



Wyoming Medicaid

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Attention CHPR Providers

Due to an unanticipated system change, instead of denying, claims for CHPR providers billing H0038+UK began processing per the fee schedule for the client's full coverage plan on 10/1/2020 if CHPR eligibility was not on file at the time of billing. The cause of the issue was identified and corrected. However, claims submitted from 10/1/2020 through 3/1/2021 may have paid erroneously. Claims submitted during this time frame will need adjusted to process on the correct fee schedule.

To submit an adjustment by paper, use the [Adjustment/Void Request Form](#) . The requirements for adjusting/voiding a claim are as follows:

- An adjustment/void can only be processed if the claim has been paid by Medicaid
- Medicaid must receive individual claim adjustment requests within six (6) months (180 days) of the claim payment date
- A separate Adjustment/Void Request Form must be used for each claim
- If the provider is correcting more than one (1) error per claim, use only one (1) Adjustment/Void Request Form and include all corrections on the one (1) form
 - If more than one (1) line of the claim needs to be adjusted, indicate which lines and items need to be adjusted in the "Reason for Adjustment or Void" section on the form or simply state, "refer to the attached corrected claim"

To submit an adjustment electronically, refer to the Wyoming Specific HIPAA 5010 Electronic Specifications for 837 Professional claims. View the tutorial [here](#) or refer to Chapter 9, Section 10 of the [CMS-1500 Provider Manual](#) .



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: 3/30/2021
- Deployment Time: 10:00 AM
- Audience: CHPR Providers
 - Taxonomies: 251S00000ZX