

### Physicians Plus BadgerCare Plus Information

**Member and Provider Service:** Phone 608-282-8900 or 800-545-5015 / Fax 608-327-0321

**Journey Mental Health Center (JMHC):** Phone 608-280-2702 or 877-745-6700 / Fax 608-280-2707

- Journey Mental Health Center will be providing the medical management of mental health and AODA services for BadgerCare Plus members with Physicians Plus similar to the services provided by UW Behavioral Health for Physicians Plus commercial members.

**Claim Submission Address:**

Physicians Plus  
Attn: Claims Department  
PO Box 2078  
Madison, WI 53701-2078

**Member Identification (ID) Number:**

- You may use the BadgerCare Plus ID number (*Forward Health*) or the assigned Physicians Plus member ID number for claim submission.

**Provider Number:**

- The NPI number must be used to identify the provider of service for claim submission.

**HealthCheck Program:**

- HealthCheck is Wisconsin BadgerCare Plus' Federally mandated program known nationally as Early and Periodic Screening, Diagnosis and Treatment (EPSDT). Physicians Plus' contract with the State of Wisconsin requires at least 80 percent of BadgerCare Plus children enrolled in our HMO receive age appropriate HealthCheck screenings. Physicians Plus has a commitment to HealthChecks and our plan providers help us strengthen that commitment.

**ASH Reporting:**

- Physicians Plus is required to report abortions, sterilizations and hysterectomies to the State of Wisconsin on a quarterly basis.
- Please remember to complete the required documentation for these services. The forms can be found on-line in the Physicians Plus BadgerCare Plus Provider Manual. The completed forms can be faxed to the Physicians Plus Health Services Department at 608-327-0322.

**Provider Manual:** <http://www.pplusic.com/providers/forms/badgercare-plus>

**PlusLink:**

- A resource available on our website that allows you to confirm member eligibility & benefits, view claim status, verify authorization status, access provider forms and send secure messages. *When using PlusLink for BadgerCare Plus members please search by member name.*

**Physicians Plus Web Site:** [www.pplusic.com](http://www.pplusic.com)

### Wisconsin Department of Health Services Information

**Billing, Eligibility and Policy Questions**

EDS Provider Services: 800-947-9627

Enrollee eligibility information and all other inquiries (except pharmacy):  
8:30 a.m. to 4:30 p.m. Monday, Wednesday-Friday  
9:30 a.m. to 6:00 p.m. Tuesday  
*Not available on holidays.*

Enrollee eligibility and pharmacy information:  
8:30 a.m. to 6:00 p.m. Monday, Wednesday-Friday  
9:30 a.m. to 4:30 p.m. Tuesday  
*Not available on holidays.*

**Eligibility Questions:**

- Automated Voice Response: 608-221-4247 or 800-947-3544  
*Available 24 hours a day, seven day a week.*

**Medicaid Managed Care Contract Monitors:**

- Enrollees or Providers: 800-760-0001  
7:45 a.m. to 4:30 p.m. Monday-Friday

**BadgerCare Plus Web Sites:**

- [www.dhfs.wisconsin.gov/medicaid/](http://www.dhfs.wisconsin.gov/medicaid/)
- [www.dhfs.wisconsin.gov/badgercareplus/](http://www.dhfs.wisconsin.gov/badgercareplus/)