Resources is not a Medicare provider.

For CMW or CMWHR, referrals are accepted from UW Health and non-UW Health providers throughout [Wisconsin](#), [northern Illinois](#), [southeast Minnesota](#) and [northeast Iowa](#). For further information and referrals, contact CMW/CMWHR at (608)831-8555 or (800)730-8555.

NOTE: Your contract may or may not include CMW and/or CHR. Please refer to your contract for verification or contact your UW Health Managed Care Account Manager for additional information.

Generations Fertility Care, Inc. (GFC)

GFC is a joint venture between UW Health and UnityPoint Health – Meriter. The state-of-the-art facility was designed with the patient experience in mind and boasts unique features, such as a Healing Garden for patients.

The expert endocrinologists, male infertility specialist, clinical psychologist, embryologists, genetic counselors and nursing support staff at GFC 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, they provide a wide range of assisted reproductive treatments including: in vitro fertilization, varicocele repair and fertility preservation.

In addition, physicians provide expertise in the surgical correction of congenital anomalies of the reproductive tract and microsurgery of the fallopian tubes. Complete evaluation and treatment of male infertility is also available. 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 premature ovarian failure.

NOTE: Your contract may or may not include GFC. Please refer to your contract for verification or contact your UW Managed Care Account Manager Health for additional information.

Madison Surgery Center, Inc. (MSC)

MSC is a joint venture between UWMF (managing partner), UWHC, and UnityPoint Health - Meriter, a multi-specialty ambulatory surgery center providing outpatient surgery and procedures in dermatology, general surgery, gynecology, otolaryngology, ophthalmology, orthopedic, plastics, podiatry, urology and vascular surgery. MSC also offers the services of [UW Health's Interventional Pain Program](#), which combines expert diagnosis with state-of-the-art treatment to help patients reduce pain, regain function and return to independence.

MSC combines the latest surgical technology and treatment with comfortable surroundings. Patients are cared for in fully-furnished operating suites and procedural rooms, complete with state-of-the-art monitoring equipment, surgical technology and anesthesia. Procedures do not exceed three-hour duration and patients are discharged the same day. The surgeons and anesthesiologists at MSC are faculty of the UWSMPH. The nursing staff is comprised of registered nurses, surgical technologists and ancillary support staff who direct patient care throughout the procedure. Many of the nursing staff have additional certification in surgical, anesthesia care and advanced cardiac life support (both pediatric and adult).

MSC is accredited by the [Accreditation Association for Ambulatory Health Care \(AAAHC\)](#). In addition, they follow state and national health care quality initiatives, including, the [Centers for Medicare and Medicaid Services \(CMS\)](#).

The facility fee is billed separately from the fees of the physicians. Facility charges include the costs associated with the operating rooms, recovery rooms, nursing staff, medical-surgical supplies and pharmaceuticals used during the procedure.

NOTE: Your contract may or may not include MSC. Please refer to your contract for verification or contact your UW Health Managed Care Account Manager for additional information.

Transformations Surgery Center, Inc. (TSC)

TSC is a joint venture of UWMF (managing partner) and UnityPoint Health - Meriter, with both owners setting high standards for patient care and safety in Wisconsin's greater Madison area. Patients can undergo outpatient cosmetic or reconstructive surgery with the latest surgical technology and comfortable surroundings. TSC manages two fully furnished operating suites, complete with state-of-the-art monitoring equipment, surgical technology and anesthesia.

Surgical specialists offer a comprehensive array of cosmetic and reconstructive procedures, surgeries and services including, but not limited to: General Surgery, Ophthalmology, Otolaryngology/ENT, Plastic Surgery, and Vascular Surgery. The surgeons and anesthesiologists are faculty of the UWSMPH. Non-physician professional staff comprised of registered nurses, surgical technologists and ancillary support staff, participate directly in each patient's experience through his or her surgery.

TSC follows state and national health care quality initiatives and is certified by the Centers for Medicare and Medicaid Services (CMS).

The facility fee is billed separately from the fees of the physicians. Facility charges include the costs associated with the operating rooms, recovery rooms, nursing staff, medical-surgical supplies and pharmaceuticals used during the procedure.

NOTE: Your contract may or may not include TSC. Please refer to your contract for verification or contact your UW Health Managed Care Account Manager for additional information.

UW Health Rehabilitation Hospital (UWRH)

UWRH is a joint venture of UW Health, UnityPoint Health - Meriter and Kindred Healthcare. UW Health Rehabilitation Hospital provides comprehensive inpatient rehabilitation with specialized programming for patients who have experienced stroke, brain and spinal-cord injuries, amputations, complex orthopedic injuries, and other conditions that require inpatient rehabilitation services.

The 50-bed hospital has private rooms, a dedicated stroke unit, a brain-injury unit with monitored rooms, specialized beds, patient lifts, multiple therapy gyms, specially equipped rooms for bariatric patients, an adaptive kitchen for re-learning skills of daily living, an outdoor healing garden, mobility courtyard and home living training areas to prepare patients to return to the community. The facility is designed especially for rehabilitation patients and for a rehabilitation-focused, patient and family centered model of care.

The facility fee is billed separately from the fees of the physicians. Facility charges include the costs associated with the operating rooms, recovery rooms, nursing staff, medical-surgical supplies and pharmaceuticals used during the procedure.

NOTE: Your contract may or may not include UWRH. Please refer to your contract for verification or contact your UW Health Managed Care Account Manager for additional information.

Wisconsin Dialysis, Inc. (WDI)

WDI is a joint venture of UWHC, UWMF and UnityPoint Health - Meriter, formed as a free-standing not-for-profit dialysis company. WDI provides high quality ESRD kidney dialysis services to patients at two locations – East and Fitchburg. These services include outpatient hemodialysis (in-center and home based), a home based peritoneal dialysis program, and a home nocturnal dialysis program. As of January 1, 2017, WDI also treats AKI (acute kidney injury) patients needing dialysis.

WDI offers comprehensive expert care to patients with kidney disease in state-of-the-art, patient and family focused environments. Team members optimize the quality of life, length of life and overall treatment experience of each patient as an individual through their Safe Care approach. Treatment facilities offer unsurpassed convenience and flexibility, and a multidisciplinary support system that includes the region's most accomplished renal physicians and nursing staff.

WDI accepts referrals directly from all health care providers at clinics and hospitals throughout the U.S.

The facility fee is billed separately from the fees of the physicians. There is also a separate billing for diagnostic laboratory testing from Ascend Clinical (for routine tests) and Meriter Laboratories (for stat tests). In addition, Madison Area Renal Specialists also provide services at WDI. Madison Area Renal Specialists, Ascend Clinical and UnityPoint Health - Meriter services are not included under your contract.

NOTE: Your contract may or may not include WDI. Please refer to your contract for verification or contact your UW Health Managed Care Account Manager for additional information.

Wisconsin Sleep, Inc. (WSI)

WSI is a comprehensive sleep program offering a full range of clinical and diagnostic services to all ages of patients. The program offers diagnosis and treatment of a wide range of sleep disorders including physical and behavioral problems that occur chiefly during sleep.

