



# MEDICAID HANDBOOK

## Your Guide to Wyoming Medicaid

### INSIDE:

- What services are available under **Medicaid** Plans.
- Who is eligible for the **Medicaid** Programs.
- Your responsibilities as a **Medicaid** client.
- Your rights as a **Medicaid** client.



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## What is Medicaid?

*Medicaid* helps pay for healthcare services for children, pregnant women, families with children, and individuals who are aged, blind, or disabled who qualify based on citizenship, residency, family income, and sometimes resources and healthcare needs.

Non-citizens may be eligible for emergency services.



## What is Medicare?

*Medicare* is a Federal Health Insurance Program for aged, blind or disabled individuals. It is available to individuals receiving Social Security Disability Income (SSDI) or those aged 65 and older who are receiving Social Security payments. Medicare is not part of the Medicaid program. For questions regarding Medicare, please see [www.medicare.gov](http://www.medicare.gov).

## Who may be eligible for Medicaid?

### ***MEDICAID PROGRAMS MAY BE ABLE TO HELP:***

- Children under age 19.
- Children in Foster Care or Subsidized Adoption.
- Pregnant women.
- Parent(s) with a dependent child.
- Individuals receiving Supplemental Security Income (SSI) through Social Security.
- Individuals no longer receiving Supplemental Security Income (SSI).
- Individuals in need of nursing home care.
- Individuals who qualify for nursing home care, but prefer care in their home.
- Individuals who are hospitalized for 30 days.
- Individuals who are in need of hospice care.
- Individuals who are developmentally disabled.
- Individuals who have an acquired a brain injury.
- Individuals who need care in an Assisted Living Facility.
- Individuals diagnosed with breast or cervical cancer or tuberculosis.
- Individuals who are disabled and working.
- Individuals who need assistance paying for Medicare Premiums.
- Non-citizens who need emergency services.



## How do I apply for Medicaid?

Complete the Application for **Healthcare Coverage** or apply online at [www.wesystems.wyo.gov](http://www.wesystems.wyo.gov) , by phone at 1-855-294-2127, or complete a paper application, mail it to:

Wyoming Department of Health  
Customer Service Center  
6101 Yellowstone Rd., Suite 259D  
Cheyenne, WY 82002

**The paper application must be signed and dated.** To get a paper application, call, **Customer Service Center** toll free at **1-855-294-2127**. These applications are also available at various sites in the community such as Department of Family Services (DFS) offices, Public Health offices, WIC offices, some doctors' offices or can be printed at the Wyoming Department of Health website at [www.health.wyo.gov](http://www.health.wyo.gov).

Pregnant women, may apply for temporary coverage through a Qualified Provider's office. Most Public Health nursing offices are qualified providers. If found eligible, you will have up to 60 days of coverage for outpatient services to give you time to complete an application for regular Medicaid benefits and have eligibility determined by Customer Service Center.

-Apply for other programs offered through the Department of Family Services, such as Supplemental Nutrition Program (SNAP), Personal Opportunities with Employment Responsibilities (POWER) or child care, by applying at the local DFS office.

-Apply for Supplemental Security Income (SSI) through Social Security, and if you are determined eligible you will automatically be eligible for Medicaid.

## Once I submit my application for Medicaid, what happens?

### ***Medicaid Application***

The Customer Service Center will determine which program you qualify for based on your income, family size and other eligibility guidelines.

If you need to apply for Aged, Blind or Disabled programs, an interview may be necessary. A Customer Service or Wyoming Department of Health Long Term Care Benefit Specialist will determine which program(s) you may qualify for based on your income, resources and other eligibility guidelines.

### ***Notification***

A notice will be sent to let you know if you are eligible for Medicaid. The notice will also let you know when your coverage begins and which members of your family are eligible. A notice will also be sent if eligibility is denied.

## Can I get Medicaid for past months?

Medicaid may be available up to three months prior to the date of your application if you have medical bills and also meet all eligibility guidelines during each of those months.

## How long will I be covered?

Children are generally eligible for 12 months before their coverage must be renewed. Pregnant women are eligible for up to 60 days after the birth of their baby. Most adult coverage is reviewed at 12 months unless there is a change in income or resources that would make them ineligible.

