Orientation Manual

University Hospital (UWHC)
American Family Children’s Hospital (AFCH)
UW Health at The American Center (TAC)
University of Wisconsin Medical Foundation (UWMF)
Chartwell Midwest Wisconsin (CMW)
Generations Fertility Care, Inc. (GFC)
Madison Surgery Center, Inc. (MSC)
Transformations Surgery Center, Inc. (TSC)
UW Health Rehabilitation Hospital (UWRH)
Wisconsin Dialysis, Inc. (WDI)
Wisconsin Sleep, Inc. (WSI)

The included information pertains only to policies and programs of the entities listed above. 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. University of Wisconsin School of Medicine and Public Health (UWSMPH) physicians and non-physician professionals also provide Regional Outreach and other services at a variety of locations that may or may not fall under a given contractual arrangement.

Every effort has been made to ensure accuracy, however, such information can become outdated quickly.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 University Health Care at (608) 262-8329 or your UHC contracting representative.
# TABLE OF CONTENTS

**Welcome to UW Health**  1
University of Wisconsin School of Medicine and Public Health  1
University of Wisconsin Medical Foundation  1
University Hospital  2
  - UW Health at The American Center  2
  - American Family Children’s Hospital  2
  - UW Carbone Cancer Center  2
  - UW Transplant Program  2
University Health Care  3
Other Affiliated Organizations  4

**Additional Information and Services**  8
Guest Services  8
Ronald McDonald House  8
Parking and Valet Parking  8
Interpreter Services  8
Patient Resources  9
Patient Relations  9

**Related Services**  10
Medical Staff Affairs and Credentialing  10
Provider Enrollment  10
Medical Provider Information  10
Provider Relations Coordinator  10

**Coordinated Care**  11
Coordinated Care and Case Management  11
Utilization Review Services  12
Discharge Planning  12
HMO Referral Coordination Program  13
Scheduling an Appointment for a Second Opinion  14

**Health Information**  15
Health Information Release of Information  15
Health Information and Patient Records  15

**Policies and Procedures**  16
Clinic Appointment Pre-registration  16
Ambulatory Surgery/Procedure  16
Pre-admissions Review  16
Admissions  16
Attendance at Patient/Family Conferences  17
Onsite Reviews  17

**Wisconsin State Statutes and Administrative Code**  18

**Billing and Reimbursement**  19
UWHC/AFCH Billing Information  19
UWMF Billing Information  21
Service Locations and Payment Information  22
Other Affiliated Entities Service Locations and Payment Information  24
Welcome to UW Health!

As the academic medical center for the University of Wisconsin-Madison, UW Health offers the full continuum from primary and preventive care through advanced treatments available at only a handful of centers nationwide. UW Health is a community of more than 15,000 physicians, researchers, nurses and health care professionals working together to make lives healthier, longer and more fulfilling.

Based in Madison, UW Health comprises the academic health care entities of: University of Wisconsin-Madison, UW School of Medicine and Public Health (UWSMPH), UW Medical Foundation (UWMF) and University Hospital (UWHC). All three UW Health partners have a shared mission, vision and values—to advance health without compromise through service, science, scholarship and social responsibility, and to be a national leader in health care while advancing the well-being of the people of Wisconsin and beyond.

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

See a complete list of Adult, Pediatric and Other Services here.
See a complete list of UW Health locations here.

University of Wisconsin School of Medicine and Public Health
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 seven 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
With approximately 1,350 faculty and resident physicians in 98 subspecialties, UWMF is the largest academic, multi-specialty physician group in Wisconsin and one of the 10 largest in the nation. UWMF physicians serve as the medical staff for UWHC and also provide care at Madison's community hospitals and clinics. With physicians throughout the city and in dozens of communities across the south-central portion of the state, UWMF has been the center of health care collaborations such as Wisconsin Dialysis Inc., Generations Fertility Care, Transformations Surgery Center, Madison Surgery Center 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 Hospital

University Hospital (UWHC), a 592-bed inpatient facility with approximately 125 outpatient specialty clinics, is frequently ranked among the finest academic health centers in the United States.