The [Sleep Clinic](#) offers consultation to referring physicians and directly to patients for evaluation and care of sleep disorders, including sleep apnea, restless legs, insomnia, narcolepsy and parasomnias. The clinic offers an interdisciplinary team of physicians from the departments of geriatrics, internal medicine, neurology, pediatrics, psychiatry and pulmonary medicine, as well as other non-physician providers who bring together a range of professional backgrounds to address the many causes of sleep complaints.

The [Sleep Laboratory](#) is an independent diagnostic testing facility operated as a joint venture of UWMF and UnityPoint Health - Meriter. Operating according to the standards required for accreditation by the [American Academy of Sleep Medicine \(AASM\)](#), it provides conventional polysomnography, continuous positive airway pressure titration procedures, multiple sleep latency testing, and portable sleep apnea screening studies, with additional studies available upon physician request. The lab has 14 sleep study rooms, with full-sized beds, flat-screen satellite televisions and private bathrooms. Children's sleep study rooms are larger and include a sleeper chair to accommodate a parent or guardian.

NOTE: WSI may or may not be included in your contract. Please refer to your contract for verification or contact your UW Health Managed Care Account Manager for additional information.

[Waisman Center](#)

The Waisman Center is a nationally renowned facility on the UW-Madison campus dedicated to advancing knowledge about human development, developmental disabilities and neurodegenerative diseases. Professionals from many disciplines at UW-Madison staff clinics at the Waisman Center. Part of the Waisman Center's mission is to provide clinical services to people with a wide range of developmental challenges. Specialists may treat a child at risk for a developmental challenge; a person with evidence of a mild, moderate, or severe developmental disability; or a child with a developmental disability who faces compounded difficulties.

Established in 1973, the Waisman Center is the focal point at UW-Madison for biomedical, behavioral and social science research in human development, developmental disabilities and neurodegenerative disease. It is also an international resource for people with developmental disabilities and their families, providing services such as clinical diagnosis, genetic counseling, treatment and intervention, and early childhood education. Staff at the Waisman Center's [Autism and Developmental Disabilities Clinic](#) sees children with physiological, cognitive, behavioral, speech/language/hearing, motor and/or social-emotional disorders or a need for educational programming.

The Waisman Center Clinics include: [Communication Aids and Systems Clinic](#), [Autism and Developmental Disabilities Clinic](#), [Biochemical Genetics Clinic](#), [Bone Dysplasia](#), [Cerebral Palsy Clinic](#), [Down Syndrome Clinic](#), [Feeding Team](#), [Medical Genetics Clinic](#), [Neuromotor Development Clinic](#), [Newborn Follow up Clinic](#), [Pediatric Brain Care Clinic](#). In 2017, [Autism Treatment Programs](#) launched and provides treatment services for children with autism spectrum disorders.

NOTE: These UW Health clinics at Waisman Center bill with the same tax identification numbers as UWHC and UWMF and are included in your contract.

Other Affiliated Programs

Mother-Baby Care

Launched in 2015, Mother-Baby Care is a shared obstetrics and neonatal service line, provided under a joint operating agreement between UW Health and UnityPoint Health - Meriter. It includes the hospital-based services of obstetrics, normal newborn care and certified midwife services, high-risk maternal/fetal care and the Center for Perinatal Care, Level III Neonatal Intensive Care (at UnityPoint Health - Meriter), Level IV Neonatal Intensive Care (at AFCH) and Neonatal Transport.

The agreement builds on a longstanding arrangement by which physicians from UW Health and UnityPoint Health - Meriter practice together at UnityPoint Health -Meriter clinics, birthing center and center for perinatal care. The program's vision includes coordinated care of women and infants with consistency in quality and performance, budgeting, strategic planning, policies and protocols.

Combining the strengths of a community hospital and an academic health center, the program offers babies and families the right care in the right setting at the right time. Dedicated to providing an exceptional patient and family experience, Mother-Baby Care is also committed to serving as a regional resource for excellence in obstetrics, perinatology and neonatology.

NOTE: Your agreement includes the services provided by UW Health practitioners at any location, including UnityPoint Health - Meriter. However, the UnityPoint Health - Meriter services are billed separately by UnityPoint Health - Meriter. Any contract related questions should be directed to: Brian Bourke at (309) 779-2647 or brian.bourke@unitypoint.org.

Additional Information and Services

Patient Resources

Patient Resources is a dedicated multi-disciplinary team providing comprehensive service for every patient every time. Through partnerships, we identify and address barriers, coordinate smooth transitions, and creatively problem- solve challenging situations. Patient Resources educates guides and advocates improving the patient/family experience. Our department will help patients and families, staff and providers with:

- Primary care referrals for pediatrics and full [Welcome Center](#) Services for adults: Our team of nurses, social workers, and primary care referral specialists will assist in choosing a primary care physician, obtaining and abstracting medical records, updating the chart, triaging the patient and making any necessary appointments
- Social Work Services: Central contact for all ambulatory clinics including assessment of barriers to care and psycho-social stressors, referral assistance to community resources (i.e. financial/insurance issues, transportation, nursing home/assisted living placement, housing/shelter, abuse/neglect issues, pregnancy issues, etc)
- Staff Assists: Central contact for ambulatory clinics regarding consultation and follow up with challenging/sensitive situations with patients/families such as no shows, aggressive behavior, etc. Centralized contact for termination requests for all ambulatory sites (no-further-service, NFS)
- Cab Program: Arranging urgently needed cab rides for non-MA patients to all ambulatory locations
- Honoring Choices – Advance care planning
- Staff training: Providing training and resources on domestic violence, suicide/homicide, difficult interpersonal situations, etc.
- Medication Assistance Program (MAP): Centralized through UW Pharmacy (608) 262-6443, MAP researches patients' medication lists for suitable pharmaceutical patient assistance programs and assists patients and clinic staff with the paperwork and referrals. If no specific MAP program is available, MAP will refer to Patient Resources to assist with other social service resources

Patient Resources Complex Case Management Program

Our RN and Social Service Case Managers assist patients who are clinically and/or socially complex with a UW Health primary care physician. The goal of the program is to coordinate care and resources so patients receive the most appropriate care, in the most appropriate setting, at the most appropriate time. Contact Patient Resources at (608) 821-4819, (800) 552-4255 or patient.resources@uwmf.wisc.edu. The program includes the following services: comprehensive assessment; assist patients in establishing and meeting their goals; communication and collaboration with primary care providers and clinical staff; a key focus will be on incorporating and supporting the patient, their family and other caregivers; participation with the patient/family at some medical visits and potentially home visits; Complex Case Managers will assist with coordination through the continuum of care (ED, Hospitals, Assisted Living, Skilled Nursing Facilities short term stays, etc.).

Patient Relations

[Patient Relations](#) is a dedicated team of professionals available to help patients and their families resolve any questions or concerns regarding their care or service experience at UW Health. The Patient Relations team serves as a liaison between the patient/family, hospital and clinic staff, and physicians. They also assist in interpreting hospital policies and procedures, and provide consultation and support regarding complex patient and family situations. Patient Relations can be contacted at (608) 263-8009 or patientrelations@uwhealth.org.

