

# WY BMS Tribal Provider Manual

Prepared for:

Wyoming Department of Health  
122 West 25th Street, 4 West  
Cheyenne, WY 82002



Prepared by:

CNSI  
2277 Research Boulevard  
Rockville, MD 20850



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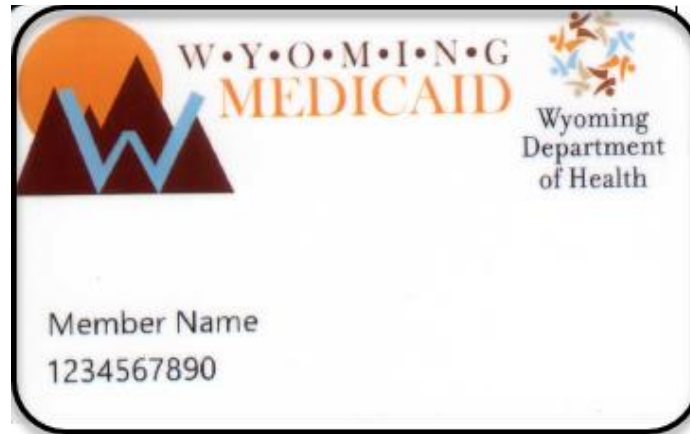
Version 5.0

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## Revision History

Revision Level	Date	Description	Change Summary
Version 0.1	5/17/2021	Initial Submission	N/A
Version 1.0	10/25/2021	First Full Submission	Revisions based on October updates from Agency
Version 1.1	03/14/2022	Second Full Submission	Updates to links behind images/graphics.
Version 2.0	04/01/2022	Third Full Submission	Revisions based on March/April updates from Agency.
Version 3.0	07/01/2022	Fourth Full Submission	Revisions based on June/July updates from Agency
Version 4.0	10/01/2022	Fifth Full Submission	Revisions based on Oct 2022 quarterly updates from Agency
Version 5.0	01/01/2023	Sixth Full Submission	Revisions based on Jan 2023 quarterly updates from Agency. Updated Note format to CNSI standardized format.



## Overview

Thank you for your willingness to serve Members of the Medicaid Program and other medical assistance programs administered by the Division of Healthcare Financing. This manual supersedes all prior versions.

## Rule References

Providers must be familiar with all current rules and regulations governing the Medicaid Program. Provider manuals are to assist Providers with billing Medicaid; they do not contain all Medicaid rules and regulations. Rule citations in the text are only a reference tool. They are not a summary of the entire rule. In the event that the manual conflicts with a rule, the rule prevails. Wyoming State Rules may be located at, <https://rules.wyo.gov/>.

## Importance of Fee Schedules and Provider's Responsibility

Procedure codes listed in the following Sections are subject to change at any time without prior notice. The most accurate way to verify coverage for a specific service is to review the Medicaid fee schedules on the website (*see Section 2.1 Quick Reference*). Fee schedules list Medicaid covered codes, provide clarification of indicators, such as whether a code requires prior authorization and the number of days in which follow-up procedures are included. Not all codes are covered by Medicaid or are allowed for all taxonomy codes (Provider types). It is the Providers' responsibility to verify this information. Use the current fee schedule in conjunction with the more detailed coding descriptions listed in the current CPT-4 and HCPCS Level II coding books. Remember to use the fee schedule and coding books that pertain to the appropriate dates of service. Providers may elect to utilize CPT or CDT codes as applicable. However, all codes pertaining to dental treatment must adhere to all state guidance and federal regulation. Providers utilizing a CPT code for Dental services will be bound to the requirements of both manuals.

Wyoming Medicaid is required to comply with the coding restrictions under the National Correct Coding Initiative (NCCI) and Providers should be familiar with the NCCI billing guidelines. NCCI information may be reviewed at <http://www.cms.gov/Medicare/Coding/NationalCorrectCodInitEd/index.html>.

## Getting Questions Answered

The Provider manuals are designed to answer most questions; however, questions may arise that require a call to a specific department such as Provider Services (*see Section 2.1 Quick Reference*).

Medicaid manuals, bulletins, fee schedules, forms, and other resources are available on the Medicaid website or by contacting Provider Services.

## Authority

The Wyoming Department of Health is the single state agency appointed as required in the Code of Federal Regulations (CFR) to comply with the Social Security Act to administer the Medicaid Program in Wyoming. The Division of Healthcare Financing (DHCF) directly administers the Medicaid Program in accordance with the Social Security Act, the Wyoming Medical Assistance and Services Act, (W.S. 42-4-101 et seq.), and the Wyoming Administrative Procedure Act (W.S. 16-3-101 et seq.). Medicaid is the name chosen by the Wyoming Department of Health for its Medicaid Program.

This manual is intended to be a guide for Providers when filing medical claims with Medicaid. The manual is to be read and interpreted in conjunction with Federal regulations, State statutes, administrative procedures, and Federally approved State Plan and approved amendments. This manual does not take precedence over Federal regulation, State statutes or administrative procedures.

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# Chapter 1 – General Information

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## 1.1 How the Tribal Manual is Organized

The table below provides a quick reference describing how the Tribal Manual is organized.

Chapter	Description
<b>Two</b>	<b>Getting Help When Needed</b> – Provides Quick Reference guide, telephone numbers and addresses and web sites for help and training.
<b>Three</b>	<b>Provider Responsibilities</b> – Provides obligations and rights as a Medicaid Provider. The topics covered include enrollment changes, civil rights, group practices, Provider-patient relationship, and record keeping requirements.
<b>Four</b>	<b>Utilization Review</b> – Provides fraud and abuse definitions, the review process, and rights and responsibilities.
<b>Five</b>	<b>Member Eligibility</b> – Describes how to verify eligibility when a Member presents their Medicaid card.
<b>Six</b>	<b>Institutional/UB Common Billing Information</b> – Provides basic claim information, completing the claim form, authorization for medical necessity requirements, co-pays, prior authorizations, timely filing, consent forms, NDC, working the Medicaid remittance advice (RA) and completing adjustments.
<b>Seven</b>	<b>CMS-1500 Common Billing Information</b> – Provides basic claim information, completing the claim form, authorization for medical necessity requirements, co-pays, prior authorizations, timely filing, consent forms, NDC, working the Medicaid remittance advice (RA) and completing adjustments.
<b>Eight</b>	<b>Dental Common Billing Information</b> – Provides basic claim information, completing the claim form, authorization for medical necessity requirements, co-pays, prior authorizations, timely filing, consent forms, NDC, working the Medicaid remittance advice (RA) and completing adjustments.
<b>Nine</b>	<b>Third Party Liability (TPL)</b> – Explains what TPL/Medicare is, how to bill it, and exceptions to it.
<b>Ten</b>	<b>Electronic Data Interchange (EDI) and Provider Portal</b> – Explains the advantages of exchanging documents electronically and details the features of the Provider Portal, explains the web registration process and directs trading partners to the Wyoming Medicaid EDI Companion Guide located on the Medicaid website.
<b>Eleven</b>	<b>Important Information</b> – Covers important billing information such as coding, definitions of supervision and face-to-face visit requirements.
<b>Twelve</b>	<b>Billing Indian Health Services/638 Tribal Facility Encounter Services</b> – Covers additional important billing information including claims review, definitions of physician supervision, and coding.

Chapter	Description
<b>Thirteen through Twenty-Seven</b>	<b>Covered Services</b> – Alphabetical by professional service and provides information such as: definitions, procedure code ranges, documentation requirements, covered and non-covered services, and billing examples.
<b>Appendices</b>	<b>Appendices</b> – Provides key information in an at-a-glance format. This includes the last quarters Provider Notifications.

## 1.2 Updating the Manual

When there is a change in the Medicaid Program, Medicaid will update the manuals on a quarterly (January, April, July, and October) basis and publish them to the Medicaid website.

Most of the changes come in the form of Provider bulletins (via email) and Remittance Advice (RA) banners, although others may be newsletters or Wyoming Department of Health letters (via email) from state officials. The updated Provider manuals will be posted to the website and will include all updates from the previous quarter. It is critical for Providers to download an updated Provider manual and keep their email addresses up-to-date. Bulletin, RA banner, or newsletter information will be posted to the website as it is sent to Providers and will be incorporated into the Provider manuals as appropriate to ensure the Provider has access to the most up to date information regarding Medicaid policies and procedures.

RA banner notices appear on the first page of the proprietary Wyoming Medicaid (paper) Remittance Advice (RA), which is available for download through the Provider Portal after each payment cycle in which the Provider has claims processed.

It is critical for Providers to keep their contact email address(es) up-to-date to ensure they receive all notices published by Wyoming Medicaid. It is recommended that Providers add the [WYProviderServices@cns-inc.com](mailto:WYProviderServices@cns-inc.com) email address, from which notices are sent, to their address books to avoid these emails being inadvertently sent to junk or spam folders.

All bulletins and updates are published to the Medicaid website (*see Section 2.1 Quick Reference*).

### 1.2.1 RA Banner Notices Samples

RA banner messages are short notifications that display on the Medicaid proprietary (paper) RAs which are posted to the Provider Portal. These RAs can be retrieved from the Provider Portal by performing an RA Inquiry. These notices are targeted to specific Provider types or to all billing/pay-to providers. This is another way for Medicaid and the Fiscal Agent to communicate to Providers. Multiple RA banners can display simultaneously, and they typically remain active for no more than 70 days. The RA banner will not be posted to the 835 electronic remittance advice.

**RA Sample Image:**

MEDICAL SERVICES ADMINISTRATION - MEDICAID PAYMENT PO BOX 1248 CHEYENNE WY 82003-1248				
BENEFIT MANAGEMENT SYSTEM AND SERVICES				
Remittance Advice				
Billing Provider ID: 77000384901 Billing Provider NPI: 1977080724	Name: Velveli Health Care	Pay Cycle:	RA Number: 78348556	RA Date: 06/14/2021
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
RA Message - WY				
**** Thank you for your participation in the Medicaid Program ****				

## 1.2.2 Medicaid Bulletin Notification

Medicaid deploys email bulletin notifications typically to announce information such as billing changes, new codes requiring prior authorization, reminders, up and coming initiatives, and new policy and processes.

### Sample Bulletin Email Notification

**From:** Wyoming Provider Services <[WYproviderservices@cns-inc.com](mailto:WYproviderservices@cns-inc.com)>  
**Sent:** Monday, March x, 20xx 9:39 PM  
**To:** Provider Name <[provider\\_name@xxxxxx.com](mailto:provider_name@xxxxxx.com)>  
**Subject:** [External] Outreach to Provider on Transition of WY BMS

Dear Providers,

Get Ready - Get Ready - Get Ready!!!

The next enhancement is scheduled to occur in fall 2021, when CNSI assumes the Wyoming Benefit Management Services (BMS) Medicaid Management Information System (MMIS) as the state's new fiscal agent.

CNSI's assumption of Wyoming BMS operations is the most important step toward the State of Wyoming's effort and goal of replacing the present Wyoming MMIS with its new Wyoming Integrated Next Generation System (WINGS). WINGS involves both system and service-based components as well as modules that together will replace Wyoming MMIS.

Upon completion of this planned transition, CNSI will assume and deliver the following operations-based functions on behalf of the State of Wyoming, its Medicaid System and its providers located throughout Wyoming's 23 counties:

- Claims Processing
- BMS Provider Relations and Member Claims Call Center
- Provider Outreach and Training
- Provider Publications and Communications
- Third Party Liability

**New Wyoming Medicaid Website Address**

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WDH and CNSI recommend all providers, members, and trading partners "bookmark" the new Wyoming Medicaid website for ease of monitoring publications and training schedules, and to also view important future updates as well as the status of this transition.

The new website address is: <https://www.wyomingmedicaid.com/>

It is also recommended that providers share this information with their billers, billing agents and clearinghouses to ensure they are all kept informed throughout this transition and can also plan for these changes accordingly.

**Provider Training Offerings and Registration**

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Wyoming Medicaid providers are encouraged to register for provider trainings via the GoToWebinar application as soon as possible. These trainings are designed to showcase the new claims processing system that will go live this fall and answer any questions providers might have about the upcoming system and fiscal agent changes.

To view the provider training calendar and to register, please click [July – September 2021 Provider Training Calendar](#).

Should you have any questions, please don't hesitate to contact us at 1-888-WYO-MCAD or 1-888-996-6223. We look forward to working with you!

Regards,  
Provider Services

**Footer Notice:** Be sure to add [WYproviderservices@cns-inc.com](mailto:WYproviderservices@cns-inc.com) to your address book to ensure the proper delivery of your Wyoming Medicaid email notifications.

Wyoming Medicaid Fiscal Agent, Provider Service, P.O. Box 1248, Cheyenne, WY 82003-1248

Please do not reply to this email with any customer service issues. Specific account inquiries will not be read. For assistance, contact Provider Services, 1-888-WYO-MCAD or 1-888-996-6223.

### 1.3 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.

### 1.4 Fiscal Agent Responsibilities

CNSI is the fiscal agent for Medicaid. They process all claims and adjustments, except for pharmacy. They also answer Provider inquiries regarding claim status, payments, Member eligibility, known third party insurance information and Provider training visits to train and assist the Provider office staff on Medicaid billing procedures or to resolve claims payment issues.



Wyoming Medicaid is not responsible for the training of Providers' vendors, billing staff, providing procedure or diagnosis codes, or coding training.

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## 2.1 Quick Reference

Agency Name & Address	Telephone/Fax Numbers	Web Address	Contact For:
Change Healthcare	Tel (877)209-1264 (Pharmacy Help Desk)  Tel (877)207-1126 (PA Help Desk)	<a href="http://www.wyomedicaid.org/">http://www.wyomedicaid.org/</a>	<ul style="list-style-type: none"> <li>• Pharmacy prior authorizations (PA)</li> <li>• PAs for physician administered injections</li> <li>• Pharmacy manuals</li> <li>• FAQs</li> </ul>
Claims Department Wyoming Department of Health P.O. Box 547 Cheyenne, WY 82003-0547	Fax (307)460-7408	<a href="http://www.wyomingmedicaid.com/">www.wyomingmedicaid.com/</a>	<ul style="list-style-type: none"> <li>• Claim adjustment submissions</li> <li>• Hardcopy claims submissions</li> <li>• Returning Medicaid checks</li> </ul>
Communicable Treatment Disease Program  Email: <a href="mailto:CDU.treatment@wyo.gov">CDU.treatment@wyo.gov</a>	Tel (307)777-5800 Fax (307)777-7382  For Pharmacy Coverage Contact: ScriptGuideRX Tel (855) 357-7479	N/A	<ul style="list-style-type: none"> <li>• Prescription medications</li> <li>• Program information</li> </ul>
Customer Service Center (CSC) Wyoming Department of Health  3001 E. Pershing Blvd, Suite 125 Cheyenne, WY 82001	Tel (855)294-2127  TTY- /TDD (855)329-5205  (Members Only, CSC cannot speak to Providers)  7am-6pm MST M-F Fax (855)329-5205	<a href="https://www.wesystem.wyo.gov">https://www.wesystem.wyo.gov</a>	<ul style="list-style-type: none"> <li>• Member Medicaid applications</li> <li>• Member ID Card replacements</li> <li>• Member Travel Assistance</li> <li>• Members being billed by Providers</li> <li>• Eligibility questions regarding:               <ul style="list-style-type: none"> <li>○ Family and Children's programs</li> <li>○ Tuberculosis Assistance Program</li> <li>○ Medicare Savings Programs</li> </ul> </li> <li>• Employed Individuals with Disabilities(EID)</li> <li>• Verification of Services</li> </ul>
Division of Healthcare Financing (DHCF)	Tel (307)777-7531 Tel (866)571-0944	<a href="https://health.wyo.gov/healthcarefin/">https://health.wyo.gov/healthcarefin/</a>	<ul style="list-style-type: none"> <li>• Medicaid State Rules</li> <li>• State Policy and Procedures</li> </ul>

Agency Name & Address	Telephone/Fax Numbers	Web Address	Contact For:
122 West 25th St, 4th Floor West Cheyenne, WY 82002	Fax (307)777-6964		<ul style="list-style-type: none"> <li>Concerns/Issues with State Contractors/Vendors</li> <li>Developmental Disability Services</li> </ul>
DHCF Pharmacy Program 122 West 25th St, 4th Floor West Cheyenne, WY 82002	Tel (307)777-7531 Fax (307)777-6964	N/A	<ul style="list-style-type: none"> <li>General questions</li> </ul>
DHCF Program Integrity 122 West 25th St, 4th Floor West Cheyenne, WY 82002	Tel (855)846-2563 <b>NOTE:</b> Callers may remain anonymous when reporting	N/A	<ul style="list-style-type: none"> <li>Member or Provider Fraud, Waste and Abuse</li> </ul>
HHS Technology Group (PRESM) Provider Enrollment Email: <a href="mailto:WYEnrollmentSvc@HHSTechGroup.com">WYEnrollmentSvc@HHSTechGroup.com</a>	Tel (877)399-0121 8 am -5 pm MST M-F (call center hours)	<a href="https://wyoming.dyp.cloud">https://wyoming.dyp.cloud</a> (Discover Your Provider)	<ul style="list-style-type: none"> <li>Provider Enrollment/Re-enrollment</li> <li>Provider updates</li> <li>Provider enrollment questions</li> <li>Email maintenance</li> <li>Banking Information/W9 additions and updates</li> </ul>
HMS (Health Management Systems) Third Party Liability (TPL) Department Wyoming Department of Health 5615 High Point Drive, #100 Irving, TX 75038	Provider Services (888)996-6223 <b>NOTE:</b> Within IVR, either say Report TPL, update insurance – to be transferred to TPL. 7 am-6 pm MST M-F (call center hours) 24/7 IVR Availability	N/A	<ul style="list-style-type: none"> <li>Member accident covered by liability or casualty insurance or legal liability is being pursued</li> <li>EID premiums or balances</li> <li>Estate and Trust Recovery</li> <li>Report Member TPL</li> <li>Report a new/update insurance policy</li> <li>Problems getting insurance information needed to bill</li> <li>Questions or problems regarding third party coverage or payers</li> <li>WHIPP program</li> <li>TPL Disallowance Portal</li> </ul>



Agency Name & Address	Telephone/Fax Numbers	Web Address	Contact For:
Maternal & Child Health (MCH) /Children Special Health (CSH)  Public Health Division 122 West 25th Street 3rd Floor West Cheyenne, WY 82002	Tel (307)777-7941 Tel (800)438-5795 Fax (307)777-7215	N/A	<ul style="list-style-type: none"> <li>• High Risk Maternal</li> <li>• Newborn intensive care</li> <li>• Program information</li> </ul>
Medicare	Tel (800)633-4227	N/A	<ul style="list-style-type: none"> <li>• Medicare information</li> </ul>
Magellan Healthcare, Inc.	Tel (307)459-6162 8 am-5pm MST M-F  (855)883-8740 After Hours	<a href="https://www.magellanofwyoming.com/">https://www.magellanofwyoming.com/</a>	<ul style="list-style-type: none"> <li>• Care Management Entity Services that require Prior Authorization</li> </ul>
Provider Services Wyoming Department of Health P.O. Box 1248 Cheyenne, WY 82003-1248  <a href="#">(IVR Navigation Tips)</a>  Email: <a href="mailto:WYProviderOutreach@cnsi-inc.com">WYProviderOutreach@cnsi-inc.com</a>	Tel (888)WYO-MCAD or (888)996-6223 7 am -6 pm MST M-F (call center hours) 24/7 (IVR availability)  Fax (307)460-7408	<a href="http://www.wyomingmedicaid.com/">www.wyomingmedicaid.com/</a>	<ul style="list-style-type: none"> <li>• Bulletin/manuals inquiries</li> <li>• Claim inquiries/submission problems</li> <li>• Member eligibility</li> <li>• Documentation of Medical Necessity</li> <li>• How to complete forms</li> <li>• Payment inquiries</li> <li>• Provider Portal assistance/training</li> <li>• Request Field Representative visit</li> <li>• Technical support for vendors, billing agents/clearinghouses</li> <li>• Trading Partner Registration</li> <li>• Training seminar questions</li> <li>• Timely filing inquiries</li> <li>• Verifying validity of procedure codes</li> <li>• Web Registration</li> </ul>

Agency Name & Address	Telephone/Fax Numbers	Web Address	Contact For:
			<ul style="list-style-type: none"> <li>Wyoming Medicaid EDI Companion Guide located on the Medicaid website</li> </ul>
Social Security Administration (SSA)	Tel (800)772-1213	N/A	<ul style="list-style-type: none"> <li>Social Security benefits</li> </ul>
Stop Medicaid Fraud	Tel (855)846-2563 <b>NOTE:</b> Remain anonymous when reporting	<a href="https://health.wyo.gov/healthcarefin/program-integrity/">https://health.wyo.gov/healthcarefin/program-integrity/</a>	<ul style="list-style-type: none"> <li>Information and education regarding fraud, waste, and abuse in the Wyoming Medicaid program</li> <li>To report fraud, waste, and abuse</li> </ul>
WYhealth (Care Management)  122 W 25th St 4th Floor Cheyenne, WY 82002	Tel (888) 545-1710  Nurse Line: (OPTION 3)	<a href="https://health.wyo.gov/healthcarefin/medicaid/wyoming-medicaid-health-management/">https://health.wyo.gov/healthcarefin/medicaid/wyoming-medicaid-health-management/</a>	<ul style="list-style-type: none"> <li>Diabetes Incentive Program</li> <li>Educational Information about WYhealth Programs</li> <li>ER Utilization Program</li> <li>Medicaid Incentive Programs refer a Member to the Health Management Program</li> <li>Referrals to Project Juno</li> </ul>
Telligen (Utilization Management)  <a href="#">1776 West Lakes Pkwy</a> <a href="#">West Des Moines, IA 50266</a>	Tel (833) 610-1057	<a href="https://wymedicaid.telligen.com/">https://wymedicaid.telligen.com/</a>	<ul style="list-style-type: none"> <li>DMEPOS Covered Services manual</li> <li>Questions related to documentation or clinical criteria for DMEPOS</li> <li>Preadmission Screen and Resident Review (PASRR Level II)</li> </ul> <p>Prior Authorization for:</p> <ul style="list-style-type: none"> <li>Acute Psych</li> <li>Dental services (limited)</li> <li>Severe Malocclusion</li> <li>Durable Medical Equipment (DME) or Prosthetic/Orthotic Services (POS)</li> <li>Extended Psych</li> <li>Extraordinary heavy care</li> <li>Gastric Bypass</li> <li>Genetic Testing</li> </ul>

Agency Name & Address	Telephone/Fax Numbers	Web Address	Contact For:
			<ul style="list-style-type: none"> <li>• Home Health</li> <li>• Psychiatric Residential Treatment Facility (PRTF)</li> <li>• PT/OT/ST/BH services after service threshold</li> <li>• Surgeries (limited)</li> <li>• Transplants</li> <li>• Vagus Nerve Stimulator</li> <li>• Vision services (limited)</li> <li>• Unlisted Procedures</li> </ul>
Wyoming Department of Health Long Term Care Unit (LTC)	Tel (855)203-2936 8 am-5 pm MST M-F  Fax (307)777-8399	N/A	<ul style="list-style-type: none"> <li>• Nursing home program eligibility questions</li> <li>• Patient Contribution</li> <li>• Waiver Programs</li> <li>• Inpatient Hospital</li> <li>• Hospice</li> </ul>
Wyoming Medicaid Website	N/A	<a href="http://www.wyomingmedicaid.com/">www.wyomingmedicaid.com/</a>	<ul style="list-style-type: none"> <li>• Provider manuals/bulletins</li> <li>• Wyoming Medicaid EDI Companion Guide located on the Medicaid website</li> <li>• Fee schedules</li> <li>• Frequently asked questions (FAQs)</li> <li>• Forms (for example Claim Adjustment/Void Request Form)</li> <li>• Contacts</li> <li>• What's New</li> <li>• Remittance Advice Retrieval</li> <li>• Secured Provider Portal</li> <li>• Trading Partner Registration</li> <li>• Training Tutorials</li> <li>• Web Registration</li> </ul>

## 2.2 How to Call for Help

The fiscal agent maintains a well-trained call center that is dedicated to assisting Providers. These individuals are prepared to answer inquiries regarding Member eligibility, service limitations, third party coverage, electronic transaction questions, and Provider payment issues.

## 2.3 How to Write for Help



In many cases, writing for help provides the Provider with more detailed information about the Provider's claims or Members. In addition, written responses may be kept as permanent records.

### Reasons to write vs. calling:

- **Appeals:** Include the First Level Appeal and Grievance Request Form (see *Section 2.3.2.1*), the claim that is believed to have been denied or paid erroneously, all documentation previously submitted with the claim, an explanation for request, and documentation supporting the request.
- **Written documentation of answers:** Include all documentation to support the Provider request.
- **Rate change requests:** Include request and any documentation supporting the Provider request.
- **Requesting a service to be covered by Wyoming Medicaid:** Include request and any documentation supporting the Provider request.

To expedite the handling of written inquiries, we recommend Providers use a Provider Inquiry Form (see *Section 2.3.1*). Providers may copy the form in this manual. Provider Services will respond to the Provider inquiry within ten (10) business days of receipt.

### 2.3.1 Provider Inquiry Form

		<h2>Provider Inquiry Form</h2>			
<b>1. Provider Name</b> <input type="text"/>					
<b>2. Provider Address</b> <input type="text"/>			<b>City</b> <input type="text"/>	<b>State</b> <input type="text"/>	<b>Zip Code</b> <input type="text"/>
<b>3. NPI / Provider Number</b> <input type="text"/>	<b>4. Telephone Number</b> <input type="text"/>	<b>5. Provider's Office Contact Person</b> <input type="text"/>		<b>6. Date of Inquiry</b> <input type="text"/>	
<b>7. Member Name (Last, First, MI)</b> <input type="text"/>			<b>8. Member ID</b> <input type="text"/>	<b>9. Dates of Service</b> <input type="text"/>	
<b>10. Proc Code</b> <input type="text"/>	<b>11. Charge</b> <input type="text"/>	<b>12. RA Date</b> <input type="text"/>	<b>13. MED Record Number</b> <input type="text"/>	<b>14. Transaction Control Number</b> <input type="text"/>	
<b>15. Service Request Number</b> <input type="text"/>			<b>16. Grievance &amp; Appeal Number</b> <input type="text"/>		
<b>17. Nature of Inquiry</b> <input type="text"/>					
<b>18. Fiscal Agent Response</b> <input type="text"/>					
<p><b>Mail completed form to:</b>                  Wyoming Medicaid Fiscal Agent                  Attn: Provider Services                  P.O. Box 1248                  Cheyenne, WY 82003-1248</p>					
					

## 2.3.2 How to Appeal


For timely filing appeals and instances where Third Party Liability is applied after Medicaid payment the Provider must submit the appeal in writing to Provider Services (*see Section 2.1 Quick Reference*) or via the Grievance and Appeal process on the Provider Portal, and needs to include the following:

- The First Level Appeal and Grievance Request Form (*see Section 2.3.2.1*)
- Documentation of previous claim submission(s) (TCN(s), documentation of the corrections made to the subsequent claims)
- Documentation of contact with Provider Services
- An explanation of the problem
- A clean copy of the claim, along with any required attachments and required information on the attachments. A clean claim is an error free, correctly completed claim, with all required attachments that will process and pay.

The grievance and appeal quick reference guide (QRG), *Entering and Monitoring Grievance and Appeals via the Provider Portal*, is available on the “Provider Training, Tutorials and Workshops” page on the Medicaid website.

For claims denied in error within timely filing, the Provider must submit the appeal in writing to Provider Services (*see Section 2.1 Quick Reference*). These should include the following.

- The First Level Appeal and Grievance Request Form (*see Section 2.3.2.1*)
- An explanation of the problem and any desired supplementary documentation
- Documentation of previous claim submission (TCN(s), documentation of the corrections made to the subsequent claims)
- Documentation of contact with Provider Services
- A clean copy of the claim, along with any required attachments and required information on the attachments. A clean claim is an error free, correctly completed claim, with all required attachments that will process and pay.

 Appeals for claims that denied appropriately or submission of attachments for denied claims will be automatically denied. The appeals process is not an apt means to resubmit denied claims nor to submit supporting documentation. Doing so will result in denials and time lost to correct claims appropriately.



Appeals for changes to CPT, Diagnosis, and/or NDC Codes will also be sent to Provider Services for review. These requests should include ALL of the following.

- The First Level Appeal and Grievance Request Form (*see Section 2.3.2.1*)

- An explanation of the problem
- Any desired supplementary documentation
- Documentation of contact with Provider Services


If a Provider wishes to dispute an appeal decision or request second level review, follow the above processes with the Second Level Appeal and Grievance Request Form (*see Section 2.3.2.2*) in place of the First Level Appeal and Grievance Request Form (*see Section 2.3.2.1*)

### 2.3.2.1 First Level Appeal and Grievance Request Form

 <h2 style="text-align: center;">Request for Appeal Form</h2> <p style="text-align: center;">Request Date: <input style="width: 100px;" type="text"/></p>																					
<b>Information for Appeal</b>																					
<b>Provider Information</b>																					
Provider Name <input style="width: 90%;" type="text"/>	NPI/Provider Number <input style="width: 90%;" type="text"/>																				
<b>Member Information</b>																					
Member Name <input style="width: 90%;" type="text"/>	Member ID (10-digit) <input style="width: 90%;" type="text"/>																				
Member Date of Birth <input style="width: 90%;" type="text"/>																					
<b>Claim Information</b>																					
Transaction Control Numbers (TCNs) <input style="width: 90%;" type="text"/>	Date(s) of Service <input style="width: 90%;" type="text"/>																				
<b>Reason for Appeal</b>																					
<b>Policy Decisions</b>																					
<input type="checkbox"/> Code Change <table style="width: 100%; margin-left: 20px;"> <tr> <td style="width: 30%;">-Procedure Code</td> <td style="width: 30%;">Code <input style="width: 90%;" type="text"/></td> <td style="width: 10%;"></td> <td style="width: 10%;"><input type="checkbox"/> Add</td> <td style="width: 10%;"><input type="checkbox"/> Change</td> </tr> <tr> <td>-Diagnosis Code</td> <td>Code <input style="width: 90%;" type="text"/></td> <td></td> <td><input type="checkbox"/> Add</td> <td><input type="checkbox"/> Change</td> </tr> <tr> <td>-NDC</td> <td>Code <input style="width: 90%;" type="text"/></td> <td></td> <td><input type="checkbox"/> Add</td> <td><input type="checkbox"/> Change</td> </tr> <tr> <td>-Taxonomy Add</td> <td>Code <input style="width: 90%;" type="text"/></td> <td>Taxonomy</td> <td colspan="2"><input style="width: 90%;" type="text"/></td> </tr> </table>		-Procedure Code	Code <input style="width: 90%;" type="text"/>		<input type="checkbox"/> Add	<input type="checkbox"/> Change	-Diagnosis Code	Code <input style="width: 90%;" type="text"/>		<input type="checkbox"/> Add	<input type="checkbox"/> Change	-NDC	Code <input style="width: 90%;" type="text"/>		<input type="checkbox"/> Add	<input type="checkbox"/> Change	-Taxonomy Add	Code <input style="width: 90%;" type="text"/>	Taxonomy	<input style="width: 90%;" type="text"/>	
-Procedure Code	Code <input style="width: 90%;" type="text"/>		<input type="checkbox"/> Add	<input type="checkbox"/> Change																	
-Diagnosis Code	Code <input style="width: 90%;" type="text"/>		<input type="checkbox"/> Add	<input type="checkbox"/> Change																	
-NDC	Code <input style="width: 90%;" type="text"/>		<input type="checkbox"/> Add	<input type="checkbox"/> Change																	
-Taxonomy Add	Code <input style="width: 90%;" type="text"/>	Taxonomy	<input style="width: 90%;" type="text"/>																		
<input type="checkbox"/> Prior Authorization <input type="checkbox"/> Policy Dispute																					
<b>Payment/Criteria Dispute</b>																					
<input type="checkbox"/> NCCI Denial <input type="checkbox"/> Timely Filing <input type="checkbox"/> OPPTS <input type="checkbox"/> Not Billing TPL <input type="checkbox"/> DRG <input type="checkbox"/> Payment Dispute <input type="checkbox"/> General Complaint Not Listed (please describe below) <div style="border: 1px solid black; height: 40px; width: 100%; margin-top: 5px;"></div>																					
<p><b>This form and all supporting documentation should be sent using one of the following methods.</b></p> <p><b>Fill out the form completely to prevent the request being returned unanswered.</b></p>																					
<b>Mail completed form to:</b> Wyoming Medicaid ATTN: Appeals PO Box 1248 Cheyenne, WY 82003-1248	<b>Email:</b> WYappeals@cns-inc.com  <b>Fax:</b> (307) 460-7408																				
<small>WYMS-Grievance and Appeals</small> 																					



### 2.3.2.2 Second Level Appeal and Grievance Request Form



## Appeal/Grievance

### 2nd Level Request Form

Received Date: \_\_\_\_\_

Ref #: \_\_\_\_\_

Review Type:  Appeal  Grievance

---

Review Category:

<input type="checkbox"/> Procedure Code	<input type="checkbox"/> Dx Code	<input type="checkbox"/> Taxonomy Add
<input type="checkbox"/> NCCI Denial	<input type="checkbox"/> OPPS	<input type="checkbox"/> Claim Denied per Policy
<input type="checkbox"/> PA	<input type="checkbox"/> Timely Filing	<input type="checkbox"/> Not Billing TPL
<input type="checkbox"/> Adjustment	<input type="checkbox"/> Payment Dispute	<input type="checkbox"/> General Complaint
<input type="checkbox"/> DRG		

Review Requested of: \_\_\_\_\_

Sending Department:  Medical Policy  Provider Services  Claims  TPL

Explanation: \_\_\_\_\_

Included in request:

<input type="checkbox"/> Letter from Complainant	<input type="checkbox"/> Research Documentation
<input type="checkbox"/> Medical Records	<input type="checkbox"/> Original Request
<input type="checkbox"/> Claims Attachments	<input type="checkbox"/> Original PA Request
<input type="checkbox"/> Claims History Query	<input type="checkbox"/> PA Supporting Information
<input type="checkbox"/> Call Log	<input type="checkbox"/> Other Correspondence


---

**Mail completed form to:**  
Wyoming Medicaid ATTN:  
Appeals  
PO Box 1248  
Cheyenne, WY 82003-1248

**Email:**  
WYappeals@cns-inc.com

**Fax:**  
(307) 460-7408

WYMS-Grievance and Appeal



Effective 05/05/2022  
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## 2.4 How to Get a Provider Training Visit

Provider Services Field Representatives are available to train or address questions the Provider’s office staff may have on Medicaid billing procedure or to resolve claims payment issues.

Provider Services Field Representatives are available to assist Providers with help in their location, by phone, or webinar with Wyoming Medicaid billing questions and issues. Generally, to assist a Provider with claims specific questions, it is best for the Field Representative to communicate via phone or webinar, as they will then have access to the systems and tools needed to review claims and policy information. Provider Training visits may be conducted when larger groups are interested in training related to Wyoming Medicaid billing. When conducted with an individual Provider’s office, a Provider Training visits generally consists of a review of a Provider’s claims statistics, including top reasons for denial and denial rates, and a review of important Medicaid training and resource information. Provider Training Workshops may be held during the summer months to review this information in a larger group format.

Due to the rural and frontier nature, and weather in, Wyoming, visits are generally conducted during the warmer months only. For immediate assistance, a Provider should always contact Provider Services (see *Section 2.1 Quick Reference*).

## 2.5 How to Get Help Online

The address for Medicaid’s public website is [www.wyomingmedicaid.com](http://www.wyomingmedicaid.com). This site connects Wyoming’s Provider community to a variety of information, including:

- Answers to the Providers frequently asked Medicaid questions
- Download Forms, such as Medical Necessity, Sterilization Consent, Order vs Delivery Date Form and other forms
- Medicaid publications, such as Provider manuals and bulletins
- Payment Exceptions Schedule
- Primary resource for all information related to Medicaid
- Wyoming Medicaid Provider Portal
- Wyoming Medicaid training tutorials

The Provider Portal delivers the following services:

- **Data Exchange:** Upload and download of electronic HIPAA transaction files
- **Manage Provider Information:** Manage Billing Agents and Clearinghouses
- **Remittance Advice Reports:** Retrieve recent Remittance Advices
  - Wyoming Medicaid proprietary (paper) RA
    - 835 transaction

- **Domain Provider Administration:** Add, edit, and delete users within the Provider's organization
- **837 Electronic Claim Entry:** Direct Data Entry of dental, institutional, and medical claims
- **PASRR Level I entry and inquiry**
- **LT101 Inquiry**
- **Prior Authorization Status Inquiry:** Search any Prior Authorization to determine status.
- **Member Eligibility Inquiry:** Search Wyoming Medicaid Members to determine eligibility for the current month.
  - Primary Insurance information will not be available through this function.

## 2.6 Training Seminars/Presentations

The fiscal agent and the Division of Healthcare Financing may sponsor periodic training seminars at selected in-state and out-of-state locations. Providers will receive advance notice of seminars by the Medicaid bulletin email notifications, or Remittance Advice (RA) banners. Providers may also check the Medicaid website for any recent seminar information.

# Chapter 3 – Provider Responsibilities

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### 3.1 Enrollment/Re-Enrollment

Medicaid payment is made only to Providers who are actively enrolled in the Medicaid Program. Providers are required to complete an enrollment application, undergo a screening process and sign a Provider Agreement at least every five (5) years. In addition, certain Provider types are required to pay an application fee and submit proof of licensure and/or certification. These requirements apply to both in state and out-of-state Providers.

Due to the screening requirements of enrollments, backdating enrollments must be handled through an appeal process. If the Provider is requesting an effective date prior to the completion of the enrollment, a letter of appeal must be submitted with proof of enrollment with Medicare or another State’s Medicaid that covers the requested effective date to present.

All Providers have been assigned one (1) of three (3) categorical risk levels under the Affordable Care Act (ACA) and are required to be screened as follows:

Categorical Risk Level	Screening Requirements
<p><b>LIMITED</b></p> <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Physician and non-physician practitioners, (includes nurse practitioners, CRNAs, occupational therapists, speech/language pathologist audiologists) and medical groups or clinics</li> <li>• Ambulatory surgical centers</li> <li>• Competitive Acquisition Program/Part B Vendors:</li> <li>• End-stage renal disease facilities</li> <li>• Federally qualified health centers (FQHC)</li> <li>• Histocompatibility laboratories</li> <li>• Hospitals, including critical access hospitals, VA hospitals, and other federally-owned hospital facilities</li> <li>• Health programs operated by an Indian Health program</li> <li>• Mammography screening centers</li> <li>• Mass immunization roster billers</li> <li>• Organ procurement organizations</li> <li>• Pharmacy newly enrolling or revalidating via the CMS-855B application</li> <li>• Radiation therapy centers</li> </ul>	<p>Verifies Provider or supplier meets all applicable Federal regulations and State requirements for the Provider or supplier type prior to making an enrollment determination</p> <p>Conducts license verifications, including licensure verification across State lines for physicians or non-physician practitioners and Providers and suppliers that obtain or maintain Medicare billing privileges, as a result of State licensure, including State licensure in States other than where the Provider or supplier is enrolling</p> <p>Conducts database checks on a pre- and post-enrollment basis to ensure that Providers and suppliers continue to meet the enrollment criteria for their Provider/supplier type.</p>

Categorical Risk Level	Screening Requirements
<ul style="list-style-type: none"> <li>• Religious non-medical health care institutions</li> <li>• Rural health clinics</li> <li>• Skilled nursing facilities</li> </ul>	
<p><b>MODERATE</b></p> <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Ambulance service suppliers</li> <li>• Community mental health centers (CMHC)</li> <li>• Comprehensive outpatient rehabilitation facilities (CORF)</li> <li>• Hospice organizations</li> <li>• Independent Clinical Laboratories</li> <li>• Independent diagnostic testing facilities</li> <li>• Physical therapists enrolling as individuals or as group practices</li> <li>• Portable X-ray suppliers</li> <li>• Revalidating home health agencies</li> <li>• Revalidating DMEPOS suppliers</li> </ul>	<p>Performs the “limited” screening requirements listed above</p> <p>Conducts an on-site visit</p>
<p><b>HIGH</b></p> <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Prospective (newly enrolling) home health agencies</li> <li>• Prospective (newly enrolling) DMEPOS suppliers</li> <li>• Prosthetic/orthotic (newly enrolling) suppliers</li> <li>• Individual practitioners suspected of identity theft, placed on previous payment suspension, previously excluded by the OIG, and/or previously had billing privileges denied or revoked within the last ten (10) years</li> </ul>	<p>Performs the “limited” and “moderate” screening requirements listed above.</p> <p>Requires the submission of a set of fingerprints for a national background check from all individuals who maintain a five (5) percent or greater direct or indirect ownership interest in the Provider or supplier.</p> <p>Conducts a fingerprint-based criminal history record check of the FBI’s Integrated Automated Fingerprint Identification System on all individuals who maintain a five (5) percent or greater direct or indirect ownership interest in the Provider or supplier.</p> <p>Categorical Risk Adjustment:</p> <p>CMS adjusts the screening level from limited or moderate to high if any of the following occur:</p> <ul style="list-style-type: none"> <li>• Exclusion from Medicare by the OIG</li> <li>• Had billing privileges revoked by a Medicare contractor within the previous ten (10) years and is attempting to establish additional Medicare billing privilege by— <ul style="list-style-type: none"> <li>○ Enrolling as a new Provider or supplier</li> </ul> </li> </ul>

Categorical Risk Level	Screening Requirements
	<ul style="list-style-type: none"> <li>○ Billing privileges for a new practice location</li> <li>● Has been terminated or is otherwise precluded from billing Medicaid</li> <li>● Has been excluded from any Federal health care program</li> <li>● Has been subject to a final adverse action as defined in §424.502 within the previous ten (10) years</li> </ul>

The ACA has imposed an application fee on the following institutional Providers:

- In-state only
  - Institutional Providers
  - PRTFs
  - Substance Abuse Centers (SAC)
  - Wyoming Medicaid-only nursing facilities
  - Community Mental Health Centers (CMHC)
  - Wyoming Medicaid-only home health agencies (both newly enrolling and re-enrolling)

Providers that are enrolled in Medicare, Medicaid in other states, and CHIP are only required to pay one (1) enrollment fee. Verification of the payment must be included with the enrollment application.

The application fee is required for the following:

- New enrollments
- Enrollments for new locations
- Re-enrollments
- Medicaid requested re-enrollments (as the result of inactive enrollment statuses)

The application fee is non-refundable and is adjusted annually based on the Consumer Price Index (CPI) for all urban consumers.

After a Provider’s enrollment application has been approved, a welcome letter will be sent.

If an application is not approved, a notice including the reasons for the decision will be sent to the Provider. No medical Provider is declared ineligible to participate in the Medicaid Program without prior notice.

To enroll as a Medicaid Provider, all Providers must complete the on-line enrollment application available on the HHS Technology Group website (*see Section 2.1 Quick Reference*).




### 3.1.1 Wyoming Department of Health Healthcare Provider and Pharmacy Agreement

Wyoming Department of Health Provider Participation Agreement  
(All Medicaid, CHIP, Communicable Disease Treatment (Ryan White) Program, Breast and Cervical Cancer Screening, Colorectal Screening, Title 25 Involuntary Detention, and Children's Special Health Provider applicants must complete)

## Healthcare Provider and Pharmacy Agreement

STATE OF WYOMING  
DEPARTMENT OF HEALTH  
*V1.2c as Revised 4/2021. PRESM, HHS Technology Group (HTG)*



1. **Parties.** The parties to this Healthcare Provider and Pharmacy Agreement (Agreement) are the (Provider), whose name and address are delineated on page six (6) of this Agreement, and the Wyoming Department of Health (WDH), whose address is Herschler Building, 122 West 25<sup>th</sup> Street, 4 West, Cheyenne, WY 82002.
2. **Purpose of Agreement.** The purpose of this Agreement is to ensure that the Provider, who furnishes services to clients of WDH medical benefit programs, bills and receives payment for such services in accordance with applicable law. WDH medical benefit programs include the following: Medicaid, Kid Care Children's Health Insurance Program (CHIP), Communicable Disease Treatment (Ryan White) Program, Breast and Cervical Cancer Screening, Colorectal Screening, Title 25 Involuntary Detention, and Children's Special Health (individually Program or collectively the Programs).
3. **Term of Agreement.** This Agreement is effective when all federal and state required verifications have produced acceptable results and all parties have executed it. This Agreement shall remain in effect for no longer than five (5) years from the date of final execution. Termination of this Agreement shall be pursuant to Section 7. P. of this Agreement.
4. **Payment.** WDH through its Programs, agree to pay the Provider for services provided to eligible clients in accordance with applicable program rules and federal and state statutes and regulations. No payment shall be made before the State or its Agent verifies that all enrollment steps have been completed including provider agreement, additional screening, and financial enrollment forms. No payment shall be made before the last required signature is affixed to this Agreement. However, pursuant to federal and state regulations, in some instances an agreement may be made retroactively effective to cover eligible dates of service.
5. **Responsibilities of the Provider.** The Provider shall:
  - A. Comply with state and federal law, as well as WDH Rules and policies applicable to each Program for which Provider submits a claim for payment.
  - B. For the Wyoming Medicaid and CHIP Programs specifically, and in addition to requirements in Section 5A above, comply with the Social Security Act (42 U.S.C. § 1396, *et seq.*); the Wyoming Medical Assistance and Services Act (Wyo. Stat. § 42-4-101, *et seq.*); the regulations of the Centers for Medicare & Medicaid Services (CMS); the United States Department of Health and Human Services (HHS) (42 C.F.R. Chapter IV Subchapter C); and Section 6032 of the Deficit Reduction Act of 2005 (Employee Education About False Claims Recovery).
  - C. Comply with licensing and certification standards as contained in Wyoming statutes, regulations and rules, or applicable licensing and certification standards in the state where a service is provided.
  - D. Comply with the Wyoming Medicaid and CHIP Provider Manuals, as revised or updated quarterly, and all Program bulletins which are integrated into the manuals. These Provider manuals provide additional guidance and requirements for the respective Programs identified in Section 2 above.
  - E. Ensure that the charges submitted for services or items provided to eligible WDH clients shall not exceed the charges for comparable services or items provided to persons not eligible for these Programs.
  - F. Not submit claims for payment prior to provision of qualifying services. If providing administrative assistance such as managing payments to providers of self-directed care participants, the Provider shall not accept claims prior to services being performed.
  - G. Bill all third-party payers as defined in applicable WDH Rules and policies before submitting claims to WDH or its fiscal agent.

Wyoming Department of Health Provider Participation Agreement  
Revision Version April 2021, v1.2c, Delivery Address PRESM, HHS Technology Group

Page 1 of 6

- H. Accept as payment in full the amounts paid in accordance with Wyoming statutes and WDH Rules and policies, and the Provider shall not seek additional payment from any source prohibited by law, including the client or any member of his or her family.
- I. Not require prepayment by clients who present proper proof of program eligibility, with the exception of services requiring co-payment as defined in WDH Rules or policies. This provision shall not apply to any service or item not covered by the Program, if the client agrees in writing in advance to pay for such service or item.
- J. File all claims in accordance with applicable federal and state laws and regulations and in accordance with WDH Rules and policies.
- K. Cooperate with the applicable Program to recover any payment made under this Agreement which is later determined by the Program to have been in excess of that permitted by federal or state laws, regardless of whether the Provider or the Program caused the excess payment. The Provider further agrees to notify the Program in writing within thirty (30) days after learning of any excess payment.
- L. Retain all records necessary to fully disclose the extent of services or items provided to clients and all records necessary to document the claims submitted for program reimbursement for such services or items. All such medical and financial records shall be retained by the Provider for six (6) years beyond the end of the fiscal year in which payment for services was rendered, except that if any litigation, claim, audit or other action involving the records initiated before the expiration of the sixth (6<sup>th</sup>) year, the records shall be retained until the completion of the action. Failure to maintain records for claims may result in an audit and, in addition, will be considered under the False Claims Act, other state laws, federal laws, or regulations, and are subject to prosecution.  
  
Upon request, the Provider shall make on-site access to and copies of client records and information for claims paid for by WDH available to the Program, or its authorized representatives, including CMS, HHS, other Federal agencies, the Comptroller General of the United States, the Attorney General of the State of Wyoming, the Wyoming Medicaid Fraud Control Unit (MFCU), or any of their duly authorized representatives, or any federal/state contractors such as the Unified Program Integrity Contractor (UPIC), Medicaid Integrity Contractor (MIC), and Recovery Audit Contractor (RAC).
- M. Safeguard the use and disclosure of information concerning applications for or clients of the Programs in accordance with applicable federal and state statutes and regulations.
- N. Submit, within thirty-five (35) days after the date on the request by the Programs, MFCU, or HHS, full and complete information as to ownership, business transactions and criminal activity in accordance with 42 C.F.R. § 455.105. Provider agrees to all other required disclosures and timelines as set forth in 42 C.F.R. §§ 455.100 through 455.106.
- O. Provide the Programs with advance notice in accordance with WDH Rules, of any change or proposed change in: name; ownership; licensure; certification, or registration status; type of service or area of specialty; additions, deletions or replacement in group membership; mailing addresses; and participation in the Program. A change in the Provider's ownership or organization shall not relieve the Provider of its obligations under this Agreement, and all terms and conditions of this Agreement shall apply to the new ownership or organization.  
  
For Providers enrolling as pharmacies, written disclosure of contact information for the entity legally responsible for debt at the time of sale or transfer of a pharmacy is required at least thirty (30) days in advance of the sale or transfer. Ensuring this information is updated with WDH shall be the responsibility of the entity legally responsible for said debt. Legal documentation of the provisions of the sale must be included with the written disclosure.
- P. Comply with the advance directives requirements for hospitals, nursing facilities, providers of home health care and personal care services, hospices and Health Maintenance Organization (HMOs) specified in 42 C.F.R. § 489, Subpart I, and in 42 C.F.R. § 417.436(d).
- Q. Comply with and maintain all documents for any Plans of Care that are required by WDH.
- R. If Provider is submitting a claim under the Communicable Disease Treatment (Ryan White) Program, the Provider shall comply with the following additional terms and conditions:
  - i. Requirements in WDH Rules and the Communicable Disease Treatment (Ryan White) Program policy manual.

- ii. Upon submission of the first claim for Communicable Disease Treatment (Ryan White) Program payment, renew the Provider's acceptance of the Communicable Disease Treatment (Ryan White) Program Special Provisions.
- iii. For all patients testing positive for a rapid or confirmatory HIV laboratory test, provide immediate counseling and connection with a WDH Treatment Program Case Manager for possible enrollment into Communicable Disease Treatment (Ryan White) Program services.
- iv. HIV care physicians will provide evaluation, medication management, and a comprehensive treatment plan including as needed, indirect consultation for care management or treatment plan questions.
- v. HIV care physicians will assure that high quality medical care is based on healthcare outcomes in accordance with Title XXVI of the Public Health Service Act, the Health Resources and Services Administration (HRSA), and Ryan White HIV AIDS Program (RWHAP) policy clarification notice #15-02 as found at <https://hab.hrsa.gov/program-grants-management/policy-notices-and-program-letters>.
- vi. Serve HIV patients per the HHS Clinical Guidelines as found at <https://hab.hrsa.gov/clinical-quality-management/clinical-care-guidelines-and-resources>.
- vii. Primary Infectious Disease practices, or Providers serving as the primary HIV care provider, will develop a quality management plan to assure that HHS Clinical Guidelines are being measured and corrective action plans are designed to improve measurements.
- viii. Providers serving HIV positive patients will develop a method for maintaining open communication between HIV Case Manager and the Provider's office. Case management notes regarding clinical care of the patient should be maintained in the Provider's charting system.
- ix. Document as required, the patient's consent to referral and, if applicable, release of the patient's protected health information.
- x. Allow WDH staff or its appointee access to medical charts for auditing clinical measures per HHS Clinical Guidelines.
- xi. Allow WDH staff or its appointee access to financial records so that WDH can verify compliance with HRSA rules and regulations regarding program income. Clinics may be required to submit quarterly reports dependent on level of Ryan White patient load as a sub-recipient of Federal funds.
- xii. Participate in WDH offered provider and clinic staff training as outlined in the Communicable Disease Treatment (Ryan White) provider manual.
- xiii. Maintain a program to provide cultural competency training for all staff.
- xiv. Retrieve on a regular basis and maintain a program to assure that HHS Clinical Guidelines are practiced as established at <https://hab.hrsa.gov/clinical-quality-management/clinical-care-guidelines-and-resources>.

