



School Based Service

Web Application User Guide

For Wisconsin Medicaid SBS Providers

Department of Health and Family Services Division of Health Care Financing PHC 1096 (Rev. 01/06)

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Introduction

Wisconsin Medicaid School Based Service providers may use the Medicaid Administrative Claiming (MAC)/ School Based Service (SBS) Web site to receive a report of Medicaid-eligible students in the provider's school district/Cooperative Educational Service Agency (CESA). Wisconsin Medicaid will send the report of Medicaid-eligible students to each SBS provider via e-mail after the provider submits the "Registration to Receive Report of Medicaid-Eligible Students for School-Based Services Providers" and a valid student roster via the Web site. The report, which will facilitate Medicaid eligibility verification and billing, will be formatted in a password-protected, encrypted text file.

This document guides a user through the necessary steps to receive the report of Medicaid-eligible students.

If you have any questions not covered in this user guide, please contact the EDI Helpdesk at (866) 416-4979.

Login



Users who have previously registered for the MAC/SBS Web Application must login by:

Entering their **User Name**. Entering their **Password**. Selecting **Login** to advance to the next screen and begin using the application.

Site Registration

Users who have not previously registered for the MAC/SBS Web Application must select "Register to use the site" to access the "New User Registration" page.

Forgotten Passwords

If a user forgets his or her password, he or she must select "Forgotten password help."

New User Registration

2 New User Registration for MAC/SBS - Microsoft Internet Explorer	
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Address @	CGo Links *
MEDICAID ADMINISTRATIVE CLAIMING & SCHOOL BASED SERV	VICES .
New User Registration	
Please enter your information, then choose Register . To complete your registration, you will be asked to enter the p that you will be associating with this user.	roviders
Name — First User Name	
Name — Last Password	
Address 1 Retype Password	
Address 2	
City Notes:	
State / ZIP Code WI I ZIP Plus 4 • Fields in blue are required. • User names must have at least 6 characters	
The password is case sensitive, must be a r of 8 characters, and must include at least on	ninimum e
Confirm E-Mail	
Telephone Ext	
Fax E	
Select a personal reminder question that will be asked to confirm your identity if you forget your password.	
What is your mother's maiden name? Question Response	
Clear Re	gister
Done	Internet

Users will be asked to enter or select the following information (all items in blue are required):

Name — First and Last

Enter the user's first and last name.

Address 1

Enter the user's address.

Address 2

If additional space is needed, continue to enter the user's address in this space.

City Enter the user's city.

State / ZIP

Enter the user's state and ZIP code.

E-Mail

Enter the user's e-mail address. E-mail addresses are not case sensitive.

Confirm E-Mail

The e-mail address entered in this field must match the address entered in the "E-mail" field.

Telephone

Enter the user's telephone number, including extension if applicable.

Fax

Enter the user's fax number (optional).

User Name

User names must be at least six characters long and can be alphanumeric (e.g., abcd123). User names are not case sensitive. Each user is required to select a unique user name and password.

Password

Passwords must be at least eight characters long and contain at least one letter character and one numeric character. Passwords are case sensitive.

Retype Password

As a security check, users will be asked to retype their password.

Select a Personal Reminder Question

Users are required to choose one of the following questions from the drop-down box:

"What is your mother's maiden name?"

"What is your father's middle name?"

"What are the last four digits of your Social Security number?"

"What was the name of your high school as a child?"

Question Response

Users are required to enter the answer to the question they selected. The maximum length of this response is 25 characters. Question responses are case sensitive. This feature is used to confirm a user's identity if a password is forgotten.

Clear

Select "Clear" to erase all the fields previously entered.

Register

Select "Register" to submit the registration information and continue to the next screen.

Registering MAC/SBS Provider Numbers

🚪 Register for MAC/SBS Providers - Microsoft Internet Explorer	_ 8 ×
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Medical Administrative Clamma MEDICAID ADMINISTRATIVE CLAIMING & SCHOOL BASED SERVICES	×
Register Provider Numbers	
Please enter the providers that you will be associating with this user. To complete your registration, select Done '.	
Add a Provider: Enter the SBS or MAC Provider Number, then choose 'Confirm Add'. If confirmed, choose 'Add' to add the provider to your list.	
Remove a Provider: Select a provider from the Selected Providers drop-down list, then choose Remove.	
MAC/SBS Provider Number:	
Selected Providers:	
Confirm Add Remove Clear Done	
	V labour at

To Add a Provider

Enter the ten-digit NPI provider number, then choose "Confirm Add" to verify that the provider number was entered correctly. Once confirmed, the user must choose "Add" to add the provider to his or her list.

