

Web Application User Guide

For Wisconsin Medicaid SBS Providers

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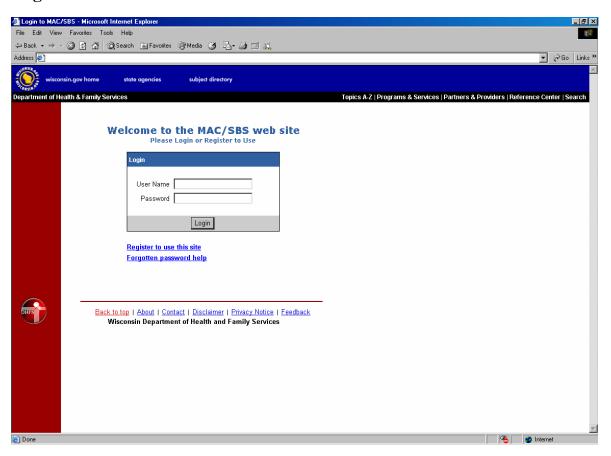
Introduction

Wisconsin Medicaid School Based Service providers may use the Medicaid Administrative Claiming (MAC)/ School Based Service (SBS) Web site to receive a report of Medicaid-eligible students in the provider's school district/Cooperative Educational Service Agency (CESA). Wisconsin Medicaid will send the report of Medicaid-eligible students to each SBS provider via e-mail after the provider submits the "Registration to Receive Report of Medicaid-Eligible Students for School-Based Services Providers" and a valid student roster via the Web site. The report, which will facilitate Medicaid eligibility verification and billing, will be formatted in a password-protected, encrypted text file.

This document guides a user through the necessary steps to receive the report of Medicaid-eligible students.

If you have any questions not covered in this user guide, please contact the EDI Helpdesk at (866) 416-4979.

Login



Users who have previously registered for the MAC/SBS Web Application must login by:

Entering their User Name.

Entering their **Password**.

Selecting **Login** to advance to the next screen and begin using the application.

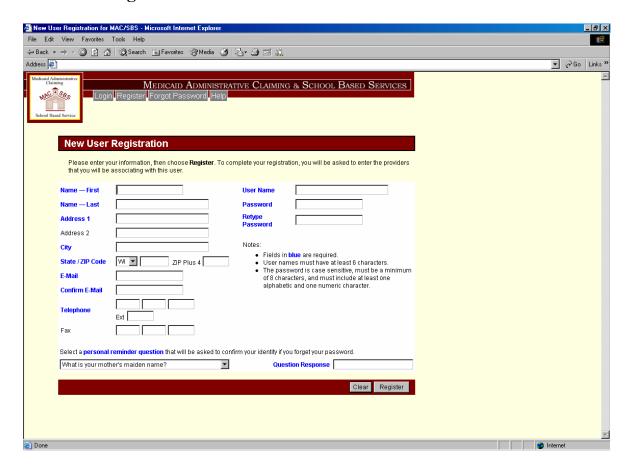
Site Registration

Users who have not previously registered for the MAC/SBS Web Application must select "Register to use the site" to access the "New User Registration" page.

Forgotten Passwords

If a user forgets his or her password, he or she must select "Forgotten password help."

New User Registration



Users will be asked to enter or select the following information (all items in blue are required):

Name — First and Last

Enter the user's first and last name.

Address 1

Enter the user's address.

Address 2

If additional space is needed, continue to enter the user's address in this space.

City

Enter the user's city.

State / ZIP

Enter the user's state and ZIP code.

E-Mail

Enter the user's e-mail address. E-mail addresses are not case sensitive.

Confirm E-Mail

The e-mail address entered in this field must match the address entered in the "E-mail" field.

Telephone

Enter the user's telephone number, including extension if applicable.

Fax

Enter the user's fax number (optional).

User Name

User names must be at least six characters long and can be alphanumeric (e.g., abcd123). User names are not case sensitive. Each user is required to select a unique user name and password.