Related Services

Medical Staff Affairs and Credentialing

All physicians, advance practice nurses, and physician assistants, who practice at UW Health, must be credentialed through the Medical Staff Affairs Office. The process meets state and federal law and [The Joint Commission](#) standards. This process is also consistent with NCQA standards. We verify licensure, DEA registration, malpractice insurance, board certification, professional school graduation, post-graduate training and staff affiliations. [Medical Staff Affairs](#) works with the clinical departments, providers, and various committees to ensure timely processing of each application. They provide verification of current and past UW Health affiliation. Questions regarding credentialing and privileging procedures should be directed to Medical Staff Affairs at (608) 263-6601 or uwmedstaff@uwhealth.org. The Medical Staff Affairs Office also provides administrative support to the Medical Staff organization. These activities include coordinating the activities of the Medical Board, the annual revision of the bylaws and the functions of the standing committees of the medical staff. Questions regarding the administrative functions of the medical staff should be directed to Michele Klaus at (608) 890-7527 or mklaus@uwhealth.org.

Note that not all providers are credentialed through this process (i.e. some non-physician professionals). Please contact your UW Health Managed Care Account Manager for more information.

For Medical Staff Services and Credentialing for SwedishAmerican, please refer to [page 27](#).

Provider Enrollment

UW Health Provider Enrollment Specialists work to enroll our providers with Medicare and Medicaid as well as other government health plans and commercial insurance plans. Questions regarding provider enrollment procedures should be directed to Elizabeth Schoenknecht at (608) 829-5240 or elizabeth.schoenknecht@uwmf.wisc.edu.

Medical Provider Information

The UW Health Provider Reporting Specialist/Strategist provides contracted entities with accurate and timely information regarding UW Health providers, specialty areas and locations. An easily accessible data reference is the UW Health website. Please contact Julie Wieser, Provider Reporting Strategist, at (608) 265-1664 or jwieser@uwhealth.org for more information regarding these data sources.

To notify contracted entities of new and departing providers and of location changes/additions, the Provider Reporting Specialist/Strategist sends email updates as needed and also provides full data files quarterly and as requested. Although UW Health provides the data, it is the responsibility of the contracted entity to format and update the information for inclusion in provider directories. It is important for contracted entity representatives to verify which UW Health providers are included in their contract.

For Medical Provider Information for SwedishAmerican, refer to [page 28](#).

Provider Relations Coordinator

The Office of the Provider Relations Coordinator is a hospital-based service established by UW Health to assist referring physicians and their staff, health plans and other health care professionals, in taking advantage of the exceptional medical services offered by UW Health. Some of the services the office provides are: locating the appropriate specialist for a patient's individual medical needs, assistance with providing necessary clinical information, arranging for physician to physician communication, scheduling appointments, resolving access issues, complaint resolution, assistance with navigating the UW Health organization, and addressing system issues. The [Provider Relations Coordinator](#), Lori Klitzke, may be contacted at (608) 263-8013 or lklitzke@uwhealth.org.

Coordinated Care

Coordinated Care and Case Management

The Coordinated Care Clinical Practice Teams are designed to achieve the following patient/family goals: Provide a single point of contact to coordinate patient/family care; Involve family members in the coordination of care; Achieve clinical outcomes/therapeutic goals; Create and implement an effective discharge plan; and Coordinate the transition between ambulatory, inpatient and home settings.

The UW Health Coordinated Care model builds on our experience with primary nursing and case management. It involves the organization of a patient care unit's staff and interdisciplinary team, which provides care for a group of 30-40 patients and their families under the direction and support of the Outcomes Manager, Case Manager and Social Worker. Along with therapists, pharmacists, registered nurses, LPNs, nursing assistants, and health unit coordinator, the team works together to meet the needs of the patient and family.

Clinical Nurse Manager: An RN who is the unit's business manager. The Clinical Nurse Manager directs the planning, implementation, and evaluation of patient care operations.

Outcomes Manager: An advanced practice RN who serves as case manager for high-risk, complex patients within the Clinical Practice Groups. Provide oversight to care of the patient, by monitoring resource use and setting the standard for case management activities within the Clinical Practice Group.

Case Manager: An experienced RN who assesses all new patients within 48 hours of admission, applies acute-care criteria and documents ongoing clinical reviews, identifies an anticipated discharge date, collaborates with medical staff to establish a plan of care and coordinates discharge planning during patient's hospitalization.

Social Worker: Provides emotional support and crisis intervention, helps mobilize community and financial resources, especially for complex discharge issues and refers to protective services in case of suspected abuse/neglect. The social worker completes discharge planning activities on a select group of patients.

Care Team Leader: An experienced RN who assists in the clinical leadership of the team's care of 10-15 patients. The CTL acts as shift leader, provides direct patient care, and provides patient/family teaching and discharge planning.

Registered Nurse: Provides patient care as the primary nurse collaborating with the Care Team Leader and Case Manager.

Key features of the system are:

- Each patient will have a Primary Nurse who will be the single point of contact to coordinate the care of patients from admission to discharge
- The Case Manager will complete a discharge evaluation and assess all patients within 48 hours of admission, assure that a plan of care is in place, and initiate discharge planning
- Clear accountability for discharge planning resides with the Nurse Case Manager
- Teams of nursing staff caring for geographic clusters of patients
- Defined referral process to Outcomes Manager, Social Worker, Clinical Nurse Specialist or other disciplines as required
- Weekend in-house coverage by rotating Case Manager
- Strengthened patient/family education

Utilization Review Services

UW Health provides concurrent utilization review for certification of benefits and internal identification of improvement potential. The Coordinated Care and Case Management staff acts as conduits to relay clinical information for assessment of appropriateness for insurers or their agents. The UW Health Coordinated Care and Case Management Department seeks to make the most efficient use of its own resources and those of payer utilization review staff by offering "utilization review protocols" for a variety of contractual arrangements such as transplants. These reviews are typically conducted on the first post-operative day, upon discharge from intensive care (if required), and 1-2 days preceding discharge. In the event that a patient exceeds the usual customary length of stay, a review may be requested more often. Clinical UW Health reviews are completed by nurse case managers.

To ensure that concurrent review is performed in a timely manner, it is essential that it is requested at the time of insurance verification (at admission). Through this mechanism, UW Health case management staff is automatically notified of such requests and will conduct an assessment of the treatment plan within 24 hours of insurance verification, excluding weekends and holidays.

THE COORDINATED CARE AND CASE MANAGEMENT DEPARTMENT REQUESTS THAT INSURERS CALL (608) 262-6086 BEFORE CALLING THE PHYSICIAN.

In the event the Case Management staff lacks sufficient information for the certification, you will be referred to the appropriate physician. For subsequent reviews, the Coordinated Care and Case Management staff will call you or your organization on the day that the previously certified days are scheduled to expire. Internal systems ensure that this is done automatically, so there is no need for you to request subsequent review(s).

The Coordinated Care and Case Management Department generally requires standardized, commercially-available review criteria. However, alternative review criteria can be considered for use if provided in advance. Most concurrent reviews are conducted by telephone or fax transmission. Telephone reviews are typically left on voice answering machines of external review companies. Verification of certified days is required by UW Health and may be left on voicemail at (608) 262-6086.