To Remove a Provider

Select the provider on the Selected Providers drop-down list, then choose "Remove."

MAC/SBS Provider Number

Enter the ten-digit NPI provider number of the provider to be added.

Selected Providers

This field displays those providers currently in the user's provider list.

Confirm Add

Select "Confirm Add" once the provider number has been entered.

Add

The user must select "Add" once the provider number and name have been entered. The provider number will then be added to the user's list.

Remove

Select the provider number to remove it from the Selected Provider drop-down list, then choose "Remove."

Clear

Select "Clear" to erase all the fields previously entered.

Done

Select "Done" to complete the registration process.

Once registration is successfully submitted, an e-mail will be sent to the e-mail address the user entered when registering his or her account.

To complete the registration process, the user must select the link in the e-mail, which will activate the user's newly created ID allowing them to begin using the MAC/SBS Web Application.

Forgotten Password Help (Step 1)

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Medical Annoining Medical Annoining Medical Administrative Claiming & School Based Services Login Register Forgot Password Help	
Forgotten Password Help	
Please enter your User Name and E-Mail address, then choose Get Password Reminder . Fields in <mark>blue</mark> are required.	
User Name	
E-mail	
Clear Get Password Reminder	

Users who have forgotten their password may request that it be e-mailed to them by:

Entering their User Name. Entering their E-mail address. Selecting Get Password Reminder to advance to the next screen and receive their password reminder question.

Forgotten Password Help (Step 2)

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MEDICAID ADMINISTRATIVE CLAIMING & SCHOOL BASED SERVICES	<u>×</u>
Forgotten Password Help	
Please enter the correct Reminder Question response and your password will be sent to you shortly via e-mail.	
User Name	
E-Mail	
Reminder Question	
Question Response	
Clear Submit	
Done	🦉 Internet

To receive a forgotten password by e-mail, users will be prompted with their password reminder question. Users must answer the question correctly in the **Question Response** field and press **Submit** to receive their password by e-mail.

MAC/SBS Home Page

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MEDICAL Channing MEDICAL Home Update Profile Lo School Based Service	D ADMINISTRATIVE CLAIMING & SCHOOL BASED SERVICES	
Medicaid Administrative	Claiming & School Based Services Home Page	
Upload Roster File View MAC Provider Reports Update Provider Numbers Update User Profile	 The Medicaid Administrative Claiming and School-Based Services (MAC/SBS) application allows registered MAC participants and SBS providers to upload student roster data. In return, MAC participants will receive a monthly report Containing the percentage of their students who are Medicaid-elligible students every month a roster is submitted. By selecting the identified buttons on the left side of this page, MAC participants and SBS providers will be able to do the following: Upload Roster File — Users may upload a new roster file each month so that MAC and SBS reports can be updated with the most current roster data. Medicaid Administrative Claiming participants are required to do this month. View MAC Percentage Reports — Medicaid Administrative Claiming users may select from their provider lists to display the percentage reports for each provider. Uplate Provider Numbers — Users may add or remove provider numbers from their MAC participants growider is status of the last roster upload for each provider. Uplate Provider Numbers — Users may add or remove provider numbers from their personal profile information (e.g., name, address, or telephone number) and view the active users who are also registered with the provider. 	

After logging into the MAC/SBS Web Application, the user will advance to the MAC/SBS Home Page. Select the buttons on the left side of this page to do the following:

Upload Roster File — Users may upload a new roster file each month so that MAC and SBS reports can be updated with the most current roster data. Medicaid Administrative Claiming participants are required to do this monthly.

View MAC Percentage Reports — Medicaid Administrative Claiming (MAC) users may select from their provider lists to display the percentage reports for each provider, the number of students currently in the provider's roster, and the status of the last roster upload for each provider.

Update Provider Numbers — Users may add or remove provider numbers from their MAC participant/SBS provider list.

Update User Profile — Users may modify their personal profile information (e.g., name, address, or telephone number) and view the active users who are also registered with their provider.

Update Provider Numbers

Update MAC/SBS Providers - Mi	crosoft Internet Explorer	_8×
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Medicaid Admaistrative Claming School Read Service	Medicaid Administrative Claiming & School Based Services date Profile Logout Help	E
Update Provider	r Numbers	
Add a Provider:	Enter the SBS or MAC Provider Number, then choose Confirm Add . If confirmed, choose Add to add the provider to your list.	
Remove a Provider:	Select a provider from the Selected Providers drop-down list, then choose Remove.	
MAC/SBS Provider Selected F	Number Iroviders 12345678 - TEST PROVIDER ONE 87654321 - TEST PROVIDER TWO	
	Confirm Add Remove Clear Done	
		*
Done .		Internet

To Add a Provider

The user must enter the ten-digit NPI provider number, then choose "Confirm Add" to verify that the provider number was entered correctly. Once confirmed, the user must choose "Add" to add the provider to the list.

