WAIVER ADJUSTMENT TUTORIAL-Rate Increase Effective 3/13/2020

State Agency Responsibilities
The Division of Healthcare Financing administers the Medicaid Program for the Department of Health. They are responsible for financial management, developing policy, establishing benefit limitations, payment methodologies and fees, and performing utilization review.

Fiscal Agent Responsibilities
Conduent is the fiscal agent for Wyoming Medicaid. They process all claims and adjustments. They also answer provider inquiries regarding claim status, payments, client eligibility and known third party insurance information. They provide on-site visits to train and assist your office staff on Wyoming Medicaid billing procedures or to resolve claims payment issues. They also answer client inquiries regarding eligibility, benefits, Wyoming Medicaid Client ID Cards and the Transportation Program.

- For Provider specific Information select Provider
- If you are an individual receiving Wyoming Medicaid services select Client
- For Information on Utilization and Care Management select WYhealth

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- Navigate to https://wymedicaid.portal.conduent.com/index.html and select Provider
Select Provider Portal from the left hand navigation bar.

Enter your User ID and Password.
Select Claims.

Select ‘Create Claim from Submitted Claim’
Select NPI and click Search

Select a Client ID to Open Claim Details
• Are you resubmitting this claim?
  • Select Yes to submit a claim adjustment
  • Resubmission Type Code box – Select 6:Adjustment
  • ICN to Credit/Adjust box – Enter the ICN/TCN from the claim to be adjusted

Details will not need to be Changed or Altered until you get to the bottom of the claim- Follow Below:
By clicking the **Line Number** it will then populate the information
Scenario 1 – Span Billing 3/1/2020-3/31/2020

- Date of Service would be corrected if Span Billing is done
  - Example: 3/1/2020-3/31/2020
    - Line 1 – Date of Service 3/1/2020-3/12/2020
- Submitted Charges will stay the same
  - Click ‘Update Service Line Item’
A New line would be created as follows
- Line 2 – Date of Service 3/13/2020-3/31/2020
- Submitted Charges will be updated to include Rate Increase Effective 3/13/2020
  - Example:
    - Submitted Charges were $15.00
    - $15.00 X Increased Rate= $X.XX
    - You will now enter $16.80 within the Submitted Charges Field

### BASIC LINE ITEM INFORMATION
Click on Other Svc Info in each line item to include the following additional line item information:
- Attachment, Drug, DMERC Condition, Health Services, Contract, Test Results, Home Oxygen Therapy, Service Facility, Miscellaneous Numbers, Indicators, Providers, Dates and Amounts, Medical Equipment, Ambulance Transport, Line Item Note, Other Payer, Spinal Manipulations, Purchased Services and Line Adjudication.

### BASIC SERVICE LINE ITEMS
- Service Date From: [mm dd ccyy] To: [mm dd ccyy]
- Place of Service: 
- Procedure Code: 
  - Modifiers: 1: [ ] 2: [ ] 3: [ ] 4: [ ]
- Submitted Charges: $[ ]
- Diagnosis Pointers: 1: [ ] 2: [ ] 3: [ ] 4: [ ]
- Units: 
  - [ ] Prior Authorization
  - [ ] Additional Service Line Information

**Note:** Please ensure you have entered any necessary claim information (found in the other sections on this or another page) before adding this service line.

Add Service Line Item  |  Update Service Line Item
SCENARIO 2 – BILLING 3/15/2020-3/31/2020 ONLY

Submitted Charges will be updated to include Rate Increase Effective 3/13/2020

- Example:
  - Submitted Charges were $15.00
  - $15.00 X New Rate Increase = $X.XX
  - You will now enter $16.80 within the Submitted Charges Field

- Click ‘Update Service Line Item’
- Complete this step for all lines within the claim

Select – Submit Claim