6. **Special Provisions.** The Provider explicitly understands that:

- A. Reimbursement from WDH through its Programs is from state and federal funds and that any falsification of claims, statements, or documents, or any concealment of material fact is a violation of state and federal laws, and any person who falsifies or conceals a material fact may be subject to criminal prosecution.
- B. The Provider is responsible for all service claims submitted to WDH through its Programs seeking reimbursement for services provided to a client, regardless of whether the claim is submitted by the Provider's employee, sub-contractor, vendor, or business agent.
- C. The Provider's participation in the Programs pursuant to this Agreement may be sanctioned or terminated for failure to comply with its terms and with WDH Rules. By signing this Agreement, Provider acknowledges that in the event of a dispute under this Agreement, the Provider is required to seek administrative relief pursuant to WDH Rules as a condition precedent to any other remedy.
- D. Should Provider commence a proceeding in bankruptcy during the term of this Agreement, any pending claims for payments under this Agreement prior to commencing the bankruptcy proceeding will be subject to suspension, offset, and recoupment actions.
- E. Should either federal or state law require Provider re-enrollment, Provider understands and agrees that additional information, including but not limited to all license renewals, may be requested and must be provided in order to process any re-enrollment application. Failure by Provider to give any and all requested information may result in denial of re-enrollment and suspension of any future payments.
- F. Providers enrolling as a psychiatric residential treatment facility agrees to participate in periodic quality assurance reviews conducted pursuant to WDH Rules and policies.

- G. Providers understand and agree that there may be an application fee required for WDH to process enrollment or re-enrollment per Section 6401 (a) of the Affordable Care Act (ACA).
- H. **Certification of Information Contained in Provider Application.** The Provider has read the provider application, and the information provided electronically on the provider application is true, correct and complete. If the Provider becomes aware of any information in their electronic application that is not true, correct, or complete, the Provider agrees to notify the WDH of this fact immediately. Omission, misrepresentation, or falsification of any information contained in the Provider Application may be punishable by criminal, civil, or other administrative actions including revocation of WDH provider billing numbers, recovery of funds, fines, penalties, damages, or imprisonment under State or Federal law.
- I. **Authorization to verify information in Provider Application.** WDH will verify information provided by the Provider in their electronic application. The Provider agrees to notify WDH of any changes impacting the Provider Application sixty (60) days prior to the effective date of the change consistent with Wyoming Rules 048.0037.3 (WDH 048, Chapter 3 Section 4(f)). The Provider understands that a change in the incorporation of their organization, ownership change, or their status as an individual or group biller will require a new enrollment.
- J. **Ability to Legally Participate.** The Provider attests that no individual practitioner, owner, director, officer, employee, or subcontractor is subject to sanctions, barred, suspended, or excluded by any Federal program including the Medicare program, other state Medicaid programs, or WDH.
- K. **Termination due to inactivity.** If the Provider does not submit claims for a total of fifteen (15) consecutive months, WDH may inactivate and terminate the assigned provider number and the provider will need to submit a new enrollment application. WDH may choose to not inactivate a provider during a public health emergency or declared disaster, or may grant an appeal to termination for inactivity.
- L. **Overpayments.** Any existing or future overpayment to the Provider by WDH shall be recouped by WDH Programs.
- M. **Use of Provider billing number assigned by WDH.** The Provider agrees that the billing number assigned by WDH will only be used by the provider who provided the service or to whom benefits were reassigned under current Federal or WDH health care program regulations may be used when billing WDH for other service. In no instance shall Provider use another provider's WDH billing number or allow its WDH billing number to be used inappropriately.
- N. **Presentment of False Claims.** The Provider will not knowingly present or cause to be presented a false or fraudulent claim for payment by any WDH Program, and will not submit claims with deliberate ignorance or reckless disregard of their truth or falsity.

7. **General Provisions.**

- A. **Applicable Law, Rules of Construction, and Venue.** The construction, interpretation, and enforcement of this Agreement shall be governed by the laws of the State of Wyoming, without regard to conflicts of law principles. The terms "hereof," "hereunder," "herein," and words of similar import, are intended to refer to this Agreement as a whole and not to any particular provision or part. The Courts of the State of Wyoming shall have jurisdiction over this Agreement and the parties. The venue shall be the First Judicial District, Laramie County, Wyoming.

If the enrolling Provider is a Federal or Federally Recognized Tribal Entity (Tribe), the parties agree that this Agreement shall be governed and interpreted according to federal laws and regulations, and any other applicable laws and regulations. In the event a dispute arises under this Agreement, jurisdiction will be in a court of competent jurisdiction.

- B. **Assignment Prohibited and Provider Agreement Not Used as Collateral.** Neither party shall assign or otherwise transfer any of the rights or delegate any of the duties set forth in the Agreement without the prior written consent of the other party. The Provider shall not use this Agreement, or any portion thereof, for collateral for any financial obligation.
- C. **Assumption of Risk.** The Provider shall be responsible for any medical or service claim submitted by the Provider and denied because of the Provider's failure to comply with State or Federal requirements. The Program shall notify the Provider of any State or Federal determination of noncompliance.
- D. **Audit and Access to Records.** Medicaid, other WDH programs, MFCU, HHS, and any of their representatives shall have access to any books, documents, papers, and records of the Provider which are pertinent to this Agreement. The

Provider shall, immediately upon receiving written instruction from the Program, provide to any independent auditor or accountant, all books, documents, papers, and records of the Provider which are pertinent to this Agreement. The Provider shall cooperate fully with any such independent auditor or accountant during the entire course of any audit authorized by Medicaid, other WDH programs, the MFCU, or HHS.

- E. **Availability of Funds.** Each payment obligation of WDH is conditioned upon the availability of funds which are appropriated or allocated for the payment of this obligation. If funds are not allocated and available for continued performance of services by the Provider, the Agreement may be terminated by WDH at the end of the period for which the funds are available, or WDH may suspend payments to the Provider. WDH shall notify the Provider at the earliest possible time of the services which will or may be affected by a shortage of funds. At the earliest possible time means at least sixty (60) days in advance. No penalty shall accrue to WDH in the event this provision is exercised, and WDH shall not be obligated or liable for any future payments due or for any damages as a result of termination under this section.
- F. **Compliance with Laws.** The Provider shall keep informed of and comply with all applicable Federal, State and local laws and regulations in the performance of this Agreement.
- G. **Entirety of Provider Agreement.** This Agreement, consisting of six (6) pages, represents the entire and integrated Agreement between the parties and supersedes all prior negotiations, representations, and agreements, whether written or oral.
- H. **Indemnification.** The Provider shall release, indemnify, and hold harmless the State of Wyoming, WDH, and their officers, agents, and employees from any and all claims, suits, liabilities, court awards, damages, costs, attorneys' fees, and expenses arising out of Provider's failure to perform any of Provider's duties and obligations hereunder or in connection with the negligent performance of Provider's duties or obligations, including, but not limited to, any claims, suits, liabilities, court awards, damages, costs, attorneys' fees, and expenses arising out of Provider's negligence or other tortious conduct.

Notwithstanding the foregoing paragraph, if the Provider is a State or Federal agency, governmental entity, Tribe, or political subdivision, each party to this Agreement shall be responsible for any liability arising from its own conduct. Neither party agrees to insure, defend, or indemnify the other.

- I. **Independent Contractor.** The Provider shall function as an independent contractor for the purposes of this Agreement, and shall not be considered an employee of the State of Wyoming for any purpose. The Provider shall be free from direction or control over the details of the performance of services under this Agreement. The Provider shall assume sole responsibility for any debts or liabilities that may be incurred by the Provider in fulfilling the terms of this Agreement, and shall be solely responsible for the payment of all Federal, State and local taxes which may accrue because of this Agreement. Nothing in this Agreement shall be interpreted as authorizing the Provider or its agents or employees to act as an agent or representative for or on behalf of the State of Wyoming, WDH or its Programs, or to incur any obligation of any kind on behalf of the State of Wyoming, WDH, or its Programs. The Provider agrees that no health or hospitalization benefits, workers' compensation, unemployment insurance or similar benefits available to State of Wyoming employees will inure to the benefit of the Provider or the Provider's agents or employees as a result of this Agreement. If the Provider is providing services to self-directed care participants, the Provider understands and agrees that under no circumstances is the State of Wyoming a joint employer.
- J. **Kickbacks.**
  - i. The Provider certifies and warrants that no gratuities, kickbacks or contingency fees were paid in connection with this Agreement, nor were any fees, commissions, gifts, or other considerations made contingent upon the signing of this Agreement.
  - ii. No staff member of the Provider shall engage in any contract or activity which would constitute a conflict of interest as related to this Agreement.
- K. **Nondiscrimination and Americans with Disabilities Act.** The Provider shall comply with the Civil Rights Act of 1964, the Wyoming Fair Employment Practices Act (Wyo. Stat. § 27-9-105, *et seq.*), the Americans with Disabilities Act (ADA), 42 U.S.C. § 12101, *et seq.*, and the Age Discrimination Act of 1975 and any properly promulgated rules and regulations thereto and shall not discriminate against any individual on the grounds of age, sex, color, race, religion, national origin, or disability in connection with the performance under this Agreement.

Nothing in this paragraph will obligate the Tribe to comply with any law which by its terms does not apply to Tribes, or which has been held by a court of competent jurisdiction not to apply to Tribes, nor will it prevent Provider from providing Native American hiring preference.

- L. **Notices.** All notices arising out of, or from the provisions of this Agreement, shall be in writing and given to the parties at the address provided under this Agreement, either by regular mail, or delivery in person, or as specified in applicable rule.
  - M. **Sovereign and Governmental Immunity.** Pursuant to Wyo. Stat. § 1-39-104(a), the State of Wyoming, WDH, and the Programs expressly reserve sovereign immunity by entering into this Agreement and specifically retain all immunities and defenses available to them as sovereigns. If Provider is a State or Federal agency, governmental entity, Tribe, or political subdivision, Provider expressly reserves its sovereign or governmental immunity, as applicable. The parties acknowledge that the State of Wyoming has sovereign immunity and only the Wyoming Legislature has the power to waive sovereign immunity. Designations of venue, choice of law, enforcement actions, and similar provisions shall not be construed as a waiver of sovereign immunity. The parties agree that any ambiguity in this Agreement shall not be strictly construed, either against or for either party, except that any ambiguity as to sovereign immunity shall be construed in favor of sovereign immunity.
  - N. **Suspension and Debarment, or Exclusion.** By signing this Agreement, the Provider certifies that he/she is not suspended, debarred, or voluntarily or otherwise excluded from Federal financial or non-financial assistance. Further, the Provider agrees to notify the Program by certified mail should the Provider or any of its employees, agents or contractors become debarred, suspended, or voluntarily or otherwise excluded during the term of this Agreement.
  - O. **Taxes.** The Provider shall pay all taxes and other such amounts required by federal, state and local law, including but not limited to, federal and social security taxes, workers' compensation, unemployment insurance and sales taxes.
  - P. **Termination of Agreement.** This Agreement may be terminated, without cause, by either party upon thirty (30) days written notice. This Agreement may be terminated immediately for cause if the Provider fails to perform in accordance with, or comply with, the terms of this Agreement. Provider understands and agrees that should Provider be excluded from participation in other States' Medicaid programs or be excluded or terminated by the federal government in Medicare, Medicaid or other federal health care programs, that the State of Wyoming is required to impose similar sanctions including but not limited to termination of this Agreement. In addition, should re-enrollment be required for purposes of credentialing or otherwise, such re-enrollment will be denied if the aforementioned sanctions have been imposed. The term of this Agreement may be extended by WDH during a public health emergency or designated disaster.
  - Q. **Waiver.** The waiver of any breach of any term or condition of this Agreement shall not be deemed a waiver of any prior or subsequent breach. Failure to object to a breach shall not constitute a waiver.
8. **Signatures.** By signing below, the Provider certifies that he/she has read, understood, and agreed to the terms and conditions of all six (6) pages of this Agreement and that the information furnished is true, accurate, and complete. This Agreement shall be deemed fully and properly executed on the date the Provider signs it.

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**Printed Name of Individual Practitioner or Organization**

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<b>Street</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
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<b>Electronic Signature of Individual Practitioner or Legally Authorized Representative</b>	<b>Title</b>	<b>Date stamp (Date, Time)</b>
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### 3.1.2 Ordering, Referring, and Prescribing (ORP) and Attending Providers

Wyoming Medicaid requires that ordering, referring, or prescribing (ORP) Providers be documented on claims. All ORP Provider and attending Provider must be enrolled with Wyoming Medicaid. This applies to all in state and out-of-state Providers, even if they do not submit claims to Wyoming Medicaid, except on Medicare crossover claims.

Providers who are enrolled as an ORP ONLY will not term due to 12 months of inactivity (no paid claims on file). If they are enrolled as a treating Provider but only being used as an ORP Provider, these Providers will term due to 12 months of inactivity (no paid claims on file).

Taxonomies That May Order, Refer, or Prescribe (ORP)	
Taxonomy	Taxonomy Description
All 20s	Physicians (MD, DO, interns, residents, and fellows)
101Y00000X	Provisional Professional Counselor (PPC) or Certified Mental Health Worker
101YA0400X	Licensed Addictions Therapist (LAT), Provisional Licensed Addictions Therapist (PLAT), or Certified Addictions Practitioner (CAP)
101YP2500X	Licensed Professional Counselor
103G00000X	Neuropsychologist
103TC0700X	Clinical Psychologist
1041C0700X	Licensed Clinical Social Worker (LCSW), Certified Social Worker (CSW), or Masters of Social Worker (MSW) with Provisional License (PCSW)
106H00000X	Licensed Marriage and Family Therapist (LMFT) or Provisional Marriage and Family Therapist (PMFT)
111N00000X	Chiropractic
1223s	Dentists
152W00000X	Optometrists
175T00000X	Peer Specialist
176B00000X	Midwife
213E00000X	Podiatrist (Per Wyoming Medicaid Rule, podiatrists can only submit Medicare Part B claims)
225100000X	Physical Therapists

<b>Taxonomies That May Order, Refer, or Prescribe (ORP)</b>	
<b>Taxonomy</b>	<b>Taxonomy Description</b>
225X00000X	Occupational Therapists
231H00000X	Audiologist
363A00000X	Physician Assistants (PA)
363Ls	Nurse Practitioners
364SP0808X	Nurse Practitioner, Advanced Practice, Psychiatric/Mental Health
367A00000X	Midwife, Certified Nurse

<b>Taxonomies Always Required to Include a Referring, Attending, Prescribing or Ordering (RAPO) NPI on Claims</b>	
<b>Taxonomy</b>	<b>Taxonomy Description</b>
332S00000X	Hearing Aid Equipment
332B00000X	Durable Medical Equipment (DME) & Supplies
335E00000X	Prosthetic/Orthotic Supplier
291U00000X	Clinical Medical Laboratory
261QA1903X	Ambulatory Surgical Center (ASC)
261QE0700X	End-Stage Renal Disease (ESRD) Treatment
261QF0400X	Federally Qualified Health Center (FQHC)
261QR0208X	Radiology, Mobile
261QR0401X	Comprehensive Outpatient Rehabilitation Facility (CORF)
261QR1300X	Rural Health Clinic (RHC)
225X00000X	Occupational Therapist
225100000X	Physical Therapist
235Z00000X	Speech Therapist
251E00000X	Home Health
251G00000X	Hospice Care, Community Based



Taxonomies Always Required to Include a Referring, Attending, Prescribing or Ordering (RAPO) NPI on Claims	
Taxonomy	Taxonomy Description
261Q00000X	Development Centers (Clinics/Centers)
261QP0904X	Public Health, Federal/Health Programs Operated by IHS
275N00000X	Medicare Defined Swing Bed Unit
282N00000X	General Acute Care Hospital
282NR1301X	Critical Access Hospital (CAH)
283Q00000X	Psychiatric Hospital
283X00000X	Rehabilitation Hospital
314000000X	Skilled Nursing Facility
323P00000X	Psychiatric Residential Treatment Facility
111N00000X	Chiropractors
231H00000X	Audiologist
133V00000X	Dietitians

### 3.1.3 Enrollment Termination

#### 3.1.3.1 License/Certification

Seventy-five (75) days prior to licensure/certification expiration, Medicaid sends all Providers a letter requesting a copy of their current license or other certifications. If these documents are not submitted by the expiration date of the license or other certificate, the Provider will be terminated as of the expiration date as a Medicaid Provider. Once the updated license or certification is received, the Provider will be reactivated and a re-enrollment will not be required unless the Provider remains termed for license more than one (1) year, at which point the Provider will then be termed due to inactivity.

#### 3.1.3.2 Contact Information

If any information listed on the original enrollment application subsequently changes, **Providers must notify Medicaid in writing 30 days prior to the effective date of the change.** Changes that would require notifying Medicaid include, but are not limited to, the following:

- Current licensing information
- Facility or name changes

- New ownership information
- New telephone or fax numbers
- Physical, correspondence, or payment address change
- New email addresses
- Tax Identification Number

It is critical that Providers maintain accurate contact information, including email addresses, for the distribution of notifications to Providers. Wyoming Medicaid policy updates and changes are distributed by email, and occasionally by postal mail. Providers are obligated to read, know, and follow all policy changes. Individuals who receive notification on behalf of an enrolled Provider are responsible for ensuring they are distributed to the appropriate personnel within the organization, office, billing office, and so on.

If any of the above contact information is found to be inaccurate (mail is returned, emails bounce, phone calls are unable to be placed, or physical site verification fails, and so on) the Provider will be placed on a claims hold. Claims will be held for 30 days pending an update of the information. A letter will be sent to the Provider, unless both the physical and correspondence addresses have had mail returned, notifying them of the hold and describing options to update contact information. The letter will document the information currently on file with Wyoming Medicaid and allow the Provider to make updates/changes as needed. If a claim is held for this reason for more than 30 days, it will then be denied and the Provider will have to resubmit once the correct information is updated. If the information is updated within the 30 days, the claim(s) will be released to complete normal processing.

Please contact HHS Technology Group by phone (*see Section 2.1 Quick Reference*) or by email, at [WYEnrollmentSvcs@HHS TechGroup.com](mailto:WYEnrollmentSvcs@HHS TechGroup.com) to update this information or if you have any questions.

### **3.1.3.3 Inactivity**

Providers who do not submit a claim within **fifteen (15) months may** be terminated due to inactivity and a new enrollment will be required.

### **3.1.3.4 Re-Enrollment**

Providers are required to complete an enrollment application, undergo a screening process and sign a Provider Agreement at least every five (5) years. Prior to any re-enrollment termination, Providers will be notified by HHS Technology Group in advance that a re-enrollment is required to remain active. If a re-enrollment is completed and approved prior to the set termination date, the Provider will remain active with no lapse in their enrollment period.

### **3.1.4 Discontinuing Participation in the Medicaid Program**

The Provider may discontinue participation in the Medicaid Program at any time. Thirty (30) days written notice of voluntary termination is requested.

Notices should be address to HHS Technology Group, Provider Enrollment (*see Section 2.1 Quick Reference*).

## 3.2 Accepting Medicaid Members

### 3.2.1 Compliance Requirements

All Providers of care and suppliers of services participating in the Medicaid Program must comply with the requirements of Title VI of the Civil Rights Act of 1964, which requires that services be furnished to Members without regard to race, color, or national origin.

Section 504 of the Rehabilitation Act provides that no individual with a disability shall, solely by reason of the handicap:

- Be excluded from participation;
- Be denied the benefits; or
- Be subjected to discrimination under any program or activity receiving federal assistance.


Each Medicaid Provider, as a condition of participation, is responsible for making provision(s) for such individuals with a disability in their program activities.

As an agent of the Federal government in the distribution of funds, the Division of Healthcare Financing is responsible for monitoring the compliance of individual Provider and, in the event a discrimination complaint is lodged, is required to provide the Office of Civil Rights (OCR) with any evidence regarding compliance with these requirements.

### 3.2.2 Provider-Patient Relationship

The relationship established between the Member and the Provider is both a medical and a financial one. If a Member presents himself or herself as a Medicaid Member, the Provider must determine whether the Provider is willing to accept the Member as a Medicaid patient **before** treatment is rendered.

**Providers must verify eligibility each month as programs and plans are re-determined on a varying basis, and a Member eligible one (1) month may not necessarily be eligible the next month.**

 Presumptive Eligibility may begin or end at any point during the month.

It is the Providers’ responsibility to determine all sources of coverage for any Member. If the Member is insured by an entity other than Medicaid, and Medicaid is unaware of the insurance, the Provider must submit a Third Party Resources Information Sheet (*see Section 9.2.1*) to Medicaid. The Provider may not discriminate based on whether a Member is insured.

Provider may not discriminate against Wyoming Medicaid Members. Providers must treat Wyoming Medicaid Members the same as any other patient in their practice. **Policies must be posted or supplied in writing and enforced with all patients regardless of payment source.**

When and what must be billed to a Medicaid Member.

Once this agreement has been reached, all Wyoming Medicaid covered services the Provider renders to an eligible Member are billed to Medicaid.

	<b>Member is Covered by a FULL COVERAGE Medicaid Program and the Provider accepts the Member as a Medicaid Member</b>	<b>Member is Covered by a LIMITED COVERAGE Medicaid Program and the Provider accepts the Member as a Medicaid Member</b>	<b>FULL COVERAGE or LIMITED COVERAGE Medicaid Program and the Provider does not accept the Member as a Medicaid Member</b>	<b>Member is not covered by Medicaid (not a Medicaid Member)</b>
<b>Service is covered by Medicaid</b>	Provider can bill the Member only for any applicable copay	Provider can bill the Member if the category of service is not covered by the Member's limited plan	Provider can bill the Member if written notification has been given to the Member that they are not being accepted as a Medicaid Member	Provider may bill Member
<b>Service is covered by Medicaid, but Member has exceeded service limitations</b>	Provider can bill the Member OR Provider can request authorization of medical necessity/prior authorization and bill Medicaid	Provider can bill the Member OR Provider can request authorization of medical necessity/prior authorization and bill Medicaid	Provider can bill the Member if written notification has been given to the Member that they are not being accepted as a Medicaid Member	Provider can bill Member
<b>Service is not covered by Medicaid</b>	Provider can bill the Member only if a specific financial agreement has been made in writing	Provider can bill the Member if the Category of service is not covered by the Member's limited plan. If the Category of service is covered, the Provider can only bill the Member if a specific financial agreement has been made in writing	Provider can bill the Member if written notification has been given to the Member that they are not being accepted as a Medicaid Member	Provider can bill Member

**Full Coverage Plan:** Plan covers the full range of medical, dental, hospital, and pharmacy services and may cover additional nursing home or waiver services.

**Limited Coverage Plan:** Plan with services limited to a specific category or type of coverage.

**Specific Financial Agreement:** Specific written agreement between a Provider and a Member, outlining the specific services and financial charges for a specific date of service, with the Member agreeing to the financial responsibility for the charges

### 3.2.2.1 Medicare/Medicaid Dual Eligible Members

Dual eligible Members are those Members who have both Medicare and Medicaid. For Members on the QMB plan, CMS guidelines indicate that coinsurance and deductible amounts remaining after Medicare pays cannot be billed to the Member under any circumstances, regardless of whether the Provider billed Medicaid or not.

For Members on other plans who are dual eligible, coinsurance and deductible amounts remaining after Medicare payment cannot be billed to the Member if the claim was billed to Wyoming Medicaid, regardless of payment amount (including claims that Medicaid pays at \$0.00).

If the claim is not billed to Wyoming Medicaid, and the Provider agrees in writing, prior to providing the service, not to accept the Member as a Medicaid Member and advises the Member of their financial responsibility, and the Member is not on a QMB plan, then the Member can be billed for the coinsurance and deductible under Medicare guidelines.

### 3.2.2.2 Accepting a Member as Medicaid after Billing the Member

If the Provider collected money from the Member for services rendered during the eligibility period and decides later to accept the Member as a Medicaid Member, and receive payment from Medicaid:

- Prior to submitting the claim to Medicaid, the Provider must refund the entire amount previously collected from the Member to him or her for the services rendered; and
- The 12-month (365 days) timely filing deadline will not be waived (*see Section 6.19 Timely Filing*).

In cases of retroactive eligibility when a Provider agrees to bill Medicaid for services provided during the retroactive eligibility period:

- Prior to billing Medicaid, the Provider must refund the entire amount previously collected from the Member to him or her for the services rendered; and
- The 12-month (365 days) timely filing deadline will be waived (*see Section 6.19 Timely Filing*).



Medicaid will not pay for services rendered to the Members until eligibility has been determined for the month services were rendered.

The Provider may, at a subsequent date, decide not to further treat the Member as a Medicaid patient. If this occurs, the Provider must advise the Member of this fact in writing before rendering treatment.

### 3.2.2.3 Mutual Agreements between the Provider and Member

Medicaid covers only those services that are medically necessary and cost-efficient. It is the Providers' responsibility to be knowledgeable regarding covered services, limitations and exclusions of the Medicaid Program. Therefore, if the Provider, without mutual written agreement of the Member, delivers services and are subsequently denied Medicaid payment because the services were not covered, or the services were covered but not medically necessary and/or cost-efficient, the Provider may not obtain payment from the Member.


If the Provider and the Member mutually agree in writing to services which are not covered (or are covered but are not medically necessary and/or cost-efficient), and the Provider informs the Member of their financial responsibility prior to rendering service, then the Provider may bill the Member for the services rendered.

### 3.2.3 Missed Appointments

Appointments missed by Medicaid Members **cannot** be billed to Medicaid. However, if a Provider's policy is to bill **all** patients for missed appointments, then the Provider may bill Medicaid Members directly.

Any policy must be equally applied to all Members and a Provider may not impose separate charges on Medicaid Members, regardless of payment source. Policy must be publicly posted or provided in writing to all patients.

Medicaid only pays Providers for services they render (such as services as identified in 1905 (a) of the Social Security Act). They must accept that payment as full reimbursement for their services in accordance with 42 CFR 447.15. Missed appointments are not a distinct, reimbursable Medicaid service. Rather, they are considered part of a Providers' overall cost of doing business. The Medicaid reimbursement rates set by the State of designed to cover the cost of doing business.

 For Members who miss dental appointments, Wyoming Medicaid has a tracking process. *See Section 27.2* for specifics.

## 3.3 Medicare Covered Services

Claims for services rendered to Members eligible for both Medicare and Medicaid which are furnished by an out-of-state Provider must be filed with the Medicare intermediary or carrier in the state in which the Provider is located.

Questions concerning a Member's Medicare eligibility should be directed to the Social Security Administration (*see Section 2.1* Quick Reference).

## 3.4 Medical Necessity

The Medicaid Program is designed to assist eligible Members in obtaining medical care within the guidelines specified by policy. Medicaid will pay only for medical services that are medically necessary and are sponsored under program directives. Medically necessary means the service is required to:

- Diagnose
- Treat
- Cure
- Prevent an illness which has been diagnosed or is reasonably suspected to:
  - Relieve pain
  - Improve and preserve health
  - Be essential for life

Additionally, the service must be:

- Consistent with the diagnosis and treatment of the patient's condition
- In accordance with standards of good medical practice
- Required to meet the medical needs of the patient and undertaken for reasons other than the convenience of the patient or their physician
- Performed in the least costly setting required by the patient's condition

Documentation, which substantiates that the Member's condition meets the coverage criteria, must be on file with the Provider.

All claims are subject to both pre-payment and post-payment review for medical necessity by Medicaid. Should a review determine that services do not meet all the criteria listed above, payment will be denied or, if the claim has already been paid, action will be taken to recoup the payment for those services.

## 3.5 Medicaid Payment is Payment in Full

As a condition of becoming a Medicaid Provider, the Provider must accept payment from Medicaid as payment in full for a covered service.


### **The Provider may never bill a Medicaid Member:**

- When the Provider bills Medicaid for a covered service, and Medicaid denied the Providers claim due to billing errors such as wrong procedure and diagnosis code(s), lack of prior authorization, invalid consent forms, missing attachments, or an incorrectly filled out claim form.
- When Medicare or another third-party payer has paid up to or exceeded what Medicaid would have paid.

- For the difference in the Providers’ charges and the amount Medicaid has paid (balance billing).

**The Provider may bill a Medicaid Member:**

- If the Provider has not billed Medicaid, the service provided is not covered by Medicaid, and, prior to providing services, the Provider informed the Member in writing that the service is non-covered and that they are responsible for the charges.
- If a Provider does not accept a patient as a Medicaid Member (because they cannot produce a Medicaid ID card or because they did not inform the Provider they are eligible).
- If the Member is not Medicaid eligible at the time the Provider provides the services or is on a plan that does not cover those particular services. Refer to the table above (*see Section 3.2.2 Provider-Patient Relationship*) for guidance.
- If the Member has reached the threshold on physical therapy, occupational therapy, speech therapy, behavioral health services, chiropractic services with dates of service prior to 06/01/2021, dietitian services with dates of service prior to 01/01/2021, prescriptions, and/or office/outpatient hospital visits (*see Section 6.9 Service Thresholds*) and has been notified that the services are not medically necessary in writing by the Provider.

 The Provider may contact Provider Services or access the Provider Portal to receive service threshold information for a Member (*see Section 2.1 Quick Reference*).

- If the Provider is an out-of-state Provider and are not enrolled and have no intention of enrolling.

### 3.6 Medicaid ID Card

It is each Provider’s responsibility to verify the person receiving services is the same person listed on the card. If necessary, Providers should request additional materials to confirm identification. It is illegal for anyone other than the person named on the Medicaid ID Card to obtain or attempt to obtain services by using the card. Providers who suspect misuse of a card should report the occurrence to the Program Integrity Unit (*see Section 2.1 Quick Reference*).

### 3.7 Verification of Member Age

Because certain services have age restrictions, such as services covered only for Members under the age of 21, and informed consent for sterilizations, Providers should verify a Member’s age before a service is rendered.

Routine services may be covered through the month of the Member’s 21st birthday.



## 3.8 Verification Options

One (1) Medicaid ID Card is issued to each Member. Their eligibility information is updated every month. The presentation of a card is not verification of eligibility. It is each Provider's responsibility to ensure that their patient is eligible for the services rendered. A Member may state that they are covered by Medicaid, but not have any proof of eligibility. This can occur if the Member is newly eligible or if their card was lost. Providers have several options when checking patient eligibility.

### 3.8.1 Free Services

The following is a list of free services offered by Medicaid for verifying Member eligibility:

- Contact Provider Services to speak with a Customer Service Representative. There is a limit of three (3) verifications per call but no limit on the number of calls.
- Fax a list of identifying information to Provider Services for verification. Send a list of beneficiaries for verification and receive a response within ten (10) business days.
- Call the Interactive Voice Response (IVR) System. IVR is available 24 hours a day seven (7) days a week (*see Section 2.1 Quick Reference*).
- Use the Ask Medicaid feature within the Provider Portal on the Medicaid website (*see Section 2.1 Quick Reference*).
- Use the Member Eligibility Inquiry via the Provider Portal on the Medicaid website (*see Section 2.1 Quick Reference*) – Search Wyoming Medicaid Members to determine eligibility for the current month.
  - Primary Insurance information will not be available through this function.

### 3.8.2 Fee for Service

Several independent vendors offer web-based applications that electronically check the eligibility of Medicaid Members. These vendors typically charge a monthly subscription and/or transaction fee.

## 3.9 Freedom of Choice


Any eligible non-restricted Member may select any Provider of health services in Wyoming who participates in the Medicaid Program, unless Medicaid specifically restricts their choice through Provider lock-in or an approved Freedom of Choice waiver. However, payments can be made only to health service Providers who are enrolled in the Medicaid Program.

## 3.10 Out-of-State Service Limitations

Medicaid covers services rendered to Medicaid Members when Providers participating in the Medicaid Program administer the services. If services are available in Wyoming within a reasonable distance from the Member's home, the Member must not utilize an out-of-state Provider.

Medicaid has designated the Wyoming Medical Service Area (WMSA) to be Wyoming and selected border cities in adjacent states. WMSA cities include:

Colorado	Montana	South Dakota	Idaho	Nebraska	Utah
Craig	Billings	Deadwood	Montpelier	Kimball	Salt Lake City
	Bozeman	Custer	Pocatello	Scottsbluff	Ogden
		Rapid City	Idaho Falls		
		Spearfish			
		Belle Fourche			

 The cities of Greeley, Fort Collins and Denver Colorado are excluded from the WMSA and are not considered border cities.

Medicaid compensates out-of-state Provider within the WMSA when:

- The service is not available locally and the border city is closer for the Wyoming resident than a major city in Wyoming; and
- The out-of-state Provider in the selected border city is enrolled in Medicaid.

Medicaid compensates Provider outside the WMSA only under the following conditions:

- **Emergency Care:** When a Member is traveling, and an emergency arises due to accident or illness.
- **Other Care:** When a Member is referred by a Wyoming physician to a Provider outside the WMSA for services not available within the WMSA
  - The referral must be documented in the Provider’s records. Prior authorization is **not** required unless the specific service is identified as requiring prior authorization (*see Section 6.13 Prior Authorization*)
- Children in out-of-state placement

If the Provider is an out-of-state, non-enrolled Provider and renders services to a Medicaid Member, the Provider may choose to enroll in the Medicaid Program and submit the claim according to Medicaid billing instructions or bill the Member.


Out-of-state Providers furnishing services within the state on a routine or extended basis must meet all the certification requirements of the State of Wyoming. The Provider must enroll in Medicaid prior to furnishing services.

## 3.11 Record Keeping, Retention, and Access

### 3.11.1 Requirements

The Provider Agreement requires that the medical and financial records fully disclose the extent of services provided to Medicaid Members. The following record element requirements include, but are not limited to:

- The record must be typed or legibly written.
- The record must identify the Member on each page.
- The record must contain a preliminary working diagnosis and the elements of a history and physical examination upon which the diagnosis is based.
- All services, as well as the treatment plan, must be entered in the record. Any drugs prescribed as part of a treatment, including the quantities and the dosage, must be entered in the record. For any drugs administered, the NDC on the product must be recorded, as well as the lot number and expiration date.
- The record must indicate the observed medical condition of the Member, the progress at each visit, any change in diagnosis or treatment, and the Member’s response to treatment. Progress notes must be written for every service, including but not limited to, office, clinic, nursing home, or hospital visits billed to Medicaid.
- Total treatment minutes of the Member, including those minutes of active treatment reported under the timed codes and those minutes represented by the untimed codes, must be documented separately, to include beginning time and ending time for services billed.

 Specific or additional documentation requirements may be listed in the covered services sections or designated policy manuals.

### 3.11.2 Retention of Records

The Provider must retain medical and financial records, including information regarding dates of service, diagnoses, services provided, and bills for services, for at least six (6) years from the end of the State fiscal year (July through June) in which the services were rendered. If an audit is in progress, the records must be maintained until the audit is resolved.

### 3.11.3 Access to Records

Under the Provider Agreement, the Provider must allow access to all records concerning services and payment to authorized personnel of Medicaid, CMS Comptroller General of the United States, State Auditor’s Office (SAO), the Office of the Inspector General (OIG), the Wyoming Attorney General’s Office, the United States Department of Health and Human Services, and/or their designees. Records must be accessible to authorized personnel during normal business hours for the purpose of reviewing,

copying and reproducing documents. Access to the Provider records must be granted regardless of the Providers continued participation in the program.

In addition, the Provider is required to furnish copies of claims and any other documentation upon request from Medicaid and/or their designee.

### **3.11.4 Audits**

Medicaid has the authority to conduct routine audits to monitor compliance with program requirements.

Audits may include, but are not limited to:

- Examination of records;
- Interviews of Providers, their associates, and employees;
- Interviews of Members;
- Verification of the professional credentials of Providers, their associates, and their employees;
- Examination of any equipment, stock, materials, or other items used in or for the treatment of Members;
- Examination of prescriptions written for Members;
- Determination of whether the healthcare provided was medically necessary;
- Random sampling of claims submitted by and payments made to Providers;
- Audit of facility financial records for reimbursement; and/or
- Actual records review may be extrapolated and applied to all services billed by the Provider.

The Provider must grant the State and its representatives access during regular business hours to examine medical and financial records related to healthcare billed to the program. Medicaid notifies the Provider before examining such records.

Medicaid reserves the right to make unscheduled visits (such as when the Member's health may be endangered, when criminal/fraudulent activities are suspected, and so on).

Medicaid is authorized to examine all Provider records in that:

- All eligible Members have granted Medicaid access to all personal medical records developed while receiving Medicaid benefits.
- All Providers who have, at any time, participated in the Medicaid Program, by signing the Provider Agreement, have authorized the State and their designated agents to access the Provider's financial and medical records.
- Provider's refusal to grant the State and its representatives access to examine records or to provide copies of records when requested may result in:

- Immediate suspension of all Medicaid payments;
- All Medicaid payments made to the Provider during the six (6) year record retention period for which records supporting such payments are not produced, shall be repaid to the Division of Healthcare Financing after written requests for such repayment is made;
- Suspension of all Medicaid payments furnished after the requested date of service;
- Reimbursement will not be reinstated until adequate records are produced or are being maintained;
- Prosecution under applicable State and Federal Laws.

### 3.12 Tamper Resistant RX Pads

On May 25, 2007, Section 7002(b) of the U.S. Troop Readiness, Veterans’ Care, Katrina Recovery, and Iraq Accountability Appropriations Act of 2007 was signed into law.

The above law requires that ALL written, non-electronic prescriptions for Medicaid outpatient drugs must be executed on tamper-resistant pads for them to be reimbursable by the federal government. All prescriptions paid for by Medicaid must meet the following requirement to help insure against tampering:

**Written Prescriptions:** As of October 1, 2008, prescriptions must contain all three (3) of the following characteristics:

1. One (1) or more industry-recognized features designed to prevent unauthorized copying of a completed or blank prescription form. To meet this requirement, all written prescriptions must contain:
  - Some type of “void” or illegal pantograph that appears if the prescription is copied.
  - May also contain any of the features listed within category one, recommendations provided by the National Council for Prescription Drug Programs (NCPDP) or that meets the standards set forth in this category.
2. One (1) or more industry-recognized features designed to prevent the erasure or modification of information written on the prescription by the prescriber. This requirement applies only to prescriptions written for controlled substances. To meet this requirement all written prescriptions must contain:
  - Quantity check-off boxes PLUS numeric form of quantity values OR alpha AND numeric forms of refill value.
  - Refill Indicator (circle or check number of refills or “NR”) PLUS numeric form of refill values OR alpha AND numeric forms of refill values.
  - May also contain any of the features listed within category two, recommendations provided by the NCPDP, or that meets the standards set forth in this category.

3. One (1) or more industry-recognized features designed to prevent the use of counterfeit prescription forms. To meet this requirement all written prescriptions must contain:
  - Security features and descriptions listed on the FRONT of the prescription blank.
  - May also contain any of the features listed within category three (3), recommendations provided by the NCPDP, or that meets the standards set forth in this category.

**Computer Printed Prescriptions:** As of October 1, 2008, prescriptions must contain all three (3) of the following characteristics:

1. One (1) or more industry-recognized features designed to prevent unauthorized copying of a completed or blank prescription form. To meet this requirement all prescriber's computer-generated prescriptions must contain:
  - Same as Written Prescription for this category.
2. One (1) or more industry-recognized features designed to prevent the erasure or modification of information printed on the prescription by the prescriber. To meet this requirement all computer-generated prescriptions must contain:
  - Same as Written Prescription for this category.
3. One (1) or more industry-recognized features designed to prevent the use of counterfeit prescription forms. To meet this requirement all prescriber's computer-generated prescriptions must contain:
  - Security features and descriptions listed on the FRONT or BACK of the prescription blank.
  - May also contain any of the features listed within category three (3), recommendations provided by the NCPDP, or that meets the standards set forth in this category.

In addition to the guidance outlined above, the tamper-resistant requirement does not apply when a prescription is communicated by the prescriber to the pharmacy electronically, verbally, or by fax; when a managed care entity pays for the prescription; or in most situations when drugs are provided in designated institutional and clinical settings. The guidance also allows emergency fills with a non-compliant written prescription if the prescriber provides a verbal, faxed, electronic, or compliant written prescription within 72 hours.

Audits of pharmacies will be performed by the Wyoming Department of Health to ensure that the above requirement is being followed. If the Provider has any questions about these audits or this regulation, please contact the Pharmacy Program Manager at (307)777-7531.

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## 4.1 Utilization Review

The Division of Healthcare Financing (DHCF) has established a Program Integrity Unit whose duties include, but are not limited to:

- Review of claims submitted for payment (pre- and post-payment reviews)
- Reviews of medical records and documents related to covered services
- Audit of medical records and Member interviews
- Review of Member Verification of Services responses
- Operation of the Surveillance/Utilization Review (SUR) process
- Provider screening and monitoring
- Program compliance and enforcement

## 4.2 Complaint Referral

The Program Integrity Unit reviews complaints regarding inappropriate use of services from Providers and Members. No action is taken without a complete investigation. To report fraud, waste, and abuse, please complete the Wyoming Medicaid Fraud, Waste, & Abuse Confidential Complaint Form located on the Program Integrity website.

<https://health.wyo.gov/healthcarefin/program-integrity/>

## 4.3 Release of Medical Records

Every effort is made to ensure the confidentiality of records in accordance with Federal Regulations and Wyoming Medicaid Rules. Medical records must be released to the agency or its designee. The signed Provider Agreement allows the Division of Healthcare Financing, or its designated agents, access to all medical and financial records. In addition, each Member agrees to the release of medical records to the Division of Healthcare Financing when the accept Medicaid benefits.

The Division of Healthcare Financing will not reimburse for the copying of medical records when the Division or its designated agents requests records.

## 4.4 Member Lock-In

In designated circumstances, it may be necessary to restrict certain services or “lock-in” a Member to a certain physician, hospice, pharmacy, or other Provider. If a lock-in restriction applies to a Member, the lock-in information is provided on the Provider Portal when completing a Member eligibility inquiry (see *Section 2.1 Quick Reference*).



A participating Medicaid Provider who is not designated as the Member’s primary practitioner may provide and be reimbursed for services rendered to lock-in Members only under the following circumstances:

- In a medical emergency where a delay in treatment may cause death or result in lasting injury or harm to the Member
- As a physician covering for the designated physician or on referral from the designated primary physician

In cases where lock-in restrictions are indicated, it is the responsibility of each Provider to determine whether they may bill for services provided to a lock-in Member. Contact Provider Services in circumstances where coverage of a lock-in Member is unclear (*see Section 2.1 Quick Reference*).

## 4.5 Pharmacy Lock-In

The Medicaid Pharmacy Lock-In Program limits certain Medicaid Members from receiving prescription services from multiple prescribers and utilizing multiple pharmacies within a designated time period.

When a pharmacy is chosen to be a Member’s designated Lock-In Provider, notification is sent to that pharmacy with all important Member identifying information. If a Lock-In Member attempts to fill a prescription at a pharmacy other than their Lock-In pharmacy, the claim will be denied with an electronic response of “NON-MATCHED PHARMACY NUMBER-Pharmacy Lock-In.”

Pharmacies have the right to refuse Lock-In Provider status for any Member. The Member may be counseled to contact the Medicaid Pharmacy Case Manager at (307) 777-8773 to obtain a new Provider designation form to complete.

Expectations of a Medicaid designated Lock-In pharmacy:

- Medicaid pharmacy Providers should be aware of the Pharmacy Lock-In Program and the criteria for Member lock-in status as stated above. The entire pharmacy staff should be notified of current Lock-In Members.
- Review and monitor all drug interactions, allergies, duplicate therapy, and seeking of medications from multiple prescribers. Be aware that the Member is locked-in when “refill too soon” or “therapeutic duplication” edits occur. Cash payment for controlled substances should serve as an alert and require further review.
  - Gather additional information, which may include, but is not limited to, asking the Member for more information and/or contacting the prescriber. Document the finding and outcomes. The Wyoming Board of Pharmacy will be contacted when early refills and cash payment are allowed without appropriate clinical care and documentation.

When doctor shopping for controlled substances is suspected, please contact the Medicaid Pharmacy Case Manager at (307)777-8773. The Wyoming Online Prescription Database (WORx) is online with 24/7 access for practitioners and pharmacists. The WORx program is managed by the Wyoming Board of Pharmacy at <https://worxpdp.com/> and can be used to view Member profiles with all scheduled II

through IV prescriptions the Member has received. The Wyoming Board of Pharmacy may be reached at (307)634-9636 to answer questions about WORx.

### **EMERGENCY LOCK-IN PRESCRIPTIONS**

If the dispensing pharmacist feels that in their professional judgment, a prescription should be filled and they are not the Lock-In Provider, they may submit a hand-billed claim to Change Healthcare for review (*see Section 2.1 Quick Reference*). Overrides may be approved for true emergencies (auto accidents, sudden illness, and so on).

Any Wyoming Medicaid Member suspected of controlled substance abuse, diversion, or doctor shopping should be referred to the Medicaid Pharmacy Case Manager.

- Pharmacy Case Manager (307) 777-8773, or
- Fax referrals to (307) 777-6964.
  - Referral forms may be found on the Pharmacy website (*see Section 2.1 Quick Reference*).

For more information regarding the Pharmacy Lock-In Program, refer to the Medicaid Pharmacy Provider Manual (*see Section 2.1 Quick Reference*).

## **4.6 Hospice Lock-In**

Members requesting coverage of hospice services under Wyoming Medicaid are locked-in to the hospice for all care related to their terminal illness. All services and supplies must be billed to the hospice Provider, and the hospice Provider will bill Wyoming Medicaid for covered services. For more information regarding the hospice program, refer to the Institutional Provider Manual on the Medicaid website (*see Section 2.1 Quick Reference*).

## **4.7 Fraud and Abuse**

The Medicaid Program operates under the anti-fraud provisions of Section 1909 of the Social Security Act, as amended, and employs utilization management, surveillance, and utilization review. The Program Integrity Unit's function is to perform pre- and post-payment review of services funded by Medicaid. Surveillance is defined as the process of monitoring for services and controlling improper or illegal utilization of the program. While the surveillance function addresses administrative concerns, utilization review addresses medical concerns. Utilization review may be defined as monitoring and controlling the quality and appropriateness of medical services delivered to Medicaid Members. Medicaid may utilize the services of a Professional Review Organization (PRO) to assist in these functions.

Since payment of claims is made from both State and Federal funds, submission of false or fraudulent claims, statements, documents, or concealment of material facts may be prosecuted as a felony in either Federal or State court. The program has processes in place for referral to the Medicaid Fraud Control Unit (MFCU) when suspicion of fraud and abuse arise.

Medicaid has the responsibility, under Federal Regulations and Medicaid Rules, to refer all cases of credible allegations of fraud and abuse to the MFCU. In accordance with 42 CFR Part 455, and Medicaid Rules, the following definitions of fraud and abuse are used:

<b>Fraud</b>	“An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law.”
<b>Abuse</b>	“Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for healthcare. It also includes recipient practices that result in unnecessary cost to the Medicaid Program.”

## 4.8 Provider Responsibilities

The Provider is responsible for reading and adhering to applicable State and Federal regulations and the requirements set forth in this manual. The Provider is also responsible for ensuring that all employees are likewise informed of these regulations and requirements. The Provider certifies by their signature or the signature of their authorized agent on each claim or invoice for payment that all information provided to Medicaid is true, accurate, and complete. Although claims may be prepared and submitted by an employee, billing agent, or other authorized person, Providers are responsible for ensuring the completeness and accuracy of all claims submitted to Medicaid.

## 4.9 Referral of Suspected Fraud and Abuse

If a Provider becomes aware of possible fraudulent or program abusive conduct/activity by another Provider, or eligible Member, the Provider should notify the Program Integrity Unit.

To report fraud, waste, and abuse, please complete the Wyoming Medicaid Fraud, Waste, & Abuse Confidential Complaint Form located on the Program Integrity website.

<https://health.wyo.gov/healthcarefin/program-integrity/>

## 4.10 Sanctions

The Division of Healthcare Financing (DHCF) may invoke administrative sanctions against a Medicaid Provider when a credible allegation of fraud, abuse, waste, and/or non-compliance with Provider Agreement and/or Medicaid Rules exists, or who is under sanction by another regulatory entity (such as Medicare, licensing boards, OIC, or other Medicaid designated agents).

Providers who have had sanctions levied against them may be subject to prohibitions or additional requirements as defined by Medicaid Rules (*see Section 2.1 Quick Reference*).

## 4.11 Adverse Actions

Provider and Members have the right to request an administrative hearing regarding an adverse action, after reconsideration, taken by the Division of Healthcare Financing. This process is defined in Wyoming Medicaid Rules, Chapter 4, entitled “Medicaid Administrative Hearings.”

## Chapter 5 – Member Eligibility

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## 5.1 What is Medicaid?

Medicaid is a health coverage program jointly funded by the Federal government and the State of Wyoming. The program is designed to help pay for medically necessary healthcare services for children, pregnant women, family Modified Adjusted Gross Income (MAGI) adults, and the aged, blind, or disabled.

## 5.2 Who is Eligible?

Eligibility is generally based on family income and sometimes resources and/or healthcare needs. Federal statutes define more than 50 groups of individuals that may qualify for Medicaid coverage. There are four (4) broad categories of Medicaid eligibility in Wyoming:

- Children;
- Pregnant women;
- Family MAGI Adults; and
- Aged, Blind, or Disabled.



Incarcerated persons are automatically ineligible for Wyoming Medicaid. If a Member becomes incarcerated while on Medicaid, all benefits will be suspended and Providers should pursue alternate payment sources.

### 5.2.1 Children

- Newborns are automatically eligible if the mother is Medicaid eligible at the time of birth.
- Low Income Children are eligible if family income is at or below 133% of the federal poverty level (FPL) or 154% of the FPL, dependent on the age of the child.
- Presumptive Eligibility (PE) for Children allows temporary coverage for a child who meets eligibility criteria for the full Children’s Medicaid program.
  - PE Coverage will end the date a determination is made on the full Medicaid application or the last day of the next month after PE is approved if a full Medicaid application is not submitted.
- Foster Care Children in Department of Family Services (DFS) custody, including some who enter subsidized adoption or who age out of foster care until they are age 26.
- PE for Former Foster Youth allows temporary coverage for a person who meets eligibility criteria for the full Former Foster Youth Medicaid.

- PE Coverage will end the date a determination is made on the full Medicaid application or the last day of the next month after PE is approved if a full Medicaid application is not submitted.

## 5.2.2 Pregnant Women

- Pregnant Women are eligible if family income is at or below 154% of the FPL. Women with income less than or equal to the MAGI conversion of the 1996 Family Care Standard must cooperate with child support to be eligible.
- Presumptive Eligibility (PE) for Pregnant Women allows temporary outpatient coverage for a pregnant woman who meets eligibility criteria for the full Pregnant Woman Medicaid program.
  - PE Coverage will end the date a determination is made on the full Medicaid application or the last day of the next month after PE is approved if a full Medicaid application is not submitted.

## 5.2.3 Family MAGI Adult

- Family MAGI Adults (caretaker relatives with a dependent child) are eligible if family income is at or below the MAGI conversion of the 1996 Family Care Standard.
- PE for Caretaker Relatives allows temporary coverage for the parent or caretaker relative of a Medicaid eligible child who meets eligibility criteria for the full Family MAGI Medicaid program.
- PE Coverage will end the date a determination is made on the full Medicaid application or the last day of the next month after PE is approved if a full Medicaid application is not submitted.

## 5.2.4 Aged, Blind or Disabled

### 5.2.4.1 Supplemental Security Income (SSI) and SSI Related

- **SSI:** A person receiving SSI automatically qualifies for Medicaid.
- **SSI Related:** A person no longer receiving SSI payment may be eligible using SSI criteria.

### 5.2.4.2 Institution

All categories are income eligible up to 300% of the SSI Standard.

- Nursing Home;
- Inpatient Hospital Care;
- Hospice;

- ICF ID: Wyoming Life Resource Center;
- INPAT-PSYCH: WY State Hospital – Members are 65 years and older.

### 5.2.4.3 Home and Community Based Waiver

All waiver groups are income eligible when income is less than or equal to 300% of the SSI Standard.

- Acquired Brain Injury;
- Community Choices;
- Children’s Mental Health;
- Comprehensive;
- Support.

### 5.2.5 Other

#### 5.2.5.1 Special Groups

- **Breast and Cervical Cancer (BCC) Treatment Program:** Uninsured women diagnosed with breast or cervical cancer are income eligible at or below 250% of the FPL.
  - Presumptive Eligibility (PE) for BCC allows temporary coverage for a woman who meets eligibility criteria for the full BCC Medicaid program
    - PE Coverage will end the date a determination is made on the full Medicaid application or the last day of the next month after PE is approved if a full Medicaid application is not submitted
- **Tuberculosis (TB) Program:** Individuals diagnosed with tuberculosis are eligible based on the SSI Standard.
- **Kid Care CHIP:** To be eligible for this program the following criteria must be met:
  - A United States citizen, a lawful qualified non-citizen (refugee or asylum) or a lawful, permanent alien who has lived in the United States for at least 5 consecutive years
  - A Wyoming resident
  - **Less than 19 years of age (not past the month of their 19th birthday)**
  - Not eligible for or already enrolled in Medicaid
  - Not currently covered by health insurance nor has had health insurance during the last 30 days, except as provided for under section 4.7
  - Not eligible to receive health insurance benefits under Wyoming’s state employee benefit plan
  - Not residing in a public correctional institution



- Financially eligible based on a MAGI income eligibility determination

### **5.2.5.2 Employed Individuals with Disabilities (EID)**

Employed Individuals with Disabilities are income eligible when income is less than or equal to 300% of SSI using unearned income and must pay a premium calculated using total gross income.