Discharge Planning

Staff within the Coordinated Care Department work with patients, families, and caregivers to develop and implement individualized discharge plans. For further information, please call (608) 263-8667.

Services include:

- Assessing the patient's medical, psychosocial and nursing needs
- Planning for the patient's post-hospitalization care, collaborating with the family, physicians and other health care professionals
- Facilitating the transition from hospital to home through written and verbal communication with referring physicians, community agencies and payers, and evaluating the plan through follow-up phone calls with patient and care givers

HMO Referral Coordination Program

The HMO Referral Coordination Program was developed by the medical and administrative staff of UW Health to ensure that patients receive efficient, high quality health care in the context of prepaid health insurance. The HMO Referral Coordination Program, which is tied to UW Health's management information systems, does the following: Ensures that HMO referral authorizations are entered into an electronic system; Ensures that HMO patients have been advised that a referral authorization is required for all non-emergency outpatient services provided; Indicates to the provider, for all HMO referral authorizations, the name, address and telephone number of the referring physician; Indicates the number of visits authorized, the service(s) authorized, and the expiration date of the authorization;

Staff is trained to understand and work with a variety of prepaid health care plans. Each visit is tied to a specific referral. If the patient does not have a referral in the system, dedicated staff are available to call patients to remind them of their referral requirement. Should a patient wish to obtain care without a valid referral authorization from his or her HMO, the patient will be asked to sign a financial responsibility form ("FRF"), in which they accept financial responsibility for the unauthorized care; or, the patient may choose to reschedule the appointment in order to obtain a referral authorization from his or her HMO. HMO patients must have a valid HMO referral authorization or accept financial responsibility before they can be seen for non-emergency care.

The HMO can assist in making this program work optimally by ensuring that each referral authorization includes the following information:

- The patient's full name (middle name, if possible) and birth date
- The name of the provider, the standard name of the clinic and, if known, the location to which you are referring the patient. Should you require assistance in determining the appropriate provider or clinic name, please call the UW Health Provider Relations Coordinator at (608) 263-8013
- The name, address, phone number and fax number of the referring physician
- The name, address, phone number and fax number of any other provider you want copied on the provider's report regarding the visit
- The number of visits authorized and the effective dates of the referral
- When a patient is scheduled for ambulatory or inpatient surgery, please ensure that a referral authorization is sent to cover any follow-up visits. If you expect that the post-operative visit(s) will occur after the initial referral expires, please remind the patient to request a new referral to cover the post-operative visit(s)
- HMO's contact, address and phone number

Fax or mail a copy of each referral authorization to:

UW Health Registration G5/220
University Hospital
600 Highland Avenue, Madison, WI 53792
Fax: (608) 265-5066

In cases when the hard copy of the referral would not reach the HMO Referral Coordinator before the patient's appointment, please phone in the referral information to UW Health Registration at (608) 261-1600 or UW Health Referral Specialist at (608) 829-5620.

For Referral Coordination Process for SwedishAmerican, refer to [page 28](#).

Scheduling an Appointment for a Second Opinion

Many patients are referred to UW Health for a second opinion. The procedure below outlines the process of scheduling an appointment with a specific physician associated with a specialty clinic and the process of scheduling an appointment if a multidisciplinary evaluation is desired.

1. The referring physician office, the patient, or the family member making the appointment should indicate name and type of insurance involved, and state the appointment is for a second opinion.
2. The HMO's referral office should write the referral and address it to the physician associated with the specialty clinic. If a multidisciplinary evaluation is *not* authorized, the referral must indicate "No multidisciplinary evaluation" and include the name of the UW Health physician to whom the patient is being referred. Referrals should be sent to UW Health Registration, University Hospital, 600 Highland Avenue, Room G5/220, Madison, WI 53792 or fax (608) 265-5066.
3. Upon receipt of the referral form, the clinic appointment coordinators will assume the appointment is for one second opinion visit, with only the specified physician, and that no ancillary services are authorized.
4. If a multidisciplinary evaluation is desired, it must be indicated on the referral form. We request that you consider adding a box or other instruction on your plan's referral authorization form to clearly indicate whether or not a multidisciplinary evaluation has been authorized.
5. If the referring physician feels a more extensive evaluation is needed before a second opinion can be rendered, the UW Health physician will complete the examination and recommend additional follow-up to the patient. An HMO referral authorized by the HMO must be obtained before additional services can be provided.

Health Information

Release of Information

As of January 1, 2017, UW Health maintains one medical record for what were previously separate University of Wisconsin Hospitals and Clinics and University of Wisconsin Medical Foundation records. This allows a requestor to submit one authorization/request for all UW Health records.

Requests for medical record information from UW Health should be addressed to the Release of Information section of the Health Information Management Department. Questions on release of information procedures may be directed to the Health Information Management Department at (608) 263-6030. Requests for patient information that require an authorization shall be submitted on the UW Health [authorization form](#) or another authorization form that meets Wisconsin and HIPAA regulations. This includes the following core elements as well as the HIPAA required information:

1. Patient name, date of birth
2. Name of the person/classes of person(s) releasing the records
3. Name and address of person receiving the records
4. Type of records and dates requested (clinic notes, radiology reports, etc.)
5. Reason records are needed (further medical care, personal use, insurance, attorney, disability determination, workers' compensation, etc.)
6. Expiration date or event for which the authorization is valid, whether or not the authorization allows for release of records created after the signature date (if valid until a future date)
7. Requests for information that require an authorization shall be submitted on the authorization form signed and dated by the patient, parent or legal guardian
8. Statement regarding patient's right to revoke the authorization in writing
9. Statement about the ability or inability of UW Health to condition treatment, payment, enrollment, or eligibility for benefits on the authorization
10. Statement that information used or disclosed pursuant to the authorization may be subject to re-disclosure by the recipient and may no longer be protected by the HIPAA privacy rule

Requests for release of information that doesn't require an authorization, must be provided on requestor letterhead and include the data elements as listed in 1-5 above. For additional information visit [Medical Records](#) on the UW Health website.

UWHC/AFCH/GFC/MSC/TAC/TSC/UWMF/WSI Health Information and Patient Records

Dawn Paulson, Assistant Director of Health Information Management
UW Health • 8501 Excelsior Drive, Madison, WI 53717
Phone: (608) 203-4572 • Fax: (608) 262-6663 • dpaulson@uwhealth.org

CMW/CMWHR Health Information and Patient Records

Susan Meier, Human Resources/Operations Manager
CMW • 2241 Pinehurst Drive, Middleton, WI 53562
Phone: (608) 831-8555 • Fax: (608) 831-9747 • chartwell@chartwellwisc.com

UWRH Health Information and Patient Records

Kaylee Zoet, Health Information Manager
UWRH • 5115 N. Biltmore Lane, Madison, WI 53718
Phone: (608) 592-8122 • Fax: (608) 592-8170 • kzoet@uwhealthrehabhospital.com

WDI Health Information and Patient Records

Tricia Borgrud, Executive Assistant
WDI • 3034 Fish Hatchery Road, Fitchburg, WI 53713
Phone: (608) 270-5604 • Fax: (608) 270-5602 • wisconsindialysis@hosp.wisc.edu

For Medical Records Requests for SwedishAmerican, refer to [page 28](#).

