

## WPS Websites, Contacts, and Addresses

### Quick links:

- WPS weblink: Family Care Claim Processing PowerPoint:  
<https://www.wpsic.com/edi/claim-processing/family-care-claim-processing/story.html>
- EDI WPS Community Manager: Forms (EFT and ERA), Getting Started Manual for EDI submission, Sign In/Create Account, etc.:  
<https://www.wpsic.com/edi/wps-community-manager/index.shtml>
- EDI PC-Ace Pro32 User Guides:  
<https://www.wpsic.com/edi/ppacepro32.shtml#guides>

### WPS Contacts:

- WPS/Family Care Contact Center:  
800-223-6016
- EDI Helpdesk for EDI, EFT, and ERA questions:
  - Phone: 1-800-782-2680 – follow prompts
  - Email: [edi@wpsic.com](mailto:edi@wpsic.com)
- Spreadsheet submission sign up and questions:  
[FCWPS@wpsic.com](mailto:FCWPS@wpsic.com)

### Addresses:

- Paper claim submission:  
Family Care  
c/o WPS Health Insurance  
PO Box 211595  
Eagan MN 55121
- Refunds:  
WPS Accounting – Collections  
1717 West Broadway  
PO Box 8190  
Madison WI 53708