Designated a Magnet® Hospital for nursing excellence by the American Nurses Credentialing Center, UWHC 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. The UWHC emergency department was one of only 17 emergency departments nationwide to receive a Lantern Award for exemplary performance from Emergency Nurses Association. Consistently, UWHC is named among the “100 Best Companies” and one of the nation’s best companies for hourly workers 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 and safety, and patient satisfaction scores often above the 90th percentile, UWHC is a frequent recipient of the region’s Consumer Choice award from the National Research Corporation. Among the hospital’s major clinical programs are the following:

- **UW Health at The American Center (TAC):** UW Health at the American Center: A 56-bed, 503,000-square-foot hospital offers 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 48-room unit for outpatient diagnostic and treatment procedures, 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 and acupuncture and massage therapy.

- **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.

- **University of Wisconsin Carbone Cancer Center (UWCCC):** 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 in regional communities of Beloit, Wisconsin Rapids, Johnson Creek, Wisconsin; and northern Illinois. The UWCCC is named among the top 100 hospitals and health systems for being 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. The program has been 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 almost 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 international recognition leadership in organ preservation, transplant surgery and care of transplant patients, this team completed more than 12,000 transplants. UW Organ and Tissue Donation (UW OTD) is recognized by U.S. Department of Health and Human Services as organ procurement best practice site and is consistently recognized as one of the nation’s leading organ procurement organizations.
University Health Care, Inc.

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 80 contracts to deliver primary and specialty health care services locally, regionally and nationwide. UHC develops network initiatives on behalf of University Hospital (UWHC), University of Wisconsin Medical Foundation (UWMF), University of Wisconsin School of Medicine and Public Health (UWSMPH), Chartwell Midwest Wisconsin (CMW), Generations Fertility Care (GFC), Madison Surgery Center (MSC), Transformations Surgery Center (TSC), UW Health Rehabilitation Hospital (UWRH), Wisconsin Dialysis Inc. (WDI), and Wisconsin Sleep Inc. (WSI). UHC's Managed Care Contracting team works with physicians, hospitals and other health care providers, as well as employers and insurance companies, to develop a regional health care system linked to the multiple resources of UW Health.

Program Manager
Lori Madden
(608) 263-9737
lmadden@uwhealth.org

Sr. Contract Specialist
Jodi Schaaf
(608) 265-0129
jschaaf@uwhealth.org

Administrative Assistant
Brandi Thomson
(608) 262-8329
bthomson@uwhealth.org

President
Michael Dallman
(608) 265-0151
mdallman@uwhealth.org

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, managed care and 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 locally. Regional services clinics staffed by UW 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 UW faculty physicians and providers travel to over 33 different communities throughout the region, providing over 40 unique specialty services. Services include: Allergy, Cardiovascular Medicine/Heart Failure, Cardiothoracic Surgery, Endocrinology, Endocrine Surgery, Gastroenterology, General Surgery, Genetics, Geriatrics, Hematology/Oncology, Hepatobiliary/Pancreas Surgery, Immunology, Medical & Surgical Weight Management, Neurology, Neurosurgery, Ophthalmology, Optometry, Orthopedics, Otolaryngology, Perinatology, Pulmonology, Radiation Oncology, Rheumatology, Sleep Medicine, Thoracic Surgery, Transplant Medicine & Surgery, Urology, and Vascular Surgery along with the following Pediatric subspecialties: Allergy, Cardiology, Endocrinology, Gastroenterology, General Surgery, Hematology, Nephrology, Neurosurgery, Ophthalmology, Orthopedics, Otolaryngology, Plastic Surgery, Pulmonology, Rheumatology and Urology.

A comprehensive list of locations is available here.

NOTE: Your contract with UHC may or may not include all regional services locations. Please contact your contracting representative for additional information.
Other Affiliated Organizations

Chartwell Midwest Wisconsin
CMW is an affiliate of UWHC, 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 following physician.

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

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 at (608) 831-8555 or (800) 730-8555.

NOTE: Your contract with UHC may or may not include CMW. Please refer to your contract for verification or contact your UHC contracting representative for additional information.

Generations Fertility Care
GFC, a joint venture between UW Health and Meriter–UnityPoint Health, is a state of the art 12,400-square-foot facility, designed with the patient experience in mind and features the Healing Garden, for patients.