### **5.2.5.3 Medicare Savings Programs**

- Qualified Medicare Beneficiaries (QMBs) are income eligible at or below 100% of the FPL. Benefits include payment of Medicare premiums, deductibles, and cost sharing.
- Specified Low Income Beneficiaries (SLMBs) are income eligible at or below 135% of the FPL. Benefits include payment of Medicare premiums only.
- Qualified Disabled Working Individuals (QDWIs) are income eligible at or below 200% of the FPL. Benefits include payment of Medicare Part A premiums only.

### **5.2.5.4 Non-Citizens with Medical Emergencies (Emergency Benefit Plan)**

A non-citizen who meets all eligibility factors under a Medicaid group except for citizenship and social security number is eligible for emergency services. With the Emergency Service group, coverage includes those situations which have been defined as well as labor and delivery of a newborn. This does not include dental services.

## **5.3 Maternal and Child Health (MCH)**

Maternal and Child Health (MCH) provides services for high-risk pregnant women, high-risk newborns, and children with special healthcare needs through the Children's Special Health (CSH) program. The purpose is to identify eligible Members, assure diagnostic and treatment services are available, provide payment for authorized specialty care for those eligible, and provide care coordination services. CSH does not cover acute or emergency care.

- A Member may be eligible only for an MCH program or may be dually eligible for an MCH program or other Medicaid programs. Care coordination for both MCH only and dually eligible Members is provided through the Public Health Nurse (PHN).
- MCH has a dollar cap and limits on some services for those Members who are eligible for MCH only.
- Contact MCH for the following information:
  - The nearest PHN;
  - Questions related to eligibility determinations;
  - Questions related to the type of services authorized by MCH (*see Section 2.1 Quick Reference*).

Providers must be enrolled with Medicaid and MCH to receive payment for MCH services. Claims for both programs are submitted to and processed by the fiscal agent for Wyoming Medicaid (*see Section 2.1 Quick Reference*). Providers are asked to submit the medical record to CSH in a timely manner to assure coordination of referrals and services.

## 5.4 Eligibility Determination

### 5.4.1 Applying for Medicaid

- Persons applying for Medicaid or Kid Care CHIP may complete the Streamlined Application. The application may be mailed to the Wyoming Department of Health (WDH). Applicants may also apply online at <https://www.wesystem@wyo.gov> or by contacting the Customer Service Center (*see Section 2.1 Quick Reference*).
- Presumptive Eligibility (PE) applicants may also apply through a qualified Provider or qualified hospital for the PE programs.

### 5.4.2 Determination

Eligibility determination is conducted by the Wyoming Department of Health Customer Service Center (CSC) or the Long Term Care (LTC) Unit centrally located in Cheyenne, WY (*see Section 2.1 Quick Reference*).

Persons who want to apply for programs offered through the Department of Family Services (DFS), such as Supplemental Nutrition Assistance Program (SNAP) or Child Care need to apply in person at their local DFS office. Persons applying for Supplemental Security Income (SSI) need to contact the Social Security Administrations (SSA) (*see Section 2.1 Quick Reference*).

Medicaid assumes no financial responsibility for services rendered prior to the effective date of a Member's eligibility as determined by the WDH or the SSA. However, the effective date of eligibility as determined by the WDH may be retroactive up to 90 days prior to the month in which the application is filed, as long as the Member meets eligibility criteria during each month of the retroactive period. If the SSA deems the Member eligible, the period of original entitlement could precede the application date beyond the 90-day retroactive eligibility period and/or the 12 month (365 days) timely filing deadline for Medicaid claims (*see Section 6.19 Timely Filing*). This situation could arise for the following reasons:

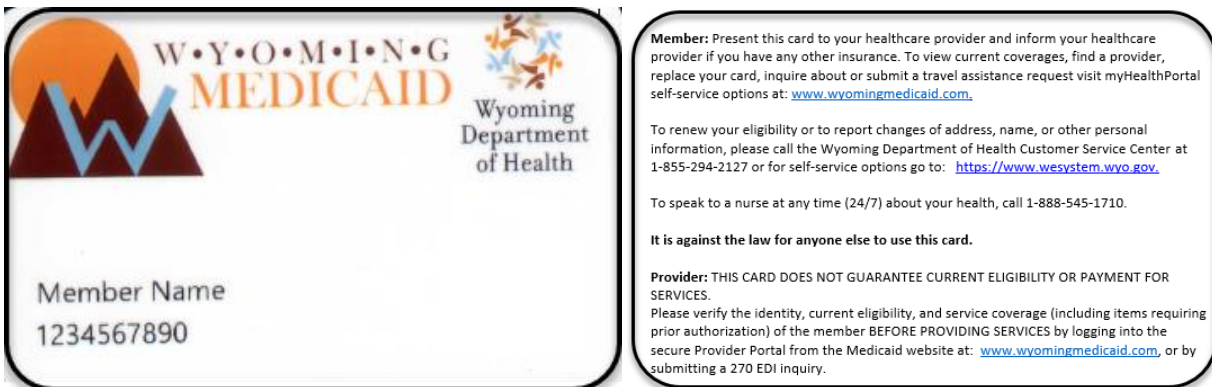
- Administrative Law Judge decisions or reversals;
- Delays encountered in processing applications or receiving necessary Member information concerning income or resources.

## 5.5 Member Identification Cards

A Medicaid ID Card is mailed to Members upon enrollment in the Medicaid Program or other health programs such as the Communicable Treatment Disease Program (CTDP) and Children’s Special Health (CSH). Not all programs receive a Medicaid ID Card, to confirm if a plan generates a card or not, refer to the “card” indicator on the Medicaid and State Benefit Plan Guide posted on the Medicaid website.

If a Member has been on Medicaid previously and have reapplied, they will not receive a new Medicaid card. Members who would like a new card may contact the Customer Service Center (*see Section 2.1 Quick Reference*) or print an ID card from the Member Portal, myHealthPortal.

Sample Medicaid ID card:



Kid Care CHIP Members will also use this card.

## 5.6 Other Types of Eligibility Identification

### 5.6.1 Medicaid Approval Notice

In some cases, a Provider may be presented with a copy of Medicaid Approval Notice in lieu of the Member’s Medicaid ID Card. Provider should always verify eligibility before rendering service(s) to a Member who presents a Medicaid Approval Notice.

Refer to “Verification Options” (*see Section 3.8*) on ways to verify a Member’s eligibility.

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## 6.1 Electronic Billing

All original claims submitted to Wyoming Medicaid are required to be filed electronically. Wyoming Medicaid's Fiscal Agent, CNSI will not accept paper claims for any Medicaid services.

Exceptions:

- Providers who have a Letter of Agreement (LOA) with the Wyoming Department of Health (WDH) may bill on paper per the LOA.
- Providers who must have Out of Policy exceptions done for certain nursing home Durable Medical Equipment (DME) items may continue to bill on paper.
- Providers who are working with a WDH or CNSI representatives to process/special batch paper claims may continue to work with those representatives and bill on paper when necessary. This includes providers who submit a blanket denial letter for members with Cigna coverage that is primary to Medicaid.



The "Exceptions" list of items may be updated in the future to require electronic billing. A notification will be provided when those changes are made.

## 6.2 Basic Paper Claim Information

The fiscal agent processes paper CMS-1500 and UB04 claims using Optical Character Recognition (OCR). OCR is the process of using a scanner to read the information on a claim and convert it into electronic format instead of being manually entered. This process improves accuracy and increases the speed at which claims are entered into the claims processing system. The quality of the claim form will affect the accuracy in which the claim is processed through OCR. The following is a list of tips to aid Provider in avoiding paper claims processing problems with OCR:

- Use an original, standard, red-dropout form (CMS-1500 (02-12) and UB04)
- Use typewritten print; for best results use a laser printer
- Use a clean, non-proportional font
- Use black ink
- Print claim data within the defined boxes on the claim for
- Print only the information asked for on the claim form;
- Use all capital letters
- Use correction tape for corrections




To avoid delays in processing of claims, or incorrect processing, it is recommended that Providers avoid the following:

- Using copies of claim forms
- Faxing claims
- Using fonts smaller than 8 point
- Resizing the form
- Entering “none,” “NA,” or “Same” if there is no information (leave the box blank)
- Mixing fonts on the same claim form
- Using italics or script fonts
- Printing slashed zeros
- Using highlighters to highlight field information
- Using stamps, labels, or stickers
- Marking out information on the form with a black marker


Claims that do not follow Medicaid Provider billing policies and procedures, or meet any of the below criteria, may be returned unprocessed with a letter.

- Handwritten information on the claim form;
- Signature is missing or the form states "Signature on File";
- Pay-to Provider NPI or Provider ID is missing;
- Claim is submitted on an obsolete paper claim format;
- Claim form is illegible.

When a claim is returned, the Provider may correct the claim and return it to Medicaid for processing.

 The fiscal agent and the Division of Healthcare Financing (DHCF) are prohibited by federal law from altering a claim.

Billing errors detected after a claim is submitted cannot be corrected until after Medicaid has made payment or notified the Provider of the denial. **Providers should not resubmit or attempt to adjust a claim until it is reported on their Remittance Advice** (see Section 6.16 Remittance Advice).

 Claims are to be submitted only after service(s) have been rendered, not before. For deliverable items (such as dentures, DME, glasses, hearing aids, and so on) the date of service must be the date of delivery, not the order date.

## 6.3 Authorized Signatures

All paper claims must be signed by the Provider or the Providers' authorized representative. Acceptable signatures may be either handwritten, a stamped facsimile, typed, computer generated, or initialed. The signature certifies all information on the claim is true, accurate, complete, and contains no false or erroneous information. Remarks such as signature on file or facility names will not be accepted.

## 6.4 The UB-04 Claim Form

1		2															36 PAT. CTRL. #		4 TYPE OF BILL								
																	5 FEE TAX NO.		6 STATEMENT COVERS PERIOD FROM		7 THROUGH						
8 PATIENT NAME		9 PATIENT ADDRESS																									
10 BIRTHDATE		11 SEX	12 DATE	ACMISSION		13 NR	14 TYPE	15 SRC	16 DHR	17 STAT	18	19	20	21	CONDITION CODES			22	23	24	25	26	27	28	29	30 ACCT STATE	
31 OCCURRENCE CODE		32 OCCURRENCE DATE		33 OCCURRENCE CODE		34 OCCURRENCE DATE		35 OCCURRENCE CODE		36 OCCURRENCE SPAN FROM		37 THROUGH		38 OCCURRENCE CODE		39 OCCURRENCE SPAN FROM		40 THROUGH		41 OCCURRENCE CODE		42 OCCURRENCE SPAN FROM		43 THROUGH			
39		40		41		42		43		44		45		46		47		48		49		50		51		52	
42 REV. CD.		43 DESCRIPTION								44 HOURS / RATE / HIPS CODE								45 SERV. CMT.		46 SERV. UNITS		47 TOTAL CHARGES		48 NON-COVERED CHARGES		49	
1																										1	
3																										3	
4																										4	
5																										5	
6																										6	
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UB-04 CMS-1450 APPROVED CMB NO. 0068-0001 NUBC

### 6.4.1 Instructions for Completing the UB-04 Claim Form

Field	Item Description	Required Outpatient	Required Inpatient	Action														
1	Provider Name and Address and Telephone	X	X	Enter the name of the Provider submitting the bill, complete mailing address and telephone number.														
2	Pay-To Name and Address	X	X	Enter the Pay-To Name and Address if different from 1.														
3a	Patient Control Number	X	X	Enter the Provider's account number for the Member. Any alpha/numeric character will be accepted and referenced on the R.A. No special characters are allowed.														
3b	Medical Record Number																	
4	Type of Bill First Digit 1 Hospital 2 Skilled Nursing 3 Home Health 7 Clinic (ESRD,FQHC,RHC, IHS or CORF) 8 Special Facility (Hospital, CAH)	X	X	Enter the three (3) digit code indicating the specific type of bill. The code sequence is as follows:														
				<table border="1"> <thead> <tr> <th><u>Second Digit</u></th> <th><u>Third Digit</u></th> </tr> </thead> <tbody> <tr> <td>1 Inpatient</td> <td>0 Non-payment/Zero Claim</td> </tr> <tr> <td>2 ESRD</td> <td>1 Admit through discharge Claim</td> </tr> <tr> <td>3 Outpatient</td> <td>2 Interim – 1st Claim</td> </tr> <tr> <td>4 Other</td> <td>3 Interim – Continuing claim</td> </tr> <tr> <td>5 Intermediate Care Level 1</td> <td>4 Interim – Last claim (thru Date is discharge date)</td> </tr> <tr> <td>6 Intermediate Care Level 2</td> <td>7 Adjustment or Replacement of a Prior Claim</td> </tr> <tr> <td>7 Subacute Inpatient</td> <td>8 Void of a Prior Claim</td> </tr> <tr> <td>8 Swing Bed Medicare/Medicaid</td> <td></td> </tr> </tbody> </table>	<u>Second Digit</u>	<u>Third Digit</u>	1 Inpatient	0 Non-payment/Zero Claim	2 ESRD	1 Admit through discharge Claim	3 Outpatient	2 Interim – 1st Claim	4 Other	3 Interim – Continuing claim	5 Intermediate Care Level 1	4 Interim – Last claim (thru Date is discharge date)	6 Intermediate Care Level 2	7 Adjustment or Replacement of a Prior Claim
<u>Second Digit</u>	<u>Third Digit</u>																	
1 Inpatient	0 Non-payment/Zero Claim																	
2 ESRD	1 Admit through discharge Claim																	
3 Outpatient	2 Interim – 1st Claim																	
4 Other	3 Interim – Continuing claim																	
5 Intermediate Care Level 1	4 Interim – Last claim (thru Date is discharge date)																	
6 Intermediate Care Level 2	7 Adjustment or Replacement of a Prior Claim																	
7 Subacute Inpatient	8 Void of a Prior Claim																	
8 Swing Bed Medicare/Medicaid																		
5	Federal Tax Number	X	X	Refers to the unique identifier assigned by a federal or state agency.														
6	Statement Covers Period From/Through Dates	X	X	For services rendered on a single day, enter that date (MMDDYY) in both the “FROM” and “THROUGH” fields.  <u>Inpatient:</u>														

Field	Item Description	Required Outpatient	Required Inpatient	Action
				Enter the date of admission through the date of discharge. <u>Outpatient:</u> Enter the date or dates of services that are being billed on the claim. <u>Outpatient/Inpatient Combined:</u> Enter the date the Member was first seen for outpatient services through the inpatient discharge date.
7	Future Use	N/A	N/A	
8a	Patient ID	X	X	Enter Member's Medicaid number.
8b	Patient Name	X	X	Enter the Member's name as shown on the front of the Medicaid card.
9	Patient Address	X	X	Enter the full mailing address of Member.
10	Patient Birthdate	X	X	Enter Member's birthdate (MMDDYY).
11	Patient Sex	X	X	(Optional) Enter appropriate code.
12	Admission Date	X	X	Enter the date the patient was admitted as an inpatient or the date of outpatient care.
14	Type of Admission/Visit	X	X	Enter appropriate code: 1 = Emergency 2 = Urgent Care 3 = Elective (non-emergency) 4 = Newborn 5= Trauma Physician/medical professional will need to determine if the visit or service was an emergency.
15	Source of Admission	X	X	Enter the Source of Admission Code
16	Discharge Hour	X	N/A	(When applicable) Enter the hour the Member was discharged.
17	Patient Discharge Status	X	X	Enter the two (2) digit code indicating the status of the patient as noted below:

Field	Item Description	Required Outpatient	Required Inpatient	Action	
				Code	Description
				01	Home or self-care
				02	Other hospital
				03	SNF
				04	ICF
				05	Other type of institution
				06	Home health organization
				07	Left against medical advice
				09	Admitted as IP to this hosp
				20	Expired
				21	Law Enforcement
				30	Still a patient, used for interterm billing
				40	Hospice patient died at home
				41	Hospice patient died at hospital
				42	Hospice patient died unknown
				43	Tran to Fed Hlth Care Facility
				50	Discharged to hospice- home
				51	Discharged to hospice- med


Field	Item Description	Required Outpatient	Required Inpatient	Action	
				61	Transferred to swing bed
				62	Transferred to inp rehab facility
				63	Transferred to Long Term Care Hosp
				64	Trans to Mcaid Nursing Facility
				65	Transferred to Psych Hospital
				66	Transferred to Critical Access Hospital
				70	Transfer to Other
18-28	Condition Codes	Situational	Situational	Enter if applicable	
29	Accident State			If claim is for auto accident, enter the state the accident occurred in.	
30	Future Use	N/A	N/A		
31-34	Occurrence Code and Dates	Situational	Situational	Enter if applicable.	
35-36	Occurrence Span Codes and Dates	Situational	Situational	Enter if applicable.	
37	Future Use	N/A	N/A		
38	Subscriber Name and Address	X	X	Enter Member's name and address.	
39-41	Value Codes and Amounts	Situational	Situational	Enter if applicable	
42	Revenue Codes	X	X	Enter the appropriate revenue codes.	
43	Revenue Code Description	X	X	Enter appropriate revenue code descriptions.	

Field	Item Description	Required Outpatient	Required Inpatient	Action
44	HCPCS/Rates	Situational	Situational	Enter if applicable.
45	Service Date	X	X	Enter date(s) of service.
46	Units of Service	X	X	Enter the units of services rendered for each detail line. A unit of service is the number of times a procedure is performed. If only one (1) service is performed, the numeral 1 must be entered.
48	Non-Covered Charges	Situational	Situational	Enter if applicable.
49	Future Use	N/A	N/A	
50	Payer Identification (Name)	X	X	Enter name of payer.
51	Health Plan Identification Number	X	X	(Optional) Enter Health Plan ID for payer.
52	Release of Info Certification	X	X	Enter Y for release on file
53	Assignment of Benefit Certification	X	X	Y marked in this box indicates Provider agrees to accept assignment under the terms of the Medicare program.
54	Prior Payments	Situational	Situational	Enter if applicable.
55	Estimated Amount Due	X	X	Enter remaining total is prior payment was made.
56	NPI	X	X	Enter Pay-To NPI.
57	Other Provider IDs	Optional	Optional	Enter legacy ID.
58	Insured's Name	X	X	Enter Member or insured's name.
59	Patient's Relation to the Insured	X	X	Enter appropriate relationship to insured.
60	Insured's Unique ID	X	X	Enter Member's Medicaid ID.
61	Insured Group Name	Situational	Situational	Enter if applicable.
62	Insured Group Name	Situational	Situational	Enter if applicable.



Field	Item Description	Required Outpatient	Required Inpatient	Action
63	Treatment Authorization Codes	Situational	Situational	Enter if applicable.
64	Document Control Number	Situational	Situational	Enter if applicable. <b>NOTE:</b> Enter the original TCN when adjusting or voiding a previous paid claim (Type of Bill XX7 or XX8)
65	Employer Name	Situational	Situational	Enter if applicable.
66	Diagnosis/Procedure Code Qualifier	X	X	Enter appropriate qualifier.
67	Principal Diagnosis Code/Other Diagnosis Codes	X	X	Enter all applicable diagnosis codes.
67	Present on Admission Indicator (shaded area)	X		Enter the appropriate POA indicator on each required diagnosis in the shaded area to the right of the diagnosis box
68	Future Use	N/A	N/A	
69	Admitting Diagnosis Code	X	Situational	Enter if applicable.
70	Patient's Reason for Visit Code	Situational	Situational	Enter if applicable.
71	PPS Code	Situational	Situational	Enter if applicable.
72	External Cause of Injury Code	Situational	Situational	Enter if applicable.
73	Future Use	N/A	N/A	
74	Principal Procedure Code/Date	Situational	Situational	Enter if applicable.
75	Future Use	N/A	N/A	
76	Attending Name/ID-Qualifier 1-G	X	X	Enter the Attending Physician's NPI, appropriate qualifier, last name, and first name.
77	Operating ID	Situational	Situational	Enter if applicable.
78-79	Other ID	Situational	Situational	Enter if applicable.

Field	Item Description	Required Outpatient	Required Inpatient	Action
80	Remarks	Situational	Situational	Enter if applicable.
81	Code/Code Field Qualifiers *B3 Taxonomy	X	X	Enter B3 to indicate taxonomy and follow with the appropriate taxonomy code.

 Taxonomy codes are required to be submitted on Medicaid primary claims and when billing Medicare primary and Medicaid secondary to ensure the appropriate Providers are identified. The taxonomy codes being submitted to Medicare must also be on-file with Medicaid.

### 6.4.2 Appropriate Bill Type and Provider Taxonomy Table

Appropriate Bill Type(s)	Pay-to Provider's Taxonomy	Taxonomy Description
11X-14X	282N00000X, 283Q00000X, 283X00000X	General and Specialty Hospitals, Medical Assistance Facilities, Long Term Hospitals, Rehabilitation Hospitals, Children's Hospitals, Psychiatric Hospitals.
77X	261QF0400X	FQHC, Tribal FQHC
11X-14X,85X	282NR1301X	Critical Access Hospitals (CAH).
81X-82X	251G00000X	Hospice
83X	261QA1903X	Ambulatory Surgical Centers.
72X	261QE0700X	Hospital Based Renal Dialysis Facility, Independent Renal Dialysis Facility, Independent Special Purpose Renal Dialysis Facility, Hospital Based Satellite Renal Dialysis Facility, Hospital Based Special Purpose Renal Dialysis Facility
32X, 33X	251E00000X	Home Health Agencies.
75X	261QR0401X	CORF
71X	261QR1300X	Freestanding or Provider Based RHC

Appropriate Bill Type(s)	Pay-to Provider’s Taxonomy	Taxonomy Description
21X, 23X	31400000X, 315P00000X, 283Q00000X (State Hospital Only)	SNF-ICF/ID
18X	275N00000X	Hospital Swing Bed
11X	323P00000X	PRTF
13X, 77X	261QP0904X, 261QR0400X	Indian Health Services (IHS), National Jewish Health Asthma Day Program

## 6.5 Medicare Crossovers

Medicaid processes claims for Medicare/Medicaid services when provided to a Medicaid eligible Member.

### 6.5.1 General Information

- Dually eligible Members are Members that are eligible for Medicare and Medicaid.
- Provider may verify Medicare and Medicaid eligibility via the Provider Portal (*see Section 2.1 Quick Reference*).
- Provider must accept assignment of claims for dually eligible Members.
- Be sure Wyoming Medicaid has record of all applicable NPIs and taxonomies under which the Provider is submitting to Medicare to facilitate the electronic crossover process.
- Medicaid reimburses the lesser of the assigned coinsurance and deductible amounts or the difference between the Medicaid allowable and the Medicare paid amount for dually eligible Members as indicated on the Medicare (Explanation of Medicare Benefits) EOMB.
  - **Wyoming Medicaid’s payment is payment in full. The Member is not responsible for any amount left over, even if assigned to coinsurance or deductible by Medicare.**

### 6.5.2 Billing Information

- Medicare is primary to Medicaid and must be billed first. Direct Medicare claims processing questions to the Medicare carrier.
- When posting the Medicare payment, the EOMB may state that the claim has been forwarded to Medicaid. **No further action is required, it has automatically been submitted.**
- Medicare transmits electronic claims to Medicaid daily. Medicare transmits all lines on a claim with any Medicare paid claim – If one (1) line pays, and three (3) others are denied by Medicare, all four (4) lines will be transmitted to Wyoming Medicaid.

- The time limit for filing Medicare crossover claims to Medicaid is 12 months (365 days) from the date of service or six (6) months (180 days) from the date of the Medicare payment, whichever is later.
- **If payment is not received from Medicaid after 45 days of the Medicare payment, submit a claim to Medicaid and include the COB (Coordination of Benefits) information in the electronic claim.** The line items on the claim being submitted to Medicaid must be exactly the same as the claim submitted to Medicare, except when Medicare denies, then the claim must conform to Medicaid policy.
  - Providers must enter the industry standard X12 Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) along with the Claim Adjustment Group Codes ([x12.org/codes](http://x12.org/codes)) from the EOMB when submitting the claim via a clearinghouse or direct data entry via the Provider Portal.
- If a paper claim adjustment is being submitted, the EOMB must be attached and the Medicare amount paid entered on the claim. If the Medicare policy is a **replacement/advantage or supplement**, this information must be noted (it can be handwritten) on the EOMB.




Do not resubmit a claim for coinsurance or deductible amounts unless the Provider has waited 45 days from Medicare's payment date. A Provider's claims may be returned if submitted without waiting the 45 days after the Medicare payment date.



### 6.5.4 Member has Medicaid, Medicare, and TPL

1 SAMPLE HOSPITAL 123 SAMPLE AVENUE SAMPLE TOWN, WY 12345 (123)456-5678		2		3a PAT CNTL # b. MED. REC. #		1234		4 TYPE OF BILL 0111						
5 PATIENT NAME				9 PATIENT ADDRESS				6 STATEMENT COVERS PERIOD FROM THROUGH						
SAMPLE, CLIENT				1234 SAMPLE LANE				123456789 043015 050715						
b SAMPLE, CLIENT				b SAMPLE CITY				c WY d 12345						
10 BIRTHDATE		11 SEX	12 DATE		13 HR	14 TYPE	15 BRO	16 DHR	17 STAT					
10201983		F	043015		15	3	1	09	01					
31 OCCURRENCE DATE		32 OCCURRENCE DATE		33 OCCURRENCE DATE		34 OCCURRENCE DATE		35 OCCURRENCE DATE						
38 WYOMING MEDICAID PO BOX 667 Cheyenne, WY 82003-0667				39 VALUE CODES AMOUNT		40 VALUE CODES AMOUNT		41 VALUE CODES AMOUNT						
				01 979 80		80 2 00								
42 REV. CD.		43 DESCRIPTION		44 HCPCS / RATE / NPPS CODE		45 SERV DATE		46 SERV UNITS						
0120		ROOM-BOARD/SEMI		97900				2 1958 00						
0250		PHARMACY						46 1172 42						
0260		IV THERAPY						1 88 10						
0270		MED-SUR SUPPLIES						31 1404 04						
0272		STERILE SUPPLY						1 235 62						
0300		LABORATORY OR LAB						6 270 80						
0310		PATH LAB						2 130 60						
0310		PATH LAB						3 1575 60						
0370		ANESTHESIA						4 1538 30						
0410		RESPIRATORY SVC						1 33 00						
0710		RECOVERY ROOM						5 1129 50						
0720		LAB/DEL/REC						1 1422 30						
0760		TREATMENT ROOM						1 135 00						
0001		PAGE 1 OF 1		CREATION DATE		060315		TOTALS 11093 28						
50 PAYER NAME			51 HEALTH PLAN ID		52 REL BFD		53 ADD BEN		54 PRIOR PAYMENTS					
WYOMING MEDICAID					Y Y				55 EST. AMOUNT DUE					
MEDICARE					Y Y		500 00		56 NPI					
BCBS					Y Y		3750 00		1234567890					
58 INSURED'S NAME			59 PREL		60 INSURED'S UNIQUE ID		61 GROUP NAME		62 INSURANCE GROUP NO.					
SAMPLE, CLIENT					0612345678									
SAMPLE, CLIENT					520111222A									
SAMPLE, ANNA					0412345678									
63 TREATMENT AUTHORIZATION CODES				64 DOCUMENT CONTROL NUMBER				65 EMPLOYER NAME						
66 B19.21		Y	K76.7		Y	R18.8		Y	K70.2		Y	E87.6		N
69 ADMIT DX		70 PATIENT REASON DX		71 PPS CODE		72 EC		73		74		75		
K72.10				767						76 ATTENDING NPI		1234567891		
76 PRINCIPAL PROCEDURE DATE		77 OTHER PROCEDURE DATE		78 OTHER PROCEDURE DATE		79 OTHER PROCEDURE DATE		80 OTHER PROCEDURE DATE		LAST SAMPLE		FIRST ATTENDING		
0FY00z0 050715		0DN80zz 050715		0ZYA0z0 050715						LAST SAMPLE		FIRST ATTENDING		
0391 120610		0391 120610								LAST SAMPLE		FIRST ATTENDING		
80 REMARKS				81 ICD10				82 OTHER						
				B3 282N00000X										

 If the Member has both Medicare and TPL in addition to Medicaid (Tertiary claims can be submitted on the Provider Portal.)

## 6.6 Provider Preventable Conditions (PPC)

- The following conditions are Health Care-Acquired Conditions (HCACs) and will be denied in any Medicaid inpatient hospital setting:
  - Foreign object retained after surgery
  - Air Embolism
  - Blood Incompatibility
  - Stage III and IV Pressure Ulcers
  - Falls and Trauma; including fractures, dislocations, intracranial injuries, crushing injuries, burns, electric shock
  - Catheter-Associated Urinary Tract Infection (UTI)
  - Vascular catheter-associated infection
  - Manifestations of poor Glycemic control including: Diabetic Ketoacidosis, Nonketotic Hyperosmolar Coma, Hypoglycemic Coma, Secondary Diabetes with Ketoacidosis, Secondary Diabetes with Hyperosmolarity
  - Surgical site infections following
    - Coronary artery bypass graft (CABG) – Mediastinitis
    - Bariatric Surgery; including Laparoscopic Gastric Bypass, Gastroenterostomy, Laparoscopic Gastric Restrictive Surgery
    - Orthopedic Procedures; including Spine, Neck, Shoulder, Elbow
  - Deep Vein Thrombosis (DVT) / Pulmonary Embolism (PE) following Total Knee Replacement or Hip Replacement with pediatric and obstetric exceptions
  - Iatrogenic Pneumothorax with Venous Catheterization
  - Surgical Site Infection Following Cardiac Implantable Electronic Device (CIED)

The following are Outpatient Provider Preventable Conditions (OPPC) and **will** be denied in any health care setting:

- Wrong Surgical or other invasive procedure performed on a patient
- Surgical or other invasive procedure performed on the wrong body part
- Surgical or other invasive procedure performed on the wrong patient

### 6.6.1 Providers Included in the PPC Review

Under Medicaid, the State must deny payments in any inpatient hospital setting for the identified PPCs. This includes Medicare’s inpatient prospective payment system (IPPS) hospitals, as well as other

inpatient hospital settings that may be IPPS exempt under Medicare. This also includes facilities that States identify as inpatient hospital settings in their Medicaid plans, critical access hospitals (CAHs) that operate as inpatient hospitals and psychiatric hospitals.

## 6.6.2 Present on Admission (POA) Indicator

Wyoming Medicaid requires POA indicators on all inpatient hospital for all hospital types participating in Wyoming Medicaid. Wyoming Medicaid has adopted Medicare’s list of exempt ICD-10 diagnosis codes. The list of diagnosis codes exempt from the POA requirement can be found at:

[https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HospitalAcqCond/Hospital-Acquired\\_Conditions.html](https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HospitalAcqCond/Hospital-Acquired_Conditions.html)


### Wyoming’s Health Care-Acquired Condition Inpatient Payment Adjustment Process.

1. At the end of each quarter, identify inpatient claims from the prior quarter for non-exempt hospitals with non-principle diagnosis codes falling into one (1) of the 11 Hospital-Acquired Condition (HAC) categories.
2. Request POA indicator information from the hospitals for each of the claims identified in Step 1. *Effective January 1, 2012, review POA indicators submitted on the claim instead of requesting information from hospitals.*
3. Review POA indicator information submitted by the hospitals and based on the indicator, take the following actions:

POA Indicator	Definition	Action
Y	Diagnosis was present at time of inpatient admission	Claim is not a HAC. Drop from HAC adjustment consideration.
N	Diagnosis was not present at time of inpatient admission.	Claim is a HAC. Request adjusted claim from the hospital (see Step 4).
U	Documentation insufficient to determine if condition was present at the time of inpatient admission.	Request medical records related to the claim to determine appropriateness of the “U” indicator assignment (see Step 6).
W	Clinically undetermined. Provider unable to clinically determine whether the condition was present at the time of inpatient admission.	Claim cannot be confirmed as a HAC. Drop from HAC adjustment consideration.
Blank	Exempt from POA reporting. <b>NOTE:</b> The number “1” is no longer valid on claims submitted under the version 5010 format, effective January 1, 2011. The POA field will instead be left blank for diagnosis codes exempt from POA reporting.	Diagnosis code is not subject to HAC payment policy. Drop claim from adjustment consideration.



4. For all claims with a POA indicator of “N”, request that the hospital submit an adjusted claim which identifies all charges associated with the HAC as “non-covered” and all charges not associated with the HAC as “covered.”
5. Determine the APR DRG assignment and outlier payment for each of the adjusted claims received in Step 4. If the total payment is less than what was originally paid for the claim, then request a refund from the hospital for the difference. The fiscal agent for Wyoming Medicaid will maintain a listing of these claims, including the submitted charges and payment, and the adjusted charges and payment.
6. Request medical records for all claims identified in Step 3 with a POA indicator of “U” and for a sample of claims with a POA indicator of “Y” (no more than five (5) from each hospital).
  - a. For claims with a POA indicator of “Y,” review medical record documentation to validate the accuracy of the assignment of the “Y” indicator by verifying that the condition was present on admission. If the review determines that the indicator should be “N”, then proceed to Steps 4 and 5. Further, based on the results of the review, Wyoming Medicaid may request additional claims.
  - b. For claims with a POA indicator of “U”, review the medical record to determine whether the use of the “U” indicator is appropriate. If the review determines that the indicator should be “N,” then proceed to Steps 4 and 5. If the review determines that the indicator should be “Y,” then the claim is not a HAC. Drop from the HAC adjustment consideration.
  - c. Wyoming Medicaid will monitor the results and increase or decrease the sample size in each subsequent quarter, as necessary. Wyoming Medicaid may also drop hospitals from future sampling, depending on the results of the first year of reviews.

 CMS site list: [http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HospitalAcqCond/Hospital-Acquired\\_Conditions.html](http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HospitalAcqCond/Hospital-Acquired_Conditions.html)

## 6.7 Value Codes

Most frequently used value codes by Wyoming Medicaid Providers:

### Value code 54

- Must be populated on Inpatient and Inpatient crossover claims.
- Must be populated when:
  - Newborn is less than or equal to 29 days old.
- Inpatient/Inpatient crossover claims will be denied if:
  - If value code 54 is submitted with value of 0 or less;
  - Or value code 54 is submitted with value of 10,000 greater;

- Or value code 54 is submitted multiple times on a claim.

**Value Code 80 and 81**

Value code 80 is to be billed as covered days and value code 81 is to be billed as non-covered days.

- Value codes and accommodation units must total the number of days within the coverage period.

## 6.8 National Drug Code (NDC) Billing Requirement

Medicaid requires Provider to include National Drug Codes (NDCs) on professional and institutional claims when certain drug-related procedure codes are billed. This policy is mandated by the Federal Deficit Reduction Act (DRA) of 2005, which requires state Medicaid programs to collect rebates from drug manufacturers when their products are administered in an office, clinic, hospital, or other outpatient setting.

The NDC is a unique 11-digit identifier assigned to a drug product by the labeler/manufacturer under Federal Drug Administration (FDA) regulations. It is comprised of three (3) segments configured in a 5-4-2 format.

6 5 2 9 3 - 0 0 0 1 - 0 1


Labeler Code	Product Code	Package Code
(5 Digits)	(4 Digits)	(2 Digits)

- **Labeler Code:** Five-(5) digit number assigned by the FDA to uniquely identify each firm that manufactures, repacks, or distributes drug products.
- **Product Code:** Four (4)-digit number that identifies the specific drug, strength, and dosage form.
- **Package Code:** Two (2)-digit number that identifies the package size.

### 6.8.1 Converting 10-Digit NDCs to 11-Digits

Many NDCs are displayed on drug products using a 10-digit format. However, to meet the requirements of the new policy, NDCs must be billed to Medicaid using the 11-digit FDA standard. Converting an NDC from 10 to 11 digits requires the strategic placement of a zero (0). The following table shows three (3) common 10-digit NDC formats converted to 11 digits.

Converting 10 Digit NDCs to 11 Digits			
10 Digit Format	Sample 10 Digit NDC	Required 11 Digit Format	Sample 10 Digit NDC Converted to 11 Digits
9999-9999-99 (4-4-2)	0002-7597-01 Zyprexa 10mg vial	0999-9999-99 (5-4-2)	00002-7597-01
99999-999-99 (5-3-2)	50242-040-62 Xolair 150mg vial	99999-0999-99 (5-4-2)	50242-0040-62

 Hyphens are used solely to illustrate the various 10 and 11-digit formats. Do not use hyphens when billing NDCs.

### 6.8.2 Documenting and Billing the Appropriate NDC

A drug may have multiple manufacturers, so it is vital to use the NDC of the administered drug and not another manufacturer’s product, even if the chemical name is the same. It is important that Providers develop a process to capture the NDC when the drug is administered, before the packaging is thrown away. It is not permissible to bill Medicaid with any NDC other than the one administered. Providers should not pre-program their billing systems to automatically utilize a certain NDC for a procedure code that does not accurately reflect the product that was administered to the Member.

Clinical documentation must record the NDC from the actual product, not just from the packaging, as these may not match. Documentation must also record the lot number and expiration date for future reference in the event of a health or safety product recall.

### 6.8.3 Billing Requirements

The requirement to report NDCs on professional and institutional claims is meant to supplement procedure code billing, not replace it. Providers are still required to include applicable procedure code information such as dates of service, CPT/HCPCS code, modifier(s), charges, and units.

### 6.8.4 Submitting One NDC per Procedure Code

If one (1) NDC is to be submitted for a procedure code, the procedure code, procedure quantity, and NDC must be reported. No modifier is required.

**Example:**

Procedure Code	Modifier	Procedure Quantity	NDC
90375		2	13533-0318-01


## 6.8.5 Submitting Multiple NDCs per Procedure Code

If two (2) or more NDCs are to be submitted for a procedure code, the procedure code must be repeated on separate lines for each unique NDC. For example, if a Provider administers 6 mL of HyperRAB, a 5 mL vial and a 1 mL vial would be used. Although the vials have separate NDCs, the drug has one (1) procedure code, 90375. So, the procedure code would be reported twice on the claim but paired with different NDCs.

### Example:

Procedure Code	Modifier	Procedure Quantity	NDC
90375	KP	1	13533-0318-01
90375	KQ	1	13533-0318-05

On the first line, the procedure code, procedure quantity, and NDC are reported with a KP modifier (first drug of a multi-drug). On the second line, the procedure code, procedure quantity, and NDC are reported with a KQ modifier (second/subsequent drug of a multi-drug).



When reporting more than two (2) NDCs per procedure code, the KQ modifier is also used on the subsequent lines.

## 6.8.6 OPPS Packages Services (Critical Access and General Hospitals only)

The NDC requirement does not apply to services considered packaged under OPPS. For a list of packaged services, consult the APC-Based Fee Schedule located on the Medicaid website (*see Section 2.1 Quick Reference*).

## 6.8.7 UB-04 Billing Instructions

To report a procedure code with an NDC on the UB-04 claim form, enter the following NDC information into Form Locator 43 (Description):

- NDC qualifier of N4 [Required]
- NDC 11-digit numeric code [Required]


Do not enter a space between the N4 qualifier and the NDC. Do not enter hyphens or spaces within the NDC.

### 6.8.7.1 UB-04 One NDC per Procedure Code

48 REV. CD.	43 DESCRIPTION	44 HCPOS / RATE / HPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
0636	N460574411101	90378 KP	100115	2	500.00		

### 6.8.7.2 UB-04 Two NDCs per Procedure Code

42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATE / HPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
0636	N460574411101	90378 KP	100115	2	500.00		
0636	N460574411101	90378 KQ	100115	1	250.00		

 Medicaid’s instructions follow the National Uniform Billing Committee’s (NUBC) recommended guidelines for reporting the NDC on the UB-04 claim form. Provider claims that do not adhere to these guidelines may deny. (For placement in an electronic X12N 837 Institutional Claim, consult the Electronic Data Interchange Technical Report Type 3 (TR3). The TR3 can be accessed at [www.wpshealth.com/resources/files/med\\_a\\_837i\\_companion.pdf](http://www.wpshealth.com/resources/files/med_a_837i_companion.pdf).)

## 6.9 Service Thresholds Per Calendar Year

### 6.9.1 Under Age 21

Medicaid Members under 21 years of age are subject to thresholds each calendar year for:

- Physical therapy visits
- Occupational therapy visits
- Speech therapy visits
- Chiropractic visits for dates of service prior to 06/01/2021
- Dietitian visits for dates of service prior to 01/01/2021
- Emergency dental visits
- Behavioral health visits for dates of service 01/01/2021 and forward


### 6.9.2 Ages 21 and older

Medicaid Members 21 years of age and older are subject to thresholds each calendar year for

- Office/outpatient hospital visits
- Physical therapy visits
- Occupational therapy visits
- Speech therapy visits
- Chiropractic visits for dates of service prior to 06/01/2021
- Dietitian visits for dates of service prior to 01/01/2021
- Emergency dental visits

- Behavioral health visits

OFFICE AND OUTPATIENT HOSPITAL VISITS		
Codes	Service Threshold	Does not apply to:
<p><b>Procedure Codes:</b></p> <p>99281-99285</p> <p>99201-99215</p> <p><b>Revenue Codes:</b></p> <p>0450-0459</p> <p>0510-0519</p>	<p>12 combined visits per calendar year</p>	<ul style="list-style-type: none"> <li>Members Under Age 21</li> <li>Emergency Visits</li> <li>Family Planning Services</li> <li>Medicare Paid Crossovers</li> </ul>

 Ancillary services (for example lab, X-ray, and so on) provided during an office/outpatient hospital visit that exceeded the threshold will still be reimbursed.

PHYSICAL THERAPY, OCCUPATIONAL THERAPY, SPEECH THERAPY, BEHAVIORAL HEALTH VISITS, CHIROPRACTIC VISITS AND DIETITIAN		
Codes	Service Threshold	Does not apply to:
<p><b>Procedure codes:</b></p> <p>90785; 90791; 90792; 90832-90834; 90836-90839; 90845-90849; 90853; 90857; 92507-92508; 92526; 92609; 96105-96146; 97010-97039; 97110-97150; 97161-97546; 97802-97804; 98940-98942; (all modalities on same date of service count as 1 visit)</p> <p><b>HCPCS Level II codes:</b></p> <p>G9012; H0004; H0038; H0046, H2010; H2014; H2017; H2019; S9480, T1017 (all modalities on same date of service count as 1 visit)</p> <p><b>Revenue codes:</b></p>	<p>20 physical therapy visits per calendar year</p> <p>20 occupational therapy visits per calendar year</p> <p>30 speech therapy visits per calendar year</p> <p><b>Behavioral Health Visits:</b></p> <ul style="list-style-type: none"> <li>2020 dates of service and prior - threshold of 30 visits per calendar year applies to Members 21 and over only</li> <li>2021 dates of service and forward - threshold applies to all Members.</li> </ul> <p><b>Chiropractic Visits:</b></p> <ul style="list-style-type: none"> <li>05/31/2021 dates of service and prior - 20 chiropractic visits per calendar year</li> <li>06/01/2021 dates of service and forward – Chiropractic services are not covered.</li> </ul> <p><b>Dietitian Visits:</b></p>	<ul style="list-style-type: none"> <li>Medicare Paid Crossovers</li> <li>Inpatient and ER behavioral health services</li> </ul>

PHYSICAL THERAPY, OCCUPATIONAL THERAPY, SPEECH THERAPY, BEHAVIORAL HEALTH VISITS, CHIROPRACTIC VISITS AND DIETITIAN		
Codes	Service Threshold	Does not apply to:
0421-0449 (each unit counts as 1 visit)	<ul style="list-style-type: none"> <li>• 2020 dates of service and prior - 20 dietitian visits per calendar year</li> <li>• 2021 dates of service and forward - no threshold on visits</li> </ul>	

### 6.9.3 Office and Outpatient Hospital Visits Once Threshold is Met


**Procedure Code Range: 99281 – 99285, 99201 – 99215**

**Revenue Code Ranges: 0450 – 0459 & 0510 – 0519**

Once the threshold for a calendar year has been reached, the process will be as follows:

- When a claim is submitted for the 13th office or outpatient hospital visit, the Member will be enrolled into a care management program with WYhealth to help manage their medical conditions and healthcare needs.
- Both the Member and any Providers who have billed office or outpatient hospital visits for the Member in that calendar year will receive a letter informing them the Member has exceeded the 12-visit threshold and the Member has been enrolled into the care management program.
- Wyoming Medicaid will use the Member’s participation in the care management program to determine the medical necessity for services provided, and will continue to process additional claims for office or outpatient hospital visits according to Medicaid guidelines.
- As long as the Member continues to participate in the care management program, no further action is required, by the Provider, for claims to process as normal.
- Should the Member choose **not** to participate in the program, the Member and the Provider will receive another letter informing them that office visit and outpatient hospital visit claims will need to be reviewed for medical necessity before being processed for payment.
  - The review of medical necessity may include review of diagnosis codes on the claim, a call from the UM Coordinator to the Provider’s office, or a written request for medical records regarding the visit.
  - Providers may choose to bill the Member so long as they have informed the Member, in writing, prior to rendering service(s) that:
    - The service is not medically necessary, OR
    - They will not be providing medical records to help Medicaid determine the medical necessity of the visit, OR
    - They will not be billing Medicaid.


- The Member can begin or resume participation in the care management program at any point after meeting the threshold to reinstate claims processing without additional verification of medical necessity by the Provider.

 Claims that are for Members under the age of 21 that are coded as emergencies, family planning, or where Medicare has paid as primary are not subject to this process and do not count towards this threshold.

### 6.9.4 Prior Authorization Once Thresholds are Met

Once the threshold for a calendar year has been reached, or once the Provider is aware the threshold will be met and the Member is nearing the threshold, a Prior Authorization may be requested for the following services (see Section 6.13 Prior Authorization) for the following services:

- Physical therapy visits;
- Occupational therapy visits;
- Speech therapy visits;
- Behavioral health visits (see Chapter 14 –) for the appeals process)

 If the Member is seen by different treating Providers on the same day, it will be counted individually as a visit. For example, the pay-to-Provider is the same for both treating Providers. The Member has appointments with Provider A for individual counseling at 1:00 p.m. on 4/1/2021 and Provider B for group therapy at 2:00 p.m. on 4/1/2021, it will count as two (2) visits.

Requests can be made by:

- Physicians
- Nurse practitioners
- Physical, occupational or speech therapists
- Psychiatrists
- Psychologists
- Licensed mental health professionals (such as licensed professional counselor, licensed marriage and family therapist, licensed certified social workers and licensed addition therapists)
- Community mental health centers
- Substance abuse treatment centers
- Board Certified Behavior Analysts



## 6.10 Reimbursement Methodologies

Medicaid reimbursement for covered services is based on a variety of payment methodologies depending on the service provided.

- Medicaid fee schedule
- By report pricing
- Billed charges
- Encounter rate
- Invoice charges
- Negotiated rates
- Per diem
- Resource Based Relative Value Scale (RBRVS)
- Outpatient Prospective Payment System (OPPS)/3M Grouper (GPCS)
- All Patients Refined Diagnosis-Related Grouping (APR DRG)

### 6.10.1 Invoice Charges

For manually priced items an invoice, which provides proof of purchase and actual cost(s) for equipment and/or supplies, is required. The lowest price on the invoice, including Provider discounts, will be used.

For dates of service 12/31/2020 and prior, manually priced items for DME are priced at lowest invoice cost, plus shipping, plus 15%.

For dates of service 01/01/2021 forward manually priced items for DME are priced at lowest invoice cost, plus shipping, plus 12.13%.

To receive the cost of shipping the manufacturer must be the one to break down the shipping/handling on the invoice. If the manufacturer does not include a shipping/handling breakdown on the invoice, and there is more than one (1) item, it cannot be included in the cost of the item.




If more than one (1) piece of DME can meet the Member's needs, coverage is only available for the most cost-effective piece of equipment.

- Invoice must be dated **within 12 months** (365 days) prior to the date of service being billed.
  - If the invoice is older, a letter must be included explaining the age of the invoice (such as product purchased in large quantity previously, and is still in stock)
- All discounts will be taken on the invoice.

- The discounted pricing or codes cannot be marked out.
- A packing slip, price quote, purchase order, delivery ticket, and so on may be used **only** if the Provider no longer has access to the invoice and is unable to obtain a replacement from the supplier/manufacturer, and a letter with explanation is included.
- Items must be clearly marked (such as how many calories are in a can of formula, items in a case, milligrams, ounces, and so on)

## 6.11 Co-Payment Schedule

<div style="background-color: #cccccc; padding: 5px;">\$3.65 Co-Payment Schedule</div>		
Procedure and Revenue Code(s)	Description	Exceptions
T1015 and 0521 Revenue Code	Rural Health Clinic encounters	Co-payment requirements do not apply to: <ul style="list-style-type: none"> <li>• Children defined as:                             <ul style="list-style-type: none"> <li>○ Medicaid eligibility for children is under 21</li> <li>○ Kid Care CHIP eligibility is under 19</li> </ul> </li> </ul> <p><b>EXCEPTION: Co-pays Apply to the children's KIDC Benefit Plan (Kid Care CHIP Plans B &amp; C)</b></p> <ul style="list-style-type: none"> <li>• Nursing Facility Residents</li> <li>• Pregnant Women</li> <li>• Family planning services</li> <li>• Emergency services</li> <li>• Hospice services</li> <li>• Medicare Crossovers</li> <li>• Inpatient Hospital stays</li> <li>• Members of a Federally recognized Tribe</li> </ul>
T1015 and 0520 Revenue Code	Federally Qualified Health Center encounters	
0450-0459 and 0510-0519	Outpatient hospital visits (non-emergency)	


 To clarify, Members on the KIDB Benefit Plan (Kid Care CHIP Plan A) do not have co-pays. Members on the KIDC benefit plan (Kid Care CHIP Plan B or C) have co-pays.

Co-payments are applicable per procedure code, and some claims may have more than one (1) co-payment amount.

Emergency services are identified by the Type of Admission/Visit indicator.

Type of Admission/Visit Indicator Number	Description
1	Emergency
2	Urgent Care
3	Elective (non-emergent)
4	Newborn
5	Trauma

## 6.12 How to Bill for Newborns

When a mother is eligible for Medicaid, at the time the baby is born, the newborn is automatically eligible for Medicaid for one (1) year. However, the WDH Customer Service Center (*see Section 2.1 Quick Reference*) must be notified of the newborn’s name, gender, date of birth, and the mom’s name and Medicaid number for the newborn’s Medicaid ID Card to be issued. This information can be faxed, emailed, or mailed to the WDH Customer Service Center on letterhead from the hospital where the baby was born or reported by the parent of the baby. **The Provider will need to have the newborn’s Member ID to bill newborn claims.**

## 6.13 Prior Authorization

Medicaid requires Prior Authorization (PA) on selected services and equipment. **Approval of a PA is never a guarantee of payment.** A Provider should not render services until a Member’s eligibility has been verified and a PA has been approved (if a PA is required). Services rendered without obtaining a PA (when a PA is required) may not be reimbursed.

Selected services and equipment requiring prior authorization include, but are not limited to the following – use in conjunction with the Medicaid Fee Schedule to verify what needs PA:

Agency Name	Phone	Services Requiring PA
Division of Healthcare Financing (DHCF)	Contact case manager  Case manager will contact the DHCF	<ul style="list-style-type: none"> <li>Community Choice Waiver (CCW)</li> <li>Out-of-State Placement for LTC Facilities</li> <li>Comprehensive Developmental Disability Waivers</li> <li>Support Developmental Disability Waivers</li> </ul>
Change Healthcare	(877)207-1126	<ul style="list-style-type: none"> <li>Pharmacy Prior Authorizations (PA)</li> </ul>

Agency Name	Phone	Services Requiring PA
		<ul style="list-style-type: none"> <li>• PAs for physician administered injections:               <ul style="list-style-type: none"> <li>○ Belimuab Injections</li> <li>○ Botox, Dysport, and Myobloc Injections</li> <li>○ Ilaris/Cankinumab</li> <li>○ Ocrevus/Ocrelizumab</li> <li>○ Pralatrexate</li> <li>○ Reslizumab (CINQAIR) IV Infusion Treatment</li> <li>○ Synvisc &amp; Hylagen Injections</li> <li>○ Tysabri IV Infusion Treatment</li> </ul> </li> </ul>
Magellan Healthcare	Tel (307)459-6162 8-5pm MST M-F  (855)883-8740 (after hours) <a href="http://www.magellanofwyoming.com/">http://www.magellanofwyoming.com/</a>	Care Management Entity (CME) services that include: <ul style="list-style-type: none"> <li>• Family Care Coordination</li> <li>• Family Peer Support Partner</li> <li>• Youth Peer Support Partner</li> <li>• Youth and Family Training &amp; Support</li> <li>• Respite services</li> </ul>
DHCF Utilization Management Coordinator	Email Amy Buxton Amy.buxton@wyo.gov	<ul style="list-style-type: none"> <li>• Personal Care Services, Home Health (<i>Section 21.2.3</i>)</li> </ul>
Telligen (Utilization Management)	(833) 610-1057	<ul style="list-style-type: none"> <li>• Acute Psych</li> <li>• Binaural Hearing Aids</li> <li>• Cochlear Implant – 1x/5yrs</li> <li>• Dental Implants &amp; fixed bridges</li> <li>• Severe Malocclusion</li> <li>• Specialized Denture Services</li> <li>• Oral &amp; Maxillofacial Surgeries</li> <li>• Durable Medical Equipment (DME)</li> <li>• Extended Psych</li> <li>• Extraordinary Care</li> <li>• Gastric Bypass</li> </ul>

Agency Name	Phone	Services Requiring PA
		<ul style="list-style-type: none"> <li>• Genetic Testing</li> <li>• Home Health</li> <li>• MedaCube</li> <li>• Prosthetic and Orthotic Supplies (POS)</li> <li>• PRTF – Psychiatric Residential Treatment Facility</li> <li>• PT/OT/ST/BH once threshold has been met</li> <li>• Surgeries (within range 10000- 99999) that requires prior authorization</li> <li>• Transplants</li> <li>• Vagus Nerve Stimulator</li> <li>• Vision – Lenses, Contacts, &amp; Scleral Shells</li> <li>• Unlisted Codes</li> </ul>

### 6.13.1 Requesting an Emergency Prior Authorization

Contact the other appropriate authorizing agencies for their pending/emergency PA procedures (see Section 6.13 Prior Authorization).