## How do I use the Medicaid card?

Within approximately two weeks of being determined eligible, you will receive a Medicaid card in the mail for each eligible individual in your family. **Note to person(s) previously eligible:** If you no longer have the card(s), you may request cards on the client secure web portal or contact Client Relations. Ask the healthcare provider if they accept Wyoming Medicaid when making an appointment or before services are provided.

Show your Medicaid card to your medical and/or pharmacy provider when you check in for an appointment or fill a prescription. It is helpful to have your Medicaid card with you at all times in case of an emergency. You must use a doctor, clinic or hospital that accepts Medicaid health insurance or your medical bills will not be paid by Medicaid.

### **FOR CHILDREN WHO HAVE MEDICAID AND CHILDREN'S SPECIAL HEALTH (CSH) ELIGIBILITY...**

Please take your current CSH eligibility letter, Medicaid card, and any other insurance cards with you to all appointments. CSH coverage is only for the conditions and providers which are listed in your current letter of eligibility.

### **WHAT IF I HAVE MEDICAID, MEDICARE, OR OTHER HEALTH INSURANCE?**

Present the Medicaid Card, along with proof of other health insurance or Medicare coverage, to the provider. Medical and pharmacy providers need this information to bill private insurance and Medicare before billing Medicaid. If you have private insurance or Medicare, those insurance companies must be billed first. Medicaid will only pay after all other insurance has been billed and paid their portion. **Exceptions: Preventive Pediatric Care, Family Planning and Prenatal Care.**

***If you receive payment for medical bills from your private medical insurance, Worker's Compensation, or casualty insurance while you are covered by Medicaid, you must turn the payment over to the Medicaid program. Failure to do this may result in the loss of Medicaid coverage. For questions, contact the Third Party Liability Department at 1-800-251-1269, option 2.***

**THE ONLY PERSON WHO MAY USE THE MEDICAID CARD FOR MEDICAL TREATMENT IS THE PERSON WHOSE NAME IS ON THE CARD.**



# What if I am denied Medicaid benefits?

## ***YOUR CIVIL RIGHTS***

You cannot be denied Medicaid coverage or medical services because of your age, religion, disability, veteran status, gender, race or national origin. If you believe you have been discriminated against you may file a complaint with the **Office of Civil Rights, 1961 Stout Street, Room 1426, Denver, Colorado 80294** or phone 1-800-368-1019 toll free.

## ***YOUR RIGHT TO A HEARING***

If you feel your benefits were denied, changed or terminated incorrectly, you may request an administrative hearing.

- A request for an administrative hearing must be made within 30 days of being notified of the denial, change, or termination in your eligibility for benefits, or of medical services being denied.
- For denied, changed, or terminated eligibility, make your request on the back of the notice you received from the Customer Service Center, you may call, fax, or mail your request to the Customer Service Center, you may also request a hearing online.
- Mail the hearing request to Wyoming Department of Health Customer Service Center 6101 Yellowstone Road, Suite 259D, Cheyenne, WY 82002.
- Requests for administrative hearings that are not received within 30 days from the date of the notice denying, changing, or terminating your eligibility, will be denied.
- Requests for administrative hearings will be reviewed, and if a hearing is granted you will be notified of the time and date of the hearing. If your request is not approved, you will also be notified.

- A lawyer, relative, friend or other person may represent you, or you may represent yourself. You must pay any legal charges if you hire a lawyer.

***An administrative hearing is a review and discussion of your disagreement. It is not a court of law. A hearing officer, who is not involved in your case, listens to your complaint, reviews evidence presented, makes a recommendation, and explains the rules to you, answers your questions and sees that you are treated fairly.***

## **What are my responsibilities while receiving Medicaid?**

### ***IF YOU OR A FAMILY ARE RECEIVING MEDICAID BENEFITS, YOU MUST:***

- Report to the Customer Service Center of the Long Term Care Unit any changes in your household such as:
  1. Someone moving out of state.
  2. A change in mailing address or telephone number.
  3. A change in health insurance.
  4. A change in income or number of people in the home if you are an adult receiving benefits, or receive an inheritance or settlement which must be reported.
  5. The death of a Medicaid client.
- Tell your medical or pharmacy provider you have Medicaid coverage when making an appointment, filling a prescription or before services are provided.
- Show your Medicaid card to your medical provider or pharmacist.
- Tell your medical provider of any other medical insurance coverage you have.
- Pay your co-payment to your medical provider if it applies to you.

