

COMMUNITY LINK, INC.

formerly CCCW, ContinuUs, & WWC

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Dear Community Link, Inc. Provider,

Welcome! And thank you for contracting with Community Link, Inc. as a valued provider to our members! We look forward to working with you and hope to make this process as easy as possible.

In this folder you will find information needed for our billing and claims process. We will be in contact with you in the near future to discuss any questions regarding this information and any other billing and/or claims questions you may have. If you have questions prior to this, you may contact me directly @ 715-204-1726, or, for general assistance contact the Member Authorization Department @ 715-204-1738.

In the meantime, you may also visit our website at: mycccw.org - Click on Providers, then Claims and Billing Information. Here you will find additional information, instructions, and forms for this process.

Community Link, Inc. has selected WPS Insurance Corporation to process all claims transactions. Claims should be submitted to WPS for review and payment. With the exception of outpatient therapy claims. If you are an outpatient therapy provider, we will discuss your billing process during our phone conversation.

- Any claim that is submitted to WPS or Community Link, Inc. must be received within 90 days of date of service, and
- accepted as a clean claim

Definitions:

- ✚ **Clean Claim** – a complete and accurate claim that includes all provider and member information necessary to process the claim including all appropriate service and authorization codes.
- ✚ **Filed Timely** – claims must be filed within 90 calendar days from the date of service or 90 days from the primary insurance's processed date. The claim filing timeline does not end with the original claim submission. If a claim is rejected or denied back to the provider, the provider must submit a *corrected claim* within the original 90 calendar days from the date of service.
- ✚ **Corrected Claim**: For claims that are fully rejected with no payment, correct any errors and resubmit as a new claim. For claims that partially paid, a "Corrected Claim form" must be used. This form can be found on our website also.
- ✚ **Business Days** – a business day is any day including Monday to Friday and does not include weekends or holidays.

Claims can be uploaded to WPS electronically using a spreadsheet. This is the preferred & highly recommended option because it will significantly accelerate the time it takes for the processing & payment of your claim(s). **If this is the option you choose, please email WPS at: fcwps@wpsic.com that you are interested in submitting electronically. Please include in the email your name, phone number, email address, and which electronic option you would like to do. Or, simply visit our website under the Claims and Billing Information tab and fill out the WPS Spreadsheet Internet Agreement 6, and return it via email, mail, or fax to WPS.

The electronic filing options are:

- PC Ace Pro
- WPS Excel Spreadsheet

WPS does accept submission of paper claims for services rendered. There are 3 different types of paper claim forms:

- CMS 1500 (formerly HCFA)
- UB04 (CMS 1450)
- Community Link, Inc. form (A claim form is included in the packet. Additional forms available upon request)

*** Claims that involve payment from a primary insurance, such as Medicare, must be submitted on paper along with the primary insurance Explanation of Benefits attached ***

Paper claim forms are mailed to:

Family Care
c/o WPS Insurance Corporation
PO Box 211595
Eagan, MN 55121

All services that are authorized will be assigned a specific authorization number. You can request access to view them on the Community Link, Inc. Provider Portal, which is the preferred option; or, they can be mailed to you on paper. All providers will be required to include the service authorization number on all claims submitted for payment to WPS.

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) information should have been given at the time of contracting with Community Link, Inc. Provider Relations. This information can also be found on our website in the Claims and Billing Information section. If you would like to utilize either or both services, please visit the www.wpsic.com website and follow the instructions for signing up.

** If your organization has more than 1 entity & you are billing services separately, but using the same tax ID number, you will need to complete separate individual EFT forms.

Other information within this folder include the following. All are also on our website:

- Community Link, Inc. Provider Checklist
- Community Link, Inc. Authorization for Services example with field explanations
- Community Link, Inc. paper claim form and instructions
- Community Link, Inc. Corrected Claim form and Tip Sheet
- Community Link, Inc. Claims Payment Appeals Process
- Community Link, Inc. Contact Information
- WPS Family Care Claim Tips
- (Appendix) Provider Services information & Community Link, Inc. expectations specific to your organization

Thank You,

Member Authorization Billing Support