### 6.13.2 Prior Authorization Status Inquiry

The BMS will receive approved and denied PAs (278 transactions) from Telligen, CCW (DHCF), DD Waiver (DHCF), Change Healthcare, Magellan Healthcare (CME). PAs in a pending status will not be sent to the BMS.

Providers are able to inquiry and view PA statuses on the Provider Portal by completing a PA Inquiry. Statuses include approved, denied, or used. A PA may have both approved and denied lines. For lines that are approved, the corresponding item may be purchased, delivered, or services may be rendered.


The complete 10-digit PA number must be entered in field 63 of the UB-04 claim form. For placement in an electronic X12N 837 Institutional Claim, consult the Electronic Data Interchange Technical Report Type 3 (TR3). The TR3 can be accessed at

[www.wpshealth.com/resources/files/med\\_a\\_837i\\_companion.pdf](http://www.wpshealth.com/resources/files/med_a_837i_companion.pdf)

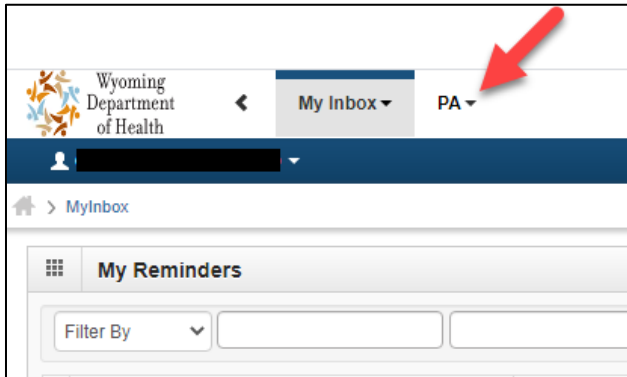
 Used PAs will be viewable on the Provider Portal.

To complete a Prior Authorization (PA) Inquiry via the Provider Portal:

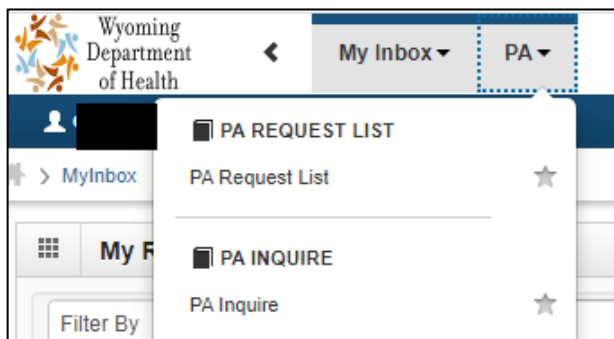
1. Log in to the Medicaid Portal (see Section 2.1 Quick Reference).


 The Provider or user must have the Prior Authorization Access, Provider Profile to inquire on prior authorizations.

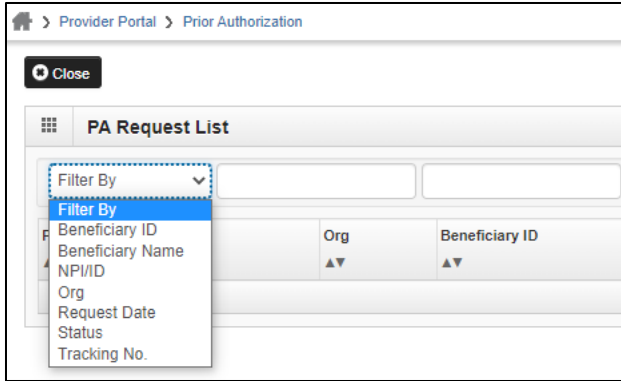
2. Once the user is logged into to the Provider Portal and selects Prior Authorization Access from the Provider Profile drop-down list, **PA** appears next to "My Inbox".



3. From the **PA** drop-down list, select **PA Request List** (do not have PA number) or **PA Inquire** (have PA number).



 Providers inquiring on PAs may select PA Request List and filter (search) in various ways, such as PA Tracking No., Beneficiary (Member) ID, Beneficiary (Member) Name, Status.



Example of a search by the Beneficiary (Member) ID- Select **Beneficiary ID** in the first drop-down list, then enter the 10-digit Medicaid Member ID number and select **Go**. Below is partial information that is displayed.

Page View	Org	Beneficiary ID	Beneficiary Name	Tracking No.	Request Date	Status	NPI/ID	Prvdr Name	Srvc From Date
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	03399	01/01/2021	Approved			01/01/2021
	EMWS	0600	BU	60000	11/23/2021	Approved			01/01/2021

4. Select the PA Tracking Number in blue to go to the PA. Providers can navigate the PA by scrolling up and down or using the navigation on the left to go directly to a specific area.

Or select the **Page View** icon to view the PA information, including the approved units, utilized units and the claims associated with this PA.

Page View	Org	Beneficiary ID	Beneficiary Name	Tracking No.	Request Date	Status	NPI/ID	Prvdr Name	Srvc From Date
	EMWS	0600	B	60	12/15/2021	Approved			01/01/2022

5. Select the **greater than (>)** icon next to the line number to view the claims (TCNs) submitted with this PA number.

PA Line	Servicing Provider NPI	Servicing Provider ID	Servicing Provider Name	From Date	To Date	Code	Modifiers	Tooth Number	Approved Units	Utilized Units	Approved \$ per Unit	Status
> 01				01/01/2022	12/31/2022	S5170	SE		260	4	0.00	Approved

6. Providers may print the PA or view only.

## 6.14 Submitting Attachments for Electronic Claims

When a claim requires supporting documentation (such as sterilization consent form, op notes, EOB, or EOMB), Providers may either upload their documents electronically or complete one of the attachment coversheets to mail or email their documents.

The fiscal agent created a process that allows Providers to submit electronic attachments for electronic claims when they indicate a claim requires supporting documentation, this triggers the "Attachment Indicator" to be set to "Y". Providers can attach documents to previously submitted claims that are in the BMS, and they can attach documents to a claim at the time of direct data entry (DDE) into the BMS.

Uploading attachments to a claim that is in the BMS via the Provider Portal:

- These claims are in the BMS and revolve for 30-days waiting for an attachment. Typically, these claims have been submitted electronically by a billing agent or clearinghouse, but they could have been entered directly into the BMS.
- Claims pend and revolve in the BMS when the attachment indicator on the electronic claim was marked at the time of the claim submission. For more information on the attachment indicator, consult the Provider software vendor or clearinghouse, or the X12N 837 Institutional Electronic Data Interchange Technical Report Type 3 (TR3). Access the TR3 at [www.wpshealth.com/resources/files/med\\_a\\_837i\\_companion.pdf](http://www.wpshealth.com/resources/files/med_a_837i_companion.pdf).

Important attachment information:

- Providers may not attach a document to many claims/TCNs at one time



- Attachment(s) must be added per claim/TCN
- Multiple attachments can be added or uploaded to one claim/TCN
- Attachment(s) size limit is 50 MBs when attaching documents at the time of keying a direct data entry claim into the BMS via the Provider Portal
  - This limit does not apply when uploading attachments to the claim/TCN that has been previously submitted and is already in the BMS
- When completing direct data entry of a claim, Providers have the option of uploading the supporting documentation at the time of the claim submission or not.
  - If Providers choose to mail or email the documentation, the Providers can print the system generated attachment coversheet (6.15.1.1) for that specific claim or download and complete the Attachment Coversheet (6.15.1.2) from the website. Submitting paper attachments is not the preferred method as Wyoming Medicaid is moving away from paper attachments.
  - Providers can access previously submitted claims via the Provider Portal by completing a "Claim Inquiry" within the Provider Portal. No attachment coversheet is required as the Provider will upload their attachments directly to the TCN that is in the BMS.
- If the attachment is not received within 30 days of the electronic claim submission, the claim will deny, and it will be necessary for the Provider to resubmit it with the proper attachment.

Resources:

- Chapter 10 –Electronic Data Interchange (EDI) and Provider Portal
- Provider Publications and Trainings posted to the Medicaid website (*see Section 2.1 Quick Reference*)
  - Select Provider, select Provider Publications and Trainings, then select Provider Training, Tutorials and Workshops
  - Select the appropriate claim type tutorial (Dental, Institutional, or Professional) for the step-by-step instructions to upload or attach a document at the time of entering the claim (direct data entry) into the BMS via the Provider Portal
  - Select 'Electronic Attachments' tutorial when uploading or attaching documents directly to a TCN/claim within the BMS via the Provider Portal

### 6.14.1 Attachment Coversheets

There are two (2) Attachment Coversheets:

- Attachment Coversheet systematically generated and printed from the Provider Portal (*see Section 6.16 Remittance Advice*).

- This coversheet can be printed at the time of direct data entry of the claim or from completing a 'Claim Inquiry' process within the Provider Portal
- The advantage of submitting this system generated form is all the fields are auto populated, it is barcoded, and the form has a QR code to ensure proper routing and matching up to the claim/TCN in the BMS
- Attachment Coversheet Downloaded from the Website (*see Section 6.14.1.2*)
  - This coversheet can be downloaded and must be filled in by the Provider
  - The data entered on the form must match the claim exactly in DOS, Member information, pay-to Provider NPI, and so on the complete instructions are provided with the form

Mail or fax (25 pages maximum) the attachment coversheets with the supporting documents to the Claims Department (*see Section 6.14.1.2*). Coversheets can also be emailed to the Provider Services email address, [WYProviderOutreach@cns-inc.com](mailto:WYProviderOutreach@cns-inc.com), made to the Attention: Claims Department

- **All emails must come secured and cannot exceed 25 pages**



All steps must be followed; otherwise, the fiscal agent cannot join the electronic claim and paper attachment and the claim will deny. Also, if the paper attachment is not received within 30 days of the electronic claim submission, the claim will deny, and it will be necessary to resubmit it with the proper attachment.

### 6.14.1.1 Sample of Systematically Generated Provider Portal Attachment Coversheet

 Wyoming Department of Health	<b>ATTACHMENT COVERSHEET</b>
----------------------------------------	------------------------------

Return this document with attachments to "Wyoming Medicaid Attn: Claims PO BOX 547 Cheyenne, WY 82003-0547"

TCN :   
21

Beneficiary ID :   
01

NPI :   
10

Provider ID :   
14

Document Attached : EOB Insurance,Forms

Sender Name :

Sender Fax : 547-789-8383

Sender Phone : 4539159367


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Any Questions, call the Wyoming Medicaid Fiscal Agent: 1-888-996-6223

CONFIDENTIALITY NOTICE: The attached documents are intended only for the use of the individual or entity named under "TO:" above. This may contain information that is privileged, confidential or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, distribution or copying, or the taking of any action in regard to the contents of this information is strictly prohibited. If you have received this document in error, please telephone us immediately so that we can correct the error and arrange for destruction or return of the document.

Attachment Coversheet

### 6.14.1.2 Attachment Cover Sheet and Instructions



## Completing the Attachment Cover Sheet

An asterisk (\*) denotes a required field.  
Complete all applicable fields.

Title	Action
Pay to Provider Name*	Enter the name of the Pay to (Group) Provider.
Pay to NPI*	Enter the 10-digit NPI or Provider Number for the Pay to (Group) Provider.
Member Name*	Enter the Member's full name.
Medicaid ID*	Enter the Member's 10-digit Wyoming Medicaid ID number.
Claim From Date of Service*	Enter the first date of service on the claim in mm/dd/yyyy format.
Claim To Date of Service*	Enter the last date of service on the claim in mm/dd/yyyy format.
Transaction Control Number (TCN)*	Enter the 17-digit Transaction Control Number (TCN) for the electronic claim
Attachment Type*	Select the attachment type that was indicated on the electronic claim.

This cover sheet can be uploaded electronically via the Web Portal.

Return the completed cover sheet with attachments to:

Wyoming Medicaid Fiscal Agent  
Attn: Claims Department  
P.O. Box 547  
Cheyenne, WY 82003-0547



## Attachment Cover Sheet

Use this cover sheet when electronically submitting a claim that requires attachments. The supporting documents (for example, EOB or medical records) must be attached to this cover sheet. If documents are received without this cover sheet, then the request **CANNOT** be processed, and the documents will be shredded.

- All information entered on this cover sheet must match the data entered in the 837 claim transaction exactly, including the Attachment Type.
- The Attachment Transmission Code in the 837 claim transaction must be set to 'BM' (By Mail) to indicate the attachment is being sent separately.

Pay to Provider Name <input style="width: 90%;" type="text"/>	Pay-To NPI/ Provider Number <input style="width: 90%;" type="text"/>	
Member Name <input style="width: 90%;" type="text"/>	Member ID <input style="width: 90%;" type="text"/>	
Claim From Date of Service <input style="width: 90%;" type="text"/>	Claim To Date of Service <input style="width: 90%;" type="text"/>	Transaction Control Number (TCN) <input style="width: 90%;" type="text"/>

### Attachment Type

- |                                                      |                                                                    |
|------------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> AS: Admission Summary       | <input type="checkbox"/> MT: Models                                |
| <input type="checkbox"/> B2: Prescription            | <input type="checkbox"/> NN: Nursing Notes                         |
| <input type="checkbox"/> B3: Physician Order         | <input type="checkbox"/> OB: Operative Notes                       |
| <input type="checkbox"/> B4: Referral Order          | <input type="checkbox"/> OZ: Support Date for Claim                |
| <input type="checkbox"/> CT: Certification           | <input type="checkbox"/> PN: Physical Therapy Notes                |
| <input type="checkbox"/> CK: Consent Form(s)         | <input type="checkbox"/> PO: Prosthetics or Orthotic Certification |
| <input type="checkbox"/> DA: Dental Models           | <input type="checkbox"/> PZ: Physical Therapy Certification        |
| <input type="checkbox"/> DG: Diagnostic Report       | <input type="checkbox"/> RB: Radiology Films                       |
| <input type="checkbox"/> DS: Discharge Summary       | <input type="checkbox"/> RR: Radiology Reports                     |
| <input type="checkbox"/> EB: Explanation of Benefits | <input type="checkbox"/> RT: Report of Tests and Analysis Report   |

This cover sheet can be uploaded electronically via the Web Portal.

Return the completed cover sheet with attachments to:

Wyoming Medicaid Fiscal Agent  
Attn: Claims Department  
P.O. Box 547  
Cheyenne, WY 82003-0547

WYBMS-Attachment  
Coversheet



## 6.15 Sterilization, Hysterectomy, and Abortion Consent Forms

When providing services to a Medicaid Member, certain procedures or conditions require a consent form be completed and attached to the claim. This section describes the following forms and explains how to prepare them:

- Sterilization Consent Form
- Hysterectomy Consent Form
- Abortion Certification Form

### 6.15.1 Sterilization Consent Form and Guidelines

Federal regulations require that Members give written consent prior to sterilization; otherwise, Medicaid cannot reimburse for the procedure.

The Sterilization Consent Form may be obtained from the fiscal agent or copied from this manual. As mandated by Federal regulations, the consent form must be attached to all claims for sterilization-related procedures.

All sterilization claims must be processed according to the following Federal guidelines:

FEDERAL GUIDELINES
The waiting period between consent and sterilization must not exceed 180 days and must be at least 30 days, except in cases of premature delivery and emergency abdominal surgery. The day the Member signs the consent form and the surgical dates are not included in the 30-day requirement. For example, a Member signs the consent form on July 1. To determine when the waiting period is completed, count 30-days beginning on July 2. The last day of the waiting period would be July 31; therefore, surgery may be performed on August 1.
In the event of premature delivery, the consent form must be completed and signed by the Member at least 72-hours prior to the sterilization, and at least 30-days prior to the expected date of delivery.
In the event of emergency abdominal surgery, the Member must complete and sign the consent form at least 72-hours prior to sterilization.
The consent form supplied by the surgeon must be attached to every claim for sterilization related procedures; such as ambulatory surgical center clinic, physician, anesthesiologist, inpatient or outpatient hospital. Any claim for a sterilization related procedure which does not have a signed and dated, valid consent form will be denied.  All blanks on the consent form must be completed with the requested information. The consent form must be signed and dated by the Member, the interpreter (if one is necessary), the person who obtained the consent, and the physician who will perform the sterilization.  The physician statement on the consent form must be signed and dated by the physician who will perform the sterilization, on the date of the sterilization or after the sterilization procedure was performed. The date on the sterilization claim form must be identical to the date and type of operation given in the physician's statement.

### 6.15.1.1 Sterilization Consent Form

Sterilization Consent Form	
<p><b>NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.</b></p>	
<p><b>CONSENT TO STERILIZATION</b>            I have asked for and received information about sterilization from 1 _____ . When I first asked for the information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care or treatment. I will not lose any help or benefits from programs receiving Federal funds, such as A.F.D.C. or EqualityCare that I am now getting or for which I may become eligible.</p> <p>I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED PERMANENT AND NOT REVERSIBLE. I HAVE DECIDED THAT I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR FATHER CHILDREN.</p> <p>I was told about those temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected these alternatives and chosen to be sterilized.</p> <p>I understand that I will be sterilized by an operation known as a 2 _____ . The discomforts, risks and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.</p> <p>I understand that the operation will not be done until at least thirty days after I sign this form. I understand that I can change my mind at any time and that my decision at any time not to be sterilized will not result in the withholding of any benefits or medical services provided by federally funded programs.</p> <p>I am at least 21 years or age and was born on 3 _____            Month Day Year</p> <p>4 I, _____, hereby consent of my own free will to be sterilized by 5 _____ (doctor) by a method called 6 _____. My consent expires 180 days from the date of my signature below.</p> <p>I also consent to the release of this form and other medical records about the operation to:            Representatives of the Department of Health and Human Services or Employees of programs or projects funded by that Department but only for determining if Federal laws were observed.</p> <p>I have received a copy of this form.</p> <p>7 _____ 8 Date: _____            Signature Month Day Year</p> <p>9 You are requested to supply the following information, but it is not required:            Race and ethnicity designation (please check)  <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Black (not of Hispanic origin)  <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Hispanic  <input type="checkbox"/> White (not of Hispanic origin)</p> <p><b>INTERPRETER'S STATEMENT</b>            If an interpreter is provided to assist the individual to be sterilized:            I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have also read him/her the consent form in 10 _____ language and explained its contents to him/her. To the best of my knowledge and belief he/she understood this explanation.</p> <p>11 _____ 12 _____            Signature of Interpreter Date</p>	<p><b>STATEMENT OF PERSON OBTAINING CONSENT</b>            Before 13 _____ (name of individual) signed the consent form, I explained to him/her the nature of the sterilization operation 14 _____ the fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.</p> <p>I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.</p> <p>I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or any benefits provided by Federal funds.</p> <p>To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appears to understand the nature and consequence of the procedure.</p> <p>15 _____ 16 _____            Signature of person obtaining consent Date</p> <p>17 _____            Facility</p> <p>18 _____            Address</p> <p><b>PHYSICIAN'S STATEMENT</b>            Shortly before I performed a sterilization operation upon 19 _____ (name of individual to be sterilized) on 20 _____ (date of sterilization operation)</p> <p>I explained to him/her the nature of the sterilization operation 21 _____ (specify type of operation) the fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.</p> <p>I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.</p> <p>I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or benefits provided by Federal funds.</p> <p>To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure.</p> <p>Instructions for use of alternative final paragraphs: Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual's signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph which is not used.</p> <p>(1) At least thirty days have passed between the date of the individual's signature on this consent form and the date the sterilization was performed.</p> <p>(2) This sterilization was performed less than 30 days but more than 72 hours after the date of the individual's signature on this consent form because of the following circumstances (check applicable box and fill in information requested):</p> <p><input type="checkbox"/> Premature delivery            individual's expected date of delivery: 22 _____ (Date)</p> <p><input type="checkbox"/> Emergency abdominal surgery:            (describe circumstances): _____</p> <p>23 _____ 24 _____            Physician Date</p>

### 6.15.1.2 Instructions for Completing the Sterilization Consent Form

Important tips for completing the Sterilization Consent Form:

- Print legibly to avoid denials – The entire form must be legible.
- The originating practitioner has ownership of this form and must supply correct, accurate copies to all involved billing parties.
- Fields 7, 8 and 15, & 16 must be completed prior to the procedure.
- All fields may be corrected; however, **corrections must be made with one (1) line through the error and must be initialed.**
  - The person that signed the line is the only person that can make the alteration.
  - Whiteout/Correction Tape will not be accepted when making corrections.
- Every effort should be taken to complete the form correctly without any changes.


Section	Field #	Action
<b>Consent to Sterilization</b>	1	Enter the name of the physician or the name of the clinic from which the Member received sterilization information.
	2	Enter the type of operation (no abbreviations).
	3	Enter the Member’s date of birth (MM/DD/YY). Member must be at least 21 years
	4	Enter the Member’s name.
	5	Enter the name of the physician performing the surgery.
	6	Enter the name of the type of operation (no abbreviations).
	7	The Member to be sterilized signs here.
	8	The Member dates signature here.
	9	Check one (1) box appropriate for Member. This item is requested but NOT required.
<b>Interpreter’s Statement</b>	10	Enter the name of the language the information was translated to.
	11	Interpreter signs here.
	12	Interpreter dates signature here.



Section	Field #	Action
Statement of person obtaining consent	13	Enter Member's name.
	14	Enter the name of the operation (no abbreviations).
Statement of person obtaining consent	15	The person obtaining consent from the Member signs here.
	16	The person obtaining consent from the Member dates signature here.
	17	The person obtaining consent from the Member enters the name of the facility where the person obtaining consent is employed. The facility name must be completely spelled out (no abbreviations).
	18	The person obtaining consent from the Member enters the complete address of the facility in #17 above. Address must be complete, including state and zip code.
	19	Enter the Member's name.
Physician's Statement	20	Enter the date of sterilization operation.
	21	Enter type of operation (no abbreviations).
	22	Check applicable box: <ul style="list-style-type: none"> <li>• If premature delivery is checked, the Provider must write in the expected date of delivery here.</li> <li>• If emergency abdominal surgery is checked, describe circumstances here.</li> </ul>
	23	Physician performing the sterilization signs here.
	24	Physician performing the sterilization dates signature here.

### 6.15.2 Hysterectomy Acknowledgment of Consent

The Hysterectomy Acknowledgment of Consent Form must accompany all claims for hysterectomy-related services; otherwise, Medicaid will not cover the services. The originating physician is required to supply other billing Providers (for example hospital, surgeon, anesthesiologist, and so on) with a copy of the completed consent form.

 Information on attaching documents to electronic claims, see *Section 6.14 Submitting Attachments for Electronic Claims*.

### 6.15.2.1 Hysterectomy Acknowledgement Consent Form

	<h2 style="margin: 0;">Hysterectomy Acknowledgment of Consent Form</h2>				
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">Member Name</td> <td style="width: 50%; border-bottom: 1px solid black;">Member ID</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Provider Name</td> <td style="border-bottom: 1px solid black;">NPI/Provider Number</td> </tr> </table>	Member Name	Member ID	Provider Name	NPI/Provider Number	
Member Name	Member ID				
Provider Name	NPI/Provider Number				
<b>PART A</b>					
<p>Complete <b>PART A</b> if consent is obtained <b>PRIOR</b> to surgery.</p> <p>It is anticipated that _____ (Physician) will perform a hysterectomy on me. I understand that there are medical indications for this surgery. It has been explained to me and I understand that this hysterectomy will render me permanently incapable of bearing children.</p> <p>Diagnosis _____</p> <p>Member Signature _____ Date _____</p> <p>Signature of Person Explaining Hysterectomy _____ Date _____</p>					
<b>PART B</b>					
<p>Complete <b>PART B</b> if consent is obtained <b>AFTER</b> surgery.</p> <p>On _____ (mm/dd/yyyy), _____ (Physician) performed a hysterectomy on me. I understand that there were medical indications for this surgery. Prior to the procedure the doctor again explained to me that this surgery would render me permanently incapable of bearing children.</p> <p>Diagnosis _____</p> <p>Member Signature _____ Date _____</p> <p>Signature of Person Explaining Hysterectomy _____ Date _____</p>					
<b>PART C</b>					
<p>Complete <b>PART C</b> if <b>NO</b> consent is obtained.</p> <p>Diagnosis _____</p> <p>Check which is applicable:</p> <p><input type="checkbox"/> Other reason for sterility _____</p> <p><input type="checkbox"/> Previous tubal _____ Date (mm/dd/yyyy) _____</p> <p><input type="checkbox"/> Emergency situation (describe) _____</p> <p>_____</p>					
<p>Physician Signature _____ Date _____</p> <div style="text-align: right;"> <p style="font-size: small;">WYBMS-Hysterectomy Consent</p> </div>					

### 6.15.2.2 Instructions for Completing the Hysterectomy Acknowledgment of Consent Form

Section	Action
<b>Header Information</b>	Enter Member's name.
	Enter Member's Medicaid ID.
	Enter pay-to Provider name.
	Enter pay-to Provider NPI or Provider number.
<b>Part A</b>	Enter the name of the physician performing the surgery.
	Enter the narrative diagnosis for the Member's condition.
	The Member receiving the surgery signs here and dates.
	The person explaining the surgery signs here and dates.
<b>Part B</b>	Enter the date and the physician's name that performed the hysterectomy.
	Enter the narrative diagnosis for the Member's condition.
	The Member receiving the surgery signs here and dates.
	The person explaining the surgery signs here and dates.
<b>Part C</b>	Enter the narrative diagnosis for the Member's condition.
	Check applicable box: <ul style="list-style-type: none"> <li>• If other reason for sterility is checked, the Provider must write what was done.</li> <li>• If previous tubal is checked, the Provider must enter the date of the tubal.</li> <li>• If emergency situation is checked, the Provider must enter the description.</li> </ul>
	• The physician who performed the hysterectomy signs here and dates.

### 6.15.3 Abortion Certification Guidelines

The Abortion Certification Form must accompany claims for abortion-related services; otherwise, Medicaid will not cover the services. This requirement includes, but is not limited to, claims from the attending physician, assistant surgeon, anesthesiologist, pathologist, and hospital.

### 6.15.3.1 Abortion Certification Form

## Abortion Certification Form

<b>Physician Name</b>		<b>Physician NPI/ Provider Number</b>	
<b>Physician Address</b>			
	Street Address	City	State    Zip Code
<b>Member Name</b>		<b>Member ID</b>	
<b>Member Address</b>			
	Street Address	City	State    Zip Code

I, (Physician) , certify that:

- My patient suffers from a physical disorder, physical injury, or physical illness including a life-endangering physical condition cause by or arising from the pregnancy itself, that would place her in danger unless an abortion is performed; or
- This pregnancy is a result of sexual assault as defined in W.S. 6-2-301 which was reported to a law enforcement agency within five (5) days after the assault or within five (5) days after the time the victim was capable of reporting the assault; or
- This pregnancy is the result of a sexual assault as defined in the Wyoming Statute W.S. 6-2-301 and the member was unable, for physical or psychological reasons, to comply with reporting requirements; or
- This pregnancy is the result of incest.

<b>Physician Signature</b> _____	<b>Date</b> _____ <small>mm/dd/yyyy</small>
<b>Physician Name (Printed)</b> _____	

KYBMS-Abortion  
Certificate  
Form

### 6.15.3.2 Instructions for Completing the Abortion Certification Form

Action
Enter the name of the attending physician or surgeon.
Enter the pay-to Provider physicians NPI or Provider number.
Enter the pay-to Provider physician's address.
Enter the name of the Member receiving the surgery.
Enter the Member's Medicaid ID number.
Enter the Member's address.
Enter the name of the attending physician or surgeon.
Check the option (1, 2, 3, or 4) that is appropriate.
The physician or surgeon performing the abortion will sign and date here.
The physician or surgeon performing the abortion will print their name here.

## 6.16 Remittance Advice

After claims have been processed weekly, Medicaid posts a Medicaid proprietary (paper) Remittance Advice (RA) to the Provider Portal that each Provider can retrieve. This RA is not the 835 HIPAA payment file. The Agency will not mail paper remittance advices.

The RA plays an important communication role between Providers and Medicaid. It explains the outcome of claims submitted for payment. Aside from providing a record of transactions, the RA assists Providers in resolving potential errors. Any Provider currently receiving paper checks should begin the process with the State Auditor's Office to move to electronic funds transfer. Any new Providers requesting paper checks shall only be granted in temporary, extenuating circumstances.

### 6.16.1 Remittance Advice Organization

The RA is organized in the following manner:

- **Cover Page:** This first page is important and should not be overlooked as it may include an RA Banner message from Wyoming Medicaid (see *Section 1.2.1 RA Banner Notices Samples*).
- **Summary Page:** This second page provides a summary of paid, denied, credited, gross adjusted, total billed, and total paid.
- **Detail Pages:** The next pages are the claim detail pages which list the Member's information, TCNs, rendering NPIs, dates of services, procedure and revenue codes, modifiers, DRG/APC,

quantity, billed amount, (Medicaid) approved amounts, TPL amounts, Member responsible amount, category, and reason and remark codes

- **Glossary Pages:** The last pages list the Error Code details with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) and for the denied lines and claims.

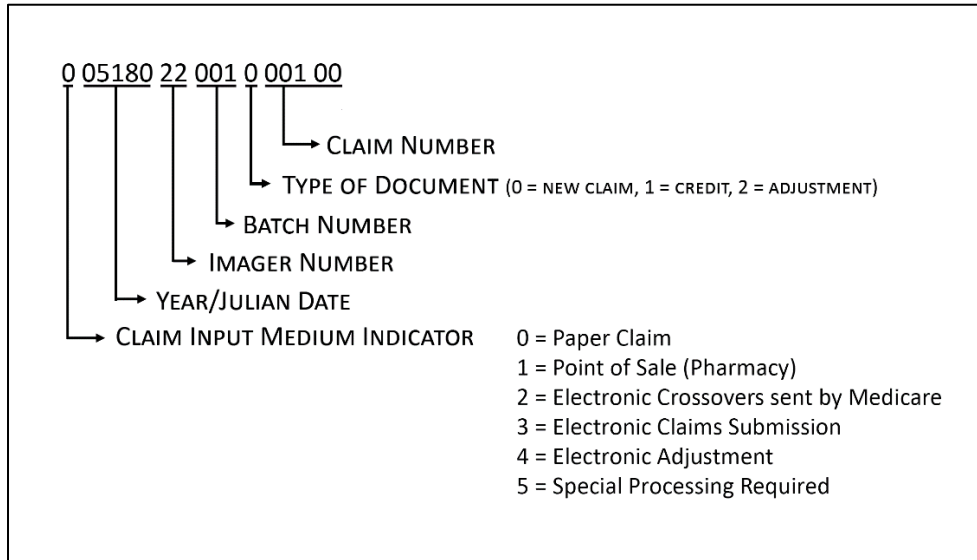
## 6.16.2 Remittance Advice General Information and Definitions

- Remittance Advices are generated for each Billing Provider.
- In Prospective Payment System (PPS) column:
  - For Outpatient, report APC Pay Status Code (at each line).
  - For Inpatient, report DRG.
  - For all other Providers, this is blank.
- In the Original TCN, TCN, Type of Bill column:
  - Type of Bill is only reported for Institutional Claims.
- The original TCN is reported once per invoice, it is not repeated on each service line.
- In the Gross Adj ID, Beneficiary Name, Beneficiary ID, Patient Account #, and Medical Record # column:
  - The last name, first name, and MI is populated from the Member eligibility file and is reported only once per claim.
- Gross Adjustments (GA) are reported at the beginning of the Provider's RA and after the first or cover page.
- If multiple TCNs are reported for the same beneficiary on the same RA, the sort order for the report is oldest to newest based on the Date of Service.
- If a TCN is reported with an unknown beneficiary name, the record will show at the beginning of the Provider's RA (but after GAs) ahead of named beneficiaries.
- In the Rendering Provider ID/NPI/Name column:
  - Both the Rendering Provider ID and NPI will display, along with the Rendering Provider Name.
- In the Billed Amount Column:
  - The sum of all line charges is reported on the header line (it is the actual unadjusted amount).
  - The service line reports the individual charge from each line.
  - The billed amount is the amount the Provider billed.

- In the Approved Amount column:
  - The sum of all line approved amounts is reported at the invoice header.
  - The service line reports the line approved amount.
  - For adjustments, the reversal claim prints the TCN of the history claim being adjusted. It shows the total amount reversed (credited) from the original claim. The Category Column will contain 'C' for Credited.
  - Below the approved Adjustment Header, the net adjustment amount for the claim will be printed and the category will be 'P' for Paid.
  - The approved amount is the Medicaid allowed amount or paid amount
- In the Category Column:
  - Reversal prints in the Category Column next to the history claim being adjusted.
  - Individual lines, other than the suspended lines will report as credit (C), paid (P), denied (D), or gross adjustment (GA) in this column.
  - The header line, if not "Suspended", will report as credit (C), paid (P), denied (D), or gross adjustment (GA) in this column.
  - The status of the Header is "D" if all service lines are denied.
- Error Code: This column will display the Medicaid specific error codes for header and lines.
  - Error codes may indicate the following:
    - Denial, or
    - Pay and Report: Informational
- Remark and Reason Codes are Remittance Advice Remark Codes (RARCs) and Claim Adjustment Reason Codes (CARCs) from the standard HIPAA code set that appear on the 835 and Paper RA.
- Zero payments are considered paid claims and are reported as usual.
- The Billing Provider information is populated from the HHS Provider Enrollment file.
- The RA is not posted to the Provider Portal until warrant data is available, which is typically on Fridays.
- When multiple Modifiers are associated to a record – the first two (2) modifiers received will be printed, separated by a forward slash (/). Additional modifiers are not included on the RA.
- The tooth number is not included on the RA.

### 6.16.3 Transaction Control Number (TCN):

- A unique Transaction Control Number (TCN) is assigned to each claim. TCNs allow each claim to be tracked throughout the Medicaid claims processing system. The digits and groups of digits in the TCN have specific meanings, as explained below:
- TCN definition prior to 10/18/2021:



- TCN definition after 10/18/2021:

Field	Field Description	Length	Value
1st Digit	Input Medium Indicator	1	1 – Paper Claim without Attachment(s) 2 – Direct Data Entry (DDE) Claim – via Provider Portal 3 – Electronic Claim – HIPAA Compliant Transaction 4 – Adjusted Claims – Provider adjustments or BMS mass or gross adjustments 8 – Paper Claim with Attachment(s)
2nd Digit	TCN Category	1	1 – Assigned to Institutional, Professional and Dental Claims 2 – Assigned to Crossover Claims – Received via Medicare Intermediary
3rd to 7th Digit	Batch Date	5	YYDDD – Year + 3-digit Julian Date



8th Digit	Adjustment Indicator	1	0 – Original Paper Claim 1 – Original Electronic HIPAA Claim 7 – Replacement (Adjustment) Claim 8 – Void Claim
9th to 14th Digit	Sequence Number	6	Sequence Number starting with 000001 at the beginning of each Julian Date.
15th to 17th Digit	Line Number	3	Line Number will begin with 001 for every new claim. The header will have the line number as 000.

### 6.16.4 Locating the Medicaid Paper RA within the Provider Portal

Follow these steps to locate the Medicaid Paper Remittance Advices (RA) on the portal:

1. Log in to the secure Provider Portal.
2. Select the **Provider Access** profile.
3. Select the **Archived Documents** from the My Inbox drop-down list.
4. Select **Paper RA** from the **Document Type** drop-down list.
5. Select **Paper RA** from **Document Name** drop-down list.
6. Select **Go**. Paper RAs display.
7. Select the blue link to open the RA.

## 6.16.5 Sample Remittance Advices and How to Read the Remittance Advice

### 6.16.5.1 Sample Cover Page (First Page)

MEDICAL SERVICES ADMINISTRATION - MEDICAID PAYMENT PO BOX 1248 CHEYENNE WY 82003-1248				
BENEFIT MANAGEMENT SYSTEM AND SERVICES				
Remittance Advice				
Billing Provider ID: 77000384901 Billing Provider NPI: 1977080724	Name: Velveli Health Care	Pay Cycle:	RA Number: 78348556	RA Date: 06/14/2021
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
RA Message - WY				
**** Thank you for your participation in the Medicaid Program ****				

Interpreting the Cover Page:

Cover Page Field Name	Notes
Billing Provider ID	Billing Medicaid Number.
Billing Provider NPI	Billing National Provider Identification Number.
Name	Name of Billing Provider.
Pay Cycle	Pay cycle for the Remittance Advice Report established according to the Remittance Advice Schedule.
RA Number	Remittance Advice Identification Number (system generated for each Billing Provider).
RA Date	Date the Remittance Advice was Created.

### 6.16.5.2 Sample RA Summary Page with a Paid Claim

Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velvett Health Care	Pay Cycle:	RA Number: 78348670	RA Date: 06/21/2021
FINANCIAL ADJUSTMENTS					
Adjustment Type	Previous Balance		Adjustment Amount		Remaining Balance
Balance Owed by Tax ID	\$0.00				\$0.00
CLAIM SUMMARY					
Category	Count	Total Billed Amount			
Paid	1	\$50.00			
Credited	0	\$0.00			
Denied	0	\$0.00			
Gross Adjustment	0	\$0.00			
Total Approved	\$6.00	Total Adjusted	\$0.00	Total Paid	\$6.00
Warrant/EFT #: 202106160006		Warrant/EFT Date: 06/16/2021			

Interpreting the Summary and Detail Pages:

Summary Page Field Name	Notes
Billing Provider ID	Billing Provider Number.
Billing Provider NPI	Billing National Provider Identification Number.
Name	Name of Billing Provider.
Pay Cycle	Pay cycle for the Remittance Advice Report established according to the Remittance Advice Schedule.
RA Number	Remittance Advice Identification Number (system-generated for each Billing Provider).
RA Date	Date the Remittance Advice was Created.
FINANCIAL ADJUSTMENTS	Shows Financial Adjustments for the Remittance Advice.
Adjustment Type	Type of Adjustment.
Previous Balance	Previous Provider balance.
Adjustment Amount	Provider adjustment amount (+ or -).
Remaining Balance	Provider remaining balance.
CLAIM SUMMARY	Claims Summary Count.
Category	Claim Categories: <ul style="list-style-type: none"> <li>• Paid</li> <li>• Credited (Adjustment or Void)</li> </ul>

Summary Page Field Name	Notes
	<ul style="list-style-type: none"> <li>Denied</li> <li>Gross Adjustment</li> </ul>
Count	Count for each claim category.
Total Billed Amount	Total billed amount for each claim category.
Paid	Number of Paid claims.
Credited	Number of Credited claims.
Denied	Number of Denied claims.
Gross Adjustment	Number of Gross Adjustments.
Payment AP/AR Netting	Amount displays as applicable.
Total Approved	Total approved claims amount for the Billing Provider.
Total Adjusted	Sum of the financial adjustment amounts (+ or -).
Total Paid	Sum of total approved and adjusted (Medicaid Paid Amount).
Warrant/EFT #	Warrant or Electronic Fund Transfer number.
Warrant/EFT Date	Warrant or Electronic Fund Transfer Date.

Detail Page Field Name	Notes
Beneficiary Name/Beneficiary ID/Patient Account # Gross Adj ID	Beneficiary Name, Beneficiary ID, Patient Account Number, Gross Adjustment Identification Number. (Fields, as applicable, display with no gaps).
Original TCN/TCN/Type of Bill	Original Transaction Control Number (for the newly adjusted and void Transaction Control Numbers), Transaction Control Number, Type of Bill.
Rendering Provider ID/NPI/Name	Rendering Provider Identification, National Provider Identification, Name when present. Provider Identification is included when a Provider National Provider Identification is not present (atypical Provider enrollment).
Invoice Date/Service Date(s)	Invoice Date (for Gross Adjustments), Service Dates.
Revenue Procedure/Modifier	Revenue, Procedure Code, Modifier as applicable.
PPS/DRG/APC	<ul style="list-style-type: none"> <li>For Inpatient: DRG.</li> <li>For Outpatient: APC - Pay Status.</li> </ul>

Detail Page Field Name	Notes
	<ul style="list-style-type: none"> <li>For all others: blank.</li> </ul>
Qty	Quantity (Billed Units).
Billed Amount	The amount a Provider billed on the claim (the unadjusted amount). The service line reports the individual billed amount from each line.
Approved Amount	Approved amount on the claim. The service line reports the line approved amount. For Credited claim category, displays the total amount reversed (credited) from the original claim.
TPL and Medicare Amount	TPL and Other Payer Insurance Amount.
Member Responsible Amount	Member Responsible Amount (Patient Contribution).
Category	Category indicating Status of Claim: P= Paid, C= Credited, D= Denied.

### 6.16.5.3 Sample RA Summary Page with a Paid Claim

Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velveli Health Care		Pay Cycle:			RA Number: 78348670		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Jamy, Sherin 0000003240 156616435	31211671000066000 24		06/16/2021 06/06/2021-06/06/2021				\$50.00	\$6.00		\$0.00	P	1095
	31211671000066001		06/06/2021-06/06/2021	S0280		2	\$50.00	\$6.00		\$0.00	P	
							Total Billed Amount:	\$50.00				
							Total Approved Amount:	\$6.00				
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)					Remittance Advice Rem Codes (RARC)					
1095	SUBMITTED GENDER DOES NOT MATCH ELIGIBILITY	16					MA39					
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.											
<b>Remittance Advice Remark Codes (RARC)</b>												
Remittance Advice Rem Codes (RARC)	Remittance Advice Remark Codes (RARC) Description											
MA39	XXX											

In the above example, the claim is paid (P) and posting the error code 1095 – which is informational, a "pay and report" error code, not causing the claim or a line to be denied.

### 6.16.5.4 Sample RA (Detail Page) with a Denied Claim

Billing Provider ID: 999999999 Billing Provider NPI: 1234567890		Name: Test LLC		Pay Cycle: 19			RA Number: 23232323		RA Date: 05/06/2022			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Test1_Test2 000001234 FUSD0000	55555555555555000 02	999999999 1114080660 John Doe	04/28/2022 01/06/2022-01/06/2022				\$99.21	\$0.00		\$0.00	D	1001
	55555555555555001		01/06/2022-01/06/2022	90837		0	\$99.21	\$0.00	\$0.00	\$0.00	D	1002
Test1_Test2 000001234 FUSD0000	44444444444444000 02	999999999 1114080660 John Doe	04/28/2022 01/12/2022-01/12/2022				\$99.21	\$0.00		\$0.00	D	1001
	44444444444444001		01/12/2022-01/12/2022	90837		0	\$99.21	\$0.00	\$0.00	\$0.00	D	1002
Total Billed Amount: \$910.92												
Total Approved Amount: \$0.00												

Error Code details with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARC) are located after the Detail pages in the Glossary pages.

GLOSSARY			
Error Code			
Error Code	Error Description	Claim Adjustment Reason Codes (CARC)	Remittance Advice Remark Codes (RARC)
1001	Timely Filing Missing	25	M455
1002	Invalid Billing Provider	45	
Claim Adjustment Reason Codes (CARC)			
Claim Adjustment Reason Codes (CARC)	Claim Adjustment Reason Codes (CARC) Description		
45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Usage: This adjustment amount cannot equal the total service or claim charge amount; and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability).		
25	Payment denied. Your Stop loss deductible has not been met.		
Remittance Advice Remark Codes (RARC)			
Remittance Advice Remark Codes (RARC)	Remittance Advice Remark Codes (RARC) Description		
M455	Missing Physician Order.		

### 6.16.5.5 Sample Error Code Details with Associated Claim Adjustment Reason Codes and Remittance Advice Remark Codes

GLOSSARY			
Error Code			
Error Code	Error Description	Claim Adjustment Reason Codes (CARC)	Remittance Advice Remark Codes (RARC)
1001	Timely Filing Missing	25	M455
1002	Invalid Billing Provider	45	
Claim Adjustment Reason Codes (CARC)			
Claim Adjustment Reason Codes (CARC)	Claim Adjustment Reason Codes (CARC) Description		
45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Usage: This adjustment amount cannot equal the total service or claim charge amount, and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability).		
25	Payment denied. Your Stop loss deductible has not been met.		
Remittance Advice Remark Codes (RARC)			
Remittance Advice Remark Codes (RARC)	Remittance Advice Remark Codes (RARC) Description		
M455	Missing Physician Order.		

### 6.16.5.6 Sample RA (Summary and Detail Pages) with a Void Claim

- The original TCN is listed in the field above the new void TCN

Billing Provider ID: 56900384001	Name: Velveli Health Care	Pay Cycle:	RA Number: 0	RA Date: 06/21/2021
Billing Provider NPI: 1435593359				
FINANCIAL ADJUSTMENTS				
Adjustment Type	Previous Balance	Adjustment Amount	Remaining Balance	
Balance Owed by Tax ID	-\$6.00		\$0.00	
CLAIM SUMMARY				
Category	Count	Total Billed Amount		
Paid	0	\$0.00		
Credited	1	-\$50.00		
Denied	0	\$0.00		
Gross Adjustment	0	\$0.00		
Total Approved	\$0.00	Total Adjusted	\$0.00	Total Paid
				\$0.00
Warrant/EFT #: _____				
Warrant/EFT Date: 06/21/2021				

Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velveli Health Care		Pay Cycle:			RA Number: 0		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Jamy, Sherin 000003240 156616435	41211678000123000 24		06/16/2021 06/06/2021-06/06/2021				-\$50.00	-\$6.00		\$0.00	C	1095
	41211678000123001		06/06/2021-06/06/2021	S0280		-2	\$50.00	-\$6.00		\$0.00	C	
Total Billed Amount: -\$50.00												
Total Approved Amount: -\$6.00												
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)					Remittance Advice Rem Codes (RARC)					
1095	SUBMITTED GENDER DOES NOT MATCH ELIGIBILITY	16					MA39					
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.											
<b>Remittance Advice Remark Codes (RARC)</b>												
Remittance Advice Rem Codes (RARC)	Remittance Advice Rem Codes (RARC) Description											
MA39	XXX											

### 6.16.5.7 Sample RA (Summary and Detail Pages) with a Paid and Denied Claim

Billing Provider ID: 49934000301 Billing Provider NPI: 1005268960		Name: Velveli Health Care		Pay Cycle:		RA Number: 78348641		RA Date: 06/21/2021		
FINANCIAL ADJUSTMENTS										
Adjustment Type	Previous Balance			Adjustment Amount			Remaining Balance			
Balance Owed by Tax ID	\$0.00						\$0.00			
CLAIM SUMMARY										
Category	Count	Total Billed Amount								
Paid	1	\$3,500.00								
Credited	0	\$0.00								
Denied	1	\$3,500.00								
Gross Adjustment	0	\$0.00								
Total Approved		\$3,500.00		Total Adjusted		\$0.00		Total Paid		\$3,500.00
Warrant/EFT #: 202106160001										
Warrant/EFT Date: 06/16/2021										



Billing Provider ID: 4993000301 Billing Provider NPI: 1005268960		Name: Velveli Health Care		Pay Cycle:			RA Number: 78348641		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Thomas_Roy 0000003184 156616435	31211661000175000 24		06/15/2021 01/30/2021-01/30/2021				\$3,500.00	\$3,500.00		\$0.00	P	
	31211661000175001	202039930 1576193357 Velveli Health Care Velveli Health Care	01/30/2021-01/30/2021	00882		1	\$3,500.00	\$3,500.00		\$0.00	P	
Thomas_Roy 0000003184 156616435	31211661000172000 24		06/15/2021 05/29/2021-05/29/2021				\$3,500.00	\$0.00		\$0.00	D	
	31211661000172001		05/29/2021-05/29/2021	00882		0	\$3,500.00	\$0.00		\$0.00	D	1232
Total Billed Amount:							\$7,000.00					
Total Approved Amount:							\$3,500.00					
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)			Remittance Advice Rem Codes (RARC)							
1232	DATE OF DEATH IS BEFORE THE DATE OF SERVICE OR DATE OF BIRTH IS AFTER THE DATE OF SERVICE	13										
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
13	The date of death precedes the date of service.											

### 6.16.5.8 Sample RA (Detail Page) with an Adjustment and Void Claim

- The original TCNs are listed in the fields above the new adjusted and void TCNs

<b>Billing Provider ID:</b> 55300349901		<b>Name:</b> Velveli Health Care		<b>Pay Cycle:</b>		<b>RA Number:</b> 78348669		<b>RA Date:</b> 06/21/2021		
<b>Billing Provider NPI:</b> 1241854003										
<b>FINANCIAL ADJUSTMENTS</b>										
Adjustment Type		Previous Balance			Adjustment Amount			Remaining Balance		
AP/AR Netting					\$20.00					
Balance Owed by Tax ID		\$0.00						\$0.00		
<b>CLAIM SUMMARY</b>										
Category		Count		Total Billed Amount						
Paid		2		\$134.92						
Credited		1		-\$500.00						
Denied		1		\$100.00						
Gross Adjustment		0		\$0.00						
				AP/AR Netting		\$20.00				
Total Approved		\$54.92		Total Adjusted		\$20.00		Total Paid		\$34.92
Warrant/EFT #: 202106160005					Warrant/EFT Date: 06/16/2021					

<b>Billing Provider ID:</b> 55300349901		<b>Name:</b> Velveli Health Care		<b>Pay Cycle:</b>		<b>RA Number:</b> 78348669		<b>RA Date:</b> 06/21/2021				
<b>Billing Provider NPI:</b> 1241854003												
<b>Beneficiary Name</b>	<b>Original TCN</b>	<b>Rendering Provider ID/NPI /Name</b>	<b>Invoice Date Service Date(s)</b>	<b>Revenue Procedure Modifier</b>	<b>PPS DRG APC</b>	<b>Qty</b>	<b>Billed Amount</b>	<b>Approved Amount</b>	<b>TPL and Medicare Amount</b>	<b>Member Responsible Amount</b>	<b>Category</b>	<b>Error Code</b>
Sifa, Abu 000003400 156616435	31211677000071000 12		06/16/2021 02/21/2021-02/21/2021				\$34.92	\$34.92		\$0.00	P	
	31211677000071001	610013991 1515707077 Joan Health Care Joan Health Care	02/21/2021-02/21/2021	99341		1	\$34.92	\$34.92		\$0.00	P	1825
Sifa, Abu 000003400 156616435	31211677000073000 12		06/16/2021 02/21/2021-02/21/2021				\$100.00	\$0.00		\$0.00	D	1014,14 09
	31211677000073001		02/21/2021-02/21/2021	99341		0	\$100.00	\$0.00		\$0.00	D	1825
Sifa, Abu 000003400 156616435	31211671000074000 12		06/16/2021 02/22/2021-02/22/2021				\$100.00	\$54.92		\$0.00	P	
	31211671000074001		02/22/2021-02/22/2021	99341		1	\$100.00	\$54.92		\$0.00	P	1825
Abu 000003400 156616435	41211678000072000 12		06/16/2021 02/21/2021-02/21/2021				-\$500.00	-\$54.92		\$0.00	C	
	41211678000072001		02/21/2021-02/21/2021	99341		-1	\$500.00	-\$54.92		\$0.00	C	
							Total Billed Amount:		-\$265.08			
							Total Approved Amount:		\$34.92			

### GLOSSARY

#### Error Code

Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)	Remittance Advice Rem Codes (RARC)
1014	CLAIM WAS ALREADY ADJUSTED	B13	N10
1409	INVALID PARENT TCN/CLAIM AT HEADER	16	M47
1825	CLAIM BEING REVIEWED FOR INCAR BENEFIT PLAN WITH ACTIVE MEDICARE	22	N598

#### Claim Adjustment Reason Codes (CARC)

Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description
22	This care may be covered by another payer per coordination of benefits.