To Remove a Provider

Select the provider on the Selected Providers drop-down list, then choose "Remove."

MAC/SBS Provider Number

Enter the ten-digit NPI provider number of the provider to be added.

Selected Providers

This field displays those providers currently in the user's provider list.

Confirm Add

Select "Confirm Add" once the provider number and name have been entered.

Add

Select "Add" to confirm the provider number and name entered. The provider number will then be added to the user's list.

Remove

Select the provider number to remove from the Selected Provider drop-down list, then choose "Remove."

Clear

Select "Clear" to erase all the fields previously entered.

Done

Select "Done" to complete the MAC/SBS provider number update and return to the main menu.

Update User Profile

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Medical Almainstrive Medical Almainstrive Medical Almainstrive Medical Almainstrive Medical Almainstrive Home Update Profile Logout Help		Ă
Name – First User Name Name – Last Password Address 1 Password Address 2 Active Users List City Notes: State / ZIP Code ZIP Plus 4 E-Mail Fields in blue are required.		
Confirm E-Mail Confir		
Select a personal reminder question that will be asked to confirm your identity if you forget your password. What is your mother's maiden name? Question Response		
Reset Update Profile Cancel		
Done	🌍 Internet	V

The following fields can be modified if the user needs to update his or her user profile:

Note: User Name is the only field that cannot be changed.

Name — First and Last

Enter the user's first and last name.

Address 1

Enter the user's address.

Address 2

If additional space is needed, continue to enter the user's address in this space.

City

Enter the user's city.

State / ZIP Code

Enter the user's state and ZIP code.

E-Mail

Enter the user's e-mail address. E-mail addresses are not case sensitive.

Confirm E-Mail

The e-mail address entered in this field must match the address entered in the "E-mail" field.

Telephone

Enter the user's telephone number, including extension if applicable.

Fax

Enter the user's fax number, if applicable.

User Name

This field cannot be updated.

Password

Passwords must be at least eight characters long and contain at least one letter character and one numeric character. Passwords are case sensitive.

Retype Password

As a security check, users will be asked to retype their password.

Select a Personal Reminder Question

Users are required to choose one of the following questions from the drop-down box:

- "What is your mother's maiden name?"
- "What is your father's middle name?"
- "What are the last four digits of your Social Security number?"

"What was the name of your high school as a child?"

Question Response

Users are required to enter the answer to the question they selected. The maximum length of this response is 25 characters. Question responses are case sensitive. This feature is used to confirm a user's identity if a password is forgotten.

Reset

Select "Reset" to reset the fields to their original values.

Update Profile

Select "Update Profile" to submit their modified profile information.

Cancel

Select "Cancel" to return to the Main Menu without making any changes to their profile.

Active Users List

Select "View Users" to view the list of users that are active and are also registered with your provider numbers.

Active Users List

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Medical Atmaintaile Channel Update Profile Logout Help	×
Active Users List Page	
Select a provider to look at the associated active users	
12345678 - TEST PROVIDER ONE	
ACTIVE USERS	
1. Test User 2. Test User	
* To deactivate a user, call the EDI Helpdesk at (608) 221-9036.	
Return	
l	

Any new user that has registered to use the MAC/SBS web site is an active user and may use the web site. To disallow a user from submitting roster files or viewing information regarding your roster file uploads, you must deactivate them.

*To deactivate a user, call the EDI Helpdesk at (866) 416-4979 with your Provider ID, Provider Address and the username you want to deactivate.

View Users

To view the list of active users for your provider number, select a provider number from the dropdown menu.

Return

Select "Return" to return to the Update User Profile page.

