



Wyoming Medicaid

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IMPORTANT NOTICE

Attention Providers Winter Storm Impacts

Due to the winter storm over the weekend of 3/13/21, the offices of the Fiscal Agent are temporarily closed, to be reopened when travel is safe. The call centers will remain available.

Due to the closure any paper documentation cannot be processed until offices re-open.

Regarding Provider Enrollment updates with any documents that are postmarked on or before March 18th will still be processed. These include but is not limited to:

- Enrollment Supplemental Documents
- W9's & Banking information
- Provider Updates such as licensures, address changes, email updates, linking and unlinking requests, etc.
- Attachments

Regarding attachments that cannot be processed and were initially sent in by mail, fax or email, we are requesting any claims that deny between 3/15/21-3/22/21 be resubmitted.

Additionally, if you have sent your claim attachments by mail or email you have the option to upload your attachment through the web portal to avoid denials.

Steps for submitting electronic attachments:

1. Mark the attachment indicator on the electronic claim. For more information on the attachment indicator, consult the provider software vendor or clearinghouse, or the X12N 837 Professional Electronic Data Interchange Technical Report Type 3 (TR3). The

TR3 can be accessed

at https://www.wpshealth.com/resources/files/med_b_837p_companion.pdf.

2. Log onto the Secured Provider Web Portal
3. Under the submissions menu select Electronic Attachments
4. Complete required information – Information must match the claim as submitted i.e. DOS, client information, provider information, and the name of the attachment must be identical to what was submitted in the in the electronic file (with no spaces).
5. Navigate to the location of the electronic attachment on the provider's computer
6. Click Upload

If you need further assistance with uploading your attachments please contact EDI Services at 1-800-672-4959.

Please be patient as we work to re-open offices.



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: 3/17/2021
- Deployment Time: 3:30 PM
- Audience: All Providers