



## BADGERCARE PLUS CONTACT AND INFORMATION SHEET

### CONTACT INFORMATION

#### **Customer Service**

All departments may be accessed through  
customer service  
Service Hours: Monday-Friday, 8:00 am to 5:00 pm

Phone: (414) 755-3619 or (855) 530-6790  
TTY: 711

Fax: (414) 755-4410

Email: [CustomerService@trilogyhealthinsurance.com](mailto:CustomerService@trilogyhealthinsurance.com)

#### **Verification of Eligibility**

Phone: (414) 755-3619 or (855) 530-6790

Email: [CustomerService@trilogyhealthinsurance.com](mailto:CustomerService@trilogyhealthinsurance.com)

#### **Medicaid Member Advocate**

Phone: (855) 530-6790

Fax: (414) 755-4410

Email: [Advocate@trilogyhealthinsurance.com](mailto:Advocate@trilogyhealthinsurance.com)

#### **24 hour After Hours Line**

(855) 530-6790 or (414) 755-3619

#### **Provider Relations and Contracting**

Phone: (414) 755-3619 or (855) 530-6790

Fax: 414-448-6710

Email: [ProviderRelations@trilogyhealthinsurance.com](mailto:ProviderRelations@trilogyhealthinsurance.com)

#### **Dental**

DentaQuest

Customer Service: (855) 453-5287

#### **Vision**

Routine Eye Exams and Hardware

Herslof Opticians

Phone: (414) 462-5800

#### **Transportation**

Medical Transportation Management (MTM)

Phone: (866) 907-1493

7:00 AM-6:00 PM Monday through Friday

### CLAIMS SUBMISSIONS & APPEALS

#### **Medical and Behavioral Health Claims**

Trilogy Health Networks

P.O. Box 1171

Milwaukee, WI 53201

EDI Payor ID: 62777

#### **Medical and Behavioral Health Claims Appeals**

My Choice Wisconsin Health Plan

Provider Appeals Department

P.O. Box 70491

Milwaukee, WI 53207

Fax: 414-448-6710

#### **Dental Claims**

DENTAQUEST of WI – Claims

P.O. Box 2906

Milwaukee, WI 53201-2906

Phone: (855) 453-5287 for providers

Electronic claims: via DentaQuest website:

[www.dentaquest.com](http://www.dentaquest.com)

#### **Dental Claim Appeals**

DENTAQUEST of WI – Claims

Attn: Appeals Department

P.O. Box 2906

Milwaukee, WI 53201-2906

Fax: (262) 834-3452

#### **Vision Claims and Appeals**

Herslof Opticians

12000 W. Carmen Ave.

Milwaukee, WI 53225

Fax: (414) 462-9821

## **CARE MANAGEMENT, PRIOR AUTHORIZATIONS & REFERRALS**

### **Medical (delegated to IPN)**

Online Referral Form is available on My Choice Wisconsin website

<https://mychoicewi.org/providers/authorizations/>

Phone: (414) 755-3619 or (855) 530-6790

Fax: (414) 771-1159

Email: [MedicalManagement@trilogyhealthinsurance.com](mailto:MedicalManagement@trilogyhealthinsurance.com)

### **Behavioral Health**

Forms for Prior Authorization of Behavioral Health Services are available on My Choice Wisconsin website

<https://mychoicewi.org/providers/authorizations/>

Phone: (855) 530-6790

Fax: (608) 245-3097

### **Dental (delegated to DentaQuest of WI)**

Dental Prior Authorizations Submission

Phone: (855) 453-5287

Fax: (262) 834-3489

## **PROVIDER UPDATES**

Participating providers who wish to update their demographic information should send the information to

[DataServices@scasmg.com](mailto:DataServices@scasmg.com). These changes can include:

- Adding or removing providers associated with an agreement
- Modifying office/service location information (e.g. address, phone, etc.)
- Changing W-9 information

Current information must be submitted to ensure proper billing and payment

For more details refer to the 2021 BadgerCare Plus Provider Handbook available on My Choice Wisconsin website: <https://mychoicewi.org/providers/resource-library/>

Chiropractic and Dental services are provided by My Choice Wisconsin Health Plan in Milwaukee, Kenosha, Racine, Ozaukee, Washington, and Waukesha counties only.