



Wyoming Medicaid

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Attention CHPR Providers

Due to an unanticipated system change, claims for CHPR providers billing T1016 and T1027 began processing without the Prior Authorization (PA) requirement in error starting on date of service 01/01/2021. The cause of the issue was identified and corrected. However, claims submitted from 01/01/2021 through 04/08/2021 for 2021 dates of service have processed with errors. T1016 and T1027 **MUST** be billed with a valid and matching PA. Claims processed in this time frame may have paid in error **OR** did not correctly indicate used units on the approved PAs.

Claims submitted during this time frame will be adjusted by Wyoming Medicaid to process with the correct PA requirement. Wyoming Medicaid will begin reprocessing these claims soon.

No further action is necessary from providers **UNLESS** the reprocessed claim denies for issues with the PA, such as a missing PA number or mismatched information. In those cases, please resubmit a brand new claim with the appropriate corrections.

Contact wyfieldreps@conduent.com for assistance with resubmitting claims as necessary.

If changes are necessary to your PA or a PA needs to be requested, contact Magellan (855-883-8740) for assistance.



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 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: 4/22/21
- Deployment Time: 10:30 AM
- Audience: CHPR Providers
 - Taxonomies:251S00000X