At GFC, the expert team of endocrinologists, male infertility specialist, clinical psychologist, embryologists, geneticist and nursing support staff 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, faculty 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 with UHC may or may not include GFC. Please refer to your contract for verification or contact your UHC contracting representative for additional information.
Other Affiliated Organizations (continued)

Madison Surgery Center, Inc.
MSC is a joint venture between UWMF (managing partner), UWHC, and Meriter-UnityPoint Health, a multi-specialty ambulatory surgery center providing outpatient surgery and procedures, servicing 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. They manage fully-furnished operating suites and procedural rooms, complete with state-of-the-art monitoring equipment, surgical technology and anesthesia. Procedures do not exceed a three-hour duration and patients are expected to be discharged the same day. The surgeons and anesthesiologists 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).

NOTE: 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. Your contract with UHC may or may not include MSC. Please refer to your contract for verification or contact your UHC contracting representative for additional information.

Transformations Surgery Center, Inc.
TSC is a joint venture of UWMF and Meriter-UnityPoint Health, 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.

Medical and surgical specialists offer a comprehensive array of cosmetic and reconstructive procedures, surgeries and services including, but not limited to: Dermatology, 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).

NOTE: 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. Your contract with UHC may or may not include TSC. Please refer to your contract for verification or contact your UHC contracting representative for additional information.
Other Affiliated Organizations (continued)

**UW Health Rehabilitation Hospital**

UW Health Rehabilitation Hospital (UWRH) is a joint venture between University Hospital and Kindred Healthcare.

The new UW Health Rehabilitation Hospital, across the street from UW Health at The American Center, 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, 53,000 square foot hospital has all 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 and 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.

**NOTE:** The facility fee is billed separately from the fees of the physicians. Your contract with UHC may or may not include UWRH. Please refer to your contract for verification or contact your UHC contracting representative for additional information.

**Wisconsin Dialysis, Inc.**

WDI is a joint venture with UWHC, UWMF and Meriter-UnityPoint Health, formed as a free-standing not-for-profit dialysis company. WDI provides high quality kidney dialysis services to patients. These services include outpatient hemodialysis (in-center and home based) and a home based peritoneal dialysis program.

WDI offers comprehensive expert care to patients with kidney disease in state-of-the-art, patient and family focused environments. Team members will 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 an 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 United States.

**NOTE:** Your contract with UHC may or may not include WDI. Please refer to your contract for verification or contact your UHC contracting representative for additional information. 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 Meriter services are not covered under your contract with UHC.
Wisconsin Sleep, Inc.
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 Meriter-UnityPoint Health. It operates 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 16 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 with UHC. Please refer to your contract for verification or contact your UHC contracting representative 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 in a family with multiple problems.

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 see 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, Metabolic Bone Disease Clinic, Neuromotor Development Clinic, Newborn Follow up Clinic, Pediatric Brain Care Clinic, Spasticity and Movement Disorders Clinic.

NOTE: Waisman Center bills with the same tax identification number as University of Wisconsin System and is not included in your contract when the billing is done by Waisman Center.
Professional and Technical Services are included in your contract if the billing is done by either UWHC or UWMF. Please contact your UHC contracting representative for additional information.
Additional Information and Services

Guest Services
Various services are available to patients and families, ranging from providing assistance with temporary housing to performing concierge duties. Guest Services staff is available to help patients and their families arrange housing while the patient is in the hospital or restricted to the Madison area. They are located at the hospital’s main information desk and can be reached at (608) 263-0315 or housing@uwhealth.org.

The Best Western Inntowner hotel has partnered with UWHC to provide a new patient and family centered resource for regional patients. The hotel is within walking distance to UWHC and AFCH, offers a full-service restaurant, indoor pool, recently remodeled rooms, modern amenities and 24-hour shuttle to UWHC.

With a permit obtained from the Guest Services staff, families may bring a camper or RV and park in parking lot 131. Free electrical hook-ups are available; however, there is no water or dumping facilities. There are three parking spaces available on a first-come, first-served basis. The Guest Services staff can provide additional information regarding the logistics of bringing a camper or RV.

Ronald McDonald House
The Ronald McDonald House of Madison provides low-cost housing for families of children who are being treated for serious illnesses in all Madison hospitals. The Ronald McDonald House is a three-story building with 17 bedrooms, a 28-person dining room, a living room, and several play and game rooms. In addition, there are laundry facilities, telephone rooms, a double kitchen, a pantry, a library and reading rooms. Referrals for the Ronald McDonald House are made through Guest Services staff. The house is a short walk from AFCH. Shuttle service to the hospital is also offered.

