



# Wyoming Medicaid

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## Attention Providers – 2021 Provider Visits

The Provider Relations Field Representatives from the Fiscal Agent for Wyoming Medicaid will be hosting virtual Question & Answers sessions and offering virtual one-on-one visits for the 2021 season via Microsoft TEAMS.

Field Representatives will provide updates on new & important policy changes and will be available to answer questions in either setting. We do ask that specific claims questions be reserved for a scheduled one-on-one visit to best use everyone's time.

The Q&A sessions will be dedicated to specific provider types and will allow providers to ask any billing or policy questions they may have. Everyone is encouraged to attend a Q&A session to hear their peers' questions and participate in discussion, in addition to scheduling a one-on-one visit.

The Benefits Quality & Control Managers with the Wyoming Department of Health **strongly encourage** providers to attend the appropriate Q&A session and/or schedule an individual visit.

**Medicaid requires all 2020 NEWLY enrolled providers (never billed Medicaid services previously) to receive training from a Field Representative, either in a Q&A session OR in an individual visit.**

### Invitations for Q&A Sessions

Invitations to attend Q&A sessions will be sent out to the specific provider types with scheduling options.

To schedule a virtual one-on-one:

- Email or call the Provider Relations Field Representatives with questions:
  - [WYFieldreps@conduent.com](mailto:WYFieldreps@conduent.com)
  - Veronica Johnson 307-772-8421 (**DENTAL**)
  - Sherry Murphy between the hours of 8 AM -12 PM at 307-772-8412
  - Jessica Irons at 307-772-8441
- Or Call Provider Relations at 800-251-1268 (1.5.0).

Providers who register will be sent a Detail Report with their 2021 Year to Date claim numbers and top five denial reasons for the past six (6) months.

There will be a survey link at the end of the presentations and we would greatly appreciate feedback of our virtual workshops!



**Help identify and combat Medicaid Fraud by visiting the website or contacting the Fraud Hotline:**

• <https://health.wyo.gov/healthcarefin/program-integrity/>

• 1-855-846-2563

**WYhealth** is a Medicaid health management and utilization management program offered by the Wyoming Department of Health through Optum. Medicaid clients and providers will benefit from a wide array of programs and services offered and coordinated by Optum. Visit <https://www.wyhealth.net/tpa-ap-web/> for more information



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Be sure to add [wycustomersvc@conduent.com](mailto:wycustomersvc@conduent.com) to your address book to ensure the proper delivery of your Wyoming Medicaid updates and weekly payment summary information.

Wyoming Medicaid, Provider Relations, PO Box 667, Cheyenne, WY 82003

Please do not reply to this email with any customer service issues. Specific account inquiries will not be read. For assistance, contact Provider Relations at 1-800-251-1268

<https://wymedicaid.portal.conduent.com/>

Deployment Information:

- Deployment Date: 03/03/2021
- Deployment Time: 10:00 AM
- Audience: All Providers