WY\_1384


Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description
B13	Previously paid. Payment for this claim/service may have been provided in a previous payment.
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.

#### Remittance Advice Remark Codes (RARC)

Remittance Advice Rem Codes (RARC)	Remittance Advice Rem Codes (RARC) Description
N598	Health care policy coverage is primary.
N10	XXX
M47	XXX



Providers may obtain RAs from the Provider Portal, see *Chapter 10* – or go to the Provider Publications and Trainings posted on the Medicaid website and download the Quick Reference Guide for the steps (see *Section 2.1 Quick Reference*).

 Providers may obtain RAs from the Provider Portal, see *Chapter 10* – or go to the Provider Publications and Trainings posted on the Medicaid website (see *Section 2.1* Quick Reference).

### 6.16.6 When a Member Has Other Insurance

If the Member has other insurance coverage reflected in Medicaid records, payment may be denied unless Providers report the coverage on the claim. Medicaid is always the payer of last resort. For exceptions and additional information regarding Third Party Liability, see *Chapter 9* –. Providers may verify other carrier information and Medicaid eligibility via the Provider Portal (see *Section 2.1* Quick Reference). The Third Party Resources Information Sheet (see *Section 9.2.1*) should be used for reporting new insurance coverage or changes in insurance coverage on a Member’s policy.

## 6.17 Resubmitting Versus Adjusting Claims

Resubmitting and adjusting claims are important steps in correcting any billing problems. Knowing when to resubmit a claim versus adjusting it is important.

Action	Description	Timely Filing Limitation
VOID	<b>Claim has paid;</b> however, the Provider would like to completely cancel the claim as if it was never billed.	May be completed any time after the claim has been paid.
ADJUST	<p><b>Claim has paid, even if paid \$0.00;</b> however, the Provider would like to make a correction or change to this paid claim.</p> <p><b>Claim has paid with denied line(s):</b></p> <ul style="list-style-type: none"> <li>For Professional, Waiver, and Dental claims, the Provider may choose to adjust this paid claim or resubmit only the denied line(s) as a new claim.</li> <li>For UB (Inpatient/Outpatient) claims, the Provider <b>must</b> adjust the partially paid claim.</li> </ul>	Must be completed within 6 months (180 days) after the claim has paid <b>UNLESS</b> the result will be a lower payment being made to the Provider, then no time limit.
RESUBMIT	<b>Claim has denied entirely,</b> the Provider may resubmit on a new claim.	One (1) year (365 days) from the date of service.

### 6.17.1 How Long do Providers Have to Resubmit or Adjust a Claim?

The deadlines for resubmitting and adjusting claims are different:

- Provider may resubmit any denied claim or line within 12 months (365 days) of the date of service.
- Provider may adjust any paid claim within 6 months (180 days) of the date of payment.

Adjustment requests for over-payments are accepted indefinitely. However, the Provider Agreement requires Providers to notify Medicaid within 30 days of learning of an over-payment. When Medicaid discovers an over-payment during a claims review, the Provider may be notified in writing. In most cases, the over-payment will be deducted from future payments. **Refund checks are not encouraged.** Refund checks are not reflected on the Remittance Advice. However, deductions from future payments are reflected on the Remittance Advice, providing a hardcopy record of the repayment.

## 6.17.2 Resubmitting a Claim

Resubmitting is when a Provider submits a claim to Medicaid that was previously submitted for payment but was either returned unprocessed or denied. Electronically submitted claims may reject for X12 submission errors. Claims may be returned to Providers before processing because key information such as an authorized signature or required attachment is missing or unreadable.

### How to Resubmit:

- Review and verify the Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) on the RA/835 transaction and make all corrections and resubmit the claim.
  - Contact Provider Services for assistance (*see Section 2.1 Quick Reference*).
- **Claims must be submitted with all required attachments with each new submission.**
- If the claim was denied because Medicaid has record of other insurance coverage, enter the missing insurance payment on the claim or submit insurance denial information when resubmitting the claim to Medicaid.

### 6.17.2.1 When to Resubmit to Medicaid

- **Claim Denied:** Providers may resubmit to Medicaid when the entire claim has been denied, as long as the claim was denied for reasons that can be corrected. When the entire claim is denied, check the Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) on the RA/835 transaction, make the appropriate corrections, and resubmit the claim.
- **Paid Claim with One (1) or More Line(s) Denied:**
  - For Professional, Waiver, and Dental claims, the Providers may resubmit the individually denied lines as a new claim or adjust the partially paid claim.
  - For UB (Inpatient/Outpatient) claims, the Provider **must** adjust the partially paid claim.
- **Claim Returned Unprocessed:** When Medicaid is unable to process a claim it will be rejected or returned to the Provider for corrections and to resubmit.


## 6.17.3 Adjusting or Voiding Paid Claims

When a Provider identifies an error on a paid claim, the Provider must either adjust or void the claim electronically (preferred) or submit an Adjustment/Void Request Form (*see Section 6.17.3.5*) or submit an electronic claim adjustment or void (*see Section 6.17.3.6*). If the incorrect payment was the result of a

keying error (paper claim submission), by the fiscal agent contact Provider Services to have the claim corrected (see *Section 2.1 Quick Reference*).


**Denied claims cannot be adjusted.**

When adjustments are made to previously paid claims, Medicaid reverses the original payment and processes a replacement claim. The result of the adjustment appears on the RA/835 transaction as two (2) transactions. The reversal of the original payment will appear as a credit (negative) transaction. The replacement claim will appear as a debit (positive) transaction and may or may not appear on the same RA/835 transaction as the credit transaction.

 All items on a paid claim can be corrected with an adjustment EXCEPT the pay-to Provider number. In this case, the original claim will need to be voided and the corrected claim submitted.

**6.17.3.1 When to Request an Adjustment**

- When a claim was overpaid or underpaid.
- When a claim was paid, but the information on the claim was incorrect (such as Member ID, date of service, procedure code, diagnoses, units, and so on)
- When Medicaid pays a claim and the Provider subsequently receives payment from a third-party payer, the Provider must adjust the paid claim to reflect the TPL amount paid.
  - If an adjustment is submitted stating that TPL paid on the claim, but the TPL paid amount is not indicated on the adjustment or an EOB is not sent in with the claim, Medicaid will list the TPL amount as either the billed or reimbursement amount from the adjusted claim (whichever is greater). It will be up to the Provider to adjust again, with the corrected information.
  - Attach a corrected claim showing the insurance payment and attach a copy of the insurance EOB if the payment is less than 67% of the calculated Medicaid allowed amount.
  - For the complete policy regarding Third Party Liability, see *Chapter 9* –.

 An adjustment cannot be completed when the mistake is the pay-to Provider number or NPI.

**6.17.3.2 When to Request a Void**

Request a void when a claim was billed in error (such as incorrect Provider number, services not rendered, and so on).

### 6.17.3.3 How to Request an Adjustment or Void

To adjust or void a paid claim, Providers are encouraged to complete claim adjustments and voids electronically but may complete the Adjustment/Void Request Form (*see Section 6.17.3.4*). 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 completed for each claim.
- If the Provider is correcting more than one (1) error per claim, use only one (1) Adjustment/Void Request Form:
  - Correct all items that should be corrected and attach this corrected claim to the Adjustment/Void form.
  - Indicate "Corrected Claim" as the reason for adjustment.

### 6.17.3.4 Adjustment/Void Request Form

## Adjustment/Void Request Form

---

**PART A – Request Type**

**1a CLAIM ADJUSTMENT**

Attach a copy of the claim with corrections made in **BLUE INK**.  
**DO NOT USE HIGHLIGHTER**

**1b VOID CLAIM**

Attach a copy of the claim or Remittance Advice.

**2 CANCELLATION OF THE ENTIRE REMITTANCE ADVICE**

Every claim on the Remittance Advice must be incorrect. This option should only be used in rare instances.

*Complete Section C only.*

*Attach Remittance Advice.*

*If manual check, attach the check from DHCF.*

*If EFT, make payable to DHCF for the entire remit amount.*

*Complete both Section B and Section C.*

*If attaching a check, make check payable to Division of Healthcare Financing (DHCF).*

---

**PART B – Claim Information**

*If you selected either 1a or 1b, complete all of the following fields to facilitate processing. If you selected 2, skip this section.*

Transaction Control Number (TCN) _____	Payment Date _____
Provider Name _____	NPI/Provider Number _____
Member ID _____	Prior Authorization Number _____

Date of Service	Proc Code/ Revenue Code	Charges	Service Line of Claim	Units	Other

Reasons for Adjustment or Void (Check one or more.)

<input type="checkbox"/> Billed in error	<input type="checkbox"/> Billed incorrect units	<input type="checkbox"/> Billed incorrect procedure code(s)
<input type="checkbox"/> Billed incorrect amount	<input type="checkbox"/> Receipt of TPL or Medicare Payment	<input type="checkbox"/> Other: _____

---

**PART C – Signature and Date**

Provider Signature \_\_\_\_\_ Date \_\_\_\_\_

INTERNAL USE ONLY BELOW THIS LINE

Adjusted By \_\_\_\_\_ Date \_\_\_\_\_

**Mail completed form and attachments to:**  
 Wyoming Medicaid Fiscal Agent  
 Attn: Claims Department  
 P.O. Box 547  
 Cheyenne, WY 82003-0547

WYEMS-Adjustment/  
Void form

If a Provider wants to void an entire RA, contact Provider Services (see *Section 2.1 Quick Reference*).



### 6.17.3.5 How to Complete the Adjustment/Void Request Form

Section	Field #	Field Name	Action
A	1a	Claim Adjustment	<p>Mark this box if any adjustments need to be made to a claim.</p> <p>Attach a copy of the claim with corrections made in BLUE ink (do not use red ink or highlighter) or the RA.</p> <p>Remember to attach all supporting documentation required to process the claim, such as EOB, EOMB, consent forms, invoice, and so on.</p> <p>Both Section B and C must be completed.</p>
	1b	Void Claim	<p>Select this box if an entire claim needs to be voided.</p> <p>Attach a copy of the claim or the Remittance Advice.</p> <p>Sections B and C must be completed</p>
	2	Cancellation of the Entire Remittance Advice	<p>Mark this box only when every claim on the RA is incorrect.</p> <p>Attach the RA.</p> <p>Complete only Section C</p>
B	1	17-digit TCN	Enter the 17-digit transaction control number assigned to each claim from the Remittance Advice.
	2	Payment Date	Enter the Payment Date
	3	NPI/Provider Number	Enter Provider's nine (9)-digit Medicaid Provider number or ten (10)-digit NPI number, if applicable.
	4	Provider Name	Enter the Provider name.
	5	Member ID	Enter the Member's ten (10)-digit Medicaid ID number.
	6	Member Name	Enter the Member's first and last name
	7	Prior Authorization Number	Enter the ten (10)-digit Prior Authorization number, if applicable.
	8	Reason for Adjustment or Void	Enter the specific reason and any pertinent information that may assist the fiscal agent. Either select the appropriate option and indicate the correction in the table, as well as within the attached claim form, or for more than one change, enter "See Corrected Claim".

Section	Field #	Field Name	Action
C		Provider Signature and Date	Signature of the Provider or the Providers' authorized representative and the date.

### 6.17.3.6 Adjusting/Voiding a claim electronically via an 837 transaction

Wyoming Medicaid prefers claim adjustments and voids on paid claims to be submitted electronically, refer to Chapter 10 –, the Wyoming Medicaid EDI Companion Guide (located on the Medicaid website), or go to the Provider Publications and Trainings posted on the Medicaid website (see *Section 2.1 Quick Reference*) for the specific tutorial.

## 6.18 Credit Balances

A credit balance occurs when a Providers' credits (take backs) exceed their debits (payouts), which results in the Provider owing Medicaid money.

**Credit balances may be resolved in two (2) ways:**

1. Working off the credit balance: By taking no action, remaining credit balances will be deducted from future claim payments. The deductions appear as credits on the Provider's RA(s)/835 transaction(s) until the balance owed to Medicaid has been paid.
2. Sending a check, payable to the "Division of Healthcare Financing," for the amount owed. This method is typically required for Providers who no longer submit claims to Medicaid or if the balance is not paid within 30 days. A notice is typically sent from Medicaid to the Provider requesting the credit balance to be paid. The Provider is asked to attach the notice, a check, and a letter explaining that the money is to pay off a credit balance. Include the Provider number to ensure the money is applied correctly.



When a Provider number with Wyoming Medicaid changes, but the Provider's tax-ID remains the same, the credit balance will be moved automatically from the old Medicaid Provider number to the new one and will be reflected on RAs/835 transactions.

## 6.19 Timely Filing

The Division of Healthcare Financing adheres strictly to its timely filing policy. The Provider must submit a clean claim to Medicaid within 12 months (365 days) of the date of service. A clean claim is an error free, correctly completed claim, with all required attachments that will process and approve to pay within the 12-month (365 days) time period. Submit claims immediately after providing services so that, when a claim is denied, there is time to correct any errors and resubmit. Claims are to be submitted only after the service(s) have been rendered, and not before. For deliverable items (such as dentures, DME, glasses, hearing aids, and so on) the date of service must be the date of delivery, not the order date.

## 6.19.1 Exceptions to the Twelve Month (365 days) Limit

Exceptions to the 12-month (365 days) claim submission limit may be made under certain circumstances. The chart below shows when an exception may be made, the time limit for each exception, and how to request an exception.

Exceptions Beyond the Control of the Provider	
When the Situation is:	The Time Limit is:
Medicare Crossover	A Claim must be submitted within 12 months (365 days) of the date of service or within six (6) months (180 days) from the payment date on the Explanation of Medicare Benefits (EOMB), whichever is later.
Member is determined to be eligible on appeal, reconsideration, or court decision (retroactive eligibility)	<p>Claims must be submitted within six (6) months (180 days) of the date of the determination of retroactive eligibility.</p> <p>The Member must provide a copy of the dated letter to the Provider to document retroactive eligibility. If a claim exceeds timely filing and the Provider elects to accept the Member as a Medicaid Member and bill Wyoming Medicaid, a copy of the notice must be attached to the claim with a cover letter requesting an exception to timely filing. The notice of retroactive eligibility may be an SSI award notice or a notice from WDH.</p>
Member is determined to be eligible due to agency corrective actions (retroactive eligibility)	<p>Claims must be submitted within six (6) months (180 days) of the date of the determination of retroactive eligibility.</p> <p>The Member must provide a copy of the dated letter to the Provider to document retroactive eligibility. If a claim exceeds timely filing and the Provider elects to accept the Member as a Medicaid Member and bill Wyoming Medicaid, a copy of the notice must be attached to the claim with a cover letter requesting an exception to timely filing.</p>
Provider finds their records to be inconsistent with filed claims, regarding rendered services. This includes dates of service, procedure/revenue codes, tooth codes, modifiers, admission or discharge dates/times, treating or referring Providers or any other item which makes the records/claims non-supportive of each other.	Although there is no specific time limit for correcting errors, the corrected claim must be submitted in a timely manner from when the error was discovered. If the claim exceeds timely filing, the claim must be sent with a cover letter requesting an exception to timely filing citing this policy.

## 6.19.2 Appeal of Timely Filing

A Provider may appeal (*see Section 2.3.2 How to Appeal*) a denial for timely filing ONLY under the following circumstances:

- The claim was originally filed within 12 months (365 days) of the date of service and is on file with Wyoming Medicaid; AND
- The Provider made at least one (1) attempt to resubmit the corrected claim within 12 months (365 days) of the date of service; AND
- The Provider must document in their appeal letter all claims information and what corrections they made to the claim (all claims history, including TCNs) as well as all contact with or assistance received from Provider Services (dates, times, call reference number, who was spoken with, and so on), OR
- A Medicaid computer or policy problem beyond the Provider’s control prevented the Provider from finalizing the claim within 12 months (365 days) of the date of service.

**Any appeal that does not meet the above criteria will be denied.** Timely filing will not be waived when a claim is denied due to Provider billing errors or involving third party liability.



Appeals for claims that denied appropriately will be automatically denied. The appeals process is not an apt means to resubmit denied claims nor to submit supporting documentation. Doing so will result in denials and time lost to correct claims appropriately.

## 6.20 Important Information Regarding Retroactive Eligibility Decisions

The Member is responsible for notifying the Provider of the retroactive eligibility determination and supplying a copy of the notice.


A Provider is responsible for billing Medicaid only if:

- They agreed to accept the patient as a Medicaid Member pending Medicaid eligibility; OR
- After being informed of retroactive eligibility, they elect to bill Medicaid for services previously provided under a private agreement. In this case, any money paid by the Member for the services being billed to Medicaid would need to be refunded prior to a claim being submitted to Medicaid.



The Provider determines at the time they are notified of the Member’s eligibility if they are choosing to accept the Member as a Medicaid Member. If the Provider does not accept the Member, they remain private pay.


In the event of retroactive eligibility, claims must be submitted within six (6) months (180 days) of the date of determination of retroactive eligibility.

 Inpatient Hospital Certification: A hospital may seek admission certification for a Member found retroactively eligible for Medicaid benefits after the date of admission for services that require admission certification. The hospital must request admission certification within 30 days after the hospital receives notice of eligibility. To obtain certification, contact Telligen (*see Section 2.1 Quick Reference*).

## 6.21 Member Fails to Notify Provider of Eligibility

If a Member fails to notify a Provider of Medicaid eligibility, and is billed as a private-pay patient, the Member is responsible for the bill unless the Provider agrees to submit a claim to Medicaid. In this case:


- Any money paid by the Member for the service being billed to Wyoming Medicaid must be refunded prior to billing Medicaid;
- The Member can no longer be billed for the service; and
- Timely filing criterion is in effect.

 The Provider determines at the time they are notified of the Member’s eligibility if they are choosing to accept the Member as a Medicaid Member. If the Provider does not accept the Member, they remain private pay.

## 6.22 Billing Tips to Avoid Timely Filing Denials

- File claims soon after services are rendered.
- Carefully review the Wyoming Medicaid Error Codes on the Remittance Advice/835 transaction (work RAs/835s weekly).
- Resubmit the entire claim or denied line only after all corrections have been made.
- Contact Provider Services (*see Section 2.1 Quick Reference*):
  - With any questions regarding billing or denials;
  - When payment has not been received within 30 days of submission, verify the status of the claim;

- When there are multiple denials on a claim, request a review of the denials prior to resubmission.

 Once a Provider has agreed to accept a patient as a Medicaid Member, any loss of Medicaid reimbursement due to Provider failure to meet timely filing deadlines is the responsibility of the Provider.

## 6.23 Telehealth

Telehealth is the use of an electronic media to link beneficiaries with health professionals in different locations. The examination of the Member is performed via a real time interactive audio and video telecommunications system. This means that the Member must be able to see and interact with the off-site practitioner at the time services are provided via telehealth technology. Telehealth services must be properly documented when offered at the discretion of the Provider as deemed medically necessary.

It is the intent that telehealth services will provide better access to care by delivering services as they are needed when the Member is residing in an area that does not have specialty services available. It is expected that this modality will be used when travel is prohibitive or resources will not allow the clinician to travel to the Member’s location.

Each site will be able to bill for their own services as long as they are an enrolled Medicaid Provider (this includes out-of-state Medicaid Providers). Providers shall not bill for both the spoke and hub site; unless the Provider is at one location and the Member is at a different location even though the pay to Provider is the same. Examples include Community Mental Health Centers and Substance Abuse Treatment Centers. A single pay to Provider can bill both the originating site (spoke site) and the distant site Provider (hub site) when applicable. See below for billing and documentation requirements.

### 6.23.1 Covered Services

#### Originating Sites (Spoke Site)

The Originating site or Spoke site is the **location of an eligible Medicaid Member** at the time the service is being furnished via telecommunications system occurs.

Authorized originating sites are:

- Hospitals
- Office of a physician or other practitioner (this includes medical clinics)
- Office of a psychologist or neuropsychologist
- Community mental health or substance abuse treatment center (CMHC/SATC)
- Office of an advanced practice nurse (APN) with specialty of psych/mental health
- Office of a Licensed Mental Health Professional (LCSW, LPC, LMFT, LAT)
- Federally Qualified Health Center (FQHC)

- Rural Health Clinic (RHC)
- Skilled nursing facility (SNF);
- Indian Health Services Clinic (IHS)
- Hospital-based or Critical Access Hospital-based renal dialysis centers (including satellites). Independent Renal Dialysis Facilities are not eligible originating sites
- Developmental Center
- Family Planning Clinics
- Public Health Offices.

### **Distant Site Providers (Hub Site)**

**The location of the physician or practitioner** providing the professional services via a telecommunications system is called the distant site or Hub site. A medical professional is not required to be present with the Member at the originating site unless medically indicated. However, to be reimbursed, services provided must be appropriate and medically necessary.

Examples of physicians/practitioners eligible to bill for professional services are:

- Physician
- Advanced Practice Nurse with specialty of Psychiatry/Mental Health
- Physician's Assistant
- Psychologist or Neuropsychologist
- Licensed Mental Health Professional (LCSW, LPC, LMFT, LAT)
- Board Certified Behavior Analyst
- Speech Therapist

Provisionally licensed mental health professionals cannot bill Medicaid directly. Services must be provided through an appropriate supervising Provider. Services provided by non-physician practitioners must be within their scope(s) of practice and according to Medicaid policy.

For Medicaid payment to occur, interactive audio and video telecommunications must be permitting real-time communication between the distant site physician or practitioner and the patient with sufficient quality to assure the accuracy of the assessment, diagnosis, and visible evaluation of symptoms and potential medication side effects. All interactive video telecommunication must comply with HIPAA patient privacy regulations at the site where the patient is located, the site where the consultant is located, and in the transmission process. If distortions in the transmission make adequate diagnosis and assessment improbable and a presenter at the site where the patient is located is unavailable to assist, the visit must be halted and rescheduled. It is not appropriate to bill for portions of the evaluation unless the exam was actually performed by the billing Provider. The billing Provider must comply with all licensing and regulatory laws applicable to the Providers' practice or business in

Wyoming and must not currently be excluded from participating in Medicaid by state or federal sanctions.

## 6.23.2 Non-Covered Services

Telehealth does not include a telephone conversation, electronic mail message (email), or facsimile transmission (fax) between a healthcare practitioner and a Member, or a consultation between two health care practitioners asynchronous “store and forward” technology.

- Group psychotherapy is not a covered service.
- Medicaid will not reimburse for the use or upgrade of technology, for transmission charges, for charges of an attendant who instructs a patient on the use of the equipment or supervises/monitors a patient during the telehealth encounter, or for consultations between professionals.

The originating site fee is not billable if the Member uses their own equipment, such as a personal phone, tablet, or computer.

## 6.23.3 Documentation Requirements

- Quality assurance/improvement activities relative to telehealth delivered services need to be identified, documented, and monitored.
- Providers need to develop and document evaluation processes and patient outcomes related to the telehealth program, visits, Provider access, and patient satisfaction.
- All service providers are required to develop and maintain written documentation in the form of progress notes the same as is originated during an in-person visit or consultation with the exception that the mode of communication (such as teleconference) should be noted.
- Documentation must be maintained at the hub and spoke locations to substantiate the services provided. Documentation must indicate that the services were rendered via telehealth and must clearly identify the location of the hub and spoke sites.

## 6.23.4 Billing Requirements

To obtain Medicaid reimbursement for services delivered through telehealth technology, the following standards must be observed:

- Telehealth consent must be obtained if the originating site is the Member’s home
- The services must be medically necessary and follow generally accepted standards of care
- The service must be a service covered by Medicaid
- Claims must be made according to Medicaid billing instructions
- The same procedure codes and rates apply as for services delivered in person



- The modifiers to indicate a telehealth service is “GT” or “95”, which must be used in conjunction with the appropriate procedure code to identify the professional telehealth services provided by the Distant Site Provider (for example, procedure code 90832 billed with modifier GT). The **GT** or **95 modifier MUST be billed by the Distant Site**. Using the GT or 95 modifier does not change the reimbursement fee.
- When billing for the Originating Site facility fee, use procedure code Q3014. A separate or distinct progress note is not required to bill Q3014. Validation of service delivery would be confirmed by the accompanying practitioner’s claim with the GT or 95 modifier indicating the practitioner’s service was delivered via telehealth. Medicaid will reimburse the originating site Provider the lesser of charge or the current Medicaid fee.

Providers cannot bill for Q3014 if Members used their own equipment, such as personal phones or computers.

- Additional services provided at the originating site on the same date as the telehealth service may be billed and reimbursed separately according to published policies and the national correct coding initiative guidelines.
- For ESRD-related services, at least one (1) face-to-face, “hands on” visit (not telehealth) must be furnished each month to examine the vascular access site by a qualified Provider.
- Care Management Entity service providers (CME providers) are to use Place of Service code 02-Telehealth per their Provider agreement with Magellan Healthcare. CME providers are NOT to use the “GT” modifier or “Q3014-Telehealth Originating Site Facility Fee” codes for virtual services.

If the patient and/or legal guardian indicate at any point that he/she wants to stop using the technology, the service should cease immediately, and an alternative appointment set up.

### 6.23.4.1 Billing Examples

Example 1a: Originating (Spoke) Site Provider – **location of the Wyoming Medicaid Member:**

DOS (24A)	Procedure Code (24C)	Charges (24F)	Units (24G)
01/01/19	Q3014	20.00	1

Example 1b: Distant (Hub) Site Provider – **location of the Wyoming Medicaid enrolled Provider.**

DOS (24A)	Procedure Code (24C)	Charges (24F)	Units (24G)
01/01/19	99214 GT	120.00	1

Example 2: Hub Site and Spoke Site services are provided at different locations but by the same pay-to Provider:

DOS (24A)	Procedure Code (24C)	Charges (24F)	Units (24G)
01/01/19	Q3014	20.00	1
01/01/19	99214 GT	120.00	1

## 6.23.5 Telehealth Consent

**The telehealth consent form is no longer required by Wyoming Medicaid.** Consent must still be obtained by the Provider from the Member by one of the following methods:

- Verbally
- Email
- Text Message

This information must be properly documented by the Provider and kept on file.

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## 7.1 Electronic Billing

All original claims submitted to Wyoming Medicaid are required to be filed electronically. Wyoming Medicaid's Fiscal Agent, CNSI will not accept paper claims for any Medicaid services.

Exceptions:

- Providers who have a Letter of Agreement (LOA) with the Wyoming Department of Health (WDH) may bill on paper per the LOA.
- Providers who must have Out of Policy exceptions done for certain nursing home Durable Medical Equipment (DME) items may continue to bill on paper.
- Providers who are working with a WDH or CNSI representatives to process/special batch paper claims may continue to work with those representatives and bill on paper when necessary. This includes providers who submit a blanket denial letter for members with Cigna coverage that is primary to Medicaid.



The "Exceptions" list of items may be updated in the future to require electronic billing. A notification will be provided when those changes are made.

## 7.2 Basic Paper Claim Information

The fiscal agent processes paper CMS-1500 and UB04 claims using Optical Character Recognition (OCR). OCR is the process of using a scanner to read the information on a claim and convert it into electronic format instead of being manually entered. This process improves accuracy and increases the speed at which claims are entered into the claims processing system. The quality of the claim form will affect the accuracy in which the claim is processed through OCR. The following is a list of tips to aid Provider in avoiding paper claims processing problems with OCR:

- Use an original, standard, red-dropout form (CMS-1500 (02-12) and UB04)
- Use typewritten print; for best results use a laser printer
- Use a clean, non-proportional font
- Use black ink
- Print claim data within the defined boxes on the claim form
- Print only the information asked for on the claim form
- Use all capital letters
- Use correction tape for corrections


To avoid delays in processing of claims, or incorrect processing, it is recommended that Providers avoid the following:

- Using copies of claim forms
- Faxing claims
- Using fonts smaller than 8 point
- Resizing the form
- Entering “none,” “NA,” or “Same” if there is no information (leave the box blank)
- Mixing fonts on the same claim form
- Using italics or script fonts
- Printing slashed zeros
- Using highlighters to highlight field information
- Using stamps, labels, or stickers
- Marking out information on the form with a black marker.


Claims that do not follow Medicaid Provider billing policies and procedures, or meet any of the below criteria, may be returned unprocessed with a letter.

- Handwritten information on the claim form
- Signature is missing or the form states "Signature on File"
- Pay-to Provider NPI or Provider ID is missing
- Claim is submitted on an obsolete paper claim format
- Claim form is illegible

When a claim is returned, the Provider may correct the claim and return it to Medicaid for processing.

 The fiscal agent and the Division of Healthcare Financing (DHCF) are prohibited by federal law from altering a claim.

Billing errors detected after a claim is submitted cannot be corrected until after Medicaid has made payment or notified the Provider of the denial. **Providers should not resubmit or attempt to adjust a claim until it is reported on their Remittance Advice** (see Section 7.17 Resubmitting Versus Adjusting Claims).

 Claims are to be submitted only after service(s) have been rendered, not before. For deliverable items (such as dentures, DME, glasses, hearing aids, and so on) the date of service must be the date of delivery, not the order date.

## 7.3 Authorized Signatures

All paper claims must be signed by the Provider or the Providers' authorized representative. Acceptable signatures may be either handwritten, a stamped facsimile, typed, computer generated, or initialed. The signature certifies all information on the claim is true, accurate, complete, and contains no false or erroneous information. Remarks such as signature on file or facility names will not be accepted.



# 7.4 The CMS-1500 Claim Form

## HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

CARRIER

FICA  FICA

<b>1. MEDICARE</b>	<b>MEDICAID</b>	<b>TRICARE</b>	<b>CHAMPVA</b>	<b>GROUP HEALTH PLAN</b>	<b>FECA</b>	<b>OTHER</b>	<b>1a. INSURED'S I.D. NUMBER</b>
<input type="checkbox"/> (Medicare)	<input type="checkbox"/> (Medicaid)	<input type="checkbox"/> (DOD/DODM)	<input type="checkbox"/> (Member ID#)	<input type="checkbox"/> (ID#)	<input type="checkbox"/> (LUNG)	<input type="checkbox"/> (ID#)	(For Program in Item 1)

<b>2. PATIENT'S NAME</b> (Last Name, First Name, Middle Initial)	<b>3. PATIENT'S BIRTH DATE</b>	<b>SEX</b>	<b>4. INSURED'S NAME</b> (Last Name, First Name, Middle Initial)
	MM / DD / YY	M <input type="checkbox"/> F <input type="checkbox"/>	

<b>5. PATIENT'S ADDRESS</b> (No., Street)	<b>6. PATIENT RELATIONSHIP TO INSURED</b>	<b>7. INSURED'S ADDRESS</b> (No., Street)
	Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>	

<b>CITY</b>	<b>STATE</b>	<b>CITY</b>	<b>STATE</b>

<b>ZIP CODE</b>	<b>TELEPHONE</b> (Include Area Code)	<b>ZIP CODE</b>	<b>TELEPHONE</b> (Include Area Code)
( )	( )	( )	( )

<b>8. OTHER INSURED'S NAME</b> (Last Name, First Name, Middle Initial)	<b>10. IS PATIENT'S CONDITION RELATED TO:</b>	<b>11. INSURED'S POLICY GROUP OR FECA NUMBER</b>
	a. EMPLOYMENT? (Current or Previous)	
	<input type="checkbox"/> YES <input type="checkbox"/> NO	
	b. AUTO ACCIDENT? PLACE (State)	
	<input type="checkbox"/> YES <input type="checkbox"/> NO	
	c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO	
	<b>10d. CLAIM CODES</b> (Designated by NUCC)	

<b>9. OTHER INSURED'S POLICY OR GROUP NUMBER</b>	<b>a. INSURED'S DATE OF BIRTH</b>	<b>SEX</b>
	MM / DD / YY	M <input type="checkbox"/> F <input type="checkbox"/>

<b>b. RESERVED FOR NUCC USE</b>	<b>9. OTHER CLAIM ID</b> (Designated by NUCC)

<b>c. RESERVED FOR NUCC USE</b>	<b>6. INSURANCE PLAN NAME OR PROGRAM NAME</b>

<b>d. INSURANCE PLAN NAME OR PROGRAM NAME</b>	<b>6. IS THERE ANOTHER HEALTH BENEFIT PLAN?</b>
	<input type="checkbox"/> YES <input type="checkbox"/> NO <small>If yes, complete items 9, 9a, and 9d.</small>

**12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE.** I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.

**13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE.** I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

<b>SIGNED</b>	<b>DATE</b>	<b>SIGNED</b>

<b>14. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY (LMP)</b>	<b>15. OTHER DATE</b>
MM / DD / YY	MM / DD / YY

<b>17. NAME OF REFERRING PROVIDER OR OTHER SOURCE</b>	<b>17a. QUAL.</b>	<b>18. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION</b>
		FROM MM / DD / YY TO MM / DD / YY

<b>17b. NPI</b>	<b>18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES</b>
	FROM MM / DD / YY TO MM / DD / YY

<b>19. ADDITIONAL CLAIM INFORMATION</b> (Designated by NUCC)	<b>20. OUTSIDE LAB?</b>
	<input type="checkbox"/> YES <input type="checkbox"/> NO <b># CHARGES</b>

<b>21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY</b> (Factor A-C to service the below [24E])	<b>22. RESUBMISSION CODE</b>
A. _____ B. _____ C. _____ D. _____	
E. _____ F. _____ G. _____ H. _____	
I. _____ J. _____ K. _____ L. _____	

<b>24. A. DATE(S) OF SERVICE</b>	<b>B. PLACE OF SERVICE</b>	<b>C. PROCEDURE, SERVICE, OR SUPPLIES</b>	<b>D. DIAGNOSIS</b>	<b>E. CHARGES</b>	<b>F. CHARGES</b>	<b>G. DAYS ON UNITS</b>	<b>H. ICD-9-CM</b>	<b>I. ICD-10-CM</b>	<b>J. RENDERING PROVIDER ID #</b>
From MM / DD / YY To MM / DD / YY	(EMG)	(Specify Unusual Circumstances)	MODIFIER	POINTER					

<b>25. FEDERAL TAX I.D. NUMBER</b>	<b>BSN</b>	<b>EIN</b>	<b>28. PATIENT'S ACCOUNT NO.</b>	<b>27. ACCEPT ASSIGNMENT?</b>	<b>28. TOTAL CHARGE</b>	<b>29. AMOUNT PAID</b>	<b>30. Reserved for NUCC Use</b>
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> YES <input type="checkbox"/> NO	\$	\$	

<b>31. SIGNATURE OF PHYSICIAN OR SUPPLIER</b> INCLUDING DEGREE(S) OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)	<b>32. SERVICE FACILITY LOCATION INFORMATION</b>	<b>33. BILLING PROVIDER INFO &amp; PH #</b> ( )

<b>SIGNED</b>	<b>DATE</b>	<b>SIGNED</b>

NUCC Instruction Manual available at: [www.nucc.org](http://www.nucc.org) PLEASE PRINT OR TYPE APPROVED OMB-0928-1197 FORM 1500 (02-12)

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### 7.4.1 Instructions for Completing the CMS-1500 Claim Form

Claim Item	Title	Required	Conditionally Required	Action/Description
1	Insurance Type	X		Place an "X" in the "Medicaid" box.
1a	Insured's ID Number	X		Enter the Members' ten (10) digit Medicaid ID number that appears on the Medicaid Identification card.
2	Patient's Name	X		Enter the Member's last name, first name, and middle initial.
3	Patient's Date of Birth/Sex			Information that will identify the patient and distinguishes persons with similar names.
4	Insured's Name		X	Enter the insured's full last name, first name, and middle initial. Insured's name identifies who holds the policy if different than Patient information.
5	Patient's Address			This refers to patient's permanent residence.
6	Patient's Relationship to Insured		X	If the Member is covered by other insurance, mark the appropriate box to show relationship.
7	Insured's Address		X	Enter the address of the insured.
8	Patient Status			Indicates patient's marital and employment status.
Instructions for 9a-d	Other Insurance Information		X	If item number 11d is marked, complete fields 9 and 9a-d.
9	Other Insured's Name		X	When additional group health coverage exists, enter other insured's full last name, first name and middle initial of the enrollee if different from item number 2.
9a	Other Insured's Policy or Group Name		X	Enter the policy or group number of the other insured.
9b	Reserved for NUCC Use			
9c	Reserved for NUCC Use			


Claim Item	Title	Required	Conditionally Required	Action/Description
9d	Insurance Plan or Program Name		X	Enter the other insured's insurance plan or program name.
10a-c	Is Patient's Condition Related to?		X	When appropriate, enter an X in the correct box to indicate whether one or more the services described in Item Number 24 are for a condition or injury the occurred on the job or as a result of an auto accident.
10d	Reserved for Local Use			
11	Insured's Policy, group or FECA Number		X	Enter the insured's policy or group number as it appears on the ID card. Only complete if Item Number 4 is completed.
11a	Insured's Date of Birth, Sex		X	Enter the 8- digit date of birth (MM/DD/CCYY) and an X to indicate the sex of the insured.
11b	Insured's Employer's Name or School Name		X	Enter the Name of the insured's employer or school.
11c	Insurance Plan Name or Program Name		X	Enter the insurance plan or program name of the insured.
11d	Is there another Health Benefit Plan?		X	When appropriate, enter an X in the correct box. If marked "YES", complete 9 and 9a-d.
12	Patient's or Authorized Person's Signature			Indicates there is an authorization on file for the release of any medical or other information necessary to process the claim.
13	Payment Authorization Signature			Indicates that there is a signature on file authorizing payment of medical benefits
14	Date of current illness, injury or pregnancy	X		Enter the date of illness, injury or pregnancy.
15	If Patient has had Same or Similar Illness			A patient having had same or similar illness would indicate that the patient had a previously related condition.

Claim Item	Title	Required	Conditionally Required	Action/Description
16	Date Patient Unable to Work in Current Occupation			Time span the patient is or was unable to work.
17	Name of Referring Physician			Enter the name and credentials of the professional who referred, ordered or supervised the service on the claim.
17a	17a Other ID #	X		Other ID number of the referring, ordering, or supervising Provider is reported in 17a in the shaded area. The qualifier indicating what the number represents is reported in the qualifier field to the immediate right.
17b	NPI #	X		Enter the NPI number of the referring, ordering, or supervising Provider in Item Number 17b.
18	Hospitalization Dates Related to Current Service		X	The hospitalization dates related to current services would refer to an inpatient stay and indicates admission and discharge dates.
19	Reserved for Local Use			
20	Outside lab? \$ Charges			Indicates that services have been rendered by an independent Provider as indicated in Item Number 32 and related Costs.
21	ICD Indicator Diagnosis or Nature of Illness or Injury	X		Enter the ICD-9 or ICD-10 indicator. Enter the patient's diagnosis/condition. List up to twelve ICD-PCM codes. Use the highest level of specificity. Do not provide a description in this field.
22	Medicaid Resubmission Code		X	The code and original reference number assigned by the destination payer or receiver to indicate a previously submitted claim.  Provider should enter 7 to indicate this claim is an adjustment to a previously paid claim, or 8 to void a previously paid claim.
22	Original Ref Number		X	Enter the original TCN of the claim that should be adjusted or voided.
23	Prior Authorization		X	Enter the ten (10)-digit Prior Authorization number from the approval letter, if applicable. Claims for these services are subject to service limits and the 12-month (365 days) filing limit.

Claim Item	Title	Required	Conditionally Required	Action/Description
24	Claim Line Detail			Supplemental information is to be placed in the shaded sections of 24A through 24G as required by individual payers. Medicaid requires information such as NDC and taxonomy in the shaded areas as defined in each Item Number.
24A	Dates of Service	X		Enter date(s) of service, from and to. If one (1) date of service, only enter that date under "from". Leave "to" blank or reenter "from" date. Enter as MM/DD/YY. NDC qualifier and NDC code will be placed in the shaded area. For detailed information on billing with the corresponding NDC codes, refer to the NDC entry information following this instruction table.
24B	Place of Service	X		Enter the two (2)-digit Place of Service (POS) code for each procedure performed.  837P Situational: When the Place of Service is one of the following, the patient's admission date is required to be entered: <ul style="list-style-type: none"> <li>• 21 – Inpatient Hospital</li> <li>• 51 – Inpatient Psychiatric Facility</li> <li>• 61 – Comprehensive Inpatient Rehab</li> </ul>
24C	EMG	X		This field is used to identify if the service was an emergency. Provider must maintain documentation supporting an emergency indicator. Enter Y for "YES" or leave blank or enter N for "NO" in the bottom, un-shaded area of the field. This field is situational but required when the service is deemed an emergency.
24D	Procedures, Services, or Supplies	X		Enter the CPT or HCPCS codes and modifiers from the appropriate code set in effect on the date of service.
24E	Diagnosis Pointer	X		Enter the Diagnosis Code Reference Letter (pointer) as shown in Item Number 21 to relate the date of service and the procedures performed to the primary diagnosis. Do Not enter any diagnosis codes in this box.
24F	\$ Charges	X		Enter the charge for each listed service.

Claim Item	Title	Required	Conditionally Required	Action/Description
24G	Days or Units	X		Enter the units of services rendered for each detail line. A unit of service is the number of times a procedure is performed. If only one (1) service is performed, the numeral 1 must be entered.
24H	EPSDT/Family Plan		X	Identifies certain services that may be covered under some state plans
24I	ID Qualifier		X	If the Provider does not have an NPI number, enter the appropriate qualifier and identifying number in the shaded area (Wyoming Medicaid EDI Companion Guide located on the Medicaid website).
24J	Rendering Provider ID #		X	The individual rendering the service is reported in 24J. Enter the taxonomy code in the shaded area of the field. Enter the NPI number in the un-shaded area of the field. Report the Identification Number in Items 24I and 24J only when different from the data in Items 33a and 33b.
25	Federal Tax ID Number			Refers to the unique identifier assigned by a federal or state agency.
26	Patient's Account Number			The patient's account number refers to the identifier assigned by the Provider (optional).
27	Accept Assignment?	X		Enter X in the correct box - Indicated that the Provider agrees to accept assignment under the terms of the Medicare program.
28	Total Charge	X		Add all charges in Column 24F and enter the total amount in this field.
29	Amount Paid		X	Enter total amount the patient or other payers paid on the covered services only. This field is reserved for third party coverage only, do not enter Medicare paid amounts.
30	Balance Due			Enter the total amount due.
31	Signature of Physician or Supplier Including Degrees or Credentials	X		Enter the legal signature of the practitioner or supplier, signature of the practitioner or supplier representative. Enter date the form was signed.

Claim Item	Title	Required	Conditionally Required	Action/Description
32, 32a and 32b Split Field	32 -Service Facility Location Information 32a NPI Number 32b Other ID#	X		Enter the name, address, city, state and zip code of the location where the services were rendered. Enter the NPI number of the service facility location in 32a; enter the two (2)-digit qualifier identifying the non-NPI number followed by the ID number.
33, 33a and 33b Split Field	33 -Billing Provider Info & Ph.# 33a NPI number 33b taxonomy	X		Enter the Provider's or suppliers' billing name, address, zip code and phone number. Enter the NPI number of the billing Provider in 33a. Enter the two (2)-digit qualifier identifying the non-NPI number followed by the ID number. Enter the Provider's taxonomy number in 33b.

 Taxonomy codes are required to be submitted on Medicaid primary claims and when billing Medicare primary and Medicaid secondary to ensure the appropriate Providers are identified. The taxonomy codes being submitted to Medicare must also be on-file with Medicaid.

### 7.4.2 Place of Service

Place of Service	Place of Service Name	Place of Service Description
01	Pharmacy	A facility or location where drugs and other medically related items and services are sold, dispensed, or otherwise provided directly to patients.
02	Telehealth	The location where health services and health related services are provided or received, through a telecommunication system.
03	School	A facility whose primary purpose is education.
04	Homeless Shelter	A facility or location whose primary purpose is to provide temporary housing to homeless individuals (for example emergency shelters, individual or family shelters).
05	Indian Health Service Free-standing Facility	A facility or location, owned and operated by the Indian Health Service, which provides diagnostic, therapeutic (surgical and non-surgical), and rehabilitation services to American Indians and Alaska Natives who do not require hospitalization.
06	Indian Health Service Provider-based Facility	A facility or location, owned and operated by the Indian Health Service, which provides diagnostic, therapeutic (surgical and non-surgical), and rehabilitation services rendered by, or under the

Place of Service	Place of Service Name	Place of Service Description
		supervision of, physicians to American Indians and Alaska Natives admitted as inpatients or outpatients.
07	Tribal 638 Free-standing Facility	A facility or location owned and operated by a federally recognized American Indian or Alaska Native tribe or tribal organization under a 638 agreement, which provides diagnostic, therapeutic (surgical and non-surgical), and rehabilitation services to tribal Members who do not require hospitalization.
08	Tribal 638 Provider-based Facility	A facility or location owned and operated by a federally recognized American Indian or Alaska Native tribe or tribal organization under a 638 agreement, which provides diagnostic, therapeutic (surgical and non-surgical), and rehabilitation services to tribal Members admitted as inpatients or outpatients.
09	Prison/Correctional Facility	A prison, jail, reformatory, work farm, detention center, or any other similar facility maintained by either Federal, State, or local authorities for the purpose of confinement or rehabilitation of adult or juvenile criminal offenders.
10	Unassigned	N/A
11	Office	Location, Other than a Hospital, Skilled Nursing Facility, Military treatment Facility, Community Health Center, State or Local Public Health Clinic, or Intermediate Care Facility, where the health professional routinely provides health examinations, diagnosis, and treatment of illness or injury on an ambulatory basis.
12	Home	Location, other than a Hospital or other Facility, where the patient receives care in a private session.
13	Assisted Living Facility	Congregate residential facility with self-contained living units providing assessment of each resident’s needs and on-site support 24-hours a day, seven (7) days a week, with the capacity to deliver or arrange for services including some healthcare and other services.
14	Group Home	A residence, with shared living areas, where Members receive supervision and other services such as social and / or behavioral services, custodial service, and minimal services (for example medication administration).
15	Mobile Unit	A facility / unit that moves from place-to-place equipped to provide preventive, screening, diagnostic, and / or treatment services.
16	Temporary Lodging	A short-term accommodation such as a hotel, campground, hostel, cruise ship or resort where the patient receives care, and which is not identified by any other POS code.



Place of Service	Place of Service Name	Place of Service Description
17	Walk-in Retail Health Clinic	A walk-in-health clinic, other than an office, urgent care facility, pharmacy or independent clinic and not described by any other Place of Service code that is located within a retail operation and provides, on an ambulatory basis, preventive and primary care services.
18	Place of Employment-Worksite	A location, not described by any other POS code, owned or operated by a public or private entity where the patient is employed, and where a health professional provides on-going or episodic occupational medical, therapeutic or rehabilitative services to the individual.
19	Unassigned	N/A
20	Urgent Care Facility	Location, distinct from a hospital emergency room, an office, or a clinic, whose purpose is to diagnose and treat illness or injury for unscheduled, ambulatory patients seeking immediate medical attention.
21	Inpatient Hospital	A facility, other than psychiatric, which primarily provides diagnostic, therapeutic (both surgical and non-surgical), and rehabilitation services by, or under, the supervision of physicians to patients admitted for a variety of medical conditions.
22	Outpatient Hospital	A portion of a Hospital, which provides diagnostic, therapeutic (both surgical and non-surgical), and rehabilitation services to sick or injured persons who do not require Hospitalization or Institutionalization.
23	Emergency Room – Hospital	A portion of a Hospital where emergency diagnosis and treatment of illness or injury is provided.
24	Ambulatory Surgical Center	A freestanding facility, other than a physician’s office, where surgical and diagnostic services are provided on an ambulatory basis.
25	Birthing Center	A facility, other than a hospital’s maternity facilities or a physician’s office, which provides a setting for labor, delivery, and immediate post-partum care as well as immediate care of newborn infants.
26	Military Treatment Facility	A medical facility operated by one (1) or more of the Uniformed Services. Military Treatment Facility (MTF) also refers to certain former U.S. Public Health Services (USPHS) facilities now designated as Uniformed Service Treatment Facilities (USTF).
27-30	Unassigned	N/A
31	Skilled Nursing Facility	A facility, which primarily provides inpatient skilled, nursing care and related services to patients who require medical, nursing, or

Place of Service	Place of Service Name	Place of Service Description
		rehabilitation services but does not provide the level of care of treatment available on a hospital.
32	Nursing Facility	A facility which primarily provides to residents skilled nursing care and related services for the rehabilitation of injured, disabled, or sick persons, or, on a regular basis, health-related care services above the level of custodial care to other than mentally retarded individuals.
33	Custodial Care Facility	A facility which provides room, board, and other personal assistance services, generally on a long-term basis, which does not include a medical component.
34	Hospice	A facility, other than a patient's home, in which palliative and supportive care for terminally ill patients and their families are provided.
35-40	Unassigned	N/A
41	Ambulance – Land	A land vehicle specifically designed, equipped and staffed for lifesaving and transporting the sick or injured.
42	Ambulance – Air or Water	An air or water vehicle specifically designed, equipped and staffed for lifesaving and transporting the sick or injured.
43-48	Unassigned	N/A
49	Independent Clinic	A location, not part of a hospital and not described by any other Place of Service code that is organized and operated to provide preventive, diagnostic, therapeutic, rehabilitative, or palliative services to outpatients only.
50	Federally Qualified Health Center	A facility located in a medically underserved area that provides Medicare beneficiaries preventive primary medical care under the general direction of a physician.
51	Inpatient Psychiatric Facility	A facility that provides inpatient psychiatric services for the diagnosis and treatment of mental illness on a 24-hour basis, by or under the supervision of a physician.
52	Psychiatric Facility-Partial Hospitalization	A facility for the diagnosis and treatment of mental illness that provides a planned therapeutic program for patients who do not require full time hospitalization, but who need broader programs than are possible from outpatient visits to a hospital-based or hospital-affiliated facility.
53	Community Mental Health Center	A facility that provides the following services: Outpatient services, including specialized outpatient services for children, the elderly, individuals who are chronically ill, and residents of the CMHC's

Place of Service	Place of Service Name	Place of Service Description
		mental health services are who have been discharged from inpatient treatment at a mental health facility; 24-hour a day emergency care services; day treatment, other partial hospitalization services, or psychosocial rehabilitation services.
54	Intermediate Care Facility / Mentally Retarded	A facility which primarily provides health-related care and services above the level of custodial care to mentally retarded individuals but does not provide the level of care or treatment available in a hospital or SNF.
55	Residential Substance Abuse Treatment Facility	A facility which provides treatment for substance (alcohol and drug) abuse to live-in residents who do not require acute medical care - Services include individual and group therapy and counseling, family counseling, laboratory test, drugs and supplies, psychological testing, and room and board
56	Psychiatric Residential Treatment Center	A facility or distinct part of a facility for psychiatric care which provides a total 24-hour therapeutically planned and professionally staffed group living and learning environment.
57	Non-residential Substance Abuse Treatment Facility	A location which provides treatment for substance (alcohol and drug) abuse on an ambulatory basis - Services include individual and group therapy and counseling, family counseling, laboratory tests, drugs and supplies, and psychological testing
58-59	Unassigned	N/A
60	Mass Immunization Center	A location where Providers administer pneumococcal pneumonia and influenza virus vaccinations and submit these services as electronic media claims, paper claims, or using the roster billing method. This generally takes place in a mass immunization setting, such as, a public health center, pharmacy, or mall but may include a physician office setting.
61	Comprehensive Inpatient Rehabilitation Facility	A facility that provides comprehensive rehabilitation services under the supervision of a physician to inpatients with physical disabilities. Services include physical therapy, occupational therapy, speech therapy, speech pathology, social or psychological services, and orthotics and prosthetics services.
62	Comprehensive Outpatient Rehabilitation Facility	A facility that provides comprehensive rehabilitation services to outpatients with physical disabilities. Services include physical therapy, occupational therapy, and speech pathology services.
63-64	Unassigned	N/A
65	End-Stage Renal Disease Treatment Facility	A facility other than a hospital, which provides dialysis treatment, maintenance, and /or training to patients or caregivers on an ambulatory or home-care basis.

Place of Service	Place of Service Name	Place of Service Description
66-70	Unassigned	N/A
71	Public Health Clinic	A facility maintained by either State or local health departments that provide ambulatory primary medical care under the general direction of a physician.
72	Rural Health Clinic	A certified facility, which is located in a rural, medically underserved area that provides ambulatory primary medical care under the general direction of a physician.
73-80	Unassigned	N/A
81	Independent Laboratory	A laboratory certified to perform diagnostic and/or clinical tests independent of an institution or a physician's office.
82-98	Unassigned	N/A
99	Other Place of Service	Other place of service not listed above.

## 7.5 Medicare Crossovers

Medicaid processes claims for Medicare/Medicaid services when provided to a Medicaid eligible Member.