Policies and Procedures

These policies and procedures were developed to establish guidelines for effective and efficient communication with payers, case management/utilization review companies, and other external entities, and to ensure patient confidentiality. The following sections describe programs and policies of UW Health.

Clinic Appointment Pre-registration

Patients calling to make clinic appointments will be offered the opportunity to pre-register during the appointment call. If not pre-registered at that time, patients may be contacted via phone to pre-register prior to arrival for the scheduled appointment. Registration information is periodically verified for patients seen on an on-going basis.

Ambulatory Surgery/Procedure

The patient and/or the insurance carrier will be contacted prior to the scheduled ambulatory surgery at UW Health for eligibility and benefit verification. Questions may be referred to UW Health Admissions at (608) 263-8770.

Pre-admissions Review

1. Pre-admission planning information provided by the UW Health attending physician for a scheduled admission is relayed by UW Health Admissions staff to insurance companies, specialty networks, case managers, utilization review organizations, third party administrators, HMOs, and PPOs, if they require pre-admission certification.
2. Requests for additional information for scheduled admissions will be directed by UW Health Admissions to the UW Health attending physician.

Admissions: Please direct questions regarding admissions at UW Health to:

Suzanne Droste, Director, Access Services

University Hospital, Room E5/260A

(608) 263-6915 or sdroste@uwhealth.org

Services Provided by Admissions

- Facilitate access to services, physicians and level of care via Bed Control and the Access Center
- Perform registration functions in Admissions, Emergency Department and clinics
- Direct patients, appropriately, with questions regarding insurance coverage
- Ensure payer requirements for pre-certification/notification are met
- Coordinate appropriate financial arrangements with self-pay patients
- Assist indigent patients in applying for appropriate public assistance programs
- Denial Management

Attendance at Patient/Family Conferences

- External review organizations/entities must obtain pre-approval to participate in any patient/family conference at UW Health by submitting a *written request* to the attention of the Department of Coordinated Care and Case Management Director at 600 N. Highland Ave., Madison, WI 53792. The Coordinated Care and Case Management Director will forward the request to the appropriate case manager or designee

- Representatives must check-in with the case manager or designee before entering the conference. Entry to the conference will not be permitted unless the representative has obtained a valid authorization from the Director of Coordinated Care and Case Management Department
- A representative's attendance will be permitted only at such conferences relating to the patient(s) for whom s/he has valid authorization
- Questions about and exceptions to this policy/procedure should be directed to the Director of the Coordinated Care and Case Management at (608) 263-9102

Onsite Reviews

1. All representatives who wish to perform onsite reviews must check in with the Coordinated Care and Case Management Department in room E5/620 each time they come to UW Health to review charts (unless alternative arrangements are specified contractually):
 - a) Representatives must present some form of identification from the organization they represent. The identification must indicate that the individual is authorized by the organization to perform onsite reviews on behalf of the organization.
 - b) Upon signing in, reviewers will be given a dated identification badge which must be worn at all times while at UW Health.
 - c) Reviewers will be given an authorization card and computer kiosk key, which provides authorization to perform onsite review for each case they review. This authorization card and computer kiosk key is valid only for that day.
 - d) Reviews may be conducted between 8-4:30 p.m., Monday through Friday. Exceptions to these hours must be requested through the Director of Coordinated Care and Case Management.
2. Upon arrival on the Patient Care unit, the reviewer must present his/her authorization card(s) to the Health Unit Coordinator. No reviewer will be permitted access to the computer if s/he does not have an authorization card.
 - a) Electronic patient Health Link records are accessed using the computer kiosk key. It is not possible to print Health Link patient records while you are viewing from a computer. Copies of clinical review information can be accessed through the concurrent review process. Once the initial admission verification has been completed, requests for concurrent clinical review can be made by calling (608) 262-6086.
 - b) Physicians, nurses and other hospital staff shall have priority access to electronic patient Health Link records at all times.
3. Upon completing his/her reviews, the reviewer must return his/her identification badge to the Coordinated Care and Case Management Department and sign out.
4. Reviewers agree to call the UW Health Coordinated Care and Case Management Department with their findings within 48 hours of their review. UW Health Coordinated Care and Case Management staff will inform appropriate physicians and other patient care team members.

Wisconsin State Statutes and Administrative Code

Your contract may include references to Wisconsin State Statutes and/or Administrative Code. Please follow these links to view in their entirety.

146.83 - Access to patient health care records

<http://legis.wisconsin.gov/statutes/Stat0146.pdf>

609.24 - Continuity of Care

<http://legis.wisconsin.gov/statutes/Stat0609.pdf>

609.91, 609.935 - Hold-Harmless Provisions

<http://legis.wisconsin.gov/statutes/Stat0609.pdf>

628.46 - Timely payment of claims

<http://legis.wisconsin.gov/statutes/Stat0628.pdf>

Chapter 655 - Health care liability and injured patients and families compensation

<http://legis.wisconsin.gov/statutes/Stat0655.pdf>

655.23 - Limitations of liability; proof of financial responsibility

<http://legis.wisconsin.gov/statutes/Stat0655.pdf>

893.80 - Claims against governmental bodies or officers, agents or employees; notice of injury; limitation of damages and suits

<http://legis.wisconsin.gov/statutes/Stat0893.pdf>

893.82 - Claims against state employees; notice of claim; limitation of damages

<http://legis.wisconsin.gov/statutes/Stat0893.pdf>

895.46 - State and political subdivisions thereof to pay judgments taken against officers

<http://legis.wisconsin.gov/statutes/Stat0895.pdf>

Wis. Admin. Code Ch. INS 9, Appendix C – Notice re: Hold-Harmless Provisions

https://docs.legis.wisconsin.gov/code/admin_code/ins/9_c.pdf

Billing and Reimbursement

UWHC/WDI/Chartwell Billing Information

Bills are submitted to contracted third party payers at 100% of total charges. Any negotiated discounts will be applied at the time of billing. Patients are billed for any non-covered items, deductibles, coinsurance, and co-payments, if applicable. Claims are filed to insurance on a UB04 or CMS 1500 claim form or its electronic equivalent.

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. Additionally interim billings may be submitted for patients who remain in-house longer than 60 days or if there are coverage changes during the stay. Upon discharge from the stay, final billing will be made for the total stay less any interim payment(s).

Once billing is completed the account is transferred to an account representative. UW Health'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.

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.

Transplant Package Billing

Inpatient and outpatient hospital/clinic services are billed by UW Health's Patient Accounting Department. If UW Health 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 will be made for the total stay, less any interim payment(s).

Electronic Billing Information

UW Health is interested in working with payers to develop electronic billing and payment procedures. Direct electronic billing questions to Allison Gasser, Claims, Payments and Provider Enrollment Manager at (608) 828-1811 or claimsremit@uwmf.wisc.edu.

Questions

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, Jordan Mason, Manager, Patient Accounting, at (608) 828-6875 or jmason2@uwhealth.org. Questions related specifically to claims filing procedures should be directed to Allison Gasser, Claims, Payments and Provider Enrollment Manager at (608) 828-1811 or allison.gasser@uwmf.wisc.edu. For patients' convenience, UW Health also staffs a customer service office located at the Outpatient Registration area (H6/220) of University Hospital. The contact number for this office is (608) 263-6158.