Parking and Valet Parking
UWHC provides, as a service to its customers, one free inpatient visitor-parking pass per patient, available in Admissions, which is effective upon day of admission and is valid for seven days. At that time it may be renewed at Admissions at no charge. Parking for outpatient visits is free of charge (upon validation of ticket) at the main parking garage in visitor parking. Further parking information is provided at the Admissions Main Information Desk. UWHC provides valet parking service at no cost to our patients. When you enter the drive-up lane to the hospital, remain in the right lane and follow the signs to the Valet Parking Services area near the Clinics Entrance.

Interpreter Services
Because good communication is essential to high-quality, compassionate health care, UW Health offers communication assistance to our limited English proficient patients and families. Federal & state laws, as well as Joint Commission accreditations standards, require the provision of language access to our limited English proficient patients & families.

Nationally certified medical interpreters are available to help patients communicate with hospital and clinic staff. Interpreter Services has seven Spanish interpreters and an American Sign Language interpreter on staff, as well as contracts with approximately 75 interpreters covering 20-25 languages and over the phone and video interpreter services that offers over 200 languages on demand, 24 hours a day, seven days a week. UW Health policy requires that only interpreters deemed to be qualified by the UW Health Interpreter Services Department be used to interpret at UW Health. In addition, all requests for written translations must be coordinated by the UW Health Interpreter Services Department at (608) 262-9000.
Additional Information and Services (continued)

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 to improve the patient/family experience. Our department will help patients and families, staff and providers with:

- Cab Program: arranging urgently needed cab rides for non-medical assistance patients to UWMF/DFM sites;
- Complex Case Management Program (detailed description follows);
- Honoring Choices – Advance Care Planning;
- Medication Assistance (UWMF/DFM): assisting with pharmaceutical company and other programs to obtain free or low-cost medications. We will research patients’ medication lists for suitable programs and assist patients and clinic staff with the paperwork, referrals and use prescription funds for urgent issues;
- Patient complaints and assistance with risk issues (UWMF, DFM and physician issues at Meriter/Outreach, other non-UWHC sites): assisting with the collaboration of the patient, providers and staff to achieve resolution of patient complaints;
- 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, obtain and abstract medical records, update the chart, triage the patient and make any necessary appointments;
- Staff Assists: assisting with challenging/sensitive situations with patients/families such as no shows, aggressive behavior, etc;
- Social Services: connecting patients to community resources (i.e. financial/insurance issues, transportation, nursing home/assisted living placement, housing/shelter, abuse/neglect issues, pregnancy issues, etc);
- Staff training: providing training and resources on domestic violence, suicide/homicide, difficult interpersonal situations, etc.

Patient Resources Complex Case Management Program: Our RN and Social Service Case Managers assist patients with Unity Insurance and/or a UW Health primary care physician who are clinically and/or socially complex. The goal of the complex case management program is to coordinate care and resources so that patients receive the most appropriate care in the most appropriate setting at the most appropriate time. The program includes the following services:

- Comprehensive assessment;
- Assist patients in establishing and meeting their goals;
- Care coordination and facilitation of community resources;
- 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).

Contact Patient Resources: (608) 821-4819, (800) 552-4255 or patient.resources@uwmf.wisc.edu.

Patient Relations
Patient Relations staff is available to help patients and their families resolve any concerns related to their care or service experience at UWHC. These individuals act as liaisons between patient/family, hospital and clinic staff and physicians. Patient Relations can 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 who practice at UWHC must be credentialed and privileged through the Medical Staff Affairs Office. The process meets state and federal law and The Joint Commission standards. We verify licensure, DEA registration, malpractice insurance, board certification, medical school graduation, post-graduate training and staff affiliations. Medical Staff Affairs works with the clinical departments, physicians and various committees to ensure timely processing of each application. They provide verification of current and past UWHC 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. non-physician professionals). Please contact your UHC contracting representative for more information.

Provider Enrollment
The UWMF Provider Enrollment Specialists work to enroll our physicians 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 UWMF Provider Reporting Specialist 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 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 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. It is especially vital that the contracted entity allows adequate time for UW Health to review and make corrections to written and/or electronic provider directories before finalizing. Please check your contract for specific details. Notify Julie Wieser of your directory production schedule as far ahead of time as possible. A print-ready copy of the draft or electronic file should be sent to Julie Wieser, Provider Reporting Specialist, 301 S. Westfield Rd., Suite 250 • Madison, WI 53717; (608) 265-1664 (p), (608) 265-1642 (f); jwieser@uwhealth.org.

