



Wyoming Medicaid

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Attention Long Term Care/Nursing Home Providers

Conduent has identified and resolved issues that may have caused Nursing Home (314000000X), Inpatient, and Inpatient Crossover/Swingbed (275N00000X) claims to be denied in error or paid with patient contribution with errors.

If ALL of the below conditions apply:

- Your provider type is one of the taxonomies above,
- You received EOB 368, 369, 370, 372, 373, 375, 376, 377, 378, 379, 380, 382, and/or 579
- The client admit date is 3/1/20 or later, AND
- The LT101 referral date, PASRR Level I date, and Level II dates were completed within 30 days of the admit date on the claim

Your action is required! Please resubmit any denied claims to Wyoming Medicaid.

Additionally, the COVID-19 exception that waived co-pays, when diagnosis codes U07.1 and B97.29 were present on a claim, has been applied to patient contribution for Nursing Homes. This caused claims to be paid with an incorrect patient contribution amount of \$0.00. The exception is being corrected for claims submitted after 11/5/20.

Your action is required! Claims processed prior to 11/5/20 with either dx code present need to be resubmitted or adjusted, as appropriate, to correctly apply patient contribution.

We apologize for any inconvenience this may have caused.



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: 11/13/20
- Deployment Time: 10:00 AM
- Audience: LT101 & NH Providers
 - Taxonomies: 314000000X & 275N00000X