



# Promising Practice

## Become a Certified Medicaid Provider

### Problem

Some providers do not have a process in place to bill for Medicaid.

### Solution

Become a certified Medicaid provider in order to get reimbursed for clients who qualify for Medicaid.

### Featured Stories

**Milwaukee County** providers became certified Medicaid providers by inviting a state Medicaid expert to educate them and help navigate them through the approval process via face-to-face, online, and phone meetings.

**Guest House of Milwaukee Counseling Clinics** in Milwaukee, Wisconsin became a Medicaid certified clinic by completing the following steps: (1) Completing the application process, which involved getting a [National Provider Identifier \(NPI\)](#) number, certifying individual staff members for Medicaid billing numbers, and setting up the ForwardHealth Portal, the interface for the Wisconsin Medicaid Management Information System, (2) Creating financial procedures, including a policy and procedure manual, a sliding fee scale, and prior authorization form, (3) Ensuring HIPPA compliance, by using encrypted files and developing an e-mail confidentiality statement, and (4) creating an intake process that involved intake procedures specific to Medicaid clients, and completing a BioPsychoSocial form.

### Lessons Learned

- Invite a state Medicaid expert to educate providers and help navigate them through the approval process.

### Tracking Measures

#### Cycle Measure

\$ of revenue from third-party payers (in particular Medicaid)

#### Data Collection Form

[Revenue by Payer Worksheet](#)

### Action Steps

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### Related Information

- [The NIATx Third-party Billing Guide, Second Edition](#)

### **Related Promising Practices**

- [Find out What Insurance Coverage Clients Have and/or For Which They are Eligible](#)
- [Get Pre-authorization](#)
- [Increase Collection of Client Co-pays](#)
- [Collect Client Co-pays](#)
- [Increase Collections from Insurance Companies](#)
- [Use Cost to Negotiate Rates](#)
- [Become a Preferred Provider](#)