Password

Passwords must be at least eight characters long and contain at least one letter character and one numeric character. Passwords are case sensitive.

Retype Password

As a security check, users will be asked to retype their password.

Select a Personal Reminder Question

Users are required to choose one of the following questions from the drop-down box:

- "What is your mother's maiden name?"
- "What is your father's middle name?"
- "What are the last four digits of your Social Security number?"
- "What was the name of your high school as a child?"

Question Response

Users are required to enter the answer to the question they selected. The maximum length of this response is 25 characters. Question responses are case sensitive. This feature is used to confirm a user's identity if a password is forgotten.

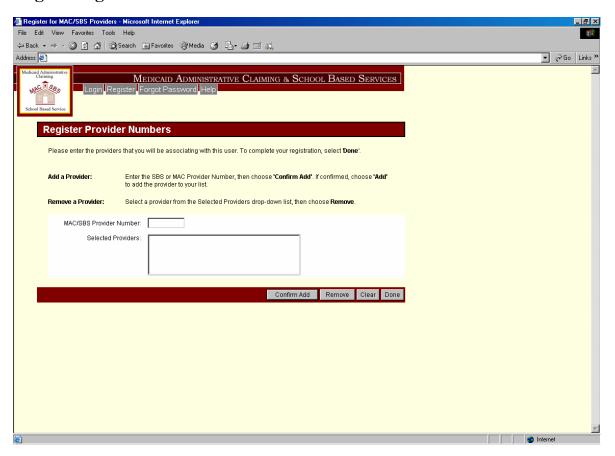
Clear

Select "Clear" to erase all the fields previously entered.

Register

Select "Register" to submit the registration information and continue to the next screen.

Registering MAC/SBS Provider Numbers



To Add a Provider

Enter the ten-digit NPI provider number, then choose "Confirm Add" to verify that the provider number was entered correctly. Once confirmed, the user must choose "Add" to add the provider to his or her list.

To Remove a Provider

Select the provider on the Selected Providers drop-down list, then choose "Remove."

MAC/SBS Provider Number

Enter the ten-digit NPI provider number of the provider to be added.

Selected Providers

This field displays those providers currently in the user's provider list.

Confirm Add

Select "Confirm Add" once the provider number has been entered.

Add

The user must select "Add" once the provider number and name have been entered. The provider number will then be added to the user's list.

Remove

Select the provider number to remove it from the Selected Provider drop-down list, then choose "Remove."

Clear

Select "Clear" to erase all the fields previously entered.

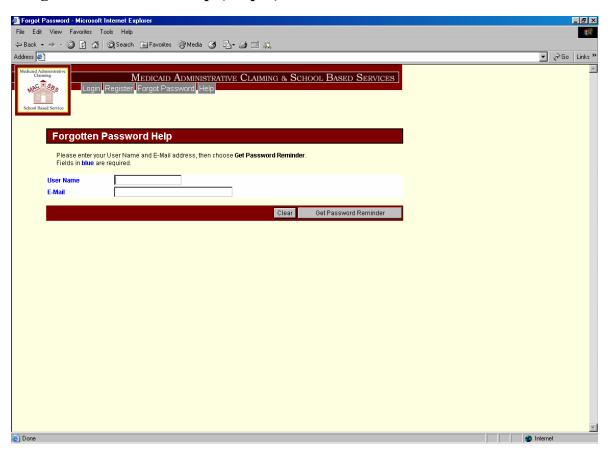
Done

Select "Done" to complete the registration process.

Once registration is successfully submitted, an e-mail will be sent to the e-mail address the user entered when registering his or her account.

To complete the registration process, the user must select the link in the e-mail, which will activate the user's newly created ID allowing them to begin using the MAC/SBS Web Application.

