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## IMPORTANT DENTAL/ORTHODONTIC PRIOR AUTHORIZATION CHANGES

Effective immediately, prior authorization requests and inquiries for dental and orthodontic services will be handled by Dental Services.

**Dental Services (888) 863-5806**

All PA requests may either be sent by mail or secured/encrypted email.

**When sending emails with client information providers MUST secure by using their current encryption process within their office prior to sending. Unsecured emails are a HIPPA violation.**

At the bottom of the form the mailing address is provided:

Wyoming Medicaid  
Attn: Dental Services  
PO Box 667  
Cheyenne, WY 82003-0067

Send secured emails with the PA Request Form and applicable dental request form attached to the following email address:

[WYDental@conduent.com](mailto:WYDental@conduent.com)

\* Requests will be routed to the appropriate department.

As a reminder the following procedure codes/services require PA:

- **D0367** - Cone Beam CT Capture
- **D5860 - D5861, D5863 - D5866** - Specialized Denture Services
- **D6010 - D6199** - Implant Services
- **D6205 - D6999** - Fixed Prosthodontics (bridges)

- **D7941 - D7953** - Oral Surgeries
- **D8060 - D8692** - Severe Malocclusion Program

All dental/orthodontic providers should contact Dental Services with questions or concerns in regards to prior authorizations. Be patient as we all work together, whether your questions are regarding previous or new PA requests, we will find the answers.

### ONLINE PA LOOK UP!

*ALL* approved dental/orthodontic prior authorizations (PAs) are posted to the [Secured Provider Web Portal](#) and may be inquired upon. Once an approved PAs status changes to "Used" (all services completed) the PA will no longer be available on the Provider Portal.



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: 1/22/2021
- Deployment Time: Approx. 10:50 AM
- Audience: Dental and Orthodontic Providers
  - Taxonomies: 1223G0001X, 122300000X, 1223X0400X, 1223P0221X, 1223P0300X, 1223S0112X, 1223E0200X, 261QP0904X, 261QF0400X, 261QR1300X