Benefits are listed on the next few pages. Please read carefully as there are limitations and restrictions. Keep in mind that benefits may change. You may be eligible for some or all of these services.

If you have questions about your benefits, call Xerox Client Relations at 1-800-251-1269.

If you receive a bill for services you think should have been covered under Medicaid, check with the provider to be sure they accept Wyoming Medicaid and that you presented them with your Medicaid card. If you are made eligible after your visit to a provider, talk with the provider, provide them with your Medicaid card and ask if they will bill Medicaid. Keep track of the date you contact the provider and who you speak to. If you continue to get a bill or are turned over to collection, contact Xerox Client Relations at 1-800-251-1269 and provide all the steps you have taken, they may have you fax or mail the bill to them to further assist you.

## What services are available through the Medicaid program?

- **Acquired Brain Injury (Medicaid) Waiver**  
**Services:** Home and community based services for eligible adults age 21 through 64 with an acquired brain injury and limited functional ability, who would otherwise need to have care in an Intermediate Care Facility for the Intellectually Disabled (ICF/ID).
- **Adult Developmental Disability (Medicaid) Waiver Services:** Home and community based services for eligible adults age 21 and older with an intellectual disability, who would otherwise need to have care in an ICF/ID.
- **Ambulance Services:** Emergency transportation by Basic Life Support ambulance, Advanced Life Support ambulance, or Air ambulance. Some non-emergency ambulance transportation may also be covered if the client is in need of special care during the trip and if other means of travel would

put the client in danger.

- **Ambulatory Surgical Center Services:** Outpatient surgery performed in a free-standing facility.
- **Assisted Living Facility (Medicaid) Waiver Services:** Community based services for eligible adults age 19 and older who are living in an Assisted Living Facility, and who would otherwise need to have care in a nursing home. Clients are responsible for their own room and board costs.
- **Care Management Entity:** Home and community based services for eligible children and young adults under the age of 21 with intellectual or developmental disabilities, who would otherwise need to have care in an ICF/ID.
- **Children's Developmental Disability (Medicaid) Waiver Services:** Home and community based services for eligible children and young adults under the age of 21 with intellectual or developmental disabilities, who would otherwise need to have care in an ICF/ID.
- **Dental Services:** For children and young adults under the age of 21, full comprehensive services are available. Braces are only available to clients ages 12-18 having severe problems with their bite that causes physical function issues. Clients may apply for the Severe Crippling Malocclusion Program if their dentist has determined that they meet the requirements of the program. For adult clients age 21 and older, who are eligible for Medicaid benefits, basic dental services are available. Basic dental services for adults cover one preventative visit per year (this includes an exam, x-rays, and a basic cleaning), emergency services, fillings, extractions and dentures.
- **Developmental Center Services:** Developmental assessments and therapy services for children age

5 and younger.

■ **Durable Medical Equipment:**

Medically necessary equipment and supplies for use in the home, if ordered by a physician. These services may be obtained through a pharmacy or medical supplier and may require prior authorization by Medicaid.

■ **End-Stage Renal Disease (ESRD) Services:**

Outpatient dialysis services for kidney disease provided by a facility.

■ **Family Planning Services:** A physician, nurse practitioner or a Family Planning Clinic furnishes family planning services to individuals of childbearing age. Pregnancy testing and contraceptive supplies and devices are covered.

■ **Health Check Exams:** Comprehensive well-child screening, diagnostic and treatment services for children and young adults under 21 years of age. Exams include: complete physical exam, immunizations, lab tests, lead screening, growth and development check, nutrition check, eye exam, mental health screening, dental screening, hearing screening and health education. Services must be provided by a physician, physician assistant, nurse practitioner, or Public Health Nurse.

