

## **Frequently Asked Questions**

### **(FAQs)**

**Q:** How do I apply for Medicaid Benefits? How do I know if I qualify for Medicaid?

**A:** To apply for benefits, you will need to contact Customer Service Center (CSC) at 1-855-294-2127.

**Q:** I need to change my address, income information, or end Medicaid benefits. How can I do this?

**A:** For all changes to your Medicaid benefits/demographics, you will need to contact CSC at 1-855-294-2127.

**Q:** What are my Wyoming Medicaid benefits?

**A:** There are many Wyoming Medicaid benefit plans and they are all different. To find out your benefits you may go to the Secure Client Web Portal, or call Client Relations at 1-800-251-1269.

**Q:** What happens when I go to a doctor that is not in Wyoming? Am I covered?

**A:** If the doctor is enrolled with Wyoming Medicaid and the services being provided are covered by Wyoming Medicaid, then the services will be covered. This policy is not limited to doctors, but applies to all types of providers, such as hospitals, ambulances, dentists, etc.

**Q:** My doctor does not take Wyoming Medicaid; do I have to change doctors?

A: Wyoming Medicaid is not able to pay a provider (doctor, dentist, hospital, etc.) if they are not enrolled with Wyoming Medicaid. You may ask your provider to enroll with Wyoming Medicaid. If the provider does not enroll and you continue to go to him/her, you will be responsible for the medical bills.

Q: I am getting billed. What do I do?

A: First, you must contact the provider (doctor, dentist, hospital, etc.) who is billing you and make sure they have your Wyoming Medicaid Client ID number and that they have it correct. Find out why the doctor is billing you. If they tell you the medical claims they are billing are denying and they have your client ID correct, have the provider call Provider Relations at 1-800-251-1268 for help. If you continue to receive bills call Client Relations at 1-800-251-1269 for assistance. You will need to give the Client Relations phone agent your client ID, the provider's name and the dates of service. The phone agent will let you know if you need to do anything further.

Q: Wyoming Medicaid has changed my eligibility date. It now covers past months and I have medical bills. Do I still have to pay these bills?

A: You will need to contact the providers (doctor, dentist, hospital, etc.) and notify them that your Wyoming Medicaid eligibility dates have changed. It is up to the provider if they chose to bill Wyoming Medicaid for these claims or not. If the provider chooses not to bill Wyoming Medicaid for your services, you will be responsible for the services.

Q: Who can receive information regarding my Wyoming Medicaid benefits or payment of claims?

A: Client Relations can only give information to you (the client) or legal guardian of a client. Client Relations follows strict verification rules to ensure personal health information is not provided to persons not authorized on the case established by Customer Service Center.