UWRH Billing Information

UWRH 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. Claims are filed to insurance on a UB04 claim form or its electronic equivalent.

Inpatient Billing

Each admission is assigned a unique account number. A claim for the account's total charges will be created and submitted to the payer after all guarantors and charge information has been entered, no later than 4 days after discharge. All claim billings are required to be paid according to the terms of their contract.

Electronic Billing Information

UWRH is interested in working with payers to develop electronic billing and payment procedures. Direct electronic billing questions to Diana Berenz, Staff Accountant at (608) 592-8115 or dberenz@uwhealthrehabhospital.com.

Questions

Questions about specific patient accounts, general business office procedures, patient accounting, and claims filing procedures, may be directed to Diana Berenz, Staff Accountant at (608) 592-8115 or dberenz@uwhealthrehabhospital.com.

Hospital Audits

The Patient Accounting Department is committed to providing accurate billings for hospital services and to ensure that proposed account audits are completed promptly and accurately. Because UW Health 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) 836-2524. She 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.
- A \$500.00 audit fee will be assessed, and must be paid in advance. Checks should be made payable to University Hospital. In no case will an audit be scheduled until at least 95% of the total benefit due has been paid.
- All audits must be conducted onsite. If discrepancies cannot be resolved at the time of the audit site visit, results should be compiled by service date, 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, UW Health will bill the patient for any charges the hospital maintains are legitimate. UW Health will issue a refund for any charges billed in error. Due to the claims adjudication complications associated with

recoupment, UW Health 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 or settlement date.

For Insurance Audit Policy for SwedishAmerican, refer to [page 27](#).

GFC/MSC/TSC/UWMF/WSI/ Billing Information

UWMF performs the billing and collections service for the UWSMPH 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.** UWMF bills for professional services in hospital-operated clinics. UWMF also bills the total component for services rendered at physician-owned clinics.

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. Claims are filed on a CMS 1500 claim form or its equivalent.

Transplant Package Billing

UWHC and UWMF bill separately. All professional services are billed through UWMF.

Electronic Billing Information

UWMF is interested in working with payers to develop electronic billing and payment procedures. Direct electronic billing questions to Allison Gasser, Claims, Payments and Provider Enrollment Manager at (608) 828-1811 or claimsremit@uwmf.wisc.edu.

Questions

UWMF is located at 7974 UW Health Court, Middleton, WI 53562. The billing department can be reached at (877) 565-0505, (608) 262-2221, or fax to (608) 833-5039. **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.** For patients' convenience, UW Health also staffs a customer service office located at the Outpatient Registration area (H6/220) of University Hospital. The contact number for this office is (608) 263-6158.

UW Health Optical Billing Information

UW Health Optical performs the billing and collections service for the UW Health Optical shops. **Contracted rates DO NOT APPLY to services billed with the University of Wisconsin Medical Foundation Federal Tax ID number if billed by UW Health Optical.**

Bills are submitted to contracted third party payers. Patients are billed for any non-covered items, deductibles, coinsurance, and co-payments, if applicable. Claims are filed to insurance on a CMS 1500 claim form or its equivalent.

Questions

The billing department can be reached at (608) 287-5961 or fax is (608) 257-1608. **If a patient has a question regarding a UW Health Optical bill, please advise the patient to call the billing department at the number shown on the bill.**

SwedishAmerican Billing and Policy Information

This section is specific to SwedishAmerican Health System (SAH). Your contract may or may not include SAH. Please refer to your contract for verification or contact your UW Health Managed Care Account Manager for additional information. SAH does the billing for SwedishAmerican Medical Group and SwedishAmerican Hospital. For clinic billing questions, contact (779) 696-7150. For hospital billing questions, contact (779) 696-7380.

Medical Staff Services and Credentialing

All physicians, podiatrists, dentists, advanced practice nurses and physician assistants who practice at SwedishAmerican/A Division of UW Health must be credentialed and privileged through the Medical Staff Services Department. SwedishAmerican Health System's credentialing program is the premier credentialing system in the region. Our credentialing process exceeds the elements required by The Joint Commission (TJC), Centers for Medicare & Medicaid Services (CMS), and the National Committee for Quality Assurance (NCQA). The requirements of these entities are used as a baseline from which we have built our program. A leader in the region, we integrate and maintain best practices for credentialing and privileging. Medical Staff Services works side by side with each applicant, Physician Resources, exclusive contracted entities, and all independent entities, to ensure timely completion of the credentialing process for each applicant. Questions regarding credentialing, privileging, and medical staff structure should be directed to the Medical Staff Services Department at (779) 696-2086 or credentialing@swedishamerican.org. The Medical Staff Services Department also provides administrative and compliance support to the medical staff as a whole, including medical education resources. Some of these activities include medical staff bylaws and leadership support to ensure continued compliance with regulatory and accreditation bodies. As evidenced by our lack of negligent credentialing lawsuits, SwedishAmerican Health System continues to set the bar in the region for credentialing practices for both hospital and health plans.

Insurance Audit Policy

It is the policy of SwedishAmerican Health System and SwedishAmerican Medical Center Belvidere to bill patients as accurately as possible for services rendered. In the event the patient's insurance company wishes to audit the medical record to verify charges on the bill, the procedures listed below are to be followed. This policy was established to ensure an efficient and accurate audit. If this policy is not followed, SwedishAmerican Hospital reserves the right to refuse the audit and to seek payment from the patient.

1. Audits must be scheduled through Debra Ganzel, Insurance Audit Coordinator. Contact (779) 696-2695 to arrange for an appointment. A "Letter of Intent to Audit" must be received within six months of the final billing date.
2. Only on-site audits will be accepted.
3. 100% of the insurance company's liability must be paid prior to the audit.
4. Upon completion of the audit, the third party auditor will provide a written report, summarizing all findings.
5. In the event the third party auditor cannot provide written results the day of the audit, the results should be mailed or faxed to the Audit Coordinator within 10 working days.

SwedishAmerican Health System
Attn: Debra Ganzel
1401 East State Street
Rockford, IL 61104
Fax: (779) 967-5650

6. The Audit Coordinator will respond to the audit findings within 10 working days. The results will be forwarded to the address provided by the third party auditor.
7. When the audit is final, all unbilled charges will be submitted for payment, and refunds will be issued where applicable.

Insurance Audit Charge Policy

1. The following schedule is used to determine the audit fee for each account.

<u>Total Patient Charges</u>	<u>Fee</u>
\$0 - \$ 35,000	\$ 50
\$ 35,001 - \$ 75,000	\$ 75
\$ 75,001 - \$100,000	\$100
\$100,001 - \$125,000	\$125
\$125,001 - \$150,000	\$150
\$150,001+	\$200

2. All audit fees will be made payable to SwedishAmerican Hospital and are due at the time of audit.
3. Failure to abide by this charge policy will result in denial of the audit.

Referral Coordination Process

For questions regarding the referral process for SAH, please contact the referring physician's office.