■ **Hearing:** Services of an audiologist and hearing aids.

■ **Home Health Services:** Skilled medical services provided by a home health agency to clients under a physician's plan of care.

*You may verify your eligibility and benefits on the Secure Web Portal.*

■ **Hospice Services:** Services delivered in a client's home, hospice facility or a nursing facility under a doctor's order to terminally ill clients of any age. The services are only for care related to the terminal illness during the last months of the person's life.

■ **Hospital Services:** Inpatient and outpatient services with some exceptions. Psychiatric care is limited to acute care stabilization. **There are limits on emergency room visits for non-emergency reasons for clients age 21 and older.** A co-payment is required for non-emergency visits.



■ **Intermediate Care Facility for the Intellectually Disabled (ICF-ID) Services:** Long-term care in a facility for intellectually disabled clients who are unable to live outside an institution.

■ **Interpretation Services:** Medically necessary verbal or sign language interpretation services that adhere to national standards developed by the National Council on Interpreting in Healthcare (NCIHC).

■ **Laboratory and X-ray Services:** Includes radiology, ultrasound, radiation therapy and nuclear medicine services, if ordered by a physician or nurse practitioner. Annual routine pap tests and screening mammography.



■ **Long Term Care (Medicaid) Waiver Services:** Home and community based services for eligible adults age 19 and older, who would otherwise need to have care in a nursing home.

- **Mental Health and Substance Abuse Services:** Includes mental health and substance abuse services when provided by a community mental health center, a free-standing substance abuse treatment center, child development center, or an advanced practitioner of nursing with specialty of psych/mental health, a physician, a psychiatrist, or a licensed psychologist (and the licensed mental health professionals they supervise).
- **Nurse Practitioner and Nurse Midwife Services:** Services provided by nurse midwives and adult, pediatric, OB/GYN, geriatric and other nurse practitioners, as permitted by state statutes.
- **Nursing Facility Services:** Provided in a nursing facility for clients with medical needs who are unable to continue to live in the community. These admissions are subject to pre-admission screening for medical necessity.
- **Organ Transplant Services:** Medically necessary transplants are limited and require prior authorization.
- **Occupational, Physical and Speech Therapy Services:** Restorative therapy under written orders of a physician, when provided through a hospital, physician's office or by an independent occupational, physical or speech therapist. Limited visits.
- **Physician Services:** Medically necessary services provided by professional or under the supervision of a physician. Limited visits.
- **Prescription Drugs:** Most prescription and some over-the-counter drugs are covered. A prescription is required for all drugs. A co-payment may be required for clients age 21 and older.



- **Program of All-Inclusive Care for the Elderly (PACE):** Comprehensive long term care services and supports for eligible adults age 55 and older who would otherwise need to have care in a nursing home. All Medicaid services are coordinated and provided by the provider's interdisciplinary team of health professionals.
- **Prosthetics and Orthotics:** Most services are covered. Prior authorization is required in some cases.
- **Psychiatric Hospital Services:** Inpatient services for clients of all ages in need of acute inpatient psychiatric care are covered in acute care general hospitals. Acute psychiatric stabilization for clients under the age of 21, extended inpatient psychiatric care and psychiatric residential treatment facility (PRTF) services may be available in enrolled psychiatric residential treatment facilities.
- **Rehabilitation Services:** Services to restore movement, speech or other functions after an illness or injury, when medically necessary and ordered by a physician.
- **Surgical Services:** Surgical procedures which are medically necessary.
- **Transportation Services:** Medicaid clients may request travel reimbursement to assist with the cost of some medically necessary travel to medical appointments. The healthcare provider must be an enrolled Wyoming Medicaid provider and the service must be a Medicaid covered service. Not all Medicaid programs receive transportation services. Clients may make some travel requests on the Client Secure Web Portal or by calling the Xerox Travel Services at 1-800-595-0011.



### ■ **Vision Services:**

Comprehensive services including eyeglasses for clients under the age of 21, with limits, when provided by an ophthalmologist, optometrist or optician. Limited services.