Upload Roster File

MAC/SBS Selection - Microsoft	Internet Explorer	
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Address 🍘		▼ 🖉 Go Links ≫
Model Administrative Colonies School Read Service	Medicald Administrative Claiming & School Based Services] date Profile Logout Help	*
MAC/SBS Up	oad Selection	
MAC Provider:	If you are a Medicaid Administrative Claiming (MAC) provider, you are required to upload a roster file monthly. In return, you will receive your percentage report. To do this, select the MAC Upload button below.	
SBS Provider:	If you are a school based service (SBS) provider, you are not required to complete an upload. If you upload a school roster, you will receive a list of the recipients who are Medicaid eligible off of your roster. Select the SBS Upload button below and continue to the upload roster screen.	
MAC/SBS Providers:	In order to differentiate between these two programs, please be sure to upload your MAC and SBS roster files separately.	
	MAC Upload SBS Upload	
Upload Histor	y Log	
Choose a provider nu	umber to view that provider's upload history.	
lf provider number "O with an invalid provid 9036. When verifying date.	0000000" is in the Selected Provider choices, it shows that previously uploaded roster was submitted er number. If you would like more details regarding this error, please contact the EDI desk at (608) 221- the success of your roster upload, make sure to check the run date to ensure it is your latest upload	
	Selected Providers	
		×
🕑 Done		📴 Local intranet

MAC Upload

To upload your MAC roster file and receive a percentage report, select the MAC Upload button.

SBS Upload

To upload your SBS roster file and receive a Medicaid eligible student list, select the **SBS Upload** button.

Upload History Log

Select a provider that you would like to view from the **Selected Providers** menu then, select **View Upload Status** to view any errors that my have occurred in your upload.

Agreement of Confidentiality



Click **Accept** to agree to the confidentiality terms and to proceed to the SBS Upload Roster File page. Click **Decline** if you do not agree to these terms and you will return to the previous page.

SBS Upload Roster File page

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SBS Unload Roster File				
en epicaa rester i ne				
School-Based Services (SBS) providers m will be sent within 24 hours of submission	ay upload their Student Rost	ter File(s) on this page. A	n e-mail acknowledgement	
Users may select a Student Roster File by new file will replace all previously upload The file size must not exceed 10 MB.	using the Browse button an ed roster information on file	d then selecting Upload a. Only files in the approv	to upload the file. Uploading a ed format may be uploaded.	
All child-specific information that is receive school-based Medicaid-related activities. I federal I aw and is subject to criminal pros district/CESA only for purposes directly cor CFR Part 431 Subpart F. By selecting Upio	d from Wisconsin Medicaid i Disclosing any child-specific ecution. The information is a inected with the administrati ad you agree to these terms	is completely confidentia information from the e-n lso permissible to be sh on of the Medicaid state	I and must only be used in nail is prohibited by state and ared with others in the plan within the meaning of 42	
Be sure to set	lect your SBS roster file:			
		Browse		
List for the following month, users must follow ensuring that their roster file has been proces: Percentage Reports will be available online ar Report Available Date.	the schedule below, submit sed and that all of its records nd an e-mail will be sent with	tting their files on and aft s are valid by the Submis n the SBS Medicaid-Eligil	er the First Submit Date and sion Deadline. The MAC ole Student Lists on each	
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02/07/06 02/2/	4/06	03/06/06	March	
03/07/06 03/3	2/06	04/10/06	April	
04/11/06 04/20	8/06	05/08/06	May	
05/09/06 05/20	6/06	06/05/06	June	
06/06/06 06/30	0/06	07/10/06	July	
07/11/06 07/20	8/06	08/07/06	August	
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07/11/06 07/2 08/08/06 08/2 09/05/06 09/2	8/06 5/06 9/06	08/07/06 09/04/06 10/09/06	August September October	
07/11/06 07/2 08/08/06 08/2 09/05/06 09/2 10/10/06 09/2 10/10/06 10/2	8/06 5/06 9/06 7/06	08/07/06 09/04/06 10/09/06 11/06/06	August September October November	
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07/11/06 07/2 08/08/06 08/2 09/05/06 09/2 10/10/06 10/2 11/07/06 11/2 12/05/06 12/2 Right click and choose Save Target As to Specifications for more information.	8/06	08/07/06 09/04/06 10/09/06 11/06/06 12/04/06 01/08/07	August September October November December January Upload Reset Cancel e Student Roster File Format	
07/11/06 07/2 08/08/06 08/2 09/05/06 09/2 10/10/06 10/2 11/07/06 11/2 12/05/06 12/2 Right click and choose Save Target As to Specifications for more information.	8/06	08/07/06 09/04/06 10/09/06 11/06/06 12/04/06 01/08/07	August September October November Jecember January Jpload Reset Cancel te Student Roster File Format	

Browse

Select "Browse" to search for your SBS roster file on your computer.

Upload

Select "Upload" to upload the file selected in the Browse box.

Reset

Select "Reset" to clear the information in the Browse box.

Cancel

Select "Cancel" to return to the MAC/SBS Selection page.