### 7.5.1 General Information

- Dually eligible Members are Members that are eligible for Medicare and Medicaid.
- Provider may verify Medicare and Medicaid eligibility via the Provider Portal (see *Section 2.1 Quick Reference*).
- Provider must accept assignment of claims for dually eligible Members.
- Be sure Wyoming Medicaid has record of all applicable NPIs and taxonomies under which the Provider is submitting to Medicare to facilitate the electronic crossover process.
- Medicaid reimburses the lesser of the assigned coinsurance and deductible amounts or the difference between the Medicaid allowable and the Medicare paid amount for dually eligible Members as indicated on the Medicare EOMB (Explanation of Medicare Benefits).
  - **Wyoming Medicaid's payment is payment in full. The Member is not responsible for any amount left over, even if assigned to coinsurance or deductible by Medicare.**

## 7.5.2 Billing Information

- Medicare is primary to Medicaid and must be billed first. Direct Medicare claims processing questions to the Medicare carrier.
- When posting the Medicare payment, the EOMB may state that the claim has been forwarded to Medicaid. **No further action is required, it has automatically been submitted.**
- Medicare transmits electronic claims to Medicaid daily. Medicare transmits all lines on a claim with any Medicare paid claim – If one (1) line pays, and three (3) others are denied by Medicare, all four (4) lines will be transmitted to Wyoming Medicaid.
- The time limit for filing Medicare crossover claims to Medicaid is 12 months (365 days) from the date of service or six (6) months (180 days) from the date of the Medicare payment, whichever is later.
- **If payment is not received from Medicaid after 45 days of the Medicare payment, submit a claim to Medicaid and include the COB (Coordination of Benefits) information in the electronic claim.** The line items on the claim being submitted to Medicaid must be exactly the same as the claim submitted to Medicare, except when Medicare denies, then the claim must conform to Medicaid policy.
  - Providers must enter the industry standard X12 Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) along with the Claim Adjustment Group Codes ([x12.org/codes](http://x12.org/codes)) from the EOMB when submitting the claim via a clearinghouse or direct data entry via the Provider Portal.
- If a paper claim adjustment is being submitted, the EOMB must be attached and the Medicare amount paid entered on the claim. If the Medicare policy is a **replacement/advantage or supplement**, this information must be noted (it can be handwritten) on the EOMB.



Do not resubmit a claim for coinsurance or deductible amounts unless the Provider has waited 45 days from Medicare’s payment date. A Provider’s claims may be returned if submitted without waiting the 45 days after the Medicare payment date.

## 7.6 National Drug Code (NDC) Billing Requirement

Medicaid requires Provider to include National Drug Codes (NDCs) on professional and institutional claims when certain drug-related procedure codes are billed. This policy is mandated by the Federal Deficit Reduction Act (DRA) of 2005, which requires state Medicaid programs to collect rebates from

drug manufacturers when their products are administered in an office, clinic, hospital, or other outpatient setting.

The NDC is a unique 11-digit identifier assigned to a drug product by the labeler/manufacturer under Federal Drug Administration (FDA) regulations. It is comprised of three (3) segments configured in a 5-4-2 format.

6 5 2 9 3 - 0 0 0 1 - 0 1

Labeler Code	Product Code	Package Code
(5 Digits)	(4 Digits)	(2 Digits)


**Labeler Code** – Five-(5) digit number assigned by the FDA to uniquely identify each firm that manufactures, repacks, or distributes drug products.

- **Product Code:** Four (4)-digit number that identifies the specific drug, strength, and dosage form
- **Package Code:** Two (2)-digit number that identifies the package size.

### 7.6.1 Converting 10-Digit NDC’s to 11-Digits

Many NDCs are displayed on drug products using a 10-digit format. However, to meet the requirements of the new policy, NDCs must be billed to Medicaid using the 11-digit FDA standard. Converting an NDC from 10 to 11 digits requires the strategic placement of a zero (0). The following table shows two (2) common 10-digit NDC formats converted to 11 digits.

Converting 10 Digit NDCs to 11 Digits			
10 Digit Format	Sample 10 Digit NDC	Required 11 Digit Format	Sample 10 Digit NDC Converted to 11 Digits
9999-9999-99 (4-4-2)	0002-7597-01 Zyprexa 10mg vial	0999-9999-99 (5-4-2)	00002-7597-01
99999-999-99 (5-3-2)	50242-040-62 Xolair 150mg vial	99999-0999-99 (5-4-2)	50242-0040-62

 Hyphens are used solely to illustrate the various 10 and 11-digit formats. Do not use hyphens when billing NDCs.

### 7.6.2 Documenting and Billing the Appropriate NDC

A drug may have multiple manufacturers, so it is vital to use the NDC of the administered drug and not another manufacturer’s product, even if the chemical name is the same. It is important that Providers

develop a process to capture the NDC when the drug is administered, before the packaging is thrown away. It is not permissible to bill Medicaid with any NDC other than the one (1) administered. Providers should not pre-program their billing systems to automatically utilize a certain NDC for a procedure code that does not accurately reflect the product that was administered to the Member.

Clinical documentation must record the NDC from the actual product, not just from the packaging, as these may not match. Documentation must also record the lot number and expiration date for future reference in the event of a health or safety product recall.

### 7.6.3 Billing Requirements

The requirement to report NDCs on professional and institutional claims is meant to supplement procedure code billing, not replace it. Providers are still required to include applicable procedure code information such as dates of service, CPT/HCPCS code(s), modifier(s), charges, and units.

### 7.6.4 Submitting One NDC per Procedure Code

If one (1) NDC is to be submitted for a procedure code, the procedure code, procedure quantity, and NDC must be reported. No modifier is required.


Procedure Code	Modifier	Procedure Quantity	NDC
90375		2	13533-0318-01

### 7.6.5 Submitting Multiple NDCs per Procedure Code

If two (2) or more NDCs are to be submitted for a procedure code, the procedure code must be repeated on separate lines for each unique NDC. For example, if a Provider administers 6 mL of HyperRAB, a 5 mL vial and a 1 mL vial would be used. Although the vials have separate NDCs, the drug has one (1) procedure code, 90375. So, the procedure code would be reported twice on the claim but paired with different NDCs.

Procedure Code	Modifier	Procedure Quantity	NDC
90375	KP	1	13533-0318-01
90375	KQ	1	13533-0318-05

On the first line, the procedure code, procedure quantity, and NDC are reported with a KP modifier (first drug of a multi-drug). On the second line, the procedure code, procedure quantity, and NDC are reported with a KQ modifier (second/subsequent drug of a multi-drug).

 When reporting more than two (2) NDCs per procedure code, the KQ modifier is also used on the subsequent lines.

## 7.6.6 Medicare Crossover Claims

Because Medicaid pays Medicare coinsurance and deductible for dual-eligible Members, the NDC will also be required on Medicare crossover claims for all applicable procedure codes. Medicaid has verified that NDC information reported on claims submitted to Medicare will be included in the automated crossover claim feed to Medicaid. Crossover claim lines that are missing a required NDC will be denied.

## 7.6.7 CMS-1500 02-12 Billing Instructions

To report a procedure code with an NDC on the CMS-1500 02-12 claim form, enter the following NDC information into the shaded portion of field 24A:

- NDC qualifier of N4 [Required]
- NDC 11-digit numeric code [Required]

Do not enter a space between the N4 qualifier and the NDC. Do not enter hyphens or spaces within the NDC.

### CMS-1500 02-12 – One (1) NDC per Procedure Code:

24. A. DATE(S) OF SERVICE			B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)		E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	L. ID. QUAL.	J. RENDERING PROVIDER ID. #
From	To				CPT/HCPCS	MODIFIER						
MM	DD	YY	MM	DD	YY							
N460574411301											ZZ	208000000X
10	01	15				90378					NPI	1234444444

### CMS-1500 02-12 – Two (2) NDCs per Procedure Code:

24. A. DATE(S) OF SERVICE			B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)		E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	L. ID. QUAL.	J. RENDERING PROVIDER ID. #
From	To				CPT/HCPCS	MODIFIER						
MM	DD	YY	MM	DD	YY							
N460574411301											ZZ	208000000X
10	01	15				90378	KP				NPI	1234444444
N460574411301											ZZ	208000000X
10	01	15				90378	KQ				NPI	1234444444

Medicaid’s instructions follow the National Uniform Claim Committee’s (NUCC) recommended guidelines for reporting the NDC on the CMS-1500 02-12 claim form. Provider claims that do not adhere to the guidelines will be returned unprocessed.

## 7.7 Service Thresholds Per Calendar Year

### 7.7.1 Under Age 21

Medicaid Members under 21 years of age are subject to thresholds each calendar year for:

- Physical therapy visits
- Occupational therapy visits
- Speech therapy visits




- Chiropractic visits for dates of service prior to 06/01/2021
- Dietitian visits for dates of service prior to 01/01/2021
- Emergency dental visits
- Behavioral health visits for dates of service 01/01/2021 and forward

### 7.7.2 Ages 21 and older

Medicaid Members 21 years of age and older are subject to thresholds each calendar year for:

- Office/outpatient hospital visits
- Physical therapy visits
- Occupational therapy visits
- Speech therapy visits
- Chiropractic visits for dates of service prior to 06/01/2021
- Dietitian visits for dates of service prior to 01/01/2021
- Emergency dental visits
- Behavioral health visits

OFFICE AND OUTPATIENT HOSPITAL VISITS		
Codes	Service Threshold	Does not apply to:
<b>Procedure Codes:</b> 99281-99285 99201-99215 <b>Revenue Codes:</b> 0450-0459 0510-0519	12 combined visits per calendar year	<ul style="list-style-type: none"> <li>• Members Under Age 21</li> <li>• Emergency Visits</li> <li>• Family Planning Services</li> <li>• Medicare Paid Crossovers</li> </ul>

 Ancillary services (for example lab, X-ray, and so on) provided during an office/outpatient hospital visit that exceeded the threshold will still be reimbursed.

PHYSICAL THERAPY, OCCUPATIONAL THERAPY, SPEECH THERAPY, BEHAVIORAL HEALTH VISITS, CHIROPRACTIC VISITS AND DIETITIAN		
Codes	Service Threshold	Does not apply to:
<p><b>Procedure codes:</b> 90785; 90791; 90792; 90832-90834; 90836-90839; 90845-90849; 90853; 90857; 92507-92508; 92526; 92609; 96105-96146; 97010-97039; 97110-97150; 97161-97546; 97802-97804; 98940-98942; (all modalities on same date of service count as 1 visit)</p> <p><b>HCPCS Level II codes:</b> G9012; H0004; H0038; H0046, H2010; H2014; H2017; H2019; S9480, T1017 (all modalities on same date of service count as 1 visit)</p> <p><b>Revenue codes:</b> 0421-0449 (each unit counts as 1 visit)</p>	<ul style="list-style-type: none"> <li>• 20 physical therapy visits per calendar year</li> <li>• 20 occupational therapy visits per calendar year</li> <li>• 30 speech therapy visits per calendar year</li> </ul> <p><b>Behavioral Health Visits:</b></p> <ul style="list-style-type: none"> <li>• 2020 dates of service and prior - threshold of 30 visits per calendar year applies to Members 21 and over only</li> <li>• 2021 dates of service and forward - threshold applies to all Members</li> </ul> <p><b>Chiropractic Visits:</b></p> <ul style="list-style-type: none"> <li>• 05/31/2021 dates of service and prior - 20 chiropractic visits per calendar year</li> <li>• 06/01/2021 dates of service and forward – Chiropractic services are not covered</li> </ul> <p><b>Dietitian Visits:</b></p> <ul style="list-style-type: none"> <li>• 2020 dates of service and prior - 20 dietitian visits per calendar year</li> <li>• 2021 dates of service and forward - no threshold on visits</li> </ul>	<ul style="list-style-type: none"> <li>• Medicare Paid Crossovers</li> <li>• Inpatient and ER behavioral health services</li> </ul>


### 7.7.3 Office and Outpatient Hospital Visits Once Threshold is Met

**Procedure Code Range: 99281 – 99285, 99201 – 99215**

Once the threshold for a calendar year has been reached, the process will be as follows:

- When a claim is submitted for the 13th office or outpatient hospital visit, the Member will be enrolled into a care management program with WYhealth to help manage their medical conditions and healthcare needs.
- Both the Member and any Providers who have billed office or outpatient hospital visits for the Member in that calendar year will receive a letter informing them the Member has exceeded the 12-visit threshold and the Member has been enrolled into the care management program.

- Wyoming Medicaid will use the Member’s participation in the care management program to determine the medical necessity for services provided, and will continue to process additional claims for office or outpatient hospital visits according to Medicaid guidelines.
- As long as the Member continues to participate in the care management program, no further action is required by the Provider for claims to process as normal.
- Should the Member choose **not** to participate in the program, the Member and the Provider will receive another letter informing them that office visit and outpatient hospital visit claims will need to be reviewed for medical necessity before being processed for payment.
  - The review of medical necessity may include review of diagnosis codes on the claim, a call from the UM Coordinator to the Provider’s office, or a written request for medical records regarding the visit.
  - Providers may choose to bill the Member so long as they have informed the Member, in writing, prior to rendering service(s) that:
    - The service is not medically necessary, OR
    - They will not be providing medical records to help Medicaid determine the medical necessity of the visit, OR
    - They will not be billing Medicaid
- The Member can begin or resume participation in the care management program at any point after meeting the threshold to reinstate claims processing without additional verification of medical necessity by the Provider.

 Claims that are for Members under the age of 21 that are coded as emergencies, family planning, or where Medicare has paid as primary are not subject to this process and do not count towards this threshold.

### 7.7.4 Prior Authorization Once Thresholds are Met

Once the threshold for a calendar year has been reached, or once the Provider is aware the threshold will be met and the Member is nearing the threshold, a Prior Authorization may be requested (see *Section 2.1 Quick Reference*) for the following services (see *Section 7.12 Prior Authorization*):

- Physical therapy visits;
- Occupational therapy visits;

- Speech therapy visits;
- Behavioral health visits (see *Chapter 14* – for the appeals process)



If the Member is seen by different treating Providers on the same day, it will be counted individually as a visit. For example, the pay-to-Provider is the same for both treating Providers. The Member has appointments with Provider A for individual counseling at 1:00 p.m. on 4/1/2021 and Provider B for group therapy at 2:00 p.m. on 4/1/2021, it will count as two (2) visits.

Requests can be made by:

- Physicians
- Nurse practitioners
- Physical, occupational or speech therapists
- Psychiatrists
- Psychologists
- Licensed mental health professionals (such as licensed professional counselor, licensed marriage and family therapist, licensed certified social workers and licensed addiction therapists)
- Community mental health centers
- Substance abuse treatment centers
- Board Certified Behavior Analysts

## 7.8 Reimbursement Methodologies

Medicaid reimbursement for covered services is based on a variety of payment methodologies depending on the service provided.


- Medicaid fee schedule
- By report pricing
- Billed charges
- Invoice charges
- Negotiated rates
- Per diem
- Resource Based Relative Value Scale (RBRVS)

### 7.8.1 Invoice Charges

For manually priced items an invoice, which provides proof of purchase and actual cost(s) for equipment and/or supplies, is required. The lowest price on the invoice, including Provider discounts, will be used.

- For dates of service 12/31/2020 and prior, manually priced items for DME are priced at lowest invoice cost, plus shipping, plus 15%.
- For dates of service 01/01/2021 forward manually priced items for DME are priced at lowest invoice cost, plus shipping, plus 12.13%.

To receive the cost of shipping the manufacturer must be the one to break down the shipping/handling on the invoice. If the manufacturer does not include a shipping/handling breakdown on the invoice, and there is more than one (1) item, it cannot be included in the cost of the item.

 If more than one (1) piece of DME can meet the Member's needs, coverage is only available for the most cost-effective piece of equipment.

- Invoice must be dated within 12 months (365 days) prior to the date of service being billed.
  - If the invoice is older, a letter must be included explaining the age of the invoice (such as product purchased in large quantity previously and is still in stock).
- All discounts will be taken on the invoice.
- The discounted pricing or codes cannot be marked out.
- A packing slip, price quote, purchase order, delivery ticket, and so on may be used only if the Provider no longer has access to the invoice and is unable to obtain a replacement from the supplier/manufacturer, and a letter with explanation is included.
- Items must be clearly marked (such as how many calories are in a can of formula, items in a case, milligrams, ounces, and so on)


### 7.9 Usual and Customary Charges

Charges for services submitted to Medicaid must be made in accordance with an individual Provider's usual and customary charges to the general public unless:

- The Provider has entered into an agreement with the Medicaid Program to provide services at a negotiated rate; or
- The Provider has been directed by the Medicaid Program to submit charges at a Medicaid-specified rate.

## 7.10 Co-Payment Schedule

\$2.45 Co-Payment Schedule		
Procedure and Revenue Code(s)	Description	Exceptions
99201 – 99215	Office Visits only when the place of service code is 11	Co-payment requirements do not apply to: <ul style="list-style-type: none"> <li>• Children defined as:                             <ul style="list-style-type: none"> <li>○ Medicaid eligibility for children is under 21</li> <li>○ Kid Care CHIP eligibility for children is under 19</li> </ul> </li> <li><b>EXCEPTION: Co-Pays Apply to the children's KIDC Benefit Plan (Kid Care CHIP Plans B &amp; C)</b></li> <li>• Nursing Facility Residents</li> <li>• Pregnant Women</li> <li>• Family planning services</li> <li>• Emergency services</li> <li>• Hospice services</li> <li>• Medicare Crossovers</li> <li>• Members of a Federally recognized Tribe</li> </ul>
99341 -99350	Home Visits	
92002, 92004, 92014	Eye Examinations	

 To clarify, children on the KIDB Benefit Plan (Kid Care CHIP Plan A) do not have co-pays. children on the KIDC benefit plan (Kid Care CHIP Plan B or C) have co-pays.

Co-payments are applicable per procedure code, and some claims may have more than one (1) co-payment amount.

## 7.11 How to Bill for Newborns

When a mother is eligible for Medicaid, at the time the baby is born, the newborn is automatically eligible for Medicaid for one (1) year. However, the WDH Customer Service Center (see *Section 2.1 Quick Reference*) must be notified of the newborn’s name, gender, date of birth, and the mom’s name and Medicaid number for the newborn's Medicaid ID Card to be issued. This information can be faxed, emailed, or mailed to the WDH Customer Service Center on letterhead from the hospital where the baby was born or reported by the parent of the baby. **The Provider will need to have the newborn Member ID to bill newborn claims.**

## 7.12 Prior Authorization

Medicaid requires Prior Authorization (PA) on selected services and equipment. **Approval of a PA is never a guarantee of payment.** A Provider should not render services until a Member’s eligibility has been verified and a PA has been approved (if a PA is required). Services rendered without obtaining a PA (when a PA is required) may not be reimbursed.

Selected services and equipment requiring prior authorization include, but are not limited to the following – use in conjunction with the Medicaid Fee Schedule to verify what needs PA:

Agency Name	Phone	Services Requiring PA
Division of Healthcare Financing (DHCF)	Contact case manager  Case manager will contact the DHCF	<ul style="list-style-type: none"> <li>• Community Choice Waiver (CCW)</li> <li>• Out-of-State Placement for LTC Facilities</li> <li>• Comprehensive Developmental Disability Waivers</li> <li>• Support Developmental Disability Waivers</li> </ul>
Change Healthcare	(877)207-1126	<ul style="list-style-type: none"> <li>• Pharmacy Prior Authorizations (PA)</li> <li>• PAs for physician administered injections:               <ul style="list-style-type: none"> <li>○ Belimumab Injections</li> <li>○ Botox, Dysport, and Myobloc Injections</li> <li>○ Ilaris/Cankinumab</li> <li>○ Ocrevus/Ocrelizumab</li> <li>○ Pralatrexate</li> <li>○ Reslizumab (CINQAIR) IV Infusion Treatment</li> <li>○ Synvisc &amp; Hylagen Injections</li> <li>○ Tysabri IV Infusion Treatment</li> </ul> </li> </ul>
Magellan Healthcare	Tel (307)459-6162 8-5pm MST M-F  (855)883-8740 (after hours) <a href="http://www.magellanofwyoming.com/">http://www.magellanofwyoming.com/</a>	Care Management Entity (CME) services that include: <ul style="list-style-type: none"> <li>• Family Care Coordination</li> <li>• Family Peer Support Partner</li> <li>• Youth Peer Support Partner</li> <li>• Youth and Family Training &amp; Support</li> <li>• Respite services</li> </ul>

Agency Name	Phone	Services Requiring PA
Telligen (Utilization Management)	(833) 610-1057	<ul style="list-style-type: none"> <li>• Acute Psych</li> <li>• Binaural Hearing Aids</li> <li>• Cochlear Implant – 1x/5yrs</li> <li>• Dental Implants &amp; fixed bridges</li> <li>• Severe Malocclusion</li> <li>• Specialized Denture Services</li> <li>• Oral &amp; Maxillofacial Surgeries</li> <li>• Durable Medical Equipment (DME)</li> <li>• Extended Psych</li> <li>• Extraordinary Care</li> <li>• Gastric Bypass</li> <li>• Genetic Testing</li> <li>• Home Health</li> <li>• MedaCube</li> <li>• Prosthetic and Orthotic Supplies (POS)</li> <li>• PRTF – Psychiatric Residential Treatment Facility</li> <li>• PT/OT/ST/BH once threshold has been met</li> <li>• Surgeries (within range 10000- 99999) that requires prior authorization</li> <li>• Transplants</li> <li>• Vagus Nerve Stimulator</li> <li>• Vision – Lenses, Contacts, &amp; Scleral Shells</li> <li>• Unlisted Codes</li> </ul>

### 7.12.1 Requesting an Emergency Prior Authorization

Contact the other appropriate authorizing agencies for their pending/emergency PA procedures (*see Section 7.12 Prior Authorization*).




## 7.12.2 Prior Authorization Status Inquiry

The BMS will receive approved and denied PAs (278 transactions) from Telligen, CCW (DHCF), DD Waiver (DHCF), Change Healthcare, Magellan Healthcare (CME). PAs in a pending status will not be sent to the BMS.


Providers are able to inquiry and view PA statuses on the Provider Portal by completing a PA Inquiry. Statuses include approved, denied, or used. A PA may have both approved and denied lines. For lines that are approved, the corresponding item may be purchased, delivered, or services may be rendered.

The complete 10-digit PA number must be entered in field 23 of the CMS 1500 claim form. For placement in an electronic X12N 837 Professional Claim, consult the Electronic Data Interchange Technical Report Type 3 (TR3). The TR3 can be accessed at [https://wpshealth.com/resources/files/med\\_b\\_837p\\_companion.pdf](https://wpshealth.com/resources/files/med_b_837p_companion.pdf).

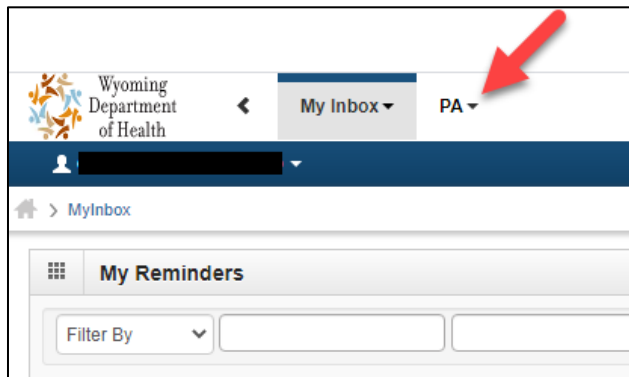
 Used PAs will be viewable on the Provider Portal.

To complete a Prior Authorization (PA) Inquiry via the Provider Portal:

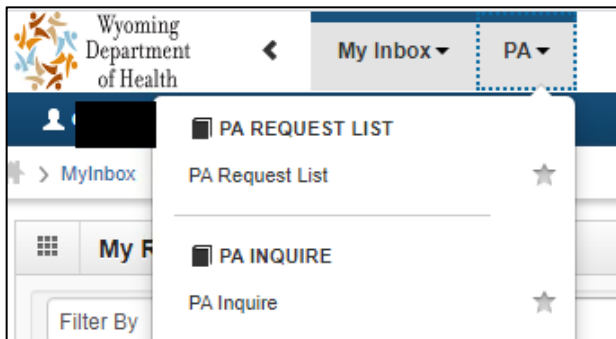
1. Log in to the Medicaid Portal (see *Section 2.1* Quick Reference).


 The Provider or user must have the Prior Authorization Access, Provider Profile to inquire on prior authorizations.

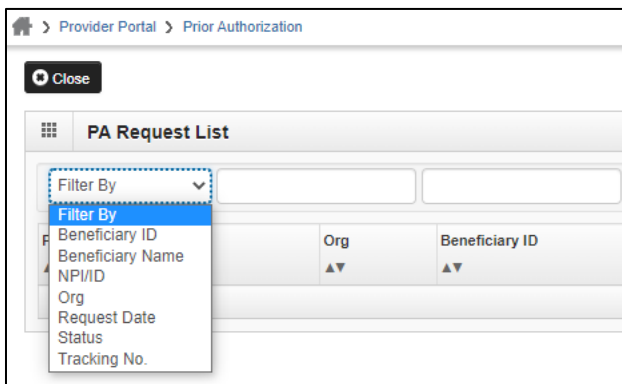
2. Once the user is logged into to the Provider Portal and selects Prior Authorization Access from the Provider Profile drop-down list, **PA** appears next to "My Inbox".



- From the **PA** drop-down list, select **PA Request List** (do not have PA number) or **PA Inquire** (have PA number).



 Providers inquiring on PAs may select PA Request List and filter (search) in various ways, such as PA Tracking No., Beneficiary (Member) ID, Beneficiary (Member) Name, Status.



Example of a search by the Beneficiary (Member) ID- Select **Beneficiary ID** in the first drop-down list, then enter the 10-digit Medicaid Member ID number and select **Go**. Below is partial information that is displayed.

Page View	Org	Beneficiary ID	Beneficiary Name	Tracking No.	Request Date	Status	NPI/ID	Prvdr Name	Srvc From Date
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
	EMWS	0600	BU	03399	01/01/2021	Approved			01/01/2021
	EMWS	0600	BU	60000	11/23/2021	Approved			01/01/2021

- Select the PA Tracking Number in blue to go to the PA. Providers can navigate the PA by scrolling up and down or using the navigation on the left to go directly to a specific area.

Or select the **Page View** icon to view the PA information, including the approved units, utilized units and the claims associated with this PA.

Page View	Org	Beneficiary ID	Beneficiary Name	Tracking No.	Request Date	Status	NPI/ID	Prvdr Name	Srvc From Date
	EMWS	0600	B	60	12/15/2021	Approved			01/01/2022

- Select the **greater than (>)** icon next to the line number to view the claims (TCNs) submitted with this PA number.

PA Line	Servicing Provider NPI	Servicing Provider ID	Servicing Provider Name	From Date	To Date	Code	Modifiers	Tooth Number	Approved Units	Utilized Units	Approved \$ per Unit	Status
> 01				01/01/2022	12/31/2022	S5170	SE		260	4	0.00	Approved

- Providers may print the PA or view only.

## 7.13 Billing of Deliverables

All procedures that involve delivering an item to the Member can only be billed to Medicaid on the date the item is delivered to the Member. This includes glasses, DME products/supplies, dental appliances, and so on. The Provider is responsible for billing these procedures only on the delivery date.

**DME Date of Delivery** - Use the shipping date as the date of service on the claim if the Provider uses a deliver/shipping service. Use the actual date of delivery as the date of service on the claim if the Provider/supplier does the delivery or if the Member picks the item up directly. Items purchased should

be billed using the single date of service the item was purchased on, and not a span of dates the items are intended to cover. If a member buys a 30-day supply of incontinence supplies on 1/15/22 for use during the following month (1/15/22 – 2/14/22), the date of service should be 1/15/22 only.

Wyoming Medicaid will allow a Provider to bill using the order date only if one of the following conditions is present:

- Member is not eligible on the delivery date but was eligible on the order date
- Member does not return to the office for the delivery of the product


A Provider may use the order date as the date of service only if they have obtained a signed exception form from the State. To obtain this authorization, follow the steps below.

- Print the “Order vs Delivery Date Exception Form,” (see *Section 7.13.1*).
- Complete the form and fax or mail it to the address at the bottom of the form.
- Once the form is signed by the State, it will be returned to the Provider and must be a part of the Member’s permanent clinical record.
- The Provider may then bill the claim using the order date as the date of service.



If an audit of clinic records is performed, and it is found that the Provider billed on the order date but does not have a signed Order vs Delivery Date Exception Form for the Member and the DOS, the money paid will be recovered.

### 7.13.1 Order vs Delivery Date Exception Form



## Order vs Delivery Date Billing Attestation Form

<b>Provider Name</b>			
<b>Provider Return Email</b>		<b>NPI/Provider Number</b>	
<b>Member Name</b>		<b>Member ID</b>	
<b>Procedure Code</b>		<b>Order Date</b>	
<b>Procedure Description</b>		<b>Delivery Date</b>	

**DENTAL PROVIDERS**  
Our office is unable to bill this procedure using the delivery or seat date due to:

Member was eligible on the prep date and was not eligible for Wyoming Medicaid on the delivery or seat date.

Member did not return for item after several attempts to schedule due to:

**VISION PROVIDERS**  
Our office is unable to bill this procedure using the delivery date due to:

Member was eligible on the order date and was not eligible for Wyoming Medicaid on the delivery (in-office or by mail.)

Member did not return for glasses and when the glasses were mailed they were returned to our office due to:

**DME PROVIDERS**  
Our office is unable to bill this procedure using the delivery date due to:

Member was eligible on the prep date and was not eligible for Wyoming Medicaid on the delivery or seat date.

Member did not return for item after several attempts to contact due to:


  

**Provider's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Approved**      **State Program Manager** \_\_\_\_\_ **Date** \_\_\_\_\_

**Denied**                      **Title** \_\_\_\_\_



WBMS-Order vs Delivery Date form

This form must be completed and emailed to: [lindsay.conyers1@wyo.gov](mailto:lindsay.conyers1@wyo.gov).

## 7.14 Submitting Attachments for Electronic Claims

When a claim requires supporting documentation (such as sterilization consent form, op notes, EOB, or EOMB), Providers may either upload their documents electronically or complete the Attachment Cover Sheet and mail or email their documents.

The fiscal agent created a process that allows Providers to submit electronic attachments for electronic claims when they indicate a claim requires supporting documentation, this triggers the "Attachment Indicator" to be set to "Y". Providers can attach documents to previously submitted claims that are in the BMS and they can attach documents to a claim at the time of direct data entry (DDE) into the BMS.

Uploading attachments to a claim that is in the BMS via the Provider Portal:

- These claims are in the BMS and revolve for 30-days waiting for an attachment. Typically, these claims have been submitted electronically by a billing agent or clearinghouse, but they could have been entered directly into the BMS.
- Claims pend and revolve in the BMS when the attachment indicator on the electronic claim was marked at the time of the claim submission. 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). Access the TR3 at [https://wpshealth.com/resources/files/med\\_b\\_837p\\_companion.pdf](https://wpshealth.com/resources/files/med_b_837p_companion.pdf).

Important attachment information:

- Providers may not attach a document to many claims/TCNs at one time
- Attachment(s) must be added per claim/TCN
- Multiple attachments can be added or uploaded to one claim/TCN
- Attachment(s) size limit is 50 MBs when attaching documents at the time of keying a direct data entry claim into the BMS via the Provider Portal
  - This limit does not apply when uploading attachments to the claim/TCN that has been previously submitted and is already in the BMS
- When completing direct data entry of a claim, Providers have the option of uploading the supporting documentation at the time of the claim submission or not.
  - If Providers choose to mail or email the documentation, Providers can print the system generated attachment coversheet (see *Section 6.14.1.1*) for that specific claim or download and complete the Attachment Coversheet (see *Section 6.14.1.2*) from the website.

Submitting paper attachments is not the preferred method as Wyoming Medicaid is moving away from paper attachments.

- Providers can access previously submitted claims via the Provider Portal by completing a "Claim Inquiry" within the Provider Portal. No attachment coversheet is required as the Provider will upload their attachments directly to the TCN that is in the BMS.
- If the attachment is not received within 30 days of the electronic claim submission, the claim will deny, and it will be necessary for the Provider to resubmit it with the proper attachment.

#### Resources:

- Chapter 10 –Electronic Data Interchange (EDI) and Provider Portal
- Provider Publications and Trainings posted to the Medicaid website (see *Section 2.1 Quick Reference*)
  - Select Provider, select Provider Publications and Trainings, then select Provider Training, Tutorials and Workshops
  - Select the appropriate claim type tutorial (Dental, Institutional, or Professional) for the step-by-step instructions to upload or attach a document at the time of entering the claim (direct data entry) into the BMS via the Provider Portal
  - Select 'Electronic Attachments' tutorial when uploading or attaching documents directly to a TCN/claim within the BMS via the Provider Portal

### 7.14.1 - Attachment Coversheets

There are two (2) Attachment Coversheets:

- Attachment Coversheet systematically generated and printed from the Provider Portal (see *Section 7.14.1.1*)
  - This coversheet can be printed at the time of direct data entry of the claim or from completing a 'Claim Inquiry' process within the Provider Portal
  - The advantage of submitting this system generated form is all the fields are auto populated, it is barcoded, and the form has a QR code to ensure proper routing and matching up to the claim/TCN in the BMS
- Attachment Cover Sheet downloaded from the website (see *Section 7.14.1.2*)
  - This coversheet can be downloaded and must be filled in by the Provider
  - The data entered on the form must match the claim exactly in DOS, Member information, pay-to Provider NPI, and so on the complete instructions are provided with the form (see *Section 7.14.1.2*)

Mail or fax (25 pages maximum) the attachment coversheets with the supporting documents to the Claims Department (see *Section 2.1* Quick Reference). Coversheets can also be emailed to the Provider Services email address, [wyprovideroutreach@cns-inc.com](mailto:wyprovideroutreach@cns-inc.com), made to the Attention: Claims Department

- **All emails must come secured and cannot exceed 25 pages**



All steps must be followed; otherwise, the fiscal agent cannot join the electronic claim and paper attachment and the claim will deny. Also, if the paper attachment is not received within 30 days of the electronic claim submission, the claim will deny, and it will be necessary to resubmit it with the proper attachment.



### 7.14.1.1 Sample of Systematically Generated Provider Portal Attachment Coversheet

	<b>ATTACHMENT COVERSHEET</b>
--	------------------------------

Return this document with attachments to "Wyoming Medicaid Attn: Claims PO BOX 547 Cheyenne, WY 82003-0547"

TCN : 21 [REDACTED]

Beneficiary ID : 01 [REDACTED]

NPI : 10 [REDACTED]

Provider ID : 14 [REDACTED]

Document Attached : EOB Insurance,Forms

Sender Name : [REDACTED]

Sender Fax : 547-789-8383

Sender Phone : 4539159367


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**Any Questions, call the Wyoming Medicaid Fiscal Agent: 1-888-996-6223**

**CONFIDENTIALITY NOTICE:** The attached documents are intended only for the use of the individual or entity named under "TO:" above. This may contain information that is privileged, confidential or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, distribution or copying, or the taking of any action in regard to the contents of this information is strictly prohibited. If you have received this document in error, please telephone us immediately so that we can correct the error and arrange for destruction or return of the document.

Attachment Coversheet

### 7.14.1.2 Attachment Cover Sheet and Instructions



## Completing the Attachment Cover Sheet

An asterisk (\*) denotes a required field.  
Complete all applicable fields.

Title	Action
Pay to Provider Name*	Enter the name of the Pay to (Group) Provider.
Pay to NPI*	Enter the 10-digit NPI or Provider Number for the Pay to (Group) Provider.
Member Name*	Enter the Member's full name.
Medicaid ID*	Enter the Member's 10-digit Wyoming Medicaid ID number.
Claim From Date of Service*	Enter the first date of service on the claim in mm/dd/yyyy format.
Claim To Date of Service*	Enter the last date of service on the claim in mm/dd/yyyy format.
Transaction Control Number (TCN)*	Enter the 17-digit Transaction Control Number (TCN) for the electronic claim
Attachment Type*	Select the attachment type that was indicated on the electronic claim.

This cover sheet can be uploaded electronically via the Web Portal.

Return the completed cover sheet with attachments to:

Wyoming Medicaid Fiscal Agent  
Attn: Claims Department  
P.O. Box 547  
Cheyenne, WY 82003-0547



## Attachment Cover Sheet

Use this cover sheet when electronically submitting a claim that requires attachments. The supporting documents (for example, EOB or medical records) must be attached to this cover sheet. If documents are received without this cover sheet, then the request **CANNOT** be processed, and the documents will be shredded.

- All information entered on this cover sheet must match the data entered in the 837 claim transaction exactly, including the Attachment Type.
- The Attachment Transmission Code in the 837 claim transaction must be set to 'BM' (By Mail) to indicate the attachment is being sent separately.

Pay to Provider Name <input style="width: 90%;" type="text"/>	Pay-To NPI/ Provider Number <input style="width: 90%;" type="text"/>	
Member Name <input style="width: 90%;" type="text"/>	Member ID <input style="width: 90%;" type="text"/>	
Claim From Date of Service <input style="width: 90%;" type="text"/>	Claim To Date of Service <input style="width: 90%;" type="text"/>	Transaction Control Number (TCN) <input style="width: 90%;" type="text"/>

### Attachment Type

- |                                                      |                                                                    |
|------------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> AS: Admission Summary       | <input type="checkbox"/> MT: Models                                |
| <input type="checkbox"/> B2: Prescription            | <input type="checkbox"/> NN: Nursing Notes                         |
| <input type="checkbox"/> B3: Physician Order         | <input type="checkbox"/> OB: Operative Notes                       |
| <input type="checkbox"/> B4: Referral Order          | <input type="checkbox"/> OZ: Support Date for Claim                |
| <input type="checkbox"/> CT: Certification           | <input type="checkbox"/> PN: Physical Therapy Notes                |
| <input type="checkbox"/> CK: Consent Form(s)         | <input type="checkbox"/> PO: Prosthetics or Orthotic Certification |
| <input type="checkbox"/> DA: Dental Models           | <input type="checkbox"/> PZ: Physical Therapy Certification        |
| <input type="checkbox"/> DG: Diagnostic Report       | <input type="checkbox"/> RB: Radiology Films                       |
| <input type="checkbox"/> DS: Discharge Summary       | <input type="checkbox"/> RR: Radiology Reports                     |
| <input type="checkbox"/> EB: Explanation of Benefits | <input type="checkbox"/> RT: Report of Tests and Analysis Report   |

This cover sheet can be uploaded electronically via the Web Portal.

Return the completed cover sheet with attachments to:

Wyoming Medicaid Fiscal Agent  
Attn: Claims Department  
P.O. Box 547  
Cheyenne, WY 82003-0547

WYBMS-Attachment  
Coversheet



## 7.15 Sterilization, Hysterectomy, and Abortion Consent Forms

When providing services to a Medicaid Member, certain procedures or conditions require a consent form be completed and attached to the claim. This section describes the following forms and explains how to prepare them:

- Sterilization Consent Form
- Hysterectomy Consent Form
- Abortion Certification Form

### 7.15.1 Sterilization Consent Form and Guidelines

Federal regulations require that Members give written consent prior to sterilization; otherwise, Medicaid cannot reimburse for the procedure.

The Sterilization Consent Form may be obtained from the fiscal agent or copied from this manual. As mandated by Federal regulations, the consent form must be attached to all claims for sterilization-related procedures.

All sterilization claims must be processed according to the following Federal guidelines:

FEDERAL GUIDELINES
The waiting period between consent and sterilization must not exceed 180 days and must be at least 30 days, except in cases of premature delivery and emergency abdominal surgery. The day the Member signs the consent form and the surgical dates are not included in the 30-day requirement. For example, a Member signs the consent form on July 1. To determine when the waiting period is completed, count 30-days beginning on July 2. The last day of the waiting period would be July 31; therefore, surgery may be performed on August 1.
In the event of premature delivery, the consent form must be completed and signed by the Member at least 72-hours prior to the sterilization, and at least 30-days prior to the expected date of delivery.
In the event of emergency abdominal surgery, the Member must complete and sign the consent form at least 72-hours prior to sterilization.
The consent form supplied by the surgeon must be attached to every claim for sterilization related procedures; such as ambulatory surgical center clinic, physician, anesthesiologist, inpatient or outpatient hospital. Any claim for a sterilization related procedure which does not have a signed and dated, valid consent form will be denied.  All blanks on the consent form must be completed with the requested information. The consent form must be signed and dated by the Member, the interpreter (if one is necessary), the person who obtained the consent, and the physician who will perform the sterilization.  The physician statement on the consent form must be signed and dated by the physician who will perform the sterilization, on the date of the sterilization or after the sterilization procedure was performed. The date on the sterilization claim form must be identical to the date and type of operation given in the physician’s statement.

### 7.15.1.1 Sterilization Consent Form

Sterilization Consent Form	
<p><b>NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.</b></p>	
<p><b>CONSENT TO STERILIZATION</b>            I have asked for and received information about sterilization from 1 _____ . When I first asked for the information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care or treatment. I will not lose any help or benefits from programs receiving Federal funds, such as A.F.D.C. or EqualityCare that I am now getting or for which I may become eligible.</p> <p>I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED PERMANENT AND NOT REVERSIBLE. I HAVE DECIDED THAT I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR FATHER CHILDREN.</p> <p>I was told about those temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected these alternatives and chosen to be sterilized.</p> <p>I understand that I will be sterilized by an operation known as a 2 _____ . The discomforts, risks and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.</p> <p>I understand that the operation will not be done until at least thirty days after I sign this form. I understand that I can change my mind at any time and that my decision at any time not to be sterilized will not result in the withholding of any benefits or medical services provided by federally funded programs.</p> <p>I am at least 21 years or age and was born on 3 _____            Month Day Year</p> <p>4 I, _____, hereby consent of my own free will to be sterilized by 5 _____ (doctor) by a method called 6 _____. My consent expires 180 days from the date of my signature below.</p> <p>I also consent to the release of this form and other medical records about the operation to:            Representatives of the Department of Health and Human Services or Employees of programs or projects funded by that Department but only for determining if Federal laws were observed.</p> <p>I have received a copy of this form.</p> <p>7 _____ 8 Date: _____            Signature Month Day Year</p> <p>9 You are requested to supply the following information, but it is not required:            Race and ethnicity designation (please check)  <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Black (not of Hispanic origin)  <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Hispanic  <input type="checkbox"/> White (not of Hispanic origin)</p> <p><b>INTERPRETER'S STATEMENT</b>            If an interpreter is provided to assist the individual to be sterilized:            I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have also read him/her the consent form in _____ 10 _____ language and explained its contents to him/her. To the best of my knowledge and belief he/she understood this explanation.</p> <p>11 _____ 12 _____            Signature of Interpreter Date</p>	<p><b>STATEMENT OF PERSON OBTAINING CONSENT</b>            Before 13 _____ (name of individual) signed the consent form, I explained to him/her the nature of the sterilization operation 14 _____, the fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.</p> <p>I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.</p> <p>I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or any benefits provided by Federal funds.</p> <p>To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appears to understand the nature and consequence of the procedure.</p> <p>15 _____ 16 _____            Signature of person obtaining consent Date</p> <p>17 _____            Facility</p> <p>18 _____            Address</p> <p><b>PHYSICIAN'S STATEMENT</b>            Shortly before I performed a sterilization operation upon 19 _____ (name of individual to be sterilized) on 20 _____, (date of sterilization operation)</p> <p>I explained to him/her the nature of the sterilization operation 21 _____, (specify type of operation) the fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.</p> <p>I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.</p> <p>I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or benefits provided by Federal funds.</p> <p>To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure.</p> <p>Instructions for use of alternative final paragraphs: Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual's signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph which is not used.</p> <p>(1) At least thirty days have passed between the date of the individual's signature on this consent form and the date the sterilization was performed.</p> <p>(2) This sterilization was performed less than 30 days but more than 72 hours after the date of the individual's signature on this consent form because of the following circumstances (check applicable box and fill in information requested):</p> <p><input type="checkbox"/> Premature delivery            Individual's expected date of delivery: 22 _____ (Date)</p> <p><input type="checkbox"/> Emergency abdominal surgery:            (describe circumstances): _____</p> <p>23 _____ 24 _____            Physician Date</p>

### 7.15.1.2 Instructions for Completing the Sterilization Consent Form

Important tips for completing the Sterilization Consent Form:


- Print legibly to avoid denials – The entire form must be legible.
- The originating practitioner has ownership of this form and must supply correct, accurate copies to all involved billing parties.
- Fields 7, 8 and 15, & 16 must be completed prior to the procedure.
- All fields may be corrected; however, **corrections must be made with one (1) line through the error and must be initialed.**
  - The person that signed the line is the only person that can make the alteration.
  - Whiteout/Correction Tape will not be accepted when making corrections.
- Every effort should be taken to complete the form correctly without any changes.

Section	Field #	Action
<b>Consent to Sterilization</b>	1	Enter the name of the physician or the name of the clinic from which the Member received sterilization information.
	2	Enter the type of operation (no abbreviations).
	3	Enter the Member's date of birth (MM/DD/YY). Member must be at least 21 years old.
	4	Enter the Member's name.
	5	Enter the name of the physician performing the surgery.
	6	Enter the name of the type of operation (no abbreviations).
	7	The Member to be sterilized signs here.
	8	The Member dates signature here.
	9	Check one (1) box appropriate for Member. This item is requested but NOT required.
<b>Interpreter's Statement</b>	10	Enter the name of the language the information was translated to.
	11	Interpreter signs here.
	12	Interpreter dates signature here.
<b>Statement of person obtaining consent</b>	13	Enter Member's name.
<b>Statement of person obtaining consent</b> <b>Physician's Statement</b>	14	Enter the name of the operation (no abbreviations).
	15	The person obtaining consent from the Member signs here.
	16	The person obtaining consent from the Member dates signature here.
	17	The person obtaining consent from the Member enters the name of the facility where the person obtaining consent is employed. The facility name must be completely spelled out (no abbreviations).
	18	The person obtaining consent from the Member enters the complete address of the facility in #17 above. Address must be complete, including state and zip code.
	19	Enter the Member's name.

Section	Field #	Action
Physician's Statement	20	Enter the date of sterilization operation.
	21	Enter type of operation (no abbreviations).
	22	Check applicable box: <ul style="list-style-type: none"> <li>If premature delivery is checked, the Provider must write in the expected date of delivery here.</li> <li>If emergency abdominal surgery is checked, describe circumstances here.</li> </ul>
	23	Physician performing the sterilization signs here.
	24	Physician performing the sterilization dates signature here.



### 7.15.2 Hysterectomy Acknowledgment of Consent

The Hysterectomy Acknowledgment of Consent Form must accompany all claims for hysterectomy-related services; otherwise, Medicaid will not cover the services. The originating physician is required to supply other billing Providers (for example hospital, surgeon, anesthesiologist, and so on) with a copy of the completed consent form.

 For instructions on attaching documents to claims, see *Section 7.14 Submitting Attachments for Electronic Claims*.



### 7.15.2.1 Hysterectomy Acknowledgement Consent Form

	Wyoming Department of Health	<h2 style="margin: 0;">Hysterectomy Acknowledgment of Consent Form</h2>	
Member Name	<input style="width: 95%;" type="text"/>	Member ID	<input style="width: 95%;" type="text"/>
Provider Name	<input style="width: 95%;" type="text"/>	NPI/Provider Number	<input style="width: 95%;" type="text"/>
<b>PART A</b>			
Complete PART A if consent is obtained <b>PRIOR</b> to surgery.			
It is anticipated that <input style="width: 200px;" type="text"/> (Physician) will perform a hysterectomy on me. I understand that there are medical indications for this surgery. It has been explained to me and I understand that this hysterectomy will render me permanently incapable of bearing children.			
Diagnosis	<input style="width: 95%;" type="text"/>		
Member Signature	<input style="width: 95%;" type="text"/>	Date	<input style="width: 95%;" type="text"/>
Signature of Person Explaining Hysterectomy	<input style="width: 95%;" type="text"/>	Date	<input style="width: 95%;" type="text"/>
<b>PART B</b>			
Complete PART B if consent is obtained <b>AFTER</b> surgery.			
On <input style="width: 100px;" type="text"/> (mm/dd/yyyy), <input style="width: 200px;" type="text"/> (Physician) performed a hysterectomy on me. I understand that there were medical indications for this surgery. Prior to the procedure the doctor again explained to me that this surgery would render me permanently incapable of bearing children.			
Diagnosis	<input style="width: 95%;" type="text"/>		
Member Signature	<input style="width: 95%;" type="text"/>	Date	<input style="width: 95%;" type="text"/>
Signature of Person Explaining Hysterectomy	<input style="width: 95%;" type="text"/>	Date	<input style="width: 95%;" type="text"/>
<b>PART C</b>			
Complete PART C if <b>NO</b> consent is obtained.			
Diagnosis	<input style="width: 95%;" type="text"/>		
Check which is applicable:			
<input type="checkbox"/>	Other reason for sterility	<input style="width: 95%;" type="text"/>	
<input type="checkbox"/>	Previous tubal	Date (mm/dd/yyyy)	<input style="width: 95%;" type="text"/>
<input type="checkbox"/>	Emergency situation (describe)	<input style="width: 95%;" type="text"/>	
Physician Signature		Date	
<input style="width: 95%;" type="text"/>		<input style="width: 95%;" type="text"/>	
			KYBMS-Hysterectomy Consent 


### 7.15.2.2 Instructions for Completing the Hysterectomy Acknowledgment of Consent Form

Section	Action
Header Information	Enter Member's name.
	Enter Member's Medicaid ID.
	Enter pay-to Provider name.
	Enter pay-to Provider NPI or Provider number.
Part A	Enter the name of the physician performing the surgery.
	Enter the narrative diagnosis for the Member's condition.
	The Member receiving the surgery signs here and dates.
	The person explaining the surgery signs here and dates.
Part B	Enter the date and the physician's name that performed the hysterectomy.
	Enter the narrative diagnosis for the Member's condition.
	The Member receiving the surgery signs here and dates.
	The person explaining the surgery signs here and dates.
Part C	Enter the narrative diagnosis for the Member's condition.
	Check applicable box: <ul style="list-style-type: none"> <li>• If other reason for sterility is checked, the Provider must write what was done.</li> <li>• If previous tubal is checked, the Provider must enter the date of the tubal.</li> <li>• If emergency situation is checked, the Provider must enter the description.</li> </ul>
	<ul style="list-style-type: none"> <li>• The physician who performed the hysterectomy signs here and dates.</li> </ul>

### 7.15.3 Abortion Certification Guidelines

The Abortion Certification Form must accompany claims for abortion-related services; otherwise, Medicaid will not cover the services. This requirement includes, but is not limited to, claims from the attending physician, assistant surgeon, anesthesiologist, pathologist, and hospital.

### 7.15.3.1 Abortion Certification Form



## Abortion Certification Form

<b>Physician Name</b> _____	<b>Physician NPI/ Provider Number</b> _____
<b>Physician Address</b> _____	_____
<small>Street Address</small>	<small>City</small>
	<small>State</small>
	<small>Zip Code</small>
<b>Member Name</b> _____	<b>Member ID</b> _____
<b>Member Address</b> _____	_____
<small>Street Address</small>	<small>City</small>
	<small>State</small>
	<small>Zip Code</small>


I, (Physician) \_\_\_\_\_, certify that:

- My patient suffers from a physical disorder, physical injury, or physical illness including a life-endangering physical condition cause by or arising from the pregnancy itself, that would place her in danger unless an abortion is performed; or
  
- This pregnancy is a result of sexual assault as defined in W.S. 6-2-301 which was reported to a law enforcement agency within five (5) days after the assault or within five (5) days after the time the victim was capable of reporting the assault; or
  
- This pregnancy is the result of a sexual assault as defined in the Wyoming Statute W.S. 6-2-301 and the member was unable, for physical or psychological reasons, to comply with reporting requirements; or
  
- This pregnancy is the result of incest.

<b>Physician Signature</b> _____	<b>Date</b> _____ <small>mm/dd/yyyy</small>
<b>Physician Name (Printed)</b> _____	

WYBMS-Abortion  
Certificate  
Form



### 7.15.3.2 Instructions for Completing the Abortion Certification Form

Action
Enter the name of the pay-to Provider.
Enter the pay-to Provider physicians NPI or Provider number.
Enter the pay-to Provider physician's address.
Enter the name of the Member receiving the surgery.
Enter the Member's Medicaid ID number.
Enter the Member's address.
Enter the name of the attending physician or surgeon.
Check the option (1, 2, 3, or 4) that is appropriate.
The physician or surgeon performing the abortion will sign and date here.
The physician or surgeon performing the abortion will print their name here.

## 7.16 Remittance Advice

After claims have been processed weekly, Medicaid posts a Medicaid proprietary (paper) Remittance Advice (RA) to the Provider Portal that each Provider can retrieve. This RA is not the 835 HIPPA payment file. The Agency will not mail paper remittance advices.

The RA plays an important communication role between Providers and Medicaid. It explains the outcome of claims submitted for payment. Aside from providing a record of transactions, the RA assists Providers in resolving potential errors. Any Provider currently receiving paper checks should begin the process with the State Auditor's Office to move to electronic funds transfer. Any new Providers requesting paper checks shall only be granted in temporary, extenuating circumstances.