Forgotten Password Help (Step 1)



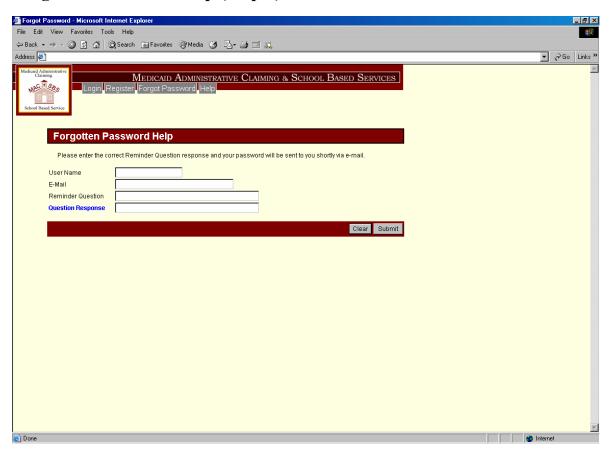
Users who have forgotten their password may request that it be e-mailed to them by:

Entering their User Name.

Entering their **E-mail** address.

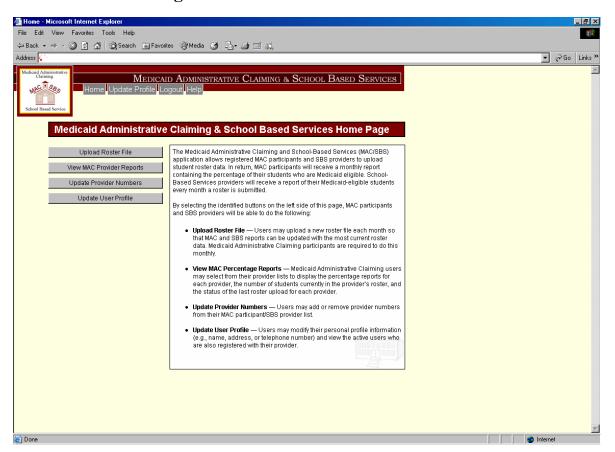
Selecting **Get Password Reminder** to advance to the next screen and receive their password reminder question.

Forgotten Password Help (Step 2)



To receive a forgotten password by e-mail, users will be prompted with their password reminder question. Users must answer the question correctly in the **Question Response** field and press **Submit** to receive their password by e-mail.

MAC/SBS Home Page



After logging into the MAC/SBS Web Application, the user will advance to the MAC/SBS Home Page. Select the buttons on the left side of this page to do the following:

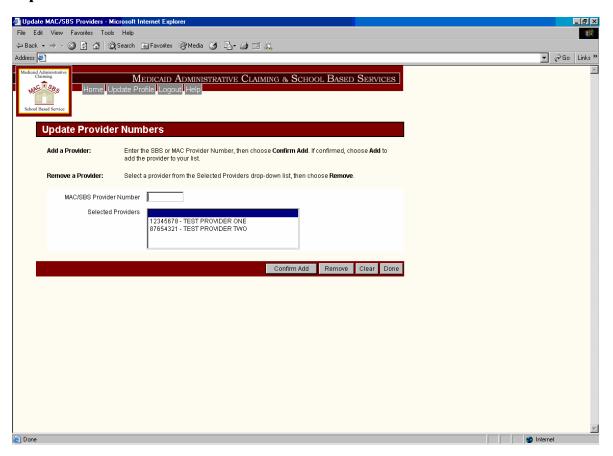
Upload Roster File — Users may upload a new roster file each month so that MAC and SBS reports can be updated with the most current roster data. Medicaid Administrative Claiming participants are required to do this monthly.

View MAC Percentage Reports — Medicaid Administrative Claiming (MAC) users may select from their provider lists to display the percentage reports for each provider, the number of students currently in the provider's roster, and the status of the last roster upload for each provider.

Update Provider Numbers — Users may add or remove provider numbers from their MAC participant/SBS provider list.

Update User Profile — Users may modify their personal profile information (e.g., name, address, or telephone number) and view the active users who are also registered with their provider.

Update Provider Numbers



To Add a Provider

The user must enter the ten-digit NPI provider number, then choose "Confirm Add" to verify that the provider number was entered correctly. Once confirmed, the user must choose "Add" to add the provider to the list.

