

# Personal care service claims

## UnitedHealthcare Community Plan of Wisconsin

Starting April 1, 2024, personal care service claims to UnitedHealthcare must include your Medicaid ID, if you're exempt from National Provider Identifier (NPI) number requirements.

**Wisconsin Medicaid** requires providers exempt from a federal NPI **include their Medicaid ID** on all paper and electronic claims.

### Using a clearinghouse?

If you're using a third-party biller or clearing house, please ensure they're including your Medicaid ID on all claims submitted to UnitedHealthcare.

You can share the following information with your third-party biller or clearinghouse to help ensure the proper data is transmitted on the EDI transaction in the 2010BB segment.

Loop ID	Reference	Name	Code(s)	Notes
2010BB	REF	Billing provider secondary identification		Include this segment if the provider in Loop 2010AA is the provider certified by ForwardHealth interChange to submit claims/encounters and the provider's NPI will not be submitted in Loop 2010AA: NM109. <b>Note:</b> Non-health care (atypical) providers are required to submit this segment.
2010BB	REF01	Reference identification qualifier	G2	Enter the value "G2" for Wisconsin Medicaid, BadgerCare Plus, WCDP and WWWP. <b>Note:</b> Non-health care (atypical) providers are required to submit this segment.
2010BB	REF02	Billing provider secondary identifier		Enter the 8- or 9-digit billing provider number assigned by ForwardHealth interChange. <b>Note:</b> Non-health care (atypical) providers are required to submit their 8- or 9-digit billing provider number.

If you're using Optum® Intelligent EDI (iEDI), enter the following information when submitting claims:

- Box 32b: Select G2 qualifier
- Box 32c: Enter agency's Medicaid ID



### Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday. You can also email the UnitedHealthcare Wisconsin Network Operations team at [winetops@uhc.com](mailto:winetops@uhc.com).

For more information on Wisconsin Medicaid requirements, go to [forwardhealth.wi.gov/Wlportal](https://forwardhealth.wi.gov/Wlportal).