## What are the restrictions to Medicaid program?

If you are unsure about current benefits, discuss it with your healthcare provider before receiving services. If Medicaid does not cover a service, you will be responsible for payment.

The following services are NOT covered:

- Abortion, except as specified by Federal Law
- Acupuncture
- Autopsies
- Biofeedback therapies and equipment
- Cancelled or missed appointments
- Chronic pain rehabilitation
- Claims for which payment was fully made by another insurer
- Community mental health services furnished outside of Wyoming
- Cosmetic procedures
- Educational supplies and equipment
- Examinations or reports required for legal or other purposes not specifically related to medical care
- Experimental procedures or drugs
- Glasses and contact lenses are not covered for adult clients over the age of 21
- Infertility services including reverse sterilization, counseling, and artificial insemination
- Periodontal dental services for adults - including deep cleanings
- Personal comfort items

- Podiatrist services, except where Medicare is the primary insurance
- Private duty nursing services
- Room and board for waiver clients
- Services provided to a client outside the United States
- Services provided to a client in emergency detention
- Services provided to a client who is an inmate of a public institution or is in the custody of a state, local, or federal law enforcement agency
- Services that are not medically necessary
- Services that are not prescribed by a physician or other licensed practitioner
- Services that are performed by a provider who is not enrolled with Medicaid
- Transsexual surgery, including follow-up services or treatment
- Waiver services furnished while the client is an inpatient of a hospital, nursing facility or other institution

***There may be additional services that are not covered by the individual programs. Refer to the Services Available section of this handbook to see if Medicaid covers a specific service or call Xerox Client Relations at 1-800-251-1269 toll free.***

## What is health?

Health is your overall physical and mental condition. Part of being healthy is not being sick, or having pain/injuries. You are most healthy when your body functions as designed. When it does not function as it is supposed to, you may not be healthy. It is important for you to be involved in your healthcare since you know best how you are feeling.

## What can I do to be healthy?

Maintaining healthy habits gives everyone the best chance of staying healthy. If you have health problems, good health habits are even more important.

- Stay up to date with immunizations and health screenings
- Be physically active
- Eat right — limit fast food and junk food
- Maintain a healthy body weight
- Be tobacco-free
- Avoid drugs and excessive alcohol
- Manage stress
- Have regular dental checkups
- Practice safety in all daily activities



## When should I see a healthcare provider?

You should see a healthcare provider for routine checkups, vaccinations, when you feel really sick, and for others medical needs. For help in deciding if you need to see a doctor, call the 24/7 nurse line at 1-888-545-1710, prompt 2.

- Remember, regular and routine examinations by a qualified medical professional can help you have better health.

- It is important to check your health on a regular basis, because your body may go through changes without you noticing them.

## What am I expected to do when I go to the provider?

Bring your Medicaid card and any other public or private health insurance information.

You are expected to show up 30 minutes early for your first visit and then 15 minutes early for any additional appointments so you have time to fill out paper work. Always attend scheduled appointments or call ahead of time to cancel.

Bring any medical information you have regarding your current and past medical conditions/problems, such as shot records, pill bottles for medications you are currently prescribed, surgeries, and the names of healthcare providers and clinics that you have been to recently. Write down any questions you have ahead of time.

### ***YOU WILL BE RESPONSIBLE FOR:***

- Bringing your Medicaid card and any other health insurance information to your visit.
- Making sure that your healthcare provider accepts Wyoming Medicaid, and is accepting new Medicaid clients when making the appointment and prior to receiving services. Wyoming Medicaid providers are listed on the Medicaid website.



- Providing medical information about yourself and any family medical history.
- Paying any co-payment established by Medicaid to your healthcare provider for services received.
- Paying your healthcare provider for services you receive that are not covered by the Medicaid program.
- Following the treatment plan as outlined by your healthcare provider. Your provider may not want to be responsible for your care, unless you follow their treatment plan. Tell your provider if you don't plan to take the medicine they prescribe, or follow the treatment they recommend.
- Getting any medication prescribed by your healthcare providers and taking it as instructed.
- Respecting the provider's staff and the privacy of other clients.
- Reporting all accidents involving trauma or motor vehicle accidents and responding to letters from Medicaid.