To Remove a Provider

Select the provider on the Selected Providers drop-down list, then choose "Remove."

MAC/SBS Provider Number

Enter the ten-digit NPI provider number of the provider to be added.

Selected Providers

This field displays those providers currently in the user's provider list.

Confirm Add

Select "Confirm Add" once the provider number and name have been entered.

Add

Select "Add" to confirm the provider number and name entered. The provider number will then be added to the user's list.

Remove

Select the provider number to remove from the Selected Provider drop-down list, then choose "Remove."

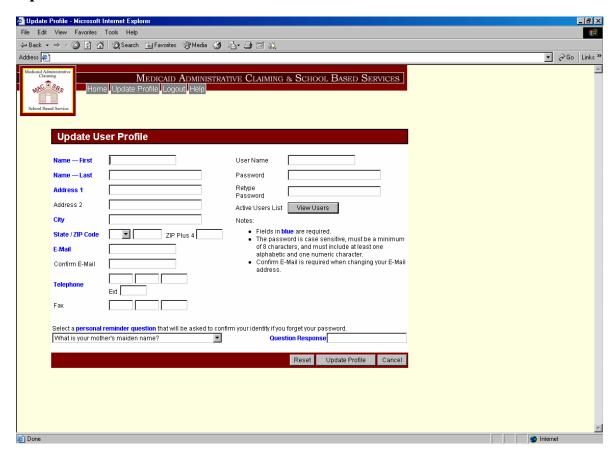
Clear

Select "Clear" to erase all the fields previously entered.

Done

Select "Done" to complete the MAC/SBS provider number update and return to the main menu.

Update User Profile



The following fields can be modified if the user needs to update his or her user profile:

Note: User Name is the only field that cannot be changed.

Name — First and Last

Enter the user's first and last name.

Address 1

Enter the user's address.

Address 2

If additional space is needed, continue to enter the user's address in this space.

City

Enter the user's city.

State / ZIP Code

Enter the user's state and ZIP code.

E-Mail

Enter the user's e-mail address. E-mail addresses are not case sensitive.

Confirm E-Mail

The e-mail address entered in this field must match the address entered in the "E-mail" field.

Telephone

Enter the user's telephone number, including extension if applicable.

Fax

Enter the user's fax number, if applicable.

User Name

This field cannot be updated.

Password

Passwords must be at least eight characters long and contain at least one letter character and one numeric character. Passwords are case sensitive.

Retype Password

As a security check, users will be asked to retype their password.

Select a Personal Reminder Question

Users are required to choose one of the following questions from the drop-down box:

- "What is your mother's maiden name?"
- "What is your father's middle name?"
- "What are the last four digits of your Social Security number?"
- "What was the name of your high school as a child?"

Question Response

Users are required to enter the answer to the question they selected. The maximum length of this response is 25 characters. Question responses are case sensitive. This feature is used to confirm a user's identity if a password is forgotten.

Reset

Select "Reset" to reset the fields to their original values.

Update Profile

Select "Update Profile" to submit their modified profile information.

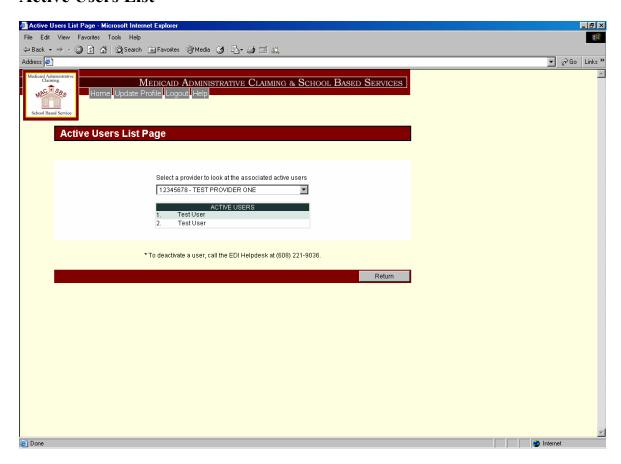
Cancel

Select "Cancel" to return to the Main Menu without making any changes to their profile.