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 UWHC 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 24 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; and
- Strengthened patient/family education.
Coordinated Care (continued)

Utilization Review Services
UWHC 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.

Both internal and external utilization review resources are also maximized when the external review agency employs staff with knowledge of medical terminology and clinical care process. 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 THE COORDINATED CARE AND CASE MANAGEMENT DEPARTMENT AT (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 the voice mail of (608) 262-6086.

Discharge Planning
Staff within the Coordinated Care Department work with patients, families, and care givers of many disciplines to develop and implement an individualized discharge plan. 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; and
- 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.
Coordinated Care (continued)

HMO Referral Coordination Program
The HMO Referral Coordination Program was developed by the medical and administrative staff of UWHC, UWMF, CMW, GFC, MSC, TSC, WDI and WSI 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 in to UWHC’s, UWMF’s, CMW’s GFC’s, MSC’s, TSC’s, WDI’s, and WSI’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; and
- Indicates who should receive a copy of the transcribed reports.

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 UWHC Provider Relations Coordinator at (608) 263-8013 or the UWMF Referral Specialist at (608) 829-5620.
- 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 telephone number.

If you are unsure as to what to authorize or arrange in the way of labs/x-ray, number of visits, etc., please discuss the case directly with the provider before writing the referral authorization. Providers may be called in their offices, at their clinics, or through the Paging and Messaging Center at 608-262-2122.
Coordinated Care (continued)

HMO Referral Coordination Program (continued)
Fax or mail a copy of each referral authorization to:
UWHC Registration, University Hospital - Fax (608) 265-5066
UWHC Registration, 600 Highland Avenue, G5/220, Madison, WI 53792-0001

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 UWHC Registration at (608) 261-1600 or UWMF Referral Specialist at (608) 829-5620.

NOTE: The HMO Referral Coordinator does not handle pre-authorizations for ambulatory or inpatient surgeries. See Policies and Procedures section on page 16 for more information.

Scheduling an Appointment for a Second Opinion
Many patients are referred to UWHC 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 the HMO Referral Coordinator, UWHC, 600 Highland Avenue, Room G5/220, Madison, WI 53792-0001 or fax to (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

Health Information Release of Information

Requests for medical record information from UWHC and/or UWMF facilities should be addressed to the Release of Information Section of the UWHC Health Information Management Department. Questions on release of information procedures may be directed to the UWHC 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.
7. Requests for patient information that require an authorization shall be submitted on the appropriate authorization form signed and dated by the patient, or the parent of a patient under age 18, or the legal guardian of the patient.
8. Statement regarding patient’s right to revoke the authorization in writing.
9. Statement about the ability or inability of UWHC/UWMF 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 rule.

Requests for release of information that does not require an authorization must be provided on requestor letterhead and include the data elements as listed in 1-5 above. Visit Medical Records.

UW Health:

UW Health Information and Patient Records

UWCH/AFCH/MSC/TAC/TSC Health Information and Patient Records
Jane Duckert, Director of Health Information Management
UWCH • 8501 Excelsior Drive • Madison, WI 53717
Phone: (608) 203-4570 • Fax: (608) 203-4578 • jduckert@uwhealth.org

UWMF/GFC/WSI Health Information and Patient Records
Diane Cook, Health Information Manager
UWMF • 7974 UW Health Court • Middleton, WI 53562
Phone: (608) 826-6754 • Fax: (608) 821-4149 • diane.cook@uwmf.wisc.edu

CMW Health Information and Patient Records
CMW • 2241 Pinehurst Drive • Middleton, WI 53562
Phone: (608) 831-8555 • Fax: (608) 831-9747 • chartwell@chartwellwisc.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

UWRH Health Information and Patient Records
UWRH • 5115 N. Biltmore Lane • Madison, WI 53718
Phone: (888) 545-6555

www.uwhealth.org
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 UWHC.

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, the patient may be contacted via telephone 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 UWHC for eligibility and benefit verification. Questions may be referred to Admissions at (608) 263-8770.

Pre-admissions Review

1. Pre-admission planning information provided by the UWHC attending physician for a scheduled admission is relayed by UWHC 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 Admissions to the UWHC attending physician.

Admissions

Please direct questions regarding Admissions at UWHC to:

**Diana Huibregtse**, Director, Access Services
UWHC, Room E5/260 • (608) 263-6915 • dhuibregtse@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.
Policies and Procedures (continued)

Attendance at Patient/Family Conferences

1. External review organizations/entities must obtain pre-approval to participate in any patient/family conference at UWHC 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.