***YOUR HEALTHCARE PROVIDERS ARE RESPONSIBLE FOR:***

- Informing you if they are not enrolled with Medicaid or if they are not willing to accept you as a Medicaid client.
- Performing only services that are medically necessary.
- Advising you if the Medicaid programs do not cover the service they provide or recommend, before the service is provided.
- Accepting Medicaid payment as payment in full. Clients may not be billed for the covered services.



## You should not be billed for the following types of services by your healthcare provider:

- Charges for services that require prior authorizations that your healthcare provider did not obtain.
- Charges not paid because of your healthcare provider's billing error.
- Unnecessary medical services you did not choose to receive. If you chose to receive these services in writing, you will be responsible for the payment.
- Charges higher than Medicaid payments. You are responsible for Medicaid co-payment.

***YOU MAY NOT COMPLETE AND/OR SUBMIT A MEDICAID CLAIM FORM. IF A PROVIDER ACCEPTS YOU AS A CLIENT AND AGREES TO BILL MEDICAID, THEY MAY NOT CHARGE YOU FOR FILING THE CLAIM.***



## When should I go to the emergency room?

Emergency rooms are for emergencies and life-threatening situations, and should not be used for any other purpose. Emergency room care is expensive. Do not go to the emergency room for care that should take place in a healthcare provider's office, such as sore throats, colds, flu, earache, minor back pain, and tension headaches. An emergency is a serious threat to your health. If you believe you have an emergency, go to the nearest emergency room or call 911. If you need help determining if you should go to the emergency room, call the 24/7 nurse line at 1-888-545-1710, prompt 2. Some examples of emergencies are:

- Trouble breathing
- Chest pain
- Severe cuts or burns
- Loss of consciousness/blackout
- Bleeding that does not stop
- Vomiting blood
- Broken bones

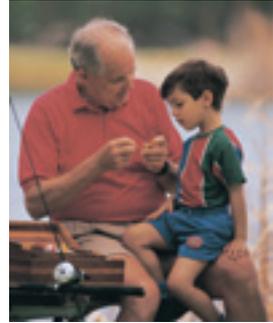


# What are my rights under the Medicaid program?

It is important that you are comfortable with your healthcare provider and the overall care you receive.

## ***YOU HAVE THE RIGHT:***

- To receive considerate, respectful, and confidential care from your clinic and your healthcare provider.
- To receive services without regard to race, religion, political affiliation, gender, or national origin.
- To be told if something is wrong with you, and what tests are being performed, in words that you can understand.
- To ask your healthcare provider questions about your healthcare.
- To be able to voice your opinion about the care you receive, and to share in all treatment decisions.
- To receive an explanation about medical charges related to your treatment.
- To read your medical record.
- To refuse any medical procedure.
- To request an interpreter if you need one.



## What is estate recovery?

The federal government requires state Medicaid programs to seek repayment from the estates of certain deceased clients who have benefited from the Medicaid program. The State will pursue recovery of medical care costs paid by the Medicaid program from the estate of a Medicaid client, age 55 years or older, or if the person was an inpatient in a medical institution, such as a nursing home, when they received medical assistance. If you have information or questions regarding estate recovery, please call 1-800-251-1269, option 3.

***ESTATE RECOVERY HELPS THE STATE OF WYOMING GENERATE FUNDS TO PAY MEDICAL CARE COSTS, THROUGH THE MEDICAID PROGRAM, FOR THE INCREASING NUMBER OF PEOPLE IN NEED OF CARE.***



## Important reminders about your right to reconsideration or a fair hearing.

Benefits are available through the Department of Health to all eligible persons regardless of age, religion, disability, veteran status, gender, race, or national origin. If you do not agree with a decision, you may request reconsideration or a fair hearing.

The Medicaid agency will review your request, make a decision about your services and if a hearing is granted, notify you of the time and date of the hearing.

A lawyer, relative, friend or other person may represent you or you may represent yourself. If you hire an attorney, you must pay any legal charges.