Active Users List

Select "View Users" to view the list of users that are active and are also registered with your provider numbers.

Active Users List



Any new user that has registered to use the MAC/SBS web site is an active user and may use the web site. To disallow a user from submitting roster files or viewing information regarding your roster file uploads, you must deactivate them.

*To deactivate a user, call the EDI Helpdesk at (866) 416-4979 with your Provider ID, Provider Address and the username you want to deactivate.

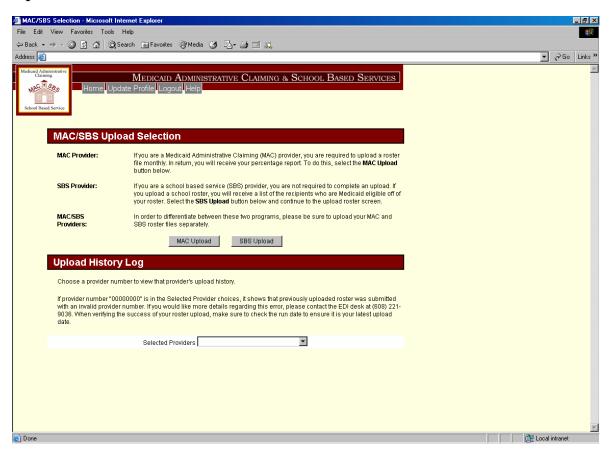
View Users

To view the list of active users for your provider number, select a provider number from the dropdown menu.

Return

Select "Return" to return to the Update User Profile page.

Upload Roster File



MAC Upload

To upload your MAC roster file and receive a percentage report, select the MAC Upload button.

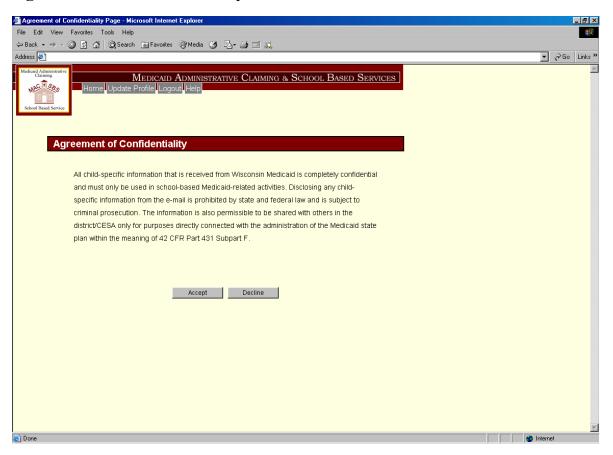
SBS Upload

To upload your SBS roster file and receive a Medicaid eligible student list, select the **SBS Upload** button.

Upload History Log

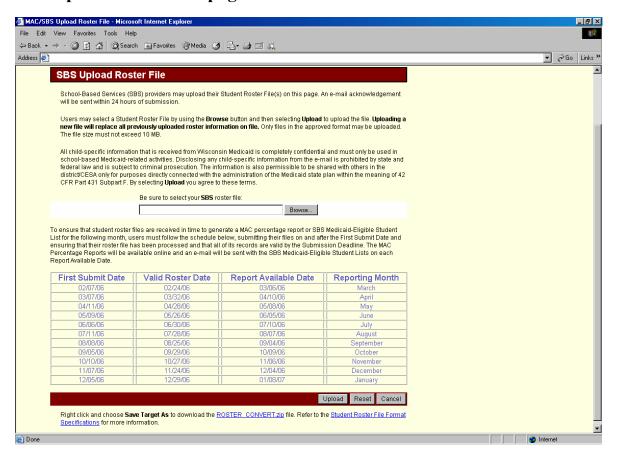
Select a provider that you would like to view from the **Selected Providers** menu then, select **View Upload Status** to view any errors that my have occurred in your upload.