2. 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.

3. A representative’s attendance will be permitted only at such conferences relating to the patient(s) for whom s/he has valid authorization.

4. 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 UWHC 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 UWHC.
   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 UWHC Coordinated Care and Case Management Department with their findings within 48 hours of their review. UWHC Coordinated Care and Case Management staff will inform appropriate physicians and other patient care team members.
Wisconsin State Statutes and Administrative Code
Your contract with UHC 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

609.24 - Continuity of Care

609.91, 609.935 - Hold-Harmless Provisions

628.46 - Timely payment of claims

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

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

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

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

UWHC/AFCH/TAC 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.

Once billing is completed the account is transferred to an account representative. UWHC'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
UWHC and UWMF bill separately. Inpatient and outpatient hospital/clinic services are billed by UWHC’s Patient Accounting Department. If UWHC 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 for the case shall be made for the total case rate less any interim payment(s).

Electronic Billing Information
UWHC is interested in working with payers to develop electronic billing and payment procedures. Direct electronic billing questions to Kari Zebell at (608) 263-2783 or kzebell@uwhealth.org.

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 Mary Beth Benson, Manager, Patient Accounting, at (608) 263-2699 or mbenson@uwhealth.org. Questions related specifically to claims filing procedures should be directed to Kari Zebell, Billing Manager, at (608) 263-2783 or kleahy@uwhealth.org. For patients’ convenience, UWHC also staffs a customer service office located at the Outpatient Registration area (H6/220) of UWHC. The contact number for this office is (608) 263-6158.
Billing and Reimbursement

Hospital Audits
The Patient Accounting Department is committed to providing accurate billings for hospital services and to ensuring that proposed account audits are completed promptly and accurately. Because UWHC 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) 262-5633. 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 or order number (medications), 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 between your company, UWHC, or UHC. UWHC will bill the patient for any charges the hospital maintains are legitimate. UWHC will issue a refund for any charges billed in error, due to the claims adjudication complications associated with recoupment, UWHC 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.
Billing and Reimbursement

UWMF 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 on the CMS 1500 or its electronic equivalent, 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.

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 Jennifer Brown, EDI Coordinator, at (608) 829-5299 or Allison Gasser, Manager of Billing Services at (608) 828-1811 or claimsremit@uwmf.wisc.edu.

Questions
UWMF is located at 7974 UW Health Court, Middleton, WI 53562. The billing department telephone number is (877) 565-0505 or (608) 829-5217. The fax number is (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, UWMF also staffs a customer service office located at the Outpatient Registration area (H6/218) of University Hospital. The telephone number for this office is (608) 263-8918.
## Billing and Reimbursement