Medical Records Requests

Requests for medical record information from SwedishAmerican Hospital should be addressed to Health Information Management Services (HIMS) at (779) 696-4540 or fax (779) 696-4078. Requests for medical record information from SwedishAmerican Medical Group should be addressed to (779) 696-7717 or fax (779) 696-7985.

Provider Enrollment/Medical Provider Information

Questions regarding provider enrollment procedures should be directed to:
 Anne Karr, Managed Care Specialist, (779) 696-7285; or
 Jennifer Myers, Managed Care Specialist (779) 696-7403
enrollment@swedishamerican.org.

HealthConnect

HealthConnect takes the hassle out of finding a doctor. Our trained professionals work with hundreds of doctors and specialists throughout northern Illinois and can match patients with someone who not only meets the needs, but also is close in location. Contact (779) 696-7081 or healthconnect@swedishamerican.org for more information.

UW Health Service Locations and Payment Information

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

University Hospital
600 Highland Ave.
Madison, WI 53792

UW Health - East Clinic
5249 E. Terrace Dr.
Madison, WI 53718

UW Health - Rehabilitation Medicine
6630 University Ave.
Middleton, WI 53562

American Family Children's Hospital
1675 Highland Ave.
Madison, WI 53792

UW Health - Home Health Services
2030 Pinehurst Dr.
Middleton, WI 53562

UW Health - Research Park
621 Science Dr.
Madison, WI 53711

UW Health at The American Center
4602 Eastpark Blvd.
Madison, WI 53718

UW Health - Oakwood Village Geriatrics
6209 Mineral Point Rd. #116
Madison, WI 53705

UW Health - University Station
2880 University Ave.
Madison, WI 53705

UW Health DME - East Clinic
5249 E. Terrace Dr. #1201
Madison, WI 53718

UW Health - Olin Adolescent
122 E. Olin Ave. #275
Madison, WI 53713

UW Health - West Clinic
451 Junction Rd.
Madison, WI 53717

UW Health - Digestive Health Center
750 University Row
Madison, WI 53705

UW Health - Orthotics Clinic
6220 University Ave. #103
Middleton, WI 53562

Waisman Center
1500 Highland Ave.
Madison, WI 53705

Send Payments
University Hospital
Drawer 853
Milwaukee, WI 53278

Send Payments
UW Medical Foundation
Drawer 78864
Milwaukee, WI 53278

UWHC Tax ID
#39-1835630

UW MF Tax ID
#39-1824445

UW Systems Tax ID
#39-1805963

UWHC NPI
#1922043744 UWHC/AFCH/TAC
#1235174426 Inpatient Psych
#1790720985 Inpatient Rehab
#1528096914 Home Health
#1043247448 DME (Pinehurst)
#1366771859 DME (Highland)
#1720469869 DME (TAC)
#1366823403 Pharmacy (TAC)
#1972047710 DME (East Clinic)

UW MF NPI
#1598784555

UW Systems NPI
#1346266319

Billing and payment information for services received at the locations below.

Send Payments

UW Medical Foundation
Drawer 78864
Milwaukee, WI 53278

UWMF NPI

#1598784555

UWMF Tax ID

#39-1824445

UW Systems NPI

#1346266319

UW Systems Tax ID

#39-1805963

UW Health Arboretum Clinic

1102 S. Park St.
Madison, WI 53715

UW Health Fort Atkinson Clinic

1620 Mehta Ln.
Fort Atkinson, WI 53538

UW Health Sun Prairie Clinic

2651 Windsor St.
Sun Prairie, WI 53590

UW Health Beaver Dam Clinic

705 S. University Ave. #200
Beaver Dam, WI 53916

UW Health Madison Eye Associates

780 Regent St. #306
Madison, WI 53715

UW Health Union Corners Clinic

2402 Winnebago St.
Madison, WI 53704

UW Health Behavioral Health and Recovery Clinic

1102 S. Park St.
Madison, WI 53715

UW Health Mt. Horeb Clinic

600 N. 8th St.
Mt. Horeb, WI 53572

UW Health Verona Clinic

100 N. Nine Mound Rd.
Verona, WI 53593

UW Health Belleville Family Medicine Clinic

1121 BellWest Blvd.
Belleville, WI 53508

UW Health Northeast Family Medical Center Clinic

3209 Dryden Dr.
Madison, WI 53704

UW Health West Towne Clinic

7102 Mineral Point Rd.
Madison, WI 53717

UW Health Cottage Grove Clinic

4590 Cty. Rd. N
Cottage Grove, WI 53527

UW Health Odana Atrium Clinic

5618 Odana Rd.
Madison, WI 53719

UW Health Yahara Clinic

1050 East Broadway
Monona, WI 53716

UW Health Cross Plains Clinic

2418 Brewery Rd.
Cross Plains, WI 53528

UW Health Oregon Clinic

137 S. Main St.
Oregon, WI 53575

UW Health 1 S. Park Clinic

1 S. Park St.
Madison, WI 53715

UW Health DeForest-Windsor Clinic

4131 Meridian Dr.
Windsor, WI 53598

UW Health Pain Management Clinic

1102 S. Park St., 3rd Floor
Madison, WI 53715

UW Health 20 S. Park Clinic

20 S. Park St.
Madison, WI 53715

UW Health Deming Way Eye Clinic

2349 Deming Way #200
Middleton, WI 53562

UW Health Portage Clinic

2977 Cty. Hwy. CX
Portage, WI 53901

UW Health 202 S. Park Clinic (UnityPoint Health – Meriter)

202 S. Park St.
Madison, WI 53715

UW Health Eye Clinic Rockford

7019 Rote Rd. #101
Rockford, IL 61107

UW Health Psychiatric Institute and Clinic

6001 Research Park Blvd.
Madison, WI 53719

WIMR

1111 Highland Ave.
Madison, WI 53705

UW Health Fitchburg Clinic

5543 E. Cheryl Pkwy.
Fitchburg, WI 53711

UW Health Stoughton Clinic

1001 Nygaard St.
Stoughton, WI 53589

UW Health Optical Service Locations and Payment Information

UW Health Optical Locations

UW Health Optical - Deming Clinic

2349 Deming Way, 2nd Floor
Middleton, WI 53562
NPI #1235322850

Send Payments

780 Regent St. Ste. 306
Madison, WI 53715

Tax ID

#39-1824445

UW Health Optical - East Clinic

5249 E. Terrace Drive
Madison, WI 53718
NPI #1235190224

UW Health Optical - Madison Eye Associates

780 Regent St. Ste. 306
Madison, WI 53715
NPI #1821059817

UW Health Optical - University Station

2880 University Avenue
Madison, WI 53705
NPI #1043271034

UW Health Optical - West Clinic

451 Junction Road
Madison, WI 53717
NPI #1457313934

Other Affiliated Entities Service Locations and Payment Information

Chartwell Midwest Wisconsin

2241 Pinehurst Dr.
Middleton, WI 53562

Send Payments

Chartwell Midwest Wisconsin
Box 78804
Milwaukee, WI 53278

Tax ID

#39-1796267

NPI

#1730260233

Chartwell Midwest Wisconsin

Health Resources
2241 Pinehurst Dr.
Middleton, WI 53562

Send Payments

Chartwell Midwest Wisconsin
Box 78804
Milwaukee, WI 53278

Tax ID

#39-2016826

NPI

#1124102074

Generations Fertility Care, Inc.