Agreement of Confidentiality



Click **Accept** to agree to the confidentiality terms and to proceed to the SBS Upload Roster File page. Click **Decline** if you do not agree to these terms and you will return to the previous page.

SBS Upload Roster File page



Browse

Select "Browse" to search for your SBS roster file on your computer.

Upload

Select "Upload" to upload the file selected in the Browse box.

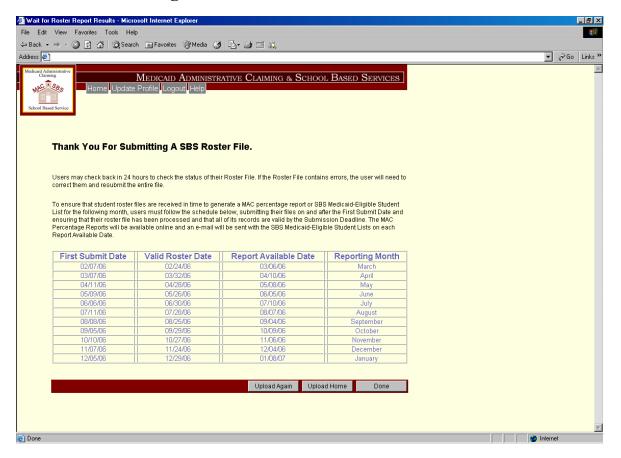
Reset

Select "Reset" to clear the information in the Browse box.

Cancel

Select "Cancel" to return to the MAC/SBS Selection page.

SBS Thank You Page



Upload Again

Select "Upload Again" to upload another SBS roster file.

Upload Home

Select "Upload Home" to be taken to the MAC/SBS Upload Selection page.

Done

Select "Done" to be taken to the Home Page.

Logout

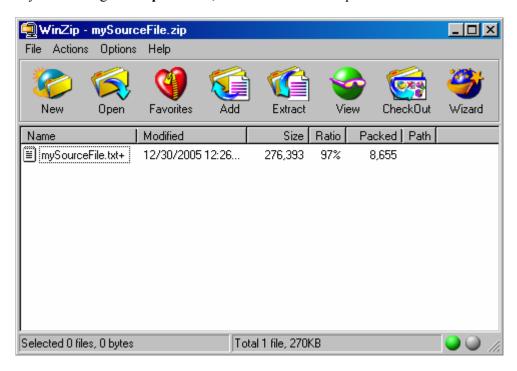
Users are suggested to logout of the MAC/SBS Web site, when finished, by selecting the "Logout" button at the top of the application or closing their browser.

Opening and Saving Your SBS Medicaid Eligible Student List

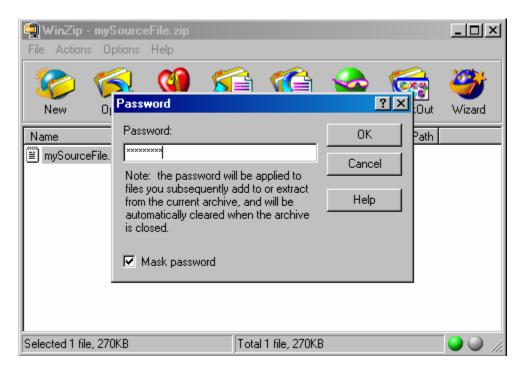
After SBS providers submit a roster file to Wisconsin Medicaid, Wisconsin Medicaid will send a report of Medicaid-eligible students to each SBS provider via e-mail. The report, which will facilitate Medicaid eligibility verification and Billing, will be formatted in a password-protected, encrypted text file and sent to the contact listed on the SBS provider registration form.

To open and view the list of students who are covered under Medicaid from the roster submitted, the user must have Microsoft Windows XP or WinZip 8.1 SR1 (or newer version) installed on the computer. (If you need to download WinZip 8.1 SR1, please see the email that contained the file.) Second, the user must download the zip file, sent in your email, to your computer and name it like "MyFile.Zip".

