



a division of Molina Healthcare of Wisconsin, Inc.



PROVIDER BULLETIN

February 28, 2024

Optum-Change Healthcare Outage

My Choice Wisconsin (MCW), a division of Molina Healthcare of Wisconsin, Inc. (Molina Wisconsin), is advising our network providers of a critical outage of Optum-Change Healthcare (**CHC**), resulting in impacts to *Electronic Claims Submissions, Payment and Settlement Services*.

Claims Submission

- Providers serving members in the **Family Care and Family Care Partnership (waiver services)** program, are strongly encouraged to submit claims directly in the MIDAS Provider portal. The MIDAS portal directs your claim to the appropriate TPA, WPS, or TriZetto, automatically.

For Providers serving members enrolled in the Family Care and Family Care Partnership programs who have not previously utilized the MIDAS provider portal for claim submission for waiver services, please find instructions to submit claims here: [MCW Claims Information Manual V 6.2021 - WPS Specific.pdf \(mcfc-midas.com\)](#)

- Providers serving members in the **Family Care Partnership, SSI and Dual Advantage** programs who used **CHC** to submit claims to MCW prior to this outage, may now do so via submission of paper claims directly to MCW's TPA, TriZetto.

To submit paper claims directly to TriZetto for MCW members enrolled in Family Care Partnership, SSI and Dual Advantage, send your paper claims to the address below:

My Choice Wisconsin
P.O. Box 7000
Columbia, MD 21045-7000



- Providers serving MCW members enrolled in **BadgerCare Plus (BC+)** must submit paper claims. Send your paper claims for BC+ to the address below:

Trilogy Health Networks
P.O. Box 1171
Milwaukee, WI 53201

For those Providers who have submitted electronic claims to MCW via a clearinghouse to TriZetto or SCAS Management Group (SMG) for BC+ on or after 2/21/2024, and have not received acknowledgment from MCW of receipt, we advise resubmitting those claims as soon as possible.

Provider Payments

Provider payments have not been affected. However, if you are using EDI, you will not receive an 835 file while **CHC** is unavailable.

We understand that this outage can disrupt your practice. MCW is in regular contact with **CHC** and our key partners to help mitigate this outage. We will be in continued communication with our provider community regarding this situation, including any changes to these processes. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

Questions?

All questions should be directed to MCW's provider contact center at 1-414-287-7640 or your MCW provider services representative. For **BadgerCare Plus** Providers, call 1-414-755-3619.



Frequently Asked Questions

1. What if I am both a MCW network provider and a Molina Wisconsin network provider?

For MCW claims, please follow the directions above. For Molina Wisconsin claims, please follow the directions given in the bulletin from Molina Wisconsin. [Molina Healthcare](#)

2. Who can I call for help submitting a paper claim?

Partnership, SSI, Dual Advantage, and legacy Care Wisconsin Family Care member claims are processed by MCW TPA, TriZetto. If you have a specific billing and/or claims inquiry, please call 1-855-878-6699 to speak with a claims representative.

All other **Family Care** claims are processed by MCW TPA, WPS. If you have a specific billing and/or claims inquiry, please call 1-800-223-6016 to speak with a claims representative.

BadgerCare Plus (BC+) member claims are processed by MCW TPA, SCAS Management Group (SMG). If you have a specific billing and/or claims inquiry, please call 1-414-755-3619 or 1-855-530-6790 to speak with a claims representative.

3. How long will this outage continue?

MCW continues to work with its partners to establish efficient ways for providers to submit claims. As new solutions are created or the **CHC** situation is resolved, MCW will communicate those updates.

4. Will this outage affect the MCW and Molina integration timeline?

We don't expect that this outage will affect the MCW and Molina Wisconsin integration timeline. If expectations change, we will communicate as soon as possible. Information on the integration is available at [My Choice Integration Updates \(molinahealthcare.com\)](#)