### 7.16.1 Remittance Advice Organization

The RA is organized in the following manner:

- **Cover Page:** This first page is important and should not be overlooked as it may include an RA Banner message from Wyoming Medicaid (see *Section 1.2.1 RA Banner Notices Samples*).
- **Summary Page:** This second page provides a summary of paid, denied, credited, gross adjusted, total billed, and total paid.
- **Detail Pages:** The next pages are the claim detail pages which list the Members information, TCNs, rendering NPIs, dates of services, procedure and revenue codes, modifiers, DRG/APC,

quantity, billed amount, (Medicaid) approved amounts, TPL amounts, Member responsible amount, category, and reason and remark codes

- **Glossary Pages:** The last pages list the Error Code details with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) and for the denied lines and claims.

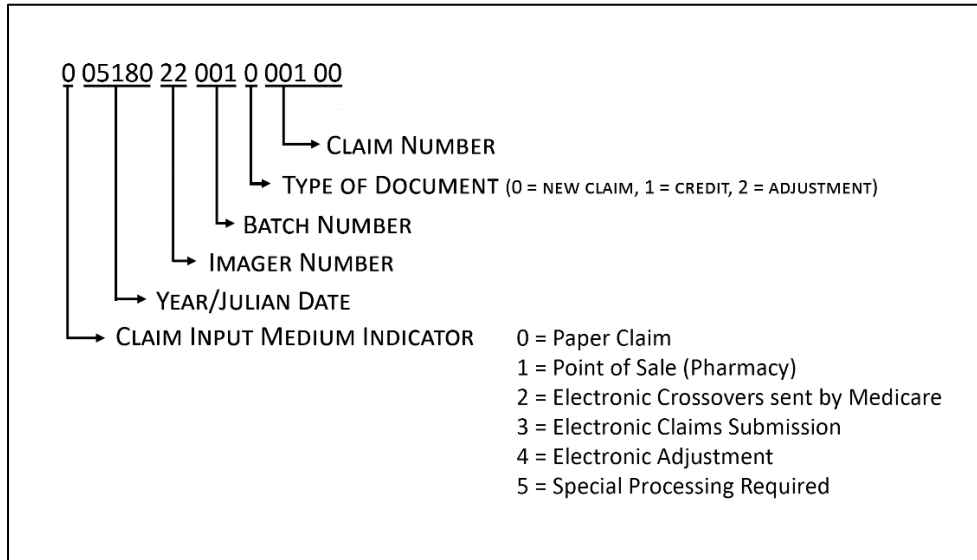
## 7.16.2 Remittance Advice General Information and Definitions

- Remittance Advices are generated for each Billing Provider.
- In Prospective Payment System (PPS) column:
  - For Outpatient, report APC Pay Status Code (at each line).
  - For Inpatient, report DRG.
  - For all other Providers, this is blank.
- In the Original TCN, TCN, Type of Bill column:
  - Type of Bill is only reported for Institutional Claims.
- The original TCN is reported once per invoice, it is not repeated on each service line.
- In the Gross Adj ID, Beneficiary Name, Beneficiary ID, Patient Account #, and Medical Record # column:
  - The last name, first name, and MI is populated from the Member eligibility file and is reported only once per claim.
- Gross Adjustments (GA) are reported at the beginning of the Provider's RA and after the first or cover page.
- If multiple TCNs are reported for the same beneficiary on the same RA, the sort order for the report is oldest to newest based on the Date of Service.
- If a TCN is reported with an unknown beneficiary name, the record will show at the beginning of the Provider's RA (but after GAs) ahead of named beneficiaries.
- In the Rendering Provider ID/NPI/Name column:
  - Both the Rendering Provider ID and NPI will display, along with the Rendering Provider Name.
- In the Billed Amount Column:
  - The sum of all line charges is reported on the header line (it is the actual unadjusted amount).
  - The service line reports the individual charge from each line.
  - The billed amount is the amount the Provider billed.

- In the Approved Amount column:
  - The sum of all line approved amounts is reported at the invoice header.
  - The service line reports the line approved amount.
  - For adjustments, the reversal claim prints the TCN of the history claim being adjusted. It shows the total amount reversed (credited) from the original claim. The Category Column will contain 'C' for Credited.
  - Below the approved Adjustment Header, the net adjustment amount for the claim will be printed and the category will be 'P' for Paid.
  - The approved amount is the Medicaid allowed amount or paid amount
- In the Category Column:
  - Reversal prints in the Category Column next to the history claim being adjusted.
  - Individual lines, other than the suspended lines will report as credit (C), paid (P), denied (D), or gross adjustment (GA) in this column.
  - The header line, if not "Suspended", will report as credit (C), paid (P), denied (D), or gross adjustment (GA) in this column.
  - The status of the Header is "D" if all service lines are denied.
- Error Code: This column will display the Medicaid specific error codes for header and lines.
  - Error codes may indicate the following:
    - Denial, or
    - Pay and Report: Informational
- Remark and Reason Codes are Remittance Advice Remark Codes (RARCs) and Claim Adjustment Reason Codes (CARCs) from the standard HIPAA code set that appear on the 835 and Paper RA.
- Zero payments are considered paid claims and are reported as usual.
- The Billing Provider information is populated from the HHS Provider Enrollment file.
- The RA is not posted to the Provider Portal until warrant data is available, which is typically on Fridays.
- When multiple Modifiers are associated to a record – the first two (2) modifiers received will be printed, separated by a forward slash (/). Additional modifiers are not included on the RA.
- The tooth number is not included on the RA.

### 7.16.3 Transaction Control Number (TCN):

- A unique Transaction Control Number (TCN) is assigned to each claim. TCNs allow each claim to be tracked throughout the Medicaid claims processing system. The digits and groups of digits in the TCN have specific meanings, as explained below:
- TCN definition prior to 10/18/2021:



- TCN definition after 10/18/2021:

Field	Field Description	Length	Value
1st Digit	Input Medium Indicator	1	1 – Paper Claim without Attachment(s) 2 – Direct Data Entry (DDE) Claim – via Provider Portal 3 – Electronic Claim – HIPAA Compliant Transaction 4 – Adjusted Claims – Provider adjustments or BMS mass or gross adjustments 8 – Paper Claim with Attachment(s)
2nd Digit	TCN Category	1	1 – Assigned to Institutional, Professional and Dental Claims 2 – Assigned to Crossover Claims – Received via Medicare Intermediary
3rd to 7th Digit	Batch Date	5	YYDDD – Year + 3-digit Julian Date

Field	Field Description	Length	Value
8th Digit	Adjustment Indicator	1	0 – Original Paper Claim 1 – Original Electronic HIPAA Claim 7 – Replacement (Adjustment) Claim 8 – Void Claim
9th to 14th Digit	Sequence Number	6	Sequence Number starting with 000001 at the beginning of each Julian Date.
15th to 17th Digit	Line Number	3	Line Number will begin with 001 for every new claim. The header will have the line number as 000.

### 7.16.4 Locating the Medicaid Paper RA within the Provider Portal

Follow these steps to locate the Medicaid Paper Remittance Advices (RA) on the portal:

1. Log in to the secure Provider Portal.
2. Select the **Provider Access** profile.
3. Select the **Archived Documents** from the My Inbox drop-down list.
4. Select **Paper RA** from the **Document Type** drop-down list.
5. Select **Paper RA** from **Document Name** drop-down list.
6. Select **Go**. Paper RAs display.
7. Select the blue link to open the RA.



## 7.16.5 Sample Remittance Advices and How to Read the Remittance Advice

### 7.16.5.1 Sample Cover Page (First Page)

MEDICAL SERVICES ADMINISTRATION - MEDICAID PAYMENT PO BOX 1248 CHEYENNE WY 82003-1248				
BENEFIT MANAGEMENT SYSTEM AND SERVICES				
Remittance Advice				
Billing Provider ID: 77000384901 Billing Provider NPI: 1977080724	Name: Velveli Health Care	Pay Cycle:	RA Number: 78348556	RA Date: 06/14/2021
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
RA Message - WY				
**** Thank you for your participation in the Medicaid Program ****				

Interpreting the Cover Page:

Cover Page Field Name	Notes
Billing Provider ID	Billing Medicaid Number.
Billing Provider NPI	Billing National Provider Identification Number.
Name	Name of Billing Provider.
Pay Cycle	Pay cycle for the Remittance Advice Report established according to the Remittance Advice Schedule.
RA Number	Remittance Advice Identification Number (system generated for each Billing Provider).
RA Date	Date the Remittance Advice was Created.

### 7.16.5.2 Sample RA Summary Page with a Paid Claim

Billing Provider ID: 56900384001		Name: Velvelli Health Care		Pay Cycle:	RA Number: 78348670	RA Date: 06/21/2021
Billing Provider NPI: 1435593359						
FINANCIAL ADJUSTMENTS						
Adjustment Type	Previous Balance		Adjustment Amount		Remaining Balance	
Balance Owed by Tax ID	\$0.00				\$0.00	
CLAIM SUMMARY						
Category	Count	Total Billed Amount				
Paid	1	\$50.00				
Credited	0	\$0.00				
Denied	0	\$0.00				
Gross Adjustment	0	\$0.00				
Total Approved	\$6.00	Total Adjusted	\$0.00	Total Paid	\$6.00	
Warrant/EFT #: 202106160006						
Warrant/EFT Date: 06/16/2021						

#### Interpreting the Summary and Detail Pages:

Summary Page Field Name	Notes
Billing Provider ID	Billing Provider Number.
Billing Provider NPI	Billing National Provider Identification Number.
Name	Name of Billing Provider.
Pay Cycle	Pay cycle for the Remittance Advice Report established according to the Remittance Advice Schedule.
RA Number	Remittance Advice Identification Number (system-generated for each Billing Provider).
RA Date	Date the Remittance Advice was Created.
FINANCIAL ADJUSTMENTS	Shows Financial Adjustments for the Remittance Advice.
Adjustment Type	Type of Adjustment.
Previous Balance	Previous Provider balance.
Adjustment Amount	Provider adjustment amount (+ or -).
Remaining Balance	Provider remaining balance.
CLAIM SUMMARY	Claims Summary Count.
Category	Claim Categories: <ul style="list-style-type: none"> <li>• Paid</li> <li>• Credited (Adjustment or Void)</li> </ul>

Summary Page Field Name	Notes
	<ul style="list-style-type: none"> <li>Denied</li> <li>Gross Adjustment</li> </ul>
Count	Count for each claim category.
Total Billed Amount	Total billed amount for each claim category.
Paid	Number of Paid claims.
Credited	Number of Credited claims.
Denied	Number of Denied claims.
Gross Adjustment	Number of Gross Adjustments.
Payment AP/AR Netting	Amount displays as applicable.
Total Approved	Total approved claims amount for the Billing Provider.
Total Adjusted	Sum of the financial adjustment amounts (+ or -).
Total Paid	Sum of total approved and adjusted (Medicaid Paid Amount).
Warrant/EFT #	Warrant or Electronic Fund Transfer number.
Warrant/EFT Date	Warrant or Electronic Fund Transfer Date.

Detail Page Field Name	Notes
Beneficiary Name/Beneficiary ID/Patient Account # Gross Adj ID	Beneficiary Name, Beneficiary ID, Patient Account Number, Gross Adjustment Identification Number. (Fields, as applicable, display with no gaps).
Original TCN/TCN/Type of Bill	Original Transaction Control Number (for the newly adjusted and void Transaction Control Numbers), Transaction Control Number, Type of Bill.
Rendering Provider ID/NPI/Name	Rendering Provider Identification, National Provider Identification, Name when present. Provider Identification is included when a Provider National Provider Identification is not present (atypical Provider enrollment).
Invoice Date/Service Date(s)	Invoice Date (for Gross Adjustments), Service Dates.
Revenue Procedure/Modifier	Revenue, Procedure Code, Modifier as applicable.
PPS/DRG/APC	<ul style="list-style-type: none"> <li>For Inpatient: DRG.</li> <li>For Outpatient: APC - Pay Status.</li> </ul>

Detail Page Field Name	Notes
	<ul style="list-style-type: none"> <li>For all others: blank.</li> </ul>
Qty	Quantity (Billed Units).
Billed Amount	The amount a Provider billed on the claim (the unadjusted amount). The service line reports the individual billed amount from each line.
Approved Amount	Approved amount on the claim. The service line reports the line approved amount. For Credited claim category, displays the total amount reversed (credited) from the original claim.
TPL and Medicare Amount	TPL and Other Payer Insurance Amount.
Member Responsible Amount	Member Responsible Amount (Patient Contribution).
Category	Category indicating Status of Claim: P= Paid, C= Credited, D= Denied.

### 7.16.5.3 Sample RA Summary Page with a Paid Claim

Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velveli Health Care		Pay Cycle:			RA Number: 78348670		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Jamy, Sherin 0000003240 156616435	31211671000066000 24		06/16/2021 06/06/2021-06/06/2021				\$50.00	\$6.00		\$0.00	P	1095
	31211671000066001		06/06/2021-06/06/2021	S0280		2	\$50.00	\$6.00		\$0.00	P	
							Total Billed Amount:	\$50.00				
							Total Approved Amount:	\$6.00				
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)			Remittance Advice Rem Codes (RARC)							
1095	SUBMITTED GENDER DOES NOT MATCH ELIGIBILITY	16			MA39							
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.											
<b>Remittance Advice Remark Codes (RARC)</b>												
Remittance Advice Rem Codes (RARC)	Remittance Advice Remark Codes (RARC) Description											
MA39	XXX											

In the above example, the claim is paid (P) and posting the error code 1095 – which is informational, a "pay and report" error code, not causing the claim or a line to be denied.

### 7.16.5.4 Sample RA (Detail Page) with a Denied Claim

Billing Provider ID: 999999999 Billing Provider NPI: 1234567890		Name: Test LLC		Pay Cycle: 19			RA Number: 23232323		RA Date: 05/06/2022			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Test1_Test2 000001234 FUSD0000	55555555555555000 02	999999999 1114080660 John Doe	04/28/2022 01/06/2022-01/06/2022				\$99.21	\$0.00		\$0.00	D	1001
	55555555555555001		01/06/2022-01/06/2022	90837		0	\$99.21	\$0.00	\$0.00	\$0.00	D	1002
Test1_Test2 000001234 FUSD0000	44444444444444000 02	999999999 1114080660 John Doe	04/28/2022 01/12/2022-01/12/2022				\$99.21	\$0.00		\$0.00	D	1001
	44444444444444001		01/12/2022-01/12/2022	90837		0	\$99.21	\$0.00	\$0.00	\$0.00	D	1002
Total Billed Amount: \$910.92												
Total Approved Amount: \$0.00												

Error Code details with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) are located after the Detail pages in the Glossary pages.

GLOSSARY			
Error Code			
Error Code	Error Description	Claim Adjustment Reason Codes (CARC)	Remittance Advice Remark Codes (RARC)
1001	Timely Filing Missing	25	M455
1002	Invalid Billing Provider	45	
Claim Adjustment Reason Codes (CARC)			
Claim Adjustment Reason Codes (CARC)	Claim Adjustment Reason Codes (CARC) Description		
45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Usage: This adjustment amount cannot equal the total service or claim charge amount; and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability).		
25	Payment denied. Your Stop loss deductible has not been met.		
Remittance Advice Remark Codes (RARC)			
Remittance Advice Remark Codes (RARC)	Remittance Advice Remark Codes (RARC) Description		
M455	Missing Physician Order.		

### 7.16.5.5 Sample Error Code Details with Associated Claim Adjustment Reason Codes and Remittance Advice Remark Codes

GLOSSARY			
Error Code			
Error Code	Error Description	Claim Adjustment Reason Codes (CARC)	Remittance Advice Remark Codes (RARC)
1001	Timely Filing Missing	25	M455
1002	Invalid Billing Provider	45	
Claim Adjustment Reason Codes (CARC)			
Claim Adjustment Reason Codes (CARC)	Claim Adjustment Reason Codes (CARC) Description		
45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Usage: This adjustment amount cannot equal the total service or claim charge amount, and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability).		
25	Payment denied. Your Stop loss deductible has not been met.		
Remittance Advice Remark Codes (RARC)			
Remittance Advice Remark Codes (RARC)	Remittance Advice Remark Codes (RARC) Description		
M455	Missing Physician Order.		

### 7.16.5.6 Sample RA (Summary and Detail Pages) with a Void Claim

- The original TCN is listed in the field above the new void TCN

Billing Provider ID: 56900384001	Name: Velveli Health Care	Pay Cycle:	RA Number: 0	RA Date: 06/21/2021
Billing Provider NPI: 1435593359				
FINANCIAL ADJUSTMENTS				
Adjustment Type	Previous Balance	Adjustment Amount	Remaining Balance	
Balance Owed by Tax ID	-\$6.00		\$0.00	
CLAIM SUMMARY				
Category	Count	Total Billed Amount		
Paid	0	\$0.00		
Credited	1	-\$50.00		
Denied	0	\$0.00		
Gross Adjustment	0	\$0.00		
Total Approved	\$0.00	Total Adjusted	\$0.00	Total Paid
				\$0.00
Warrant/EFT #: _____ Warrant/EFT Date: 06/21/2021				

Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velveli Health Care		Pay Cycle:			RA Number: 0		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Jamy, Sherin 000003240 156616435	41211678000123000 24		06/16/2021 06/06/2021-06/06/2021				-\$50.00	-\$6.00		\$0.00	C	1095
	41211678000123001		06/06/2021-06/06/2021	S0280		-2	\$50.00	-\$6.00		\$0.00	C	
Total Billed Amount: -\$50.00												
Total Approved Amount: -\$6.00												
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)					Remittance Advice Rem Codes (RARC)					
1095	SUBMITTED GENDER DOES NOT MATCH ELIGIBILITY	16					MA39					
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.											
<b>Remittance Advice Remark Codes (RARC)</b>												
Remittance Advice Rem Codes (RARC)	Remittance Advice Rem Codes (RARC) Description											
MA39	XXX											

### 7.16.5.7 Sample RA (Summary and Detail Pages) with a Paid and Denied Claim

Billing Provider ID: 49934000301 Billing Provider NPI: 1005268960		Name: Velveli Health Care		Pay Cycle:		RA Number: 78348641		RA Date: 06/21/2021		
FINANCIAL ADJUSTMENTS										
Adjustment Type	Previous Balance			Adjustment Amount			Remaining Balance			
Balance Owed by Tax ID	\$0.00						\$0.00			
CLAIM SUMMARY										
Category	Count	Total Billed Amount								
Paid	1	\$3,500.00								
Credited	0	\$0.00								
Denied	1	\$3,500.00								
Gross Adjustment	0	\$0.00								
Total Approved		\$3,500.00		Total Adjusted		\$0.00		Total Paid		\$3,500.00
Warrant/EFT #: 202106160001										
Warrant/EFT Date: 06/16/2021										

Billing Provider ID: 4993000301 Billing Provider NPI: 1005268960		Name: Velveli Health Care		Pay Cycle:			RA Number: 78348641		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Thomas_Roy 0000003184 156616435	31211661000175000 24		06/15/2021 01/30/2021-01/30/2021				\$3,500.00	\$3,500.00		\$0.00	P	
	31211661000175001	202039930 1576193357 Velveli Health Care Velveli Health Care	01/30/2021-01/30/2021	00882		1	\$3,500.00	\$3,500.00		\$0.00	P	
Thomas_Roy 0000003184 156616435	31211661000172000 24		06/15/2021 05/29/2021-05/29/2021				\$3,500.00	\$0.00		\$0.00	D	
	31211661000172001		05/29/2021-05/29/2021	00882		0	\$3,500.00	\$0.00		\$0.00	D	1232
Total Billed Amount:							\$7,000.00					
Total Approved Amount:							\$3,500.00					
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)				Remittance Advice Rem Codes (RARC)						
1232	DATE OF DEATH IS BEFORE THE DATE OF SERVICE OR DATE OF BIRTH IS AFTER THE DATE OF SERVICE	13										
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
13	The date of death precedes the date of service.											



### 7.16.5.8 Sample RA (Detail Page) with an Adjustment and Void Claim

- The original TCNs are listed in the fields above the new adjusted and void TCNs

<b>Billing Provider ID:</b> 55300349901		<b>Name:</b> Velveli Health Care		<b>Pay Cycle:</b>		<b>RA Number:</b> 78348669		<b>RA Date:</b> 06/21/2021		
<b>Billing Provider NPI:</b> 1241854003										
<b>FINANCIAL ADJUSTMENTS</b>										
Adjustment Type		Previous Balance			Adjustment Amount			Remaining Balance		
AP/AR Netting					\$20.00					
Balance Owed by Tax ID		\$0.00						\$0.00		
<b>CLAIM SUMMARY</b>										
Category		Count		Total Billed Amount						
Paid		2		\$134.92						
Credited		1		-\$500.00						
Denied		1		\$100.00						
Gross Adjustment		0		\$0.00						
				AP/AR Netting		\$20.00				
Total Approved		\$54.92		Total Adjusted		\$20.00		Total Paid		\$34.92
Warrant/EFT #: 202106160005					Warrant/EFT Date: 06/16/2021					

<b>Billing Provider ID:</b> 55300349901		<b>Name:</b> Velveli Health Care		<b>Pay Cycle:</b>			<b>RA Number:</b> 78348669		<b>RA Date:</b> 06/21/2021			
<b>Billing Provider NPI:</b> 1241854003												
<b>Beneficiary Name</b>	<b>Original TCN</b>	<b>Rendering Provider ID/NPI /Name</b>	<b>Invoice Date Service Date(s)</b>	<b>Revenue Procedure Modifier</b>	<b>PPS DRG APC</b>	<b>Qty</b>	<b>Billed Amount</b>	<b>Approved Amount</b>	<b>TPL and Medicare Amount</b>	<b>Member Responsible Amount</b>	<b>Category</b>	<b>Error Code</b>
Sifa, Abu 000003400 156616435	31211677000071000 12		06/16/2021 02/21/2021-02/21/2021				\$34.92	\$34.92		\$0.00	P	
	31211677000071001	610013991 1515707077 Joan Health Care Joan Health Care	02/21/2021-02/21/2021	99341		1	\$34.92	\$34.92		\$0.00	P	1825
Sifa, Abu 000003400 156616435	31211677000073000 12		06/16/2021 02/21/2021-02/21/2021				\$100.00	\$0.00		\$0.00	D	1014,14 09
	31211677000073001		02/21/2021-02/21/2021	99341		0	\$100.00	\$0.00		\$0.00	D	1825
Sifa, Abu 000003400 156616435	31211671000074000 12		06/16/2021 02/22/2021-02/22/2021				\$100.00	\$54.92		\$0.00	P	
	31211671000074001		02/22/2021-02/22/2021	99341		1	\$100.00	\$54.92		\$0.00	P	1825
Abu 000003400 156616435	41211678000072000 12		06/16/2021 02/21/2021-02/21/2021				-\$500.00	-\$54.92		\$0.00	C	
	41211678000072001		02/21/2021-02/21/2021	99341		-1	\$500.00	-\$54.92		\$0.00	C	
							Total Billed Amount:		-\$265.08			
							Total Approved Amount:		\$34.92			

### GLOSSARY

#### Error Code

Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)	Remittance Advice Rem Codes (RARC)
1014	CLAIM WAS ALREADY ADJUSTED	B13	N10
1409	INVALID PARENT TCN/CLAIM AT HEADER	16	M47
1825	CLAIM BEING REVIEWED FOR INCAR BENEFIT PLAN WITH ACTIVE MEDICARE	22	N598

#### Claim Adjustment Reason Codes (CARC)


Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description
22	This care may be covered by another payer per coordination of benefits.

WY\_1384

Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description
B13	Previously paid. Payment for this claim/service may have been provided in a previous payment.
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.

#### Remittance Advice Remark Codes (RARC)

Remittance Advice Rem Codes (RARC)	Remittance Advice Rem Codes (RARC) Description
N598	Health care policy coverage is primary.
N10	XXX
M47	XXX

 Providers may obtain RAs from the Provider Portal, see *Chapter 10* – or go to the Provider Publications and Trainings posted on the Medicaid website (see *Section 2.1 Quick Reference*).

### 7.16.6 When a Member Has Other Insurance

If the Member has other insurance coverage reflected in Medicaid records, payment may be denied unless Providers report the coverage on the claim. Medicaid is always the payer of last resort. For exceptions and additional information regarding Third Party Liability, see *Chapter 9* –. Providers may verify other carrier information and Medicaid eligibility via the Provider Portal (see *Section 2.1 Quick Reference*). The Third Party Resources Information Sheet (see *Section 9.2.1 Third Party Resources Information Sheet*) should be used for reporting new insurance coverage or changes in insurance coverage on a Member’s policy.

### 7.17 Resubmitting Versus Adjusting Claims

Resubmitting and adjusting claims are important steps in correcting any billing problems. Knowing when to resubmit a claim versus adjusting it is important.

Action	Description	Timely Filing Limitation
VOID	<b>Claim has paid;</b> however, the Provider would like to completely cancel the claim as if it was never billed.	May be completed any time after the claim has been paid.
ADJUST	<p><b>Claim has paid, even if paid \$0.00;</b> however, the Provider would like to make a correction or change to this paid claim.</p> <p><b>Claim has paid with denied line(s):</b></p> <ul style="list-style-type: none"> <li>For Professional, Waiver, and Dental claims, the Provider may choose to adjust this paid claim or resubmit only the denied line(s) as a new claim.</li> <li>For UB (Inpatient/Outpatient) claims, the Provider <b>must</b> adjust the partially paid claim.</li> </ul>	Must be completed within six (6) months (180 days) after the claim has paid UNLESS the result will be a lower payment being made to the Provider, then no time limit.
RESUBMIT	<b>Claim has denied entirely,</b> the Provider may resubmit on a new claim.	One (1) year (365 days) from the date of service.

## 7.17.1 How Long do Providers Have to Resubmit or Adjust a Claim?

The deadlines for resubmitting and adjusting claims are different:

- Provider may resubmit any denied claim or line within 12 months (365 days) of the date of service.
- Provider may adjust any paid claim within six (6) months (180 days) of the date of payment.

Adjustment requests for over-payments are accepted indefinitely. However, the Provider Agreement requires Providers to notify Medicaid within 30 days of learning of an over-payment. When Medicaid discovers an over-payment during a claims review, the Provider may be notified in writing. In most cases, the over-payment will be deducted from future payments. Refund checks are not encouraged. Refund checks are not reflected on the Remittance Advice. However, deductions from future payments are reflected on the Remittance Advice, providing a hardcopy record of the repayment.

## 7.17.2 Resubmitting a Claim

Resubmitting is when a Provider submits a claim to Medicaid that was previously submitted for payment but was either returned unprocessed or denied. Electronically submitted claims may reject for X12 submission errors. Claims may be returned to Providers before processing because key information such as an authorized signature or required attachment is missing or unreadable.

### How to Resubmit:

- Review and verify Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) on the RA/835 transaction and make all corrections and resubmit the claim.
  - Contact Provider Services for assistance (*see Section 2.1 Quick Reference*) on claim denials.
- **Claims must be submitted with all required attachments with each new submission.**
- If the claim was denied because Medicaid has record of other insurance coverage, enter the missing insurance payment on the claim or submit insurance denial information when resubmitting the claim to Medicaid.

### 7.17.2.1 When to Resubmit to Medicaid

- **Claim Denied:** Providers may resubmit to Medicaid when the entire claim has been denied, as long as the claim was denied for reasons that can be corrected. When the entire claim is denied, check the Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) on the RA/835 transaction, make the appropriate corrections, and resubmit the claim.
- **Paid Claim with One (1) or More Line(s) Denied:**
  - For Professional, Waiver, and Dental claims, the Provider may resubmit the individually denied lines as a new claim or adjust the partially paid claim.
  - For UB (Inpatient/Outpatient) claims, the Provider must adjust the partially paid claim.

- **Claim Returned Unprocessed:** When Medicaid is unable to process a claim it will be rejected or returned to the Provider for corrections and to resubmit.

### 7.17.3 Adjusting or Voiding Paid Claims

When a Provider identifies an error on a paid claim, the Provider must either adjust or void the claim electronically (preferred) or submit an Adjustment/Void Request Form (see *Section 7.17.3.5*) or submit an electronic claim adjustment or void (see *Section 7.17.3.6*). If the incorrect payment was the result of a keying error (paper claim submission), by the fiscal agent contact Provider Services to have the claim corrected (see *Section 2.1* Quick Reference).

#### Denied claims cannot be adjusted.

When adjustments are made to previously paid claims, Medicaid reverses the original payment and processes a replacement claim. The result of the adjustment appears on the RA/835 transaction as two (2) transactions. The reversal of the original payment will appear as a credit (negative) transaction. The replacement claim will appear as a debit (positive) transaction and may or may not appear on the same RA/835 transaction as the credit transaction.



All items on a paid claim can be corrected with an adjustment EXCEPT the pay-to Provider number. In this case, the original claim will need to be voided and the corrected claim submitted.

#### 7.17.3.1 When to Request an Adjustment

- When a claim was overpaid or underpaid.
- When a claim was paid, but the information on the claim was incorrect (such as Member ID, date of service, procedure code, diagnoses, units, and so on).
- When Medicaid pays a claim and the Provider subsequently receives payment from a third-party payer, the Provider must adjust the paid claim to reflect the TPL amount paid.
  - If an adjustment is submitted stating that TPL paid on the claim, but the TPL paid amount is not indicated on the adjustment or an EOB is not sent in with the claim, Medicaid will list the TPL amount as either the billed or reimbursement amount from the adjusted claim (whichever is greater). It will be up to the Provider to adjust again, with the corrected information.
  - Attach a corrected claim showing the insurance payment and attach a copy of the insurance EOB if the payment is less than 67% of the total claim charge.
  - For the complete policy regarding Third Party Liability, see *Chapter 9* –.



An adjustment cannot be completed when the mistake is the pay-to Provider number or NPI.

### **7.17.3.2 When to Request a Void**

Request a void when a claim was billed in error (such as incorrect Provider number, services not rendered, and so on).

### **7.17.3.3 How to Request an Adjustment/Void**

To adjust or void a paid claim, Providers are encouraged to complete claim adjustments and voids electronically but may complete the Adjustment/Void Request Form (see *Section 7.17.3.4*). 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 completed for each claim.
- If the Provider is correcting more than one (1) error per claim, use only one (1) Adjustment/Void Request Form.
  - Correct all items that should be corrected and attach this corrected claim to the Adjustment/Void form.
  - Indicate "Corrected Claim" as the reason for adjustment.

### 7.17.3.4 Adjustment/Void Request Form

## Adjustment/Void Request Form

---

**PART A – Request Type**

**1a CLAIM ADJUSTMENT**

Attach a copy of the claim with corrections made in **BLUE INK**.  
**DO NOT USE HIGHLIGHTER**

**1b VOID CLAIM**

Attach a copy of the claim or Remittance Advice.

**2 CANCELLATION OF THE ENTIRE REMITTANCE ADVICE**

Every claim on the Remittance Advice must be incorrect. This option should only be used in rare instances.

*Complete Section C only.*

*Attach Remittance Advice.*

*If manual check, attach the check from DHCF.*

*If EFT, make payable to DHCF for the entire remit amount.*

*Complete both Section B and Section C.*

*If attaching a check, make check payable to Division of Healthcare Financing (DHCF).*

---

**PART B – Claim Information**

*If you selected either 1a or 1b, complete all of the following fields to facilitate processing. If you selected 2, skip this section.*

Transaction Control Number (TCN) _____	Payment Date _____
Provider Name _____	NPI/Provider Number _____
Member ID _____	Prior Authorization Number _____

Date of Service	Proc Code/ Revenue Code	Charges	Service Line of Claim	Units	Other

Reasons for Adjustment or Void (Check one or more.)

<input type="checkbox"/> Billed in error	<input type="checkbox"/> Billed incorrect units	<input type="checkbox"/> Billed incorrect procedure code(s)
<input type="checkbox"/> Billed incorrect amount	<input type="checkbox"/> Receipt of TPL or Medicare Payment	<input type="checkbox"/> Other: _____

---

**PART C – Signature and Date**

Provider Signature \_\_\_\_\_ Date \_\_\_\_\_

INTERNAL USE ONLY BELOW THIS LINE

Adjusted By \_\_\_\_\_ Date \_\_\_\_\_

**Mail completed form and attachments to:**  
 Wyoming Medicaid Fiscal Agent  
 Attn: Claims Department  
 P.O. Box 547  
 Cheyenne, WY 82003-0547

WYBMS-Adjustment/  
Void form

If a Provider wants to void an entire RA, contact Provider Services (see *Section 2.1 Quick Reference*).

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### 7.17.3.5 How to Complete the Adjustment/Void Request Form

Section	Field #	Field Name	Action
<b>A</b>	1a	Claim Adjustment	<p>Mark this box if any adjustments need to be made to a claim.</p> <p>Attach a copy of the claim with corrections made in BLUE ink (do not use red ink or highlighter) or the RA.</p> <p>Remember to attach all supporting documentation required to process the claim, such as EOB, EOMB, consent forms, invoice, and so on.</p> <p>Both Section B and C must be completed.</p>
	1b	Void Claim	<p>Mark this box if an entire claim needs to be voided.</p> <p>Attach a copy of the claim or the Remittance Advice.</p> <p>Sections B and C must be completed.</p>
	2	Cancellation of the Entire Remittance Advice	<p>Mark this box only when every claim on the RA is incorrect.</p> <p>Attach the RA.</p> <p>Complete only Section C.</p>
<b>B</b>	1	17-digit TCN	Enter the 17-digit transaction control number (TCN) assigned to each claim from the Remittance Advice.
	2	Payment Date	Enter the Payment Date.
	3	NPI/Provider Number	Enter Provider's ten (10)-digit NPI number or nine (9)-digit Medicaid Provider ID
	4	Provider Name	Enter the Provider name.
	5	Member ID	Enter the Member's ten (10)-digit Medicaid ID number.
	6	Member Name	Enter the Member's first and last name.
	7	Prior Authorization Number	Enter the ten (10)-digit Prior Authorization number, if applicable.
	8	Reason for Adjustment or Void	Either select the appropriate option and indicate the correction in the table, as well as within the attached claim form, or for more than one change, enter "See Corrected Claim".
<b>C</b>		Provider Signature and Date	Signature of the Provider or the Providers' authorized representative and the date.

### 7.17.3.6 Adjusting/Voiding a Claim Electronically via an 837 Transaction



Wyoming Medicaid prefers claim adjustments and voids on paid claims to be submitted electronically, see *Chapter 10* –, the Wyoming Medicaid EDI Companion Guide (located on the Medicaid website), or go to the Provider Publications and Trainings posted on the Medicaid website (see *Section 2.1* Quick Reference) for the specific tutorial.

## 7.18 Credit Balances

A credit balance occurs when a Provider’s credits (take backs) exceed their debits (payouts), which results in the Provider owing Medicaid money.

**Credit balances may be resolved in two (2) ways:**

1. Working off the credit balance: By taking no action, remaining credit balances will be deducted from future claim payments. The deductions appear as credits on the Provider’s RA(s)/835 transaction(s) until the balance owed to Medicaid has been paid.
2. Sending a check, payable to the “Division of Healthcare Financing,” for the amount owed. This method is typically required for Providers who no longer submit claims to Medicaid or if the balance is not paid within 30 days. A notice is typically sent from Medicaid to the Provider requesting the credit balance to be paid. The Provider is asked to attach the notice, a check, and a letter explaining that the money is to pay off a credit balance. Include the Provider number to ensure the money is applied correctly.



When a Provider number with Wyoming Medicaid changes, but the Provider’s tax-ID remains the same, the credit balance will be moved automatically from the old Medicaid Provider number to the new one and will be reflected on RAs/835 transactions.

## 7.19 Timely Filing

The Division of Healthcare Financing adheres strictly to its timely filing policy. The Provider must submit a clean claim to Medicaid within 12 months (365 days) of the date of service. A clean claim is an error free, correctly completed claim, with all required attachments that will process and approve to pay within the 12-month (365 days) time period. Submit claims immediately after providing services so that, when a claim is denied, there is time to correct any errors and resubmit. Claims are to be submitted only after the service(s) have been rendered, and not before. For deliverable items (such as dentures, DME, glasses, hearing aids, and so on) the date of service must be the date of delivery, not the order date (see *Section 7.13*. Billing of Deliverables).

### 7.19.1 Exceptions to the Twelve Month (365 days) Limit

Exceptions to the 12-month (365 days) claim submission limit may be made under certain circumstances. The chart below shows when an exception may be made, the time limit for each exception, and how to request an exception.

Exceptions Beyond the Control of the Provider	
When the Situation is:	The Time Limit is:
Medicare Crossover	A Claim must be submitted within 12 months (365 days) of the date of service or within six (6) months (180 days) from the payment date on the Explanation of Medicare Benefits (EOMB), whichever is later.
Member is determined to be eligible on appeal, reconsideration, or court decision (retroactive eligibility)	Claims must be submitted within six (6) months (180 days) of the date of the determination of retroactive eligibility. The Member must provide a copy of the dated letter to the Provider to document retroactive eligibility. If a claim exceeds timely filing and the Provider elects to accept the Member as a Medicaid Member and bill Wyoming Medicaid, a copy of the notice must be attached to the claim with a cover letter requesting an exception to timely filing. The notice of retroactive eligibility may be an SSI award notice or a notice from WDH.
Member is determined to be eligible due to agency corrective actions (retroactive eligibility)	Claims must be submitted within six (6) months (180 days) of the date of the determination of retroactive eligibility. The Member must provide a copy of the dated letter to the Provider to document retroactive eligibility. If a claim exceeds timely filing and the Provider elects to accept the Member as a Medicaid Member and bill Wyoming Medicaid, a copy of the notice must be attached to the claim with a cover letter requesting an exception to timely filing.
Provider finds their records to be inconsistent with filed claims, regarding rendered services. This includes dates of service, procedure/revenue codes, tooth codes, modifiers, admission or discharge dates/times, treating or referring Providers or any other item which makes the records/claims non-supportive of each other.	Although there is no specific time limit for correcting errors, the corrected claim must be submitted in a timely manner from when the error was discovered. If the claim exceeds timely filing, the claim must be sent with a cover letter requesting an exception to timely filing citing this policy.


### 7.19.2 Appeal of Timely Filing

A Provider may appeal (*see Section 2.3.2 How to Appeal*) a denial for timely filing ONLY under the following circumstances:

- The claim was originally filed within 12 months (365 days) of the date of service and is on file with Wyoming Medicaid; AND

- The Provider made at least one (1) attempt to resubmit the corrected claim within 12 months (365 days) of the date of service; AND
- The Provider must document in their appeal letter all claims information and what corrections they made to the claim (all claims history, including TCNs) as well as all contact with or assistance received from Provider Services (dates, times, call reference number, who was spoken with, and so on); OR
- A Medicaid computer or policy problem beyond the Provider’s control prevented the Provider from finalizing the claim within 12 months (365 days) of the date of service

**Any appeal that does not meet the above criteria will be denied.** Timely filing will not be waived when a claim is denied due to Provider billing errors or involving third party liability.


 Appeals for claims that denied appropriately will be automatically denied. The appeals process is not an apt means to resubmit denied claims nor to submit supporting documentation. Doing so will result in denials and time lost to correct claims appropriately.

## 7.20 Important Information Regarding Retroactive Eligibility Decisions


The Member is responsible for notifying the Provider of the retroactive eligibility determination and supplying a copy of the notice.

A Provider is responsible for billing Medicaid only if:

- They agreed to accept the patient as a Medicaid Member pending Medicaid eligibility; or
- After being informed of retroactive eligibility, they elect to bill Medicaid for services previously provided under a private agreement. In this case, any money paid by the Member for the services being billed to Medicaid would need to be refunded prior to a claim being submitted to Medicaid.

 The Provider determines at the time they are notified of the Member’s eligibility if they are choosing to accept the Member as a Medicaid Member. If the Provider does not accept the Member, they remain private pay.

In the event of retroactive eligibility, claims must be submitted within six (6) months (180 days) of the date of determination of retroactive eligibility.

 Inpatient Hospital Certification: A hospital may seek admission certification for a Member found retroactively eligible for Medicaid benefits after the date of admission for services that require

admission certification. The hospital must request admission certification within 30 days after the hospital receives notice of eligibility. To obtain certification, contact Telligen (*see Section 2.1 Quick Reference*).

## 7.21 Member Fails to Notify Provider of Eligibility

If a Member fails to notify a Provider of Medicaid eligibility, and is billed as a private-pay patient, the Member is responsible for the bill unless the Provider agrees to submit a claim to Medicaid. In this case:

- Any money paid by the Member for the service being billed to Wyoming Medicaid must be refunded prior to billing Medicaid;
- The Member can no longer be billed for the service; and
- Timely filing criterion is in effect.



The Provider determines at the time they are notified of the Member’s eligibility if they are choosing to accept the Member as a Medicaid Member. If the Provider does not accept the Member, they remain private pay.

## 7.22 Billing Tips to Avoid Timely Filing Denials

- File claims soon after services are rendered.
- Carefully review the Wyoming Medicaid Error Codes on the Remittance Advice/835 transaction (work RAs/835s weekly).
- Resubmit the entire claim or denied line only after all corrections have been made.
- Contact Provider Services (*see Section 2.1 Quick Reference*):
  - With any questions regarding billing or denials.
  - When payment has not been received within 30 days of submission, verify the status of the claim.
  - When there are multiple denials on a claim, request a review of the denials prior to resubmission.



Once a Provider has agreed to accept a patient as a Medicaid Member, any loss of Medicaid reimbursement due to Provider failure to meet timely filing deadlines is the responsibility of the Provider.

## 7.23 Telehealth

Telehealth is the use of an electronic media to link beneficiaries with health professionals in different locations. The examination of the Member is performed via a real time interactive audio and video telecommunications system. This means that the Member must be able to see and interact with the off-site practitioner at the time services are provided via telehealth technology. Telehealth services must be properly documented when offered at the discretion of the Provider as deemed medically necessary.

It is the intent that telehealth services will provide better access to care by delivering services as they are needed when the Member is residing in an area that does not have specialty services available. It is expected that this modality will be used when travel is prohibitive or resources will not allow the clinician to travel to the Member's location.

Each site will be able to bill for their own services as long as they are an enrolled Medicaid Provider (this includes out-of-state Medicaid Providers). Providers shall not bill for both the spoke and hub site; unless the Provider is at one location and the Member is at a different location even though the pay to Provider is the same. Examples include Community Mental Health Centers and Substance Abuse Treatment Centers. A single pay to Provider can bill both the originating site (spoke site) and the distant site Provider (hub site) when applicable. See below for billing and documentation requirements.

### 7.23.1 Covered Services

#### Originating Sites (Spoke Site)

The Originating site or Spoke site is the location of an eligible Medicaid Member at the time the service is being furnished via telecommunications system occurs.

Authorized originating sites are:

- Hospitals
- Office of a physician or other practitioner (this includes medical clinics)
- Office of a psychologist or neuropsychologist
- Community mental health or substance abuse treatment center (CMHC/SATC)
- Office of an advanced practice nurse (APN) with specialty of psych/mental health
- Office of a Licensed Mental Health Professional (LCSW, LPC, LMFT, LAT)
- Federally Qualified Health Center (FQHC)
- Rural Health Clinic (RHC)
- Skilled nursing facility (SNF)
- Indian Health Services Clinic (IHS)
- Hospital-based or Critical Access Hospital-based renal dialysis centers (including satellites). Independent Renal Dialysis Facilities are not eligible originating sites.

- Developmental Center
- Family Planning Clinics
- Public Health Offices

### **Distant Site Providers (Hub Site)**

The location of the physician or practitioner providing the professional services via a telecommunications system is called the Distant Site or Hub Site. A medical professional is not required to be present with the Member at the originating site unless medically indicated. However, to be reimbursed, services provided must be appropriate and medically necessary.

Examples of physicians/practitioners eligible to bill for professional services are:

- Physicians
- Advanced Practice Nurses with specialty of Psychiatry/Mental Health
- Physician's Assistants
- Psychologist or Neuropsychologists
- Licensed Mental Health Professionals (LCSW, LPC, LMFT, LAT)
- Board Certified Behavior Analysts
- Speech Therapists

Provisionally licensed mental health professionals cannot bill Medicaid directly. Services must be provided through an appropriate supervising Provider. Services provided by non-physician practitioners must be within their scope(s) of practice and according to Medicaid policy.

For Medicaid payment to occur, interactive audio and video telecommunications must be permitting real-time communication between the distant site physician or practitioner and the patient with sufficient quality to assure the accuracy of the assessment, diagnosis, and visible evaluation of symptoms and potential medication side effects. All interactive video telecommunication must comply with HIPAA patient privacy regulations at the site where the patient is located, the site where the consultant is located, and in the transmission process. If distortions in the transmission make adequate diagnosis and assessment improbable and a presenter at the site where the patient is located is unavailable to assist, the visit must be halted and rescheduled. It is not appropriate to bill for portions of the evaluation unless the exam was actually performed by the billing Provider. The billing Provider must comply with all licensing and regulatory laws applicable to the Providers' practice or business in Wyoming and must not currently be excluded from participating in Medicaid by state or federal sanctions.

## 7.23.2 Non-Covered Services

Telehealth does not include a telephone conversation, electronic mail message (email), or facsimile transmission (fax) between a healthcare practitioner and a Member, or a consultation between two health care practitioners asynchronous “store and forward” technology.

- Group psychotherapy is not a covered service.
- Medicaid will not reimburse for the use or upgrade of technology, for transmission charges, for charges of an attendant who instructs a patient on the use of the equipment or supervises/monitors a patient during the telehealth encounter, or for consultations between professionals.

The originating site fee is not billable if the Member uses their own equipment, such as a personal phone, tablet, or computer.

## 7.23.3 Documentation Requirements

- Quality assurance/improvement activities relative to telehealth delivered services need to be identified, documented and monitored.
- Providers need to develop and document evaluation processes and patient outcomes related to the telehealth program, visits, Provider access, and patient satisfaction.
- All service Providers are required to develop and maintain written documentation in the form of progress notes the same as is originated during an in-person visit or consultation with the exception that the mode of communication (such as teleconference) should be noted.
- Documentation must be maintained at the hub and spoke locations to substantiate the services provided. Documentation must indicate that the services were rendered via telehealth and must clearly identify the location of the hub and spoke sites.


## 7.23.4 Billing Requirements

To obtain Medicaid reimbursement for services delivered through telehealth technology, the following standards must be observed:


- Telehealth Consent must be obtained if the originating site is the Member’s home.
- The services must be medically necessary and follow generally accepted standards of care.
- The service must be a service covered by Medicaid.
- Claims must be made according to Medicaid billing instructions.
- The same procedure codes and rates apply as for services delivered in person.
  - The modifiers to indicate a telehealth service is “GT” or "95" which must be used in conjunction with the appropriate procedure code to identify the professional telehealth services provided by the distant site Provider (for example procedure code 90832 billed with

modifier GT). The **GT or 95 modifier MUST be billed by the distant site**. Using the GT or 95 modifier does not change the reimbursement fee.

- When billing for the originating site facility fee, use procedure code Q3014. A separate or distinct progress note is not required to bill Q3014. Validation of service delivery would be confirmed by the accompanying practitioner’s claim with the GT or 95 modifier indicating the practitioner’s service was delivered via telehealth. Medicaid will reimburse the originating site Provider the lesser of charge or the current Medicaid fee.

 Providers cannot bill for Q3014 if Members used their own equipment, such as personal phones or computers.

- Additional services provided at the originating site on the same date as the telehealth service may be billed and reimbursed separately according to published policies and the National Correct Coding Initiative (NCCI) guidelines.
- For ESRD-related services, at least one (1) face-to-face, “hands on” visit (not telehealth) must be furnished each month to examine the vascular access site by a qualified Provider.
- Care Management Entity/Children’s Mental Health Waiver service providers (CME providers) are to use Place of Service code 02-Telehealth per their Provider agreement with Magellan Healthcare. CME providers are NOT to use the “GT” modifier or “Q3014-Telehealth Originating Site Facility Fee” codes for virtual services.

 If the patient or legal guardian indicate at any point that they want to stop using the technology, the service should cease immediately, and an alternative appointment set up.

### 7.23.4.1 Billing Examples

Example 1a: Originating (Spoke) Site Provider – **location of the Wyoming Medicaid Member:**

DOS (24A)	Procedure Code (24C)	Charges (24F)	Units (24G)
01/01/19	Q3014	20.00	1

Example 1b: Distant (Hub) Site Provider – **location of the Wyoming Medicaid enrolled Provider.**

DOS (24A)	Procedure Code (24C)	Charges (24F)	Units (24G)
01/01/19	99214 GT	120.00	1



Example 2: Hub Site and Spoke Site services are provided at different locations but by the same pay-to Provider:

DOS (24A)	Procedure Code (24C)	Charges (24F)	Units (24G)
01/01/19	Q3014	20.00	1
01/01/19	99214 GT	120.00	1

### 7.23.5 Telehealth Consent

**The telehealth consent form is no longer required by Wyoming Medicaid.** Consent must still be obtained by the Provider from the Member by one of the following methods:

- Verbally
- Email
- Text Message

This information must be properly documented by the Provider and kept on file.

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## 8.1 Electronic Billing

All original claims submitted to Wyoming Medicaid are required to be filed electronically. Wyoming Medicaid's Fiscal Agent, CNSI will not accept paper claims for any Medicaid services.

Exceptions:

- Providers who have a Letter of Agreement (LOA) with the Wyoming Department of Health (WDH) may bill on paper per the LOA.
- Providers who must have Out of Policy exceptions done for certain nursing home Durable Medical Equipment (DME) items may continue to bill on paper.
- Providers who are working with a WDH or CNSI representatives to process/special batch paper claims may continue to work with those representatives and bill on paper when necessary. This includes providers who submit a blanket denial letter for members with Cigna coverage that is primary to Medicaid.



The "Exceptions" list of items may be updated in the future to require electronic billing. A notification will be provided when those changes are made.

## 8.2 Basic Paper Claim Information

The 2012 ADA Claim Form is the only dental claim form that will be accepted. Claims that do not follow Medicaid Provider policies and procedures will be returned unprocessed with a letter. When a claim is returned because of billing errors and/or missing attachments, the Provider may correct the claim and return it to Medicaid for processing.



The fiscal agent and the Division of Healthcare Financing (DHCF) are prohibited by federal law from altering a claim.

Billing errors detected after a claim is submitted cannot be corrected until after Medicaid has made payment or notified the Provider of the denial. **Providers should not resubmit or attempt to adjust a claim until it is reported on their Remittance Advice** (see Section 8.12 Resubmitting Versus Adjusting Claims).



Claims are to be submitted only after service(s) have been rendered, not before. For deliverable items (such as dentures, DME, glasses, hearing aids, and so on) the date of service must be the date of delivery, not the order date.

## 8.3 Authorized Signatures

All paper claims must be signed by the Provider or the Providers' authorized representative. Acceptable signatures may be either handwritten, a stamped facsimile, typed, computer generated, or initialed. The signature certifies all information on the claim is true, accurate, complete, and contains no false or erroneous information. Remarks such as signature on file or facility names will not be accepted.

# 8.4 The Dental Claim Form

**ADA American Dental Association® Dental Claim Form**

**HEADER INFORMATION**

1. Type of Transaction (Mark all applicable boxes)  
 Statement of Actual Services     Request for Predetermination/Preauthorization  
 EPSDT / Title XIX

2. Predetermination/Preauthorization Number

**INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION**

3. Company/Plan Name, Address, City, State, Zip Code

**POLICYHOLDER/SUBSCRIBER INFORMATION** (For Insurance Company Named in #3)

12. Policyholder/Subscriber Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code

13. Date of Birth (MM/DD/CCYY)    14. Gender  M  F    15. Policyholder/Subscriber ID (SSN or ID#)

16. Plan/Group Number    17. Employer Name

**OTHER COVERAGE** (Mark applicable box and complete items 5-11. If none, leave blank.)

4. Dental?     Medical?  (If both, complete 5-11 for dental only.)

5. Name of Policyholder/Subscriber in #4 (Last, First, Middle Initial, Suffix)

6. Date of Birth (MM/DD/CCYY)    7. Gender  M  F    8. Policyholder/Subscriber ID (SSN or ID#)

9. Plan/Group Number    10. Patient's Relationship to Person named in #5  
 Self     Spouse     Dependent     Other

11. Other Insurance Company/Dental Benefit Plan Name, Address, City, State, Zip Code

**PATIENT INFORMATION**

18. Relationship to Policyholder/Subscriber in #12 Above  
 Self     Spouse     Dependent Child     Other

19. Reserved For Future Use

20. Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code

21. Date of Birth (MM/DD/CCYY)    22. Gender  M  F    23. Patient ID/Account # (Assigned by Dentist)

**RECORD OF SERVICES PROVIDED**

	24. Procedure Date (MM/DD/CCYY)	25. Area of Oral Cavity	26. Tooth System	27. Tooth Number(s) or Letter(s)	28. Tooth Surface	29. Procedure Code	29a. Diag. Pointer	29b. City	30. Description	31. Fee
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

33. Missing Teeth Information (Place an "X" on each missing tooth.)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

34. Diagnosis Code List Qualifier  (ICD-9 = B; ICD-10 = AB)

34a. Diagnosis Code(s) A \_\_\_\_\_ C \_\_\_\_\_

34b. Primary diagnosis in "A" B \_\_\_\_\_ D \_\_\_\_\_

31a. Other Fee(s) \_\_\_\_\_

32. Total Fee \_\_\_\_\_

35. Remarks

**AUTHORIZATIONS**

36. I have been informed of the treatment plan and associated fees. I agree to be responsible for all charges for dental services and materials not paid by my dental benefit plan, unless prohibited by law, or the treating dentist or dental practitioner has a contractual agreement with my plan prohibiting all or a portion of such charges. To the extent permitted by law, I consent to your use and disclosure of my protected health information to carry out payment activities in connection with this claim.