If you are using WinZip 8.1 SR1, double click on the zip file.

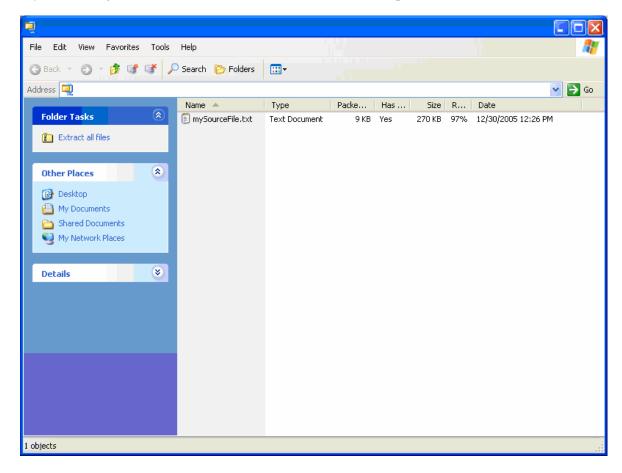


Next, double click on the .txt file.

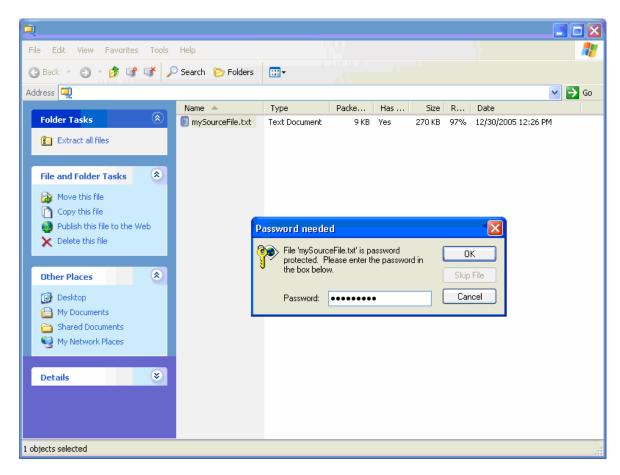


Type in the password written on the "Registration to Receive Report of Medicaid-Eligible Students for School-Based Services Providers" form and click "OK". (Skip to page 23)

If you are using Microsoft Windows XP, double click on the zip file.

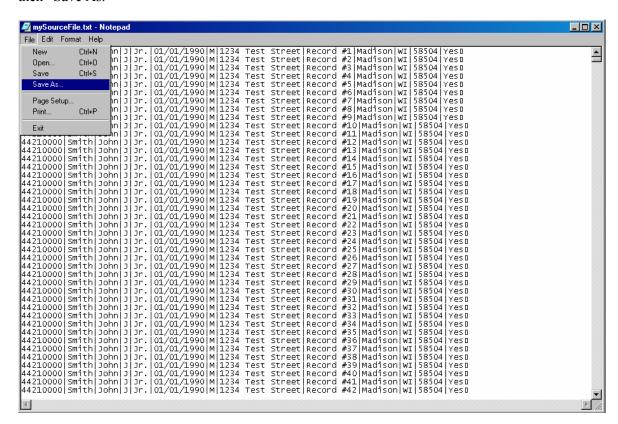


Next, double click on the .txt file.

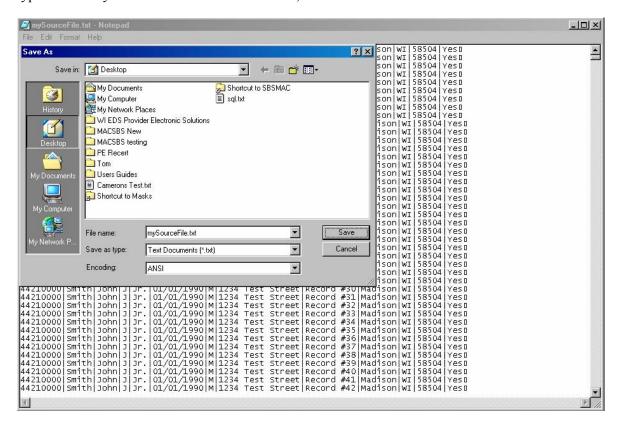


Type in the password written on the "Registration to Receive Report of Medicaid-Eligible Students for School-Based Services Providers" form and click "OK".