### UW Health Service Locations and Payment Information

<table>
<thead>
<tr>
<th>Location Name</th>
<th>Address</th>
<th>City, State, Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Family Children's Hospital</td>
<td>1675 Highland Ave.</td>
<td>Madison, WI 53792</td>
</tr>
<tr>
<td>UW Health at The American Center</td>
<td>4602 Eastpark Blvd.</td>
<td>Madison, WI 53718</td>
</tr>
<tr>
<td>University Hospital</td>
<td>600 Highland Ave.</td>
<td>Madison, WI 53792</td>
</tr>
<tr>
<td>UW Health – Home Health Agency</td>
<td>2030 Pinehurst Dr.</td>
<td>Middleton, WI 53562</td>
</tr>
<tr>
<td>UW Health – Digestive Health Center</td>
<td>750 University Row</td>
<td>Madison, WI 53705</td>
</tr>
<tr>
<td>UW Health - East Clinic</td>
<td>5249 E. Terrace Dr.</td>
<td>Madison, WI 53718</td>
</tr>
<tr>
<td>UW Health – Oakwood Village Geriatrics</td>
<td>6209 Mineral Point Rd. #116</td>
<td>Madison, WI 53705</td>
</tr>
<tr>
<td>UW Health – Rehabilitation Medicine</td>
<td>6630 University Ave.</td>
<td>Middleton, WI 53562</td>
</tr>
<tr>
<td>UW Health - Research Park</td>
<td>621 Science Dr.</td>
<td>Madison, WI 53711</td>
</tr>
<tr>
<td>UW Health – University Station</td>
<td>2880 University Ave.</td>
<td>Madison, WI 53705</td>
</tr>
<tr>
<td>UW Health - West Clinic</td>
<td>451 Junction Rd.</td>
<td>Madison, WI 53717</td>
</tr>
<tr>
<td>Olin Adolescent</td>
<td>122 E. Olin Ave. #275</td>
<td>Madison, WI 53713</td>
</tr>
<tr>
<td>Orthotics Clinic</td>
<td>6220 University Ave. #103</td>
<td>Middleton, WI 53562</td>
</tr>
<tr>
<td>Waisman Center</td>
<td>1500 Highland Ave.</td>
<td>Madison, WI 53705</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Send Payments</th>
<th>University Hospital</th>
<th>Drawer 853</th>
<th>Milwaukee, WI 53278</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>UW Medical Foundation</td>
<td>Drawer 78864</td>
<td>Milwaukee, WI 53278</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UWHC Tax ID</th>
<th>#39-1835630</th>
</tr>
</thead>
<tbody>
<tr>
<td>UWMF Tax ID</td>
<td>#39-1824445</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UWHC NPI Numbers</th>
<th>UW Systems Tax ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1922043744 UWHC/AFCH/TAC</td>
<td>#39-1805963</td>
</tr>
<tr>
<td>#1235174426 Inpatient Psych</td>
<td>UWMF NPI</td>
</tr>
<tr>
<td>#1790720985 Inpatient Rehab</td>
<td>#1598784555</td>
</tr>
<tr>
<td>#1528096914 Home Health</td>
<td>UW Systems NPI</td>
</tr>
<tr>
<td>#1043247448 DME (Pinehurst)</td>
<td>#1346266319</td>
</tr>
<tr>
<td>#136671859 DME (Highland)</td>
<td>#1366823403 Pharmacy (TAC)</td>
</tr>
<tr>
<td>#1710216205 DME (Middleton Rehab)</td>
<td>#170469869 DME (TAC)</td>
</tr>
</tbody>
</table>
Billing and Reimbursement

UW Health Service Locations and Payment Information (continued)
Billing and payment information for services received at the locations below.

<table>
<thead>
<tr>
<th>Send Payments</th>
<th>NPI Numbers</th>
<th>Tax ID Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>UW Medical Foundation</td>
<td>UWMF NPI</td>
<td>UWMF Tax ID</td>
</tr>
<tr>
<td>Drawer 78864</td>
<td>#1598784555</td>
<td>#39-1824445</td>
</tr>
<tr>
<td>Milwaukee, WI 53278</td>
<td>UW Systems NPI</td>
<td>UW Systems Tax ID</td>
</tr>
<tr>
<td></td>
<td>#1346266319</td>
<td>#39-1805963</td>
</tr>
</tbody>
</table>

UW Health – Arboretum
Family Medicine
1102 S. Park St.
Madison, WI 53715

UW Health – Augusta
Family Medicine
207 W. Lincoln St. #1
Augusta, WI 54722

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

UW Health – Behavioral Health & Recovery
1102 S. Park St.
Madison, WI 53715

UW Health – Belleview
Family Medicine
1121 BellWest Blvd.
Belleville, WI 53508

UW Health - Columbus
1515 Park Ave.
Columbus, WI 53925

UW Health - Cottage Grove
4590 Hwy N
Cottage Grove, WI 53527

UW Health - Cross Plains
2418 Brewery Rd.
Cross Plains, WI 53528

UW Health – DeForest-Windsor
4131 Meridian Dr.
Windsor, WI 53598

UW Health – Deming Eye Clinic
2349 Deming Way, #200
Middleton, WI 53562

UW Health - East Towne
4122 East Towne Blvd.
Madison, WI 53704

UW Health – Eau Claire
Family Medicine
617 W. Clairemont Ave.
Eau Claire, WI 54701

UW Health – Eye Clinic Rockford
7019 Rote Rd. #101
Rockford, IL 61107-5227

UW Health - Fitchburg
5543 E. Cheryl Pkwy.
Fitchburg, WI 53711

UW Health – Fort Atkinson
1620 Mehta Ln.
Fort Atkinson, WI 53538

UW Health – Fox Valley
Family Medicine
229 S. Morrison St.
Appleton, WI 54911

UW Health – Madison Eye Assoc.
780 Regent St. #306
Madison, WI 53715

UW Health - Mt. Horeb
600 N. 8th St.
Mt. Horeb, WI 53572

UW Health – Northeast
Family Medical Center
3209 Dryden Dr.
Madison, WI 53704

UW Health - Odana Atrium
5618 Odana Rd.
Madison, WI 53719

UW Health - Oregon
137 S. Main St.
Oregon, WI 53575

UW Health - Portage
2977 Cty. Hwy. CX
Portage, WI 53901

UW Health – Psychiatric Institute and Clinic
6001 Research Park Blvd.
Madison, WI 53719