SBS Thank You Page

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Users may check back in 24 h correct them and resubmit the To ensure that student roster	nours to check the status of the e entire file. files are received in time to ger	ir Roster File. If the Roster File containers and the source of the second s	ains errors, the user will need to BS Medicaid-Eligible Student after the First Submit Date and	
ensuring that their roster file h	as been processed and that a	Il of its records are valid by the Subr	niccion Deadline. The MAC	
Percentage Reports will be av Report Available Date.	vailable online and an e-mail w	vill be sent with the SBS Médicaid-El	igible Student Lists on each	
Percentage Reports will be av Report Available Date.	vailable online and an e-mail w	ill be sent with the SBS Médicaid-El	gible Student Lists on each	1
Fercentage Reports will be av Report Available Date. First Submit Date 02/07/06	vailable online and an e-mail w Valid Roster Date 02/24/06	ill be sent with the SBS Medicaid-El Report Available Date 03/06/06	Reporting Month March]
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Percentage Reports will be as Report Available Date 02/07/06 03/07/06 04/11/06 05/09/06 06/06/06	Valid Roster Date 02/24/06 03/32/06 04/28/06 05/26/06 06/30/06	III be sent with the SBS Medicald-El	Reporting Month March April June July	
Percentage Reports will be as Report Available Date. 02/07/06 03/07/06 04/11/06 05/09/06 06/06/06 07/11/06	Valid Roster Date 02/24/06 03/32/06 04/28/06 05/26/06 06/26/06 07/28/06	Report Available Date 03/06/06 04/10/06 05/06/06 06/06/06 06/06/06 06/07/06	Reporting Month March April June July August	
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Upload Again

Select "Upload Again" to upload another SBS roster file.

Upload Home

Select "Upload Home" to be taken to the MAC/SBS Upload Selection page.

Done

Select "Done" to be taken to the Home Page.

Logout

Users are suggested to logout of the MAC/SBS Web site, when finished, by selecting the "Logout" button at the top of the application or closing their browser.

Opening and Saving Your SBS Medicaid Eligible Student List

After SBS providers submit a roster file to Wisconsin Medicaid, Wisconsin Medicaid will send a report of Medicaid-eligible students to each SBS provider via e-mail. The report, which will facilitate Medicaid eligibility verification and Billing, will be formatted in a password-protected, encrypted text file and sent to the contact listed on the SBS provider registration form.

To open and view the list of students who are covered under Medicaid from the roster submitted, the user must have Microsoft Windows XP or WinZip 8.1 SR1 (or newer version) installed on the computer. (If you need to download WinZip 8.1 SR1, please see the email that contained the file.) Second, the user must download the zip file, sent in your email, to your computer and name it like "MyFile.Zip".

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If you are using WinZip 8.1 SR1, double click on the zip file.

Next, double click on the .txt file.



Type in the password written on the "Registration to Receive Report of Medicaid-Eligible Students for School-Based Services Providers" form and click "OK". (Skip to page 23)

If you are using Microsoft Windows XP, double click on the zip file.

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Next, double click on the .txt file.



Type in the password written on the "Registration to Receive Report of Medicaid-Eligible Students for School-Based Services Providers" form and click "OK".

Your Medicaid eligible student list should then appear. Once this file has opened, select "File" and then "Save As."

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Navigate to the folder you would like to save your file in using the "Save in:" drop down menu, type the name you would like to save the file as, in the "File Name:" field and click "Save".

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Converting Your Text File to Microsoft Excel

To convert your Medicaid eligible student list text file into an Excel document, you must download the "Text to Excel Converter". This can be found in the "Help" section of the MAC/SBS Web Application.

Make sure your text file is in the same folder as the "Text to Excel Converter". Then double click on the "Text to Excel Converter.xls".



Once the "Text to Excel Converter" has been opened, type in the name of the text file without the file extension (eg. If your file name is mySourceFile.txt, you should type "mySourceFile") and click "OK". If you click cancel, the "Text to Excel Converter" will close.

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The user should now read the pop-up message and click "OK". It is important to wait until the file is completely done loading and you are prompted that the operation is complete and your file has been saved.

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44210000	Smith	John	J	Jr.	01/01/1990	M	1234 Test Street	Record #26	Madison	VVI.	58504	Yes				
44210000	Smith	John	J	Jr.	01/01/1990	M	1234 Test Street	Record #27	Madison	VVI	58504	Yes				
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Once prompted the user should click "OK". You may now view and use your Excel format Medicaid eligible student list.