Your Medicaid eligible student list should then appear. Once this file has opened, select "File" and then "Save As."



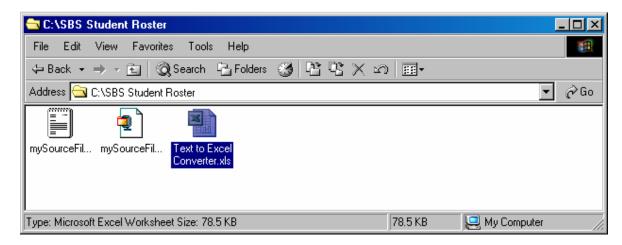
Navigate to the folder you would like to save your file in using the "Save in:" drop down menu, type the name you would like to save the file as, in the "File Name:" field and click "Save".



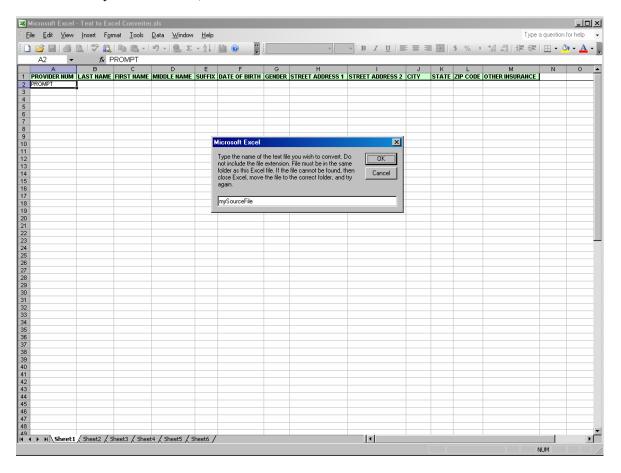
Converting Your Text File to Microsoft Excel

To convert your Medicaid eligible student list text file into an Excel document, you must download the "Text to Excel Converter". This can be found in the "Help" section of the MAC/SBS Web Application.

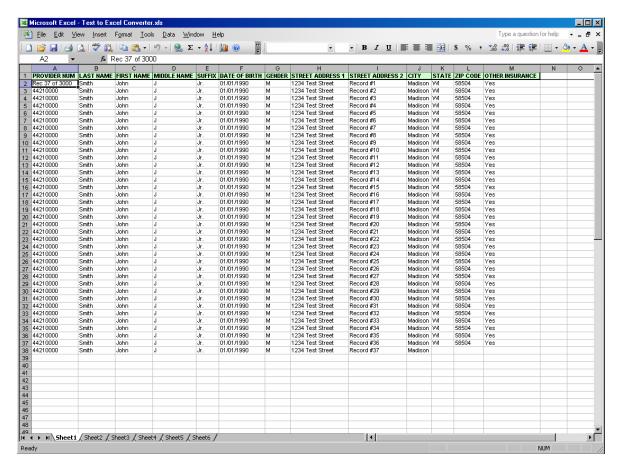
Make sure your text file is in the same folder as the "Text to Excel Converter". Then double click on the "Text to Excel Converter.xls".



Once the "Text to Excel Converter" has been opened, type in the name of the text file without the file extension (eg. If your file name is mySourceFile.txt, you should type "mySourceFile") and click "OK". If you click cancel, the "Text to Excel Converter" will close.



The user should now read the pop-up message and click "OK". It is important to wait until the file is completely done loading and you are prompted that the operation is complete and your file has been saved.



Once prompted the user should click "OK". You may now view and use your Excel format Medicaid eligible student list.