UW Health - Stoughton
1001 Nymgaard St.
Stoughton, WI 53589

UW Health - Sun Prairie
2651 Windsor St.
Sun Prairie, WI 53590

UW Health - Verona
100 N. Nine Mound Rd.
Verona, WI 53593

UW Health - West Towne
7102 Mineral Point Rd.
Madison, WI 53717

UW Health – Yahara
1050 East Broadway
Monona, WI 53716

UW Health - 1 S. Park
1 S. Park St.
Madison, WI 53715

UW Health - 20 S. Park
20 S. Park St.
Madison, WI 53715

UW Health - 202 S. Park
202 S. Park St.
Madison, WI 53715

WIMR
1111 Highland Ave.
Madison, WI 53705

www.uwhealth.org
## Billing and Reimbursement

### Other Affiliated Entities Service Locations and Payment Information

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Address</th>
<th>Send Payments</th>
<th>Tax ID Number</th>
<th>NPI Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chartwell Midwest Wisconsin</td>
<td>2241 Pinehurst Dr.</td>
<td>Chartwell Midwest Wisconsin</td>
<td>39-1796267</td>
<td>1730260233</td>
</tr>
<tr>
<td></td>
<td>Middleton, WI 53562</td>
<td>Box 78804</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Milwaukee, WI 53278-0804</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generations Fertility Care, Inc.</td>
<td>2365 Deming Way</td>
<td>Generations Fertility Care, Inc.</td>
<td>27-3496527</td>
<td>1093025686</td>
</tr>
<tr>
<td></td>
<td>Middleton, WI 53562</td>
<td>Box 78864</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Milwaukee, WI 53278</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Madison Surgery Center, Inc.</td>
<td>1 South Park St.</td>
<td>UW Medical Foundation</td>
<td>MSC# 39-1940656</td>
<td>UWMF# 39-1824445</td>
</tr>
<tr>
<td></td>
<td>Madison, WI 53715</td>
<td>Box 78864</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Milwaukee, WI 53278</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transformations Surgery Center, Inc.</td>
<td>2349 Deming Way</td>
<td>UW Medical Foundation</td>
<td>TSC# 39-1948840</td>
<td>UWMF# 39-1824445</td>
</tr>
<tr>
<td></td>
<td>Middleton, WI 53562</td>
<td>Box 78864</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Milwaukee, WI 53278</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

Other Affiliated Entities Service Locations and Payment Information (continued)

<table>
<thead>
<tr>
<th>Entity</th>
<th>Send Payments</th>
<th>Tax ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>UW Health Rehabilitation Hospital</td>
<td>UWRH 5115 N. Biltmore Ln. Madison, WI 53718</td>
<td>46-3262602</td>
</tr>
<tr>
<td>Wisconsin Dialysis, Inc. East Clinic</td>
<td>Wisconsin Dialysis, Inc. Box 78964 Milwaukee, WI 53278</td>
<td>WDI# 30-0072647 UWMF# 39-1824445 UW Systems# 39-1805963</td>
</tr>
<tr>
<td></td>
<td>UW Medical Foundation  Box 78864 Milwaukee, WI 53278</td>
<td>WDI East #1114035912 WDI Fitchburg #1881702603 UWMF #1598784555 UW Systems #1346266319</td>
</tr>
<tr>
<td>Wisconsin Sleep, Inc. 6001 Research Park Blvd. Madison, WI 53719</td>
<td>Wisconsin Sleep, Inc. Box 78864 Milwaukee, WI 53278</td>
<td>WSI# 26-0902344 UWMF# 39-1824445 UW Systems# 39-1805963</td>
</tr>
<tr>
<td></td>
<td>UW Medical Foundation  Box 78864 Milwaukee, WI 53278</td>
<td>WSI# 1588850150 UWMF# 1598784555 UW Systems #1346266319</td>
</tr>
</tbody>
</table>

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

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

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