2365 Deming Way
Middleton, WI 53562

Send Payments

Generations Fertility Care
Box 78864
Milwaukee, WI 53278

Tax ID

#27-3496527

#NPI

1093025686

Madison Surgery Center, Inc.

1 South Park St.
Madison, WI 53715

Send Payments

UW Medical Foundation
Box 78864
Milwaukee, WI 53278

Tax ID

#39-1940656 MSC
#39-1824445 UWMF

NPI

#1295755023 MSC
#1598784555 UWMF

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

Transformations Surgery Center, Inc.

2349 Deming Way
Middleton, WI 53562

Send Payments

UW Medical Foundation
Box 78864
Milwaukee, WI 53278

Tax ID

#39-1948840 TSC
#39-1824445 UWMF

NPI

#1497859540 TSC
#1598784555 UWMF

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

UW Health Rehabilitation Hospital

5115 N. Biltmore Ln.
Madison, WI 53718

Send Payments

UW Rehabilitation Hospital
5115 N. Biltmore Ln.
Madison, WI 53718

Tax ID

#46-3262602

NPI

#1831583145

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

Wisconsin Dialysis, Inc.

East Clinic
4600 American Pkwy. #102
Madison, WI 53718

Fitchburg Clinic
3034 Fish Hatchery Rd.
Fitchburg, WI 53713

Send Payments

Wisconsin Dialysis, Inc.
Box 78964
Milwaukee, WI 53278

UW Medical Foundation
Box 78864
Milwaukee, WI 53278

Tax ID

#30-0072647 WDI
#39-1824445 UW MF
#39-1805963 UW Systems

NPI

#1114035912 WDI East
#1881702603 WDI Fitchburg
#1598784555 UW MF
#1346266319 UW Systems

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

Wisconsin Sleep, Inc.

6001 Research Park Blvd.
Madison, WI 53719

Send Payments

Wisconsin Sleep, Inc.
Box 78864
Milwaukee, WI 53278

UW Medical Foundation
Box 78864
Milwaukee, WI 53278

Tax ID

#26-0902344 WSI
#39-1824445 UW MF
#39-1805963 UW Systems

NPI

#1588850150 WSI
#1598784555 UW MF
#1346266319 UW Systems

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

SwedishAmerican Service Locations and Payment Information

**Cardiovascular Surgery
a Dept of SA Hospital**
1340 Charles St., Ste. 300
Rockford, IL 61104

**Rockford Vascular Surgery
a Dept of SA Hospital**
1340 Charles St., #200
Rockford, IL 61104

SA Regional Cancer Center
3535 N. Bell School Rd.
Rockford, IL 61114

**Lundholm Orthopedics
a Dept of SA Hospital**
1340 Charles St., Ste. 100
Rockford, IL 61104

**SA Ambulatory Rehab
Therapy Service**
209 9th St.
Rockford, IL 61104

**SA Wound Care &
Hyperbaric Clinic**
1415 E. State St., Ste. A
Rockford, IL 61104

**Maternal Fetal Medicine
a Dept of SA Hospital**
1401 E. State St., 5th Floor
Rockford, IL 61104

SA Center for Women
1340 Charles St.
Rockford, IL 61104

**SwedishAmerican Heart Institute
a Dept of SA Hospital**
1340 Charles St., Ste. 300
Rockford, IL 61104

**Neurosurgery/Headache Medicine
a Dept. of SA Hospital**
1340 Charles St, Ste. 400
Rockford, IL 61104

SA Medical Center-Belvidere
1625 S. State St.
Belvidere, IL 61008

SwedishAmerican Hospital
1401 E. State St.
Rockford, IL 61104

**Pulmonology & Sleep Disorders
a Dept. of SA Hospital**
1401 E. State St.
Rockford, IL 61104

**SA Orthopaedics &
Sports Therapy**
8451 Orth Rd.
Loves Park, IL 61111

**UW Health General Surgery
a Dept of SA Hospital**
1340 Charles St., #100
Rockford, IL 61104

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

Send Payments
SwedishAmerican Hospital
P.O. Box 310283
Des Moines, IA 50331

Send Payments
SwedishAmerican Medical Group
P.O. Box 1567
Rockford, IL 61110

SwedishAmerican Hospital Tax ID
#36-2222696

SwedishAmerican Hospital NPI
#1760542732

SwedishAmerican Medical Group NPI
#1962451732

Cardiovascular Surgery
Lundholm Orthopedics
Maternal-Fetal Medicine
Neurosurgery/Headache
Pulmonology & Sleep Disorders
Rockford Vascular Surgery
SA Ambulatory Rehab Therapy Service
SA Center for Women
SA Medical Center-Belvidere
SA Orthopaedics & Sports Therapy
SA Regional Cancer Center
SA Wound Care & Hyperbaric Clinic
SwedishAmerican Heart Institute
SwedishAmerican Hospital
UW Health General Surgery

Billing and payment information for services received at the locations below.

SA Belvidere Clinic
1700 Henry Luckow Ln.
Belvidere, IL 61108

SA Midtown Clinic
1340 Charles St, Ste. 405
Rockford, IL 61104

SA State Street OB/Gyn
1415 E State St., Ste. 800
Rockford, IL 61104

SA Brookside Specialty Center
1253 N Alpine Rd.
Rockford, IL 61107

SA North Main Clinic
2601 N Main St.
Rockford, IL 61103

Strathmoor Pediatrics
5695 Strathmoor Dr., Ste. 3
Rockford, IL 61107

SA Byron Clinic
230 West Blackhawk Dr.
Byron, IL 61010

SA Obstetrics & Gynecology
209 Ninth St, Ste. 200
Rockford, IL 61104

SA Valley Clinic
6824 Newburg Rd.
Rockford, IL 61008

SA Davis Junction Clinic
5665 North Junction Way
Davis Junction, IL 61020

SA Rochelle Clinic
380 IL Route 38 East
Rochelle, IL 61068

SA Woodside Clinic
3775 N Mulford Rd.
Rockford, IL 61114

SA Five Points Clinic
2404 Charles St.
Rockford, IL 61108

SA Rock Valley
6861 Villagreen View
Rockford, IL 61107

SA Immediate Care
2473 McFarland Rd.
Rockford, IL 61107

**SA Stateline Clinic
& Immediate Care**
4282 E Rockton Rd.
Roscoe, IL 61073

Send Payments
SwedishAmerican Medical Group
P.O. Box 1567
Rockford, IL 61110

SwedishAmerican Medical Group NPI
#1962451732

Send Payments
SwedishAmerican Home Health
P.O. Box 4477
Rockford, IL 61110

SwedishAmerican Hospital Tax ID
#36-2222696

SwedishAmerican Home Health NPI
#1255439774

Send Payments
SwedishAmerican Home Infusion
P.O. Box 4478
Rockford, IL 61110-0977

SwedishAmerican Hospital Tax ID
#36-2222696

SwedishAmerican Home Infusion NPI
#1285720763