### ■ **MEDICAL SERVICES**

If you receive a notice of denial, change, or reduction of medical services from the Department of Health, you must make your request for a hearing in writing within 30 days from the date on the notice. You must mail or deliver your request to the Division of Healthcare Financing, Customer Service Center 6101 Yellowstone Road, Suite 259B, Cheyenne, WY 82002.

### ■ **ELIGIBILITY**

If you receive a notice of denial, change, or reduction of eligibility from the Customer Service Center, you can make your request for a hearing in writing, by calling the Customer Service Center's toll free number, faxing a request to 1-855-329-5205 or requesting a hearing online. Requests must be received within 30 days of receipt of the notice.

## Important reminders about Medicaid.

- Payments for medical care will not be made to you. Payments are only made to healthcare providers such as doctors, hospitals and pharmacies enrolled in the program. Be sure the provider accepts Medicaid before you receive any services. If the provider does not accept Medicaid, you will be responsible for the bill.
- If the provider is enrolled, there is no guarantee that they will bill Medicaid. Always ask if the program will be billed before you receive service. If the provider states that Medicaid will not be billed and you decide to receive the service anyway, you are responsible for paying any bills.

***BE SURE THE PROVIDER ACCEPTS MEDICAID BEFORE YOU RECEIVE ANY SERVICES.***

Medicaid is a complex set of programs that change often. Federal regulations, State laws, and court decisions often result in changes to the programs. This information was accurate at the time that this handbook was published, but changes may have occurred since then.

Please review page 27 for more information regarding client questions. If you receive a bill for services you think should have been covered under Medicaid, check with the provider to be sure they accept Medicaid and that you presented them with your Medicaid card. If you are made eligible after your visit to a provider, talk with the provider, provide them with your Medicaid card and ask if they will bill Medicaid. Keep track of the date you contact the provider and who you speak to. If you continue to get a bill or are turned over to collection, contact Client Relations at 1-800-251-1269 and provide all the steps you have taken, they may have you fax or mail the bill to them to further assist you. Do not ignore medical bills. Contact your provider immediately and make sure they have your Medicaid ID number.



## For More Information

If you would like more information, or if you have other questions about the Medicaid programs, please contact one of the following agencies:

- For eligibility questions call the Wyoming Department of Health Customer Service Center at **1-855-294-2127**.
- For information on services and limitations call Client Relations at 1-800-251-1269.
- For information on services and limitations for the Children's Special Health (CSH) program call (307) 777-7941, or 1-800-438-5795.
- For information on immunizations, Health Check, home healthcare, family planning, or general healthcare for you and your family, call your local Public Health Nursing (PHN) office.
- For Kid Care CHIP eligibility, call the Wyoming Department of Health Customer Service Center at 1-855-294-2127.
- For information on prescription services and limitations, call the Pharmacy Help Desk at 1-877-209-1264.
- For more information on transportation, please call the Xerox Travel Services at 1-800-595-0011.

Telephone numbers for your local Department of Family Services (DFS), Public Health Nursing (PHN), and Women Infants and Children (WIC) and the Wyoming Department of Health's LTC Unit offices are listed on the pages 29-31, by county.



## Client Web Portal (<http://wyequalitycare.acs-inc.com>)

The Client Secure Web Portal is available and offers you the following opportunities 24 hours a day and 7 days a week:

- Check your Medicaid eligibility
- Ask Medicaid questions regarding your benefits or covered services, limitations, etc.
- You may request a replacement Medicaid Card.
- Make transportation requests when covered by your benefit plan. Certain requests will need to be made through the Xerox Travel Services.

NOTE: The above requests must be made in the Client Secured Web Portal. To gain access to the secured area you must first register. To register you will need either the Medicaid client ID number or SSN (Social Security Number), date of birth and first and last name.

You do not need to register to access general information:

- Find a Wyoming Medicaid doctor, dentist, hospital, or clinic in your area, or in a specific town, city or state.
- Contact information
- Medicaid Handbook
- Other client materials
- Frequently Asked Questions

### **Wyoming Department of Health Customer Service Center**

1-(855)-284-2127

TTY/TDD: 1-(855)-329-5205

Fax: 1-(855)-329-5205

### **Wyoming Eligibility System URL:**

[www.wesystem.wyo.gov](http://www.wesystem.wyo.gov)

## Wyoming Department of Health

### Long Term Care Unit

1-(855)-203-2936

County	Agency	Telephone #
Albany	DFS	(307) 745-7324
	PHN	(307) 721-2561
	WIC	(307) 721-2535
Big Horn	DFS	(307) 765-9453 (Greybull)
		(307) 548-6503 (Lovell)
	PHN	(307) 765-2371 (Greybull)
		(307) 548-6591 (Lovell)
Campbell	DFS	(307) 682-7277
	PHN	(307) 682-7275
	WIC	(307) 686-8560 (Gillette)
Carbon	DFS	(307) 328-0612
	PHN	(307) 328-2607 (Rawlins)
		(307) 328-2607 (Saratoga)
	WIC	(307) 328-2606 (Rawlins)
Converse	DFS	(307) 358-3138 (Douglas)
		(307) 439-9068 (Glenrock)
	PHN	(307) 358-2636 (Douglas)
		(307) 436-3474 (Glenrock)
WIC	(307) 358-4003	
Crook	DFS	(307) 283-2014
	PHN	(307) 283-1142
Fremont	DFS	(307) 332-4038 (Lander)
		(307) 856-6521 (Riverton)
	PHN	(307) 332-1073 (Lander)
		(307) 856-6979 (Riverton)
	WIC	(307) 332-1034 (Lander)
(307) 857-3199 (Riverton)		

Goshen DFS (307) 532-2191  
PHN (307) 532-4069  
WIC (307) 532-5881

Hot Springs DFS (307) 864-2158  
PHN (307) 864-3311

Johnson DFS (307) 684-5513  
PHN (307) 684-2564  
WIC (307) 351-0306

Laramie DFS (307) 777-7921  
PHN (307) 633-4000  
WIC (307) 634-6180

Lincoln DFS (307) 877-6670 (Kemmerer)  
(307) 886-9232 (Afton)  
PHN (307) 877-3780 (Kemmerer)  
(307) 885-9598 (Afton)

Natrona DFS (307) 473-3900  
PHN (307) 235-9340  
WIC (307) 265-6408

Niobrara DFS (307) 334-2153  
PHN (307) 334-2609  
WIC (307) 334-2609

Park DFS (307) 587-6246 (Cody)  
(307) 754-2245 (Powell)  
PHN (307) 527-8570 (Cody)  
(307) 754-8870 (Powell)  
WIC (307) 527-8580 (Cody)  
(307) 754-8880 (Powell)

Platte DFS (307) 322-3790  
PHN (307) 322-2540  
WIC (307) 322-3732

Sheridan	DFS	(307) 672-2404
	PHN	(307) 672-5169
	WIC	(307) 672-5174

Sublette	DFS	(307) 367-4124
	PHN	(307) 367-2157

Sweetwater	DFS	(307) 362-5630 or (307) 352-2500
	PHN	(307) 922-5390 (Rock Springs) (307) 872-3944 (Green River)
	WIC	(307) 352-6783

Teton	DFS	(307) 733-7757
	PHN	(307) 733-6401
	WIC	(307) 885-9071 (Afton) (307) 734-1060 (Jackson)

Uinta	DFS	(307) 789-2756 (Evanston) (307) 786-4011 (Mountain View)
	PHN	(307) 789-9203 (Evanston) (307) 787-3800 (Mountain View)
	WIC	(307) 789-8943

Washakie	DFS	(307) 347-6181
	PHN	(307) 347-3278
	WIC	(307) 347-9249

Weston	DFS	(307) 746-4657
	PHN	(307) 746-4775
	WIC	(307) 746-2677

# Notes



# MEDICAID HANDBOOK

Wyoming Department of Health  
**Medicaid**

6101 Yellowstone Road, Suite 210

Cheyenne, WY 82002

[www.health.wyo.gov](http://www.health.wyo.gov)

CLIENT RELATIONS:

**1-800-251-1269** toll free



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