X Patient/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

37. I hereby authorize and direct payment of the dental benefits otherwise payable to me, directly to the below named dentist or dental entity.

X Subscriber Signature \_\_\_\_\_ Date \_\_\_\_\_

**ANCILLARY CLAIM/TREATMENT INFORMATION**

38. Place of Treatment  (e.g. 11=office; 22=OIP Hospital)    39. Enclosures (Y or N)

(Use "Place of Service Codes for Professional Claims")

40. Is Treatment for Orthodontics?  No (Skip 41-42)     Yes (Complete 41-42)

41. Date Appliance Placed (MM/DD/CCYY)

42. Months of Treatment Remaining  No     Yes (Complete 44)

43. Replacement of Prosthesis  No     Yes (Complete 44)

44. Date of Prior Placement (MM/DD/CCYY)

45. Treatment Resulting from  Occupational illness/injury     Auto accident     Other accident

46. Date of Accident (MM/DD/CCYY)    47. Auto Accident State

**BILLING DENTIST OR DENTAL ENTITY** (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured/subscriber.)

48. Name, Address, City, State, Zip Code

49. NPI    50. License Number    51. SSN or TIN

52. Phone Number ( ) -    52a. Additional Provider ID

**TREATING DENTIST AND TREATMENT LOCATION INFORMATION**

53. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed.

X Signed (Treating Dentist) \_\_\_\_\_ Date \_\_\_\_\_

54. NPI    55. License Number

56. Address, City, State, Zip Code    55a. Provider Specialty Code

57. Phone Number ( ) -    58. Additional Provider ID

©2012 American Dental Association  
 J430 (Same as ADA Dental Claim Form - J431, J432, J433, J434, J435D)

To reorder call 800.947.4746 or go online at [adacatalog.org](http://adacatalog.org)

### 8.4.1 Instructions for Completing the Dental Claim Form

Claim Item	Title	Required	Action
1	Type of transaction	X	Mark "Statement of Actual Services."
2	Predetermination/ Prior Authorization	X	(When applicable) Enter Prior Authorization number here.
3	Insurance Company/ Dental Benefit Plan		
4	Other dental or medical coverage	X	(When applicable) Mark appropriate box. If no, skip to box 18. If yes, complete boxes 5-11.
5	Subscriber name	X	(When applicable) Enter policyholder's name.
6	Date of birth	X	(When applicable) Enter policyholder's date of birth.
7	Gender	X	(When applicable) Enter policyholder's gender.
8	Subscriber identifier	X	(When applicable) Enter policyholder's social security number or policy number.
9	Plan/Group number	X	(When applicable) Enter policyholder's plan/group number.
10	Relationship to primary subscriber	X	(When applicable) Mark appropriate box.
11	Other carrier name and address	X	(When applicable) Enter carrier name and address.
12	Policyholder/ Subscriber Information	X	(When applicable) Enter the primary subscriber's name, address, city, state, and zip code.
13	Date of Birth	X	(When applicable) Enter the primary subscriber's date of birth (MMDDCCYY).
14	Gender	X	(When applicable) Enter the primary subscriber's gender.
15	Subscriber Identifier	X	(When applicable) Enter the primary subscriber's SSN or ID#.
16	Plan/Group Number	X	(When applicable) Enter the primary subscriber's plan/group number.
17	Employer Name	X	(When applicable) Enter the primary subscriber's employer name.

Claim Item	Title	Required	Action
18	Patient information-relationship to primary subscriber	X	Mark applicable box.
19	Reserved for Future Use		No entry required.
20	Name and address of patient	X	Enter name and address of patient.
21	Patient date of birth	X	Enter patient's date of birth.
22	Gender		No entry required.
23	Patient ID/account number	X	Enter the patients 10-digit Member ID number.
24	Procedure Date	X	Enter date services were rendered.
25	Area of oral cavity		(When applicable) Enter quadrant or arch. <ul style="list-style-type: none"> <li>• UR – Upper Right</li> <li>• UL – Upper Left</li> <li>• LL – Lower Left,</li> <li>• LR – Lower Right</li> <li>• UA – Upper Arch</li> <li>• LA – Lower Arch</li> </ul>
26	Tooth system		No entry required
27	Tooth numbers (s) or letter(s)	X	(When applicable) Enter tooth number (s) or letter (s). For supernumerary teeth – add an S after the tooth code (for example supernumerary tooth A becomes AS) (15+50=65)
28	Tooth surface	X	(When applicable) Enter tooth surface: <ul style="list-style-type: none"> <li>• B – Buccal surface</li> <li>• D – Distal surface</li> <li>• F – Facial surface</li> <li>• I – Incisal surface</li> <li>• L – Lingual surface</li> <li>• M – Mesial surface</li> <li>• O – Occlusal surface</li> </ul>



Claim Item	Title	Required	Action
29	Procedure code	X	Enter appropriate CDT –code.
29a	Diagnosis Pointer		No entry required.
29b	Qty		Enter the units of service.
30	Description		No entry required.
31	Fee	X	Enter usual and customary charges for the procedure.
31a	Other Fees	X	(When applicable) Enter the amount paid by another dental plan. Do not enter prior Medicaid payments. This box is reserved for third party coverage only. If this amount is more than 67% of the calculated Medicaid allowed amount, Providers do not need to attach an EOB.
32	Total fee	X	Add together all of the fees listed in item 31 and enter the total amount in this field.
33	Missing teeth information		No entry required.
34	Diagnosis List Qualifier		No entry required.
34a	Diagnosis Codes		No entry required.
35	Remarks		No entry required – Notes in this box will not be reviewed by Medicaid.
36	Patient/Guardian Signature	X	No entry required.
37	Subscriber signature		No entry required.
38	Place of treatment	X	Office=11 Hospital=21 Other=99
39	Number of enclosures		No entry required.
40	Is treatment for orthodontics		No entry required.
41	Date appliance placed		No entry required.
42	Months of treatment remaining		No entry required.
43	Replacement of prosthesis		No entry required.

Claim Item	Title	Required	Action
44	Date prior placement		No entry required.
45	Treatment resulting		No entry required.
46	Date of accident		No entry required.
47	Auto accident state		No entry required.
48	Name, address, city, state, zip of billing dentist or dental entity	X	Enter the name, address, city, state, and zip code of the billing dentist or dental entity.
49	NPI	X	(When applicable) Enter Group/Pay-To NPI number.
50	License number		No entry required.
51	SSN or TIN		No entry required.
52	Phone number		No entry required.
52a	Additional Provider ID		No entry required.
53	Treating dentist signature	X	Sign and date the claim. All claims must be signed and dated. Providers have the choice of using a handwritten signature, a facsimile signature, a typed signature, initials, or an authorized signature. However, Providers are responsible for ensuring that the signature on the claim is that of authorized individual. Providers are responsible for all claims billed using their Medicaid Provider number.
54	Treating dentist's NPI number	X	If a group practice, enter the treating Provider's NPI number.
55	License number		No entry required.
56	Address, city, state, zip code	X	Enter the address, city, state, and zip code of treatment location.
56a	Provider specialty code	X	Enter taxonomy code.
57	Phone number		No entry required.
58	Additional Provider ID		No entry required.

## 8.5 Reimbursement Methodologies

Medicaid reimbursement for covered services is based on a variety of payment methodologies depending on the service provided.

- Medicaid fee schedule;
- By report pricing;
- Billed charges;
- Invoice charges;
- Negotiated rates.

### 8.5.1 Invoice Charges

- Invoice must be dated within 12 months (365 days) prior to the date of service being billed.
  - If the invoice is older, a letter must be included explaining the age of the invoice (such as product purchased in large quantity previously and is still in stock).
- All discounts will be taken on the invoice.
- The discounted pricing or codes cannot be marked out.
- A packing slip, price quote, purchase order, delivery ticket, and so on may be used only if the Provider no longer has access to the invoice and is unable to obtain a replacement from the supplier/manufacturer, and a letter with explanation is included.
- Items must be clearly marked (such as how many calories are in a can of formula, items in a case, milligrams, ounces, and so on).


## 8.6 Usual and Customary Charges

Charges for services submitted to Medicaid must be made in accordance with an individual Provider's usual and customary charges to the general public unless:

- The Provider has entered into an agreement with the Medicaid Program to provide services at a negotiated rate; or
- The Provider has been directed by the Medicaid Program to submit charges at a Medicaid-specified rate.

## 8.7 Co-Payment Schedule

Description	Exceptions
<p>There is no co-pay for Kid Care CHIP Plans B or C when the service is for routine care.</p>	<p>Co-payment requirements do not apply to:</p> <ul style="list-style-type: none"> <li>• Children defined as:               <ul style="list-style-type: none"> <li>○ Medicaid eligibility for children is under 21</li> <li>○ Kid Care CHIP eligibility for children is under 19</li> </ul> </li> </ul> <p><b>EXCEPTION: Co-Pays Apply to the children's KIDC Benefit Plan (Kid Care CHIP Plans B &amp; C)</b></p> <ul style="list-style-type: none"> <li>• Nursing Facility Residents</li> <li>• Pregnant Women</li> <li>• Family planning services</li> <li>• Emergency services</li> <li>• Hospice services</li> <li>• Medicare Crossovers</li> <li>• Members of a Federally recognized Tribe</li> </ul>

 To clarify, children on the KIDB Benefit Plan (Kid Care CHIP Plan A) do not have co-pays. children on the KIDC benefit plan (Kid Care CHIP Plan B or C) have co-pays.

Co-payments are applicable per procedure code, and some claims may have more than one co-payment amount.


## 8.8 Prior Authorization

Medicaid requires Prior Authorization (PA) on selected services and equipment. **Approval of a PA is never a guarantee of payment.** A Provider should not render services until a Member’s eligibility has been verified and a PA has been approved (if a PA is required). Services rendered without obtaining a PA (when a PA is required) may not be reimbursed.

Selected services and equipment requiring prior authorization include, but are not limited to the following – use in conjunction with the Dental and Medicaid Fee Schedule to verify what needs PA:


Services Requiring PA	PA Vendor
Cone Beam CT Capture and Interpretation	Telligen (833) 610-1057
Specialized Denture Services	

Services Requiring PA	PA Vendor
Implant Services and Fixed Prosthesis (Bridges)	
Oral and Maxillofacial Surgery	
Orthodontics/Severe Malocclusion Program	

 See Chapter 27 –Covered Services – Dental Services for services requiring PA.

### 8.8.1 Requesting Prior Authorization

Providers must request a PA from Telligen (*see Section 2.1 Quick Reference*). Dental prior authorizations must be submitted electronically via Telligen’s portal. Prior Authorizations will not be issued after a procedure is complete. The Provider must obtain a PA prior to rendering services.

 Modifications or issues concerning PAs originally issued by the previous fiscal agent, Conduent, should be directed to the Utilization Management Coordinator, Amy Buxton, at [amy.buxton@wyo.gov](mailto:amy.buxton@wyo.gov).

### 8.8.2 Prior Authorization Status Inquiry

The BMS will receive approved and denied PAs (278 transactions) from Telligen. PAs in a pending status will not be sent to the BMS.


Providers are able to inquiry and view PA statuses on the Provider Portal by completing a Prior Authorization Inquiry. Statuses include approved, denied, or used. A PA may have both approved and denied lines. For lines that are approved, the corresponding item may be purchased, delivered, or services may be rendered.

The complete 10-digit PA number must be entered in field 2 of the ADA Dental Claim Form. For placement in an electronic X12N 837 Dental Claim, consult the Electronic Data Interchange Technical Report Type 3 (TR3).

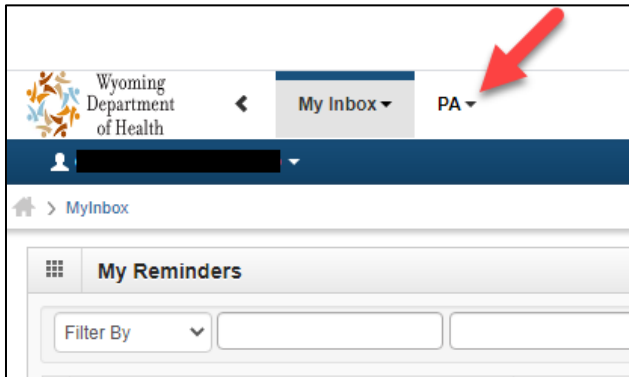
 **Used PAs will be viewable on the Provider Portal.**

To complete a Prior Authorization (PA) Inquiry via the Provider Portal:

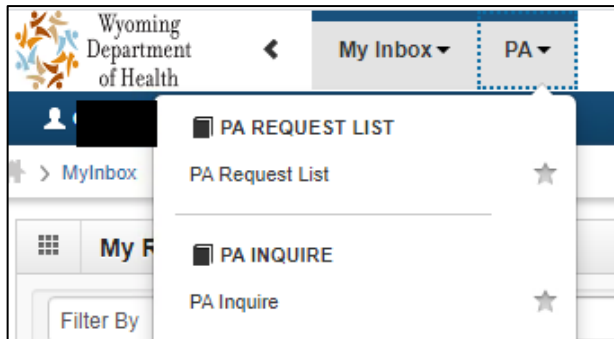
1. Log in to the Medicaid Portal (*see Section 2.1 Quick Reference*).


 The Provider or user must have the Prior Authorization Access, Provider Profile to inquire on prior authorizations.

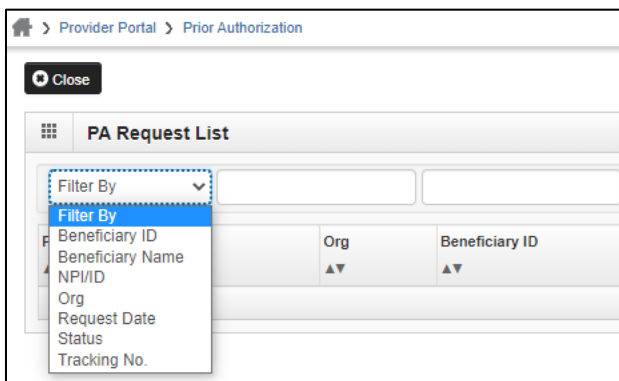
- Once the user is logged into to the Provider Portal and selects Prior Authorization Access from the Provider Profile drop-down list, **PA** appears next to "My Inbox".



- From the **PA** drop-down list, select **PA Request List** (do not have PA number) or **PA Inquire** (have PA number).



 Providers inquiring on PAs may select PA Request List and filter (search) in various ways, such as PA Tracking No., Beneficiary (Member) ID, Beneficiary (Member) Name, Status.



Example of a search by the Beneficiary (Member) ID- Select **Beneficiary ID** in the first drop-down list, then enter the 10-digit Medicaid Member ID number and select **Go**. Below is partial information that is displayed.

MyInbox > Prior Authorization

Close Add New Request My Auths My Organization View Auths with Recent Attachments PA Request List

PA Request List

Beneficiary ID 0600 And Filter By

Page View	Org	Beneficiary ID	Beneficiary Name	Tracking No.	Request Date	Status	NPI/ID	Prvdr Name	Srvc From Date
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022
[Icon]	EMWS	0600	BU	03399	01/01/2021	Approved			01/01/2021
[Icon]	EMWS	0600	BU	60000	11/23/2021	Approved			01/01/2021

View Page: 2 Go Page Count SaveToXLS Viewing Page: 1

- Select the PA Tracking Number in blue to go to the PA. Providers can navigate the PA by scrolling up and down or using the navigation on the left to go directly to a specific area.

Print Help

Tracking Number: 60000 Service From Date: 01/01/2022 Service To Date: 12/31/2022 Beneficiary ID: 0600

PA Basic Info

Beneficiary Info

Provider Info

Diagnosis Info

Procedure Info

Additional Documents

Review PA

Decision Summary

PA Basic Info

Organization Unit: 4005-EMWS

Assigned To: Administrator, Super

Request Received Date: 12/15/2021

Source of Request: POC-Plan Of Care

Specialty Code:

Service Type: CCW - Community Choice Waiver

Place of Service:

Service From Date: 01/01/2022

Service To Date: 12/31/2022

Prev. Auth. Number:

Admin Hearing Request: No Yes

Physician Review: No Yes

Beneficiary Info

Beneficiary ID: Beneficiary Name:

Or select the **Page View** icon to view the PA information, including the approved units, utilized units and the claims associated with this PA.

Close Add New Request My Auths My Organization View Auths with Recent Attachments PA Request List

PA Request List

Beneficiary ID 0600 And Filter By

Page View	Org	Beneficiary ID	Beneficiary Name	Tracking No.	Request Date	Status	NPI/ID	Prvdr Name	Srvc From Date
[Icon]	EMWS	0600	BU	60000	12/15/2021	Approved			01/01/2022

- Select the **greater than (>)** icon next to the line number to view the claims (TCNs) submitted with this PA number.

PA Utilization												
Tracking No: [REDACTED]						Authorization Status: Approved						
Beneficiary ID: 000 [REDACTED]						Beneficiary Name: [REDACTED]						
Service: CCW - Community Choice Waiver						Organization: EMWH						
Request Date: 12/15/2021						Last Updated Date: 01/01/2022						
Service Start Date: 01/01/2022						Service End Date: 12/31/2022						
Requestor NPI: [REDACTED]						Requestor Name: [REDACTED]						
Requestor ID: [REDACTED]						Source of Request: Plan Of Care						
PA Line Information												
PA Line	Servicing Provider NPI	Servicing Provider ID	Servicing Provider Name	From Date	To Date	Code	Modifiers	Tooth Number	Approved Units	Utilized Units	Approved \$ per Unit	Status
01	[REDACTED]	[REDACTED]	[REDACTED]	01/01/2022	12/31/2022	S8170	SE		260	4	0.00	Approved

6. Providers may print the PA or view only.

## 8.9 Billing of Deliverables


All dental procedures that involve delivering an item to the Member can only be billed to Medicaid on the date the item is delivered to the Member. This includes crowns, bridges, removable appliances, and partial and complete dentures. The Provider is responsible for billing these procedures only on the seat/delivery date.

Wyoming Medicaid will allow a Provider to bill using the prep date only if one of the following conditions is present:

- Member is not eligible on the delivery date but was eligible on the prep date.
- Member does not return to the office for the delivery of the product.

A Provider may use the order date as the date of service only if they have obtained a signed exception form from the State. To obtain this authorization, follow the steps below.

- Print the Order vs Delivery Date Exception Form (see *Section 8.9.1*).
- Complete the form and fax or mail it to the address at the bottom of the form.
- Once the form is signed by the State, it will be returned to the Provider and must be a part of the Member’s permanent clinical record.
- The Provider may then bill the claim using the order date as the date of service.

 If an audit of clinic records is performed, and it is found that the Provider billed on the order date but does not have a signed Order vs Delivery Date Exception Form - for the Member and the DOS, the money paid will be recovered.



### 8.9.1 Order vs Delivery Date Exception Form

**Order vs Delivery Date Billing  
Attestation Form**

<b>Provider Name</b>			
<b>Provider Return Email</b>		<b>NPI/Provider Number</b>	
<b>Member Name</b>		<b>Member ID</b>	
<b>Procedure Code</b>		<b>Order Date</b>	
<b>Procedure Description</b>		<b>Delivery Date</b>	

**DENTAL PROVIDERS**  
Our office is unable to bill this procedure using the delivery or seat date due to:

Member was eligible on the prep date and was not eligible for Wyoming Medicaid on the delivery or seat date.

Member did not return for item after several attempts to schedule due to:

**VISION PROVIDERS**  
Our office is unable to bill this procedure using the delivery date due to:

Member was eligible on the order date and was not eligible for Wyoming Medicaid on the delivery (in-office or by mail.)

Member did not return for glasses and when the glasses were mailed they were returned to our office due to:

**DME PROVIDERS**  
Our office is unable to bill this procedure using the delivery date due to:

Member was eligible on the prep date and was not eligible for Wyoming Medicaid on the delivery or seat date.

Member did not return for item after several attempts to contact due to:

**Provider's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Approved** **State Program Manager** \_\_\_\_\_ **Date** \_\_\_\_\_

**Denied** **Title** \_\_\_\_\_

WBMS-Order vs Delivery Date form

This form must be completed and emailed to: [lindsay.convers1@wyo.gov](mailto:lindsay.convers1@wyo.gov).

### 8.10 Submitting Attachments for Electronic Claims

When a claim requires supporting documentation (such as an invoice or, EOB), Providers may either upload their documents electronically or complete one of the attachment coversheets to mail or email their documents.

The fiscal agent created a process that allows Providers to submit electronic attachments for electronic claims when they indicate a claim requires supporting documentation, this triggers the "Attachment

Indicator" to be set to "Y". Providers can attach documents to previously submitted claims that are in the BMS, and they can attach documents to a claim at the time of direct data entry (DDE) into the BMS.

Uploading attachments to a claim that is in the BMS via the Provider Portal:

- These claims are in the BMS and revolve for 30-days waiting for an attachment. Typically, these claims have been submitted electronically by a billing agent or clearinghouse, but they could have been entered directly into the BMS.

Claims pend and revolve in the BMS when the attachment indicator on the electronic claim was marked at the time of the claim submission. For more information on the attachment indicator, consult the Provider software vendor or clearinghouse, or the X12N 837 Dental Electronic Data Interchange Technical Report Type 3 (TR3). Important attachment information:

- Providers may not attach a document to many claims/TCNs at one time
- Attachment(s) must be added per claim/TCN
- Multiple attachments can be added or uploaded to one claim/TCN
- Attachment(s) size limit is 30 MBs when attaching documents at the time of keying a direct data entry claim into the BMS via the Provider Portal
  - This limit does not apply when uploading attachments to the claim/TCN that has been previously submitted and is already in the BMS
- When completing direct data entry of a claim, Providers have the option of uploading the supporting documentation at the time of the claim submission or not.
  - If Providers choose to mail or email the documentation, Providers can print the system generated attachment coversheet (see *Section 8.10.1.1*) for that specific claim or download and complete the Attachment Coversheet (see *Section 8.10.1.2*) from the website. Submitting paper attachments is not the preferred method as Wyoming Medicaid is moving away from paper attachments.
  - Providers can access previously submitted claims via the Provider Portal by completing a "Claim Inquiry" within the Provider Portal. No attachment coversheet is required as the Provider will upload their attachments directly to the TCN that is in the BMS.
- If the attachment is not received within 30 days of the electronic claim submission, the claim will deny, and it will be necessary for the Provider to resubmit it with the proper attachment.

Resources:

- Chapter 10 –Electronic Data Interchange (EDI) and Provider Portal
- Provider Publications and Trainings posted to the Medicaid website (see *Section 2.1 Quick Reference*)
  - Select **Provider**, select **Provider Publications and Trainings**, then select **Provider Training, Tutorials and Workshops**

- Select the appropriate claim type tutorial (**Dental, Institutional, or Professional**) for the step-by-step instructions to upload or attach a document at the time of entering the claim (direct data entry) into the BMS via the Provider Portal
- Select **Electronic Attachments** tutorial when uploading or attaching documents directly to a TCN/claim within the BMS via the Provider Portal


### 8.10.1 Attachment Cover Sheets

There are two (2) Attachment Coversheets:

- Attachment Coversheet systematically generated and printed from the Provider Portal (see *Section 8.10.1.1*)
  - This coversheet can be printed at the time of direct data entry of the claim or from completing a 'Claim Inquiry' process within the Provider Portal.
  - The advantage of submitting this system generated form is all the fields are auto populated, it is barcoded, and the form has a QR code to ensure proper routing and matching up to the claim/TCN in the BMS.
- Attachment Cover Sheet downloaded from the website (see *Section 8.10.1.2*)
  - This coversheet can be downloaded and must be filled in by the Provider.
  - The data entered on the form must match the claim exactly in DOS, Member information, pay-to Provider NPI, and so on the complete instructions are provided with the form (see *Section 8.10.1.2*).

Mail or fax (25 pages maximum) the attachment coversheets with the supporting documents to the Claims Department (see *Section 2.1 Quick Reference*). Coversheets can also be emailed to the Provider Services email address, [wyproverservices@cns-inc.com](mailto:wyproverservices@cns-inc.com), made to the Attention: Claims Department.

- All emails must come secured and cannot exceed 25 pages.

 All steps must be followed; otherwise, the fiscal agent cannot join the electronic claim and paper attachment and the claim will deny. Also, if the paper attachment is not received within 30 days of the electronic claim submission, the claim will deny, and it will be necessary to resubmit it with the proper attachment.

### 8.10.1.1 Sample of Systematically Generated Provider Portal Attachment Coversheet

	<b>ATTACHMENT COVERSHEET</b>
--	------------------------------

Return this document with attachments to "Wyoming Medicaid Attn: Claims PO BOX 547 Cheyenne, WY 82003-0547"

TCN : 21 [REDACTED]

Beneficiary ID : 01 [REDACTED]

NPI : 10 [REDACTED]

Provider ID : 14 [REDACTED]

Document Attached : EOB Insurance,Forms

Sender Name : [REDACTED]

Sender Fax : 547-789-8383

Sender Phone : 4539159367


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**Any Questions, call the Wyoming Medicaid Fiscal Agent: 1-888-996-6223**

**CONFIDENTIALITY NOTICE:** The attached documents are intended only for the use of the individual or entity named under "TO:" above. This may contain information that is privileged, confidential or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, distribution or copying, or the taking of any action in regard to the contents of this information is strictly prohibited. If you have received this document in error, please telephone us immediately so that we can correct the error and arrange for destruction or return of the document.

Attachment Coversheet

### 8.10.1.2 Attachment Coversheet and Instructions



## Completing the Attachment Cover Sheet

An asterisk (\*) denotes a required field.  
Complete all applicable fields.

Title	Action
Pay to Provider Name*	Enter the name of the Pay to (Group) Provider.
Pay to NPI*	Enter the 10-digit NPI or Provider Number for the Pay to (Group) Provider.
Member Name*	Enter the Member's full name.
Medicaid ID*	Enter the Member's 10-digit Wyoming Medicaid ID number.
Claim From Date of Service*	Enter the first date of service on the claim in mm/dd/yyyy format.
Claim To Date of Service*	Enter the last date of service on the claim in mm/dd/yyyy format.
Transaction Control Number (TCN)*	Enter the 17-digit Transaction Control Number (TCN) for the electronic claim
Attachment Type*	Select the attachment type that was indicated on the electronic claim.

This cover sheet can be uploaded electronically via the Web Portal.

Return the completed cover sheet with attachments to:

Wyoming Medicaid Fiscal Agent  
 Attn: Claims Department  
 P.O. Box 547  
 Cheyenne, WY 82003-0547



## Attachment Cover Sheet

Use this cover sheet when electronically submitting a claim that requires attachments. The supporting documents (for example, EOB or medical records) must be attached to this cover sheet. If documents are received without this cover sheet, then the request **CANNOT** be processed, and the documents will be shredded.

- All information entered on this cover sheet must match the data entered in the 837 claim transaction exactly, including the Attachment Type.
- The Attachment Transmission Code in the 837 claim transaction must be set to 'BM' (By Mail) to indicate the attachment is being sent separately.

Pay to Provider Name <input style="width: 90%;" type="text"/>	Pay-To NPI/ Provider Number <input style="width: 90%;" type="text"/>	
Member Name <input style="width: 90%;" type="text"/>	Member ID <input style="width: 90%;" type="text"/>	
Claim From Date of Service <input style="width: 90%;" type="text"/>	Claim To Date of Service <input style="width: 90%;" type="text"/>	Transaction Control Number (TCN) <input style="width: 90%;" type="text"/>

### Attachment Type

- |                                                      |                                                                    |
|------------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> AS: Admission Summary       | <input type="checkbox"/> MT: Models                                |
| <input type="checkbox"/> B2: Prescription            | <input type="checkbox"/> NN: Nursing Notes                         |
| <input type="checkbox"/> B3: Physician Order         | <input type="checkbox"/> OB: Operative Notes                       |
| <input type="checkbox"/> B4: Referral Order          | <input type="checkbox"/> OZ: Support Date for Claim                |
| <input type="checkbox"/> CT: Certification           | <input type="checkbox"/> PN: Physical Therapy Notes                |
| <input type="checkbox"/> CK: Consent Form(s)         | <input type="checkbox"/> PO: Prosthetics or Orthotic Certification |
| <input type="checkbox"/> DA: Dental Models           | <input type="checkbox"/> PZ: Physical Therapy Certification        |
| <input type="checkbox"/> DG: Diagnostic Report       | <input type="checkbox"/> RB: Radiology Films                       |
| <input type="checkbox"/> DS: Discharge Summary       | <input type="checkbox"/> RR: Radiology Reports                     |
| <input type="checkbox"/> EB: Explanation of Benefits | <input type="checkbox"/> RT: Report of Tests and Analysis Report   |

This cover sheet can be uploaded electronically via the Web Portal.

Return the completed cover sheet with attachments to:

Wyoming Medicaid Fiscal Agent  
Attn: Claims Department  
P.O. Box 547  
Cheyenne, WY 82003-0547

WYBMS-Attachment  
Coversheet



## 8.11 Remittance Advice

After claims have been processed weekly, Medicaid posts a Medicaid proprietary (paper) Remittance Advice (RA) to the Provider Portal that each Provider can retrieve. This RA is not the 835 HIPPA payment file. The Agency will not mail paper remittance advices.

The RA plays an important communication role between Providers and Medicaid. It explains the outcome of claims submitted for payment. Aside from providing a record of transactions, the RA assists Providers in resolving potential errors. Any Provider currently receiving paper checks should begin the process with the State Auditor's Office to move to electronic funds transfer. Any new Providers requesting paper checks shall only be granted in temporary, extenuating circumstances.

### 8.11.1 Remittance Advice Organization

The RA is organized in the following manner:

- **Cover Page:** This first page is important and should not be overlooked as it may include an RA Banner message from Wyoming Medicaid (see *Section 1.2.1 RA Banner Notices Samples*).
- **Summary Page:** This second page provides a summary of paid, denied, credited, gross adjusted, total billed, and total paid.
- **Detail Pages:** The next pages are the claim detail pages which list the Members information, TCNs, rendering NPIs, dates of services, procedure and revenue codes, modifiers, DRG/APC, quantity, billed amount, (Medicaid) approved amounts, TPL amounts, Member responsible amount, category, and reason and remark codes
- **Glossary Pages:** The last pages list the Error Code details with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) and for the denied lines and claims.

### 8.11.2 Remittance Advice General Information and Definitions

- Remittance Advices are generated for each Billing Provider.
- In Prospective Payment System (PPS) column:
  - For Outpatient, report APC Pay Status Code (at each line).
  - For Inpatient, report DRG.
  - For all other Providers, this is blank.
- In the Original TCN, TCN, Type of Bill column:
  - Type of Bill is only reported for Institutional Claims.
- The original TCN is reported once per invoice, it is not repeated on each service line.

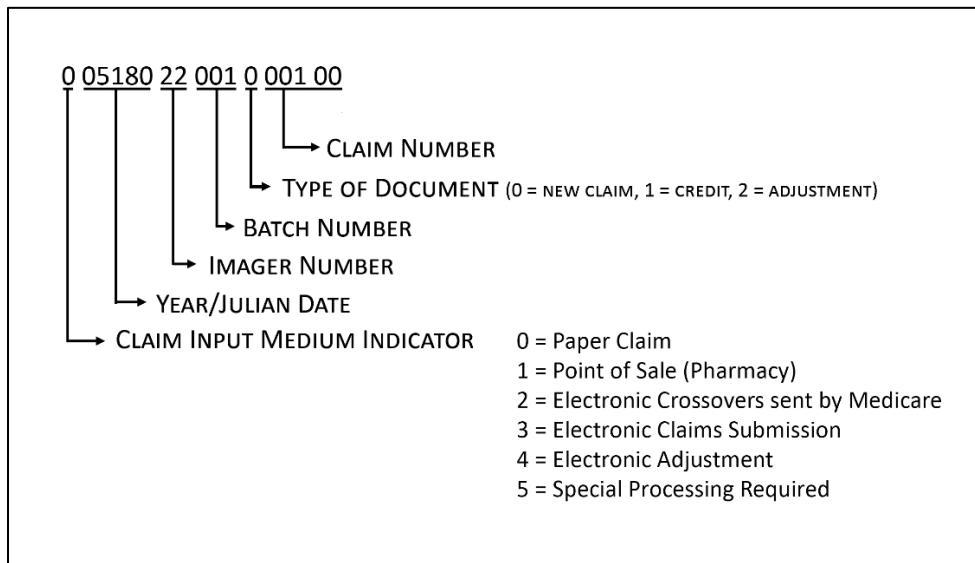
- In the Gross Adj ID, Beneficiary Name, Beneficiary ID, Patient Account #, and Medical Record # column:
  - The last name, first name, and MI is populated from the Member eligibility file and is reported only once per claim.
- Gross Adjustments (GA) are reported at the beginning of the Provider's RA and after the first or cover page.
- If multiple TCNs are reported for the same beneficiary on the same RA, the sort order for the report is oldest to newest based on the Date of Service.
- If a TCN is reported with an unknown beneficiary name, the record will show at the beginning of the Provider's RA (but after GAs) ahead of named beneficiaries.
- In the Rendering Provider ID/NPI/Name column:
  - Both the Rendering Provider ID and NPI will display, along with the Rendering Provider Name.
- In the Billed Amount Column:
  - The sum of all line charges is reported on the header line (it is the actual unadjusted amount).
  - The service line reports the individual charge from each line.
  - The billed amount is the amount the Provider billed.
- In the Approved Amount column:
  - The sum of all line approved amounts is reported at the invoice header.
  - The service line reports the line approved amount.
  - For adjustments, the reversal claim prints the TCN of the history claim being adjusted. It shows the total amount reversed (credited) from the original claim. The Category Column will contain 'C' for Credited.
  - Below the approved Adjustment Header, the net adjustment amount for the claim will be printed and the category will be 'P' for Paid.
  - The approved amount is the Medicaid allowed amount or paid amount
- In the Category Column:
  - Reversal prints in the Category Column next to the history claim being adjusted.
  - Individual lines, other than the suspended lines will report as credit (C), paid (P), denied (D), or gross adjustment (GA) in this column.
  - The header line, if not "Suspended", will report as credit (C), paid (P), denied (D), or gross adjustment (GA) in this column.



- The status of the Header is “D” if all service lines are denied.
- Error Code: This column will display the Medicaid specific error codes for header and lines.
  - Error codes may indicate the following:
    - Denial, or
    - Pay and Report: Informational
- Remark and Reason Codes are Remittance Advice Remark Codes (RARCs) and Claim Adjustment Reason Codes (CARCs) from the standard HIPAA code set that appear on the 835 and Paper RA.
- Zero payments are considered paid claims and are reported as usual.
- The Billing Provider information is populated from the HHS Provider Enrollment file.
- The RA is not posted to the Provider Portal until warrant data is available, which is typically on Fridays.
- When multiple Modifiers are associated to a record – the first two (2) modifiers received will be printed, separated by a forward slash (/). Additional modifiers are not included on the RA.
- The tooth number is not included on the RA.

### 8.11.3 Transaction Control Number (TCN):

- A unique Transaction Control Number (TCN) is assigned to each claim. TCNs allow each claim to be tracked throughout the Medicaid claims processing system. The digits and groups of digits in the TCN have specific meanings, as explained below:
- TCN definition prior to 10/18/2021:



- TCN definition after 10/18/2021:

Field	Field Description	Length	Value
1st Digit	Input Medium Indicator	1	1 – Paper Claim without Attachment(s) 2 – Direct Data Entry (DDE) Claim – via Provider Portal 3 – Electronic Claim – HIPAA Compliant Transaction 4 – Adjusted Claims – Provider adjustments or BMS mass or gross adjustments 8 – Paper Claim with Attachment(s)
2nd Digit	TCN Category	1	1 – Assigned to Institutional, Professional and Dental Claims 2 – Assigned to Crossover Claims – Received via Medicare Intermediary
3rd to 7th Digit	Batch Date	5	YYDDD – Year + 3-digit Julian Date
8th Digit	Adjustment Indicator	1	0 – Original Paper Claim 1 – Original Electronic HIPAA Claim 7 – Replacement (Adjustment) Claim 8 – Void Claim
9th to 14th Digit	Sequence Number	6	Sequence Number starting with 000001 at the beginning of each Julian Date.
15th to 17th Digit	Line Number	3	Line Number will begin with 001 for every new claim. The header will have the line number as 000.

### 8.11.4 Locating the Medicaid Paper RA within the Provider Portal

Follow these steps to locate the Medicaid Paper Remittance Advices (RA) on the portal:

1. Log in to the secure Provider Portal.
2. Select the **Provider Access** profile.
3. Select the **Archived Documents** from the My Inbox drop-down list.
4. Select **Paper RA** from the **Document Type** drop-down list.
5. Select **Paper RA** from **Document Name** drop-down list.
6. Select **Go**. Paper RAs display.
7. Select the blue link to open the RA.

## 8.11.5 Sample Remittance Advices and How to Read the Remittance Advice

### 8.11.5.1 Sample Cover Page (First Page)

MEDICAL SERVICES ADMINISTRATION - MEDICAID PAYMENT PO BOX 1248 CHEYENNE WY 82003-1248				
BENEFIT MANAGEMENT SYSTEM AND SERVICES				
Remittance Advice				
Billing Provider ID: 77000384901 Billing Provider NPI: 1977080724	Name: Velveli Health Care	Pay Cycle:	RA Number: 78348556	RA Date: 06/14/2021
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
WY-PAPER RA TEST FILE GENERATION - RA MESSAGE				
RA Message - WY				
**** Thank you for your participation in the Medicaid Program ****				

Interpreting the Cover Page:

Cover Page Field Name	Notes
Billing Provider ID	Billing Medicaid Number.
Billing Provider NPI	Billing National Provider Identification Number.
Name	Name of Billing Provider.
Pay Cycle	Pay cycle for the Remittance Advice Report established according to the Remittance Advice Schedule.
RA Number	Remittance Advice Identification Number (system generated for each Billing Provider).
RA Date	Date the Remittance Advice was Created.

### 8.11.5.2 Sample RA Summary Page with a Paid Claim

Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velvett Health Care	Pay Cycle:	RA Number: 78348670	RA Date: 06/21/2021
FINANCIAL ADJUSTMENTS					
Adjustment Type	Previous Balance		Adjustment Amount		Remaining Balance
Balance Owed by Tax ID	\$0.00				\$0.00
CLAIM SUMMARY					
Category	Count	Total Billed Amount			
Paid	1	\$50.00			
Credited	0	\$0.00			
Denied	0	\$0.00			
Gross Adjustment	0	\$0.00			
Total Approved	\$6.00	Total Adjusted	\$0.00	Total Paid	\$6.00
Warrant/EFT #: 202106160006		Warrant/EFT Date: 06/16/2021			

Interpreting the Summary and Detail Pages:

Summary Page Field Name	Notes
Billing Provider ID	Billing Provider Number.
Billing Provider NPI	Billing National Provider Identification Number.
Name	Name of Billing Provider.
Pay Cycle	Pay cycle for the Remittance Advice Report established according to the Remittance Advice Schedule.
RA Number	Remittance Advice Identification Number (system-generated for each Billing Provider).
RA Date	Date the Remittance Advice was Created.
FINANCIAL ADJUSTMENTS	Shows Financial Adjustments for the Remittance Advice.
Adjustment Type	Type of Adjustment.
Previous Balance	Previous Provider balance.
Adjustment Amount	Provider adjustment amount (+ or -).
Remaining Balance	Provider remaining balance.
CLAIM SUMMARY	Claims Summary Count.
Category	Claim Categories: <ul style="list-style-type: none"> <li>• Paid</li> <li>• Credited (Adjustment or Void)</li> </ul>

Summary Page Field Name	Notes
	<ul style="list-style-type: none"> <li>Denied</li> <li>Gross Adjustment</li> </ul>
Count	Count for each claim category.
Total Billed Amount	Total billed amount for each claim category.
Paid	Number of Paid claims.
Credited	Number of Credited claims.
Denied	Number of Denied claims.
Gross Adjustment	Number of Gross Adjustments.
Payment AP/AR Netting	Amount displays as applicable.
Total Approved	Total approved claims amount for the Billing Provider.
Total Adjusted	Sum of the financial adjustment amounts (+ or -).
Total Paid	Sum of total approved and adjusted (Medicaid Paid Amount).
Warrant/EFT #	Warrant or Electronic Fund Transfer number.
Warrant/EFT Date	Warrant or Electronic Fund Transfer Date.

Detail Page Field Name	Notes
Beneficiary Name/Beneficiary ID/Patient Account # Gross Adj ID	Beneficiary Name, Beneficiary ID, Patient Account Number, Gross Adjustment Identification Number. (Fields, as applicable, display with no gaps).
Original TCN/TCN/Type of Bill	Original Transaction Control Number (for the newly adjusted and void Transaction Control Numbers), Transaction Control Number, Type of Bill.
Rendering Provider ID/NPI/Name	Rendering Provider Identification, National Provider Identification, Name when present. Provider Identification is included when a Provider National Provider Identification is not present (atypical Provider enrollment).
Invoice Date/Service Date(s)	Invoice Date (for Gross Adjustments), Service Dates.
Revenue Procedure/Modifier	Revenue, Procedure Code, Modifier as applicable.
PPS/DRG/APC	<ul style="list-style-type: none"> <li>For Inpatient: DRG.</li> <li>For Outpatient: APC - Pay Status.</li> </ul>

Detail Page Field Name	Notes
	<ul style="list-style-type: none"> <li>For all others: blank.</li> </ul>
Qty	Quantity (Billed Units).
Billed Amount	The amount a Provider billed on the claim (the unadjusted amount). The service line reports the individual billed amount from each line.
Approved Amount	Approved amount on the claim. The service line reports the line approved amount. For Credited claim category, displays the total amount reversed (credited) from the original claim.
TPL and Medicare Amount	TPL and Other Payer Insurance Amount.
Member Responsible Amount	Member Responsible Amount (Patient Contribution).
Category	Category indicating Status of Claim: P= Paid, C= Credited, D= Denied.

### 8.11.5.3 Sample RA (Detail Page) with a Paid Claim

Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velveli Health Care		Pay Cycle:			RA Number: 78348670		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Jamy, Sherin 0000003240 156616435	31211671000066000 24		06/16/2021 06/06/2021-06/06/2021				\$50.00	\$6.00		\$0.00	P	1095
	31211671000066001		06/06/2021-06/06/2021	S0280		2	\$50.00	\$6.00		\$0.00	P	
							Total Billed Amount:	\$50.00				
							Total Approved Amount:	\$6.00				
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)					Remittance Advice Rem Codes (RARC)					
1095	SUBMITTED GENDER DOES NOT MATCH ELIGIBILITY	16					MA39					
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.											
<b>Remittance Advice Remark Codes (RARC)</b>												
Remittance Advice Rem Codes (RARC)	Remittance Advice Remark Codes (RARC) Description											
MA39	XXX											

In the above example, the claim is paid (P) and posting the error code 1095 – which is informational, a "pay and report" error code, not causing the claim or a line to be denied.

### 8.11.5.4 Sample RA (Detail Page) with a Denied Claim

Billing Provider ID: 999999999 Billing Provider NPI: 1234567890		Name: Test LLC		Pay Cycle: 19		RA Number: 23232323		RA Date: 05/06/2022				
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Test1, Test2 000001234 FUSD0000	55555555555555000 02	999999999 1114080660 John Doe	04/28/2022 01/06/2022-01/06/2022				\$99.21	\$0.00		\$0.00	D	1001
	55555555555555001		01/06/2022-01/06/2022	90837		0	\$99.21	\$0.00	\$0.00	\$0.00	D	1002
Test1, Test2 000001234 FUSD0000	44444444444444000 02	999999999 1114080660 John Doe	04/28/2022 01/12/2022-01/12/2022				\$99.21	\$0.00		\$0.00	D	1001
	44444444444444001		01/12/2022-01/12/2022	90837		0	\$99.21	\$0.00	\$0.00	\$0.00	D	1002
Total Billed Amount: \$910.92												
Total Approved Amount: \$0.00												

Error Code details with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) are located after the Detail pages in the Glossary pages.

GLOSSARY			
Error Code			
Error Code	Error Description	Claim Adjustment Reason Codes (CARC)	Remittance Advice Remark Codes (RARC)
1001	Timely Filing Missing	25	M455
1002	Invalid Billing Provider	45	
Claim Adjustment Reason Codes (CARC)			
Claim Adjustment Reason Codes (CARC)	Claim Adjustment Reason Codes (CARC) Description		
45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Usage: This adjustment amount cannot equal the total service or claim charge amount; and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability).		
25	Payment denied. Your Stop loss deductible has not been met.		
Remittance Advice Remark Codes (RARC)			
Remittance Advice Remark Codes (RARC)	Remittance Advice Remark Codes (RARC) Description		
M455	Missing Physician Order.		

### 8.11.5.5 Sample Error Code Details with Associated Claim Adjustment Reason Codes and Remittance Advice Remark Codes

GLOSSARY			
Error Code			
Error Code	Error Description	Claim Adjustment Reason Codes (CARC)	Remittance Advice Remark Codes (RARC)
1001	Timely Filing Missing	25	M455
1002	Invalid Billing Provider	45	
Claim Adjustment Reason Codes (CARC)			
Claim Adjustment Reason Codes (CARC)	Claim Adjustment Reason Codes (CARC) Description		
45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Usage: This adjustment amount cannot equal the total service or claim charge amount, and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability).		
25	Payment denied. Your Stop loss deductible has not been met.		
Remittance Advice Remark Codes (RARC)			
Remittance Advice Remark Codes (RARC)	Remittance Advice Remark Codes (RARC) Description		
M455	Missing Physician Order.		

### 8.11.5.6 Sample RA (Summary and Detail Pages) with a Void Claim

- The original TCN is listed in the field above the new void TCN

Billing Provider ID: 56900384001	Name: Velveli Health Care	Pay Cycle:	RA Number: 0	RA Date: 06/21/2021		
Billing Provider NPI: 1435593359						
FINANCIAL ADJUSTMENTS						
Adjustment Type	Previous Balance	Adjustment Amount	Remaining Balance			
Balance Owed by Tax ID	-\$6.00		\$0.00			
CLAIM SUMMARY						
Category	Count	Total Billed Amount				
Paid	0	\$0.00				
Credited	1	-\$50.00				
Denied	0	\$0.00				
Gross Adjustment	0	\$0.00				
Total Approved		\$0.00	Total Adjusted	\$0.00	Total Paid	\$0.00
Warrant/EFT #: _____						
Warrant/EFT Date: 06/21/2021						



Billing Provider ID: 56900384001 Billing Provider NPI: 1435593359		Name: Velveli Health Care		Pay Cycle:			RA Number: 0		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Jamy, Sherin 000003240 156616435	41211678000123000 24		06/16/2021 06/06/2021-06/06/2021				-\$50.00	-\$6.00		\$0.00	C	1095
	41211678000123001		06/06/2021-06/06/2021	S0280		-2	\$50.00	-\$6.00		\$0.00	C	
Total Billed Amount: -\$50.00												
Total Approved Amount: -\$6.00												
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)					Remittance Advice Rem Codes (RARC)					
1095	SUBMITTED GENDER DOES NOT MATCH ELIGIBILITY	16					MA39					
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.											
<b>Remittance Advice Remark Codes (RARC)</b>												
Remittance Advice Rem Codes (RARC)	Remittance Advice Rem Codes (RARC) Description											
MA39	XXX											

### 8.11.5.7 Sample RA (Summary and Detail Pages) with a Paid and Denied Claim

Billing Provider ID: 49934000301 Billing Provider NPI: 1005268960		Name: Velveli Health Care		Pay Cycle:		RA Number: 78348641		RA Date: 06/21/2021		
FINANCIAL ADJUSTMENTS										
Adjustment Type	Previous Balance			Adjustment Amount			Remaining Balance			
Balance Owed by Tax ID	\$0.00						\$0.00			
CLAIM SUMMARY										
Category	Count	Total Billed Amount								
Paid	1	\$3,500.00								
Credited	0	\$0.00								
Denied	1	\$3,500.00								
Gross Adjustment	0	\$0.00								
Total Approved		\$3,500.00		Total Adjusted		\$0.00		Total Paid		\$3,500.00
Warrant/EFT #: 202106160001										
Warrant/EFT Date: 06/16/2021										

Billing Provider ID: 4993000301 Billing Provider NPI: 1005268960		Name: Velveli Health Care		Pay Cycle:			RA Number: 78348641		RA Date: 06/21/2021			
Beneficiary Name Beneficiary ID Patient Account # Gross Adj ID	Original TCN TCN Type of Bill	Rendering Provider ID/NPI /Name	Invoice Date Service Date(s)	Revenue Procedure Modifier	PPS DRG APC	Qty	Billed Amount	Approved Amount	TPL and Medicare Amount	Member Responsible Amount	Category	Error Code
Thomas_Roy 0000003184 156616435	31211661000175000 24		06/15/2021 01/30/2021-01/30/2021				\$3,500.00	\$3,500.00		\$0.00	P	
	31211661000175001	202039930 1576193357 Velveli Health Care Velveli Health Care	01/30/2021-01/30/2021	00882		1	\$3,500.00	\$3,500.00		\$0.00	P	
Thomas_Roy 0000003184 156616435	31211661000172000 24		06/15/2021 05/29/2021-05/29/2021				\$3,500.00	\$0.00		\$0.00	D	
	31211661000172001		05/29/2021-05/29/2021	00882		0	\$3,500.00	\$0.00		\$0.00	D	1232
Total Billed Amount:							\$7,000.00					
Total Approved Amount:							\$3,500.00					
<b>GLOSSARY</b>												
<b>Error Code</b>												
Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)					Remittance Advice Rem Codes (RARC)					
1232	DATE OF DEATH IS BEFORE THE DATE OF SERVICE OR DATE OF BIRTH IS AFTER THE DATE OF SERVICE	13										
<b>Claim Adjustment Reason Codes (CARC)</b>												
Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description											
13	The date of death precedes the date of service.											

### 8.11.5.8 Sample RA (Detail Page) with an Adjustment and Void Claim

- The original TCNs are listed in the fields above the new adjusted and void TCNs

<b>Billing Provider ID:</b> 55300349901		<b>Name:</b> Velveli Health Care		<b>Pay Cycle:</b>		<b>RA Number:</b> 78348669		<b>RA Date:</b> 06/21/2021		
<b>Billing Provider NPI:</b> 1241854003										
<b>FINANCIAL ADJUSTMENTS</b>										
Adjustment Type		Previous Balance			Adjustment Amount			Remaining Balance		
AP/AR Netting					\$20.00					
Balance Owed by Tax ID		\$0.00						\$0.00		
<b>CLAIM SUMMARY</b>										
Category		Count		Total Billed Amount						
Paid		2		\$134.92						
Credited		1		-\$500.00						
Denied		1		\$100.00						
Gross Adjustment		0		\$0.00						
				AP/AR Netting		\$20.00				
Total Approved		\$54.92		Total Adjusted		\$20.00		Total Paid		\$34.92
Warrant/EFT #: 202106160005					Warrant/EFT Date: 06/16/2021					

<b>Billing Provider ID:</b> 55300349901		<b>Name:</b> Velveli Health Care		<b>Pay Cycle:</b>			<b>RA Number:</b> 78348669		<b>RA Date:</b> 06/21/2021			
<b>Billing Provider NPI:</b> 1241854003												
<b>Beneficiary Name</b>	<b>Original TCN</b>	<b>Rendering Provider ID/NPI /Name</b>	<b>Invoice Date Service Date(s)</b>	<b>Revenue Procedure Modifier</b>	<b>PPS DRG APC</b>	<b>Qty</b>	<b>Billed Amount</b>	<b>Approved Amount</b>	<b>TPL and Medicare Amount</b>	<b>Member Responsible Amount</b>	<b>Category</b>	<b>Error Code</b>
Sifa, Abu 000003400 156616435	31211677000071000 12		06/16/2021 02/21/2021-02/21/2021				\$34.92	\$34.92		\$0.00	P	
	31211677000071001	610013991 1515707077 Joan Health Care Joan Health Care	02/21/2021-02/21/2021	99341		1	\$34.92	\$34.92		\$0.00	P	1825
Sifa, Abu 000003400 156616435	31211677000073000 12		06/16/2021 02/21/2021-02/21/2021				\$100.00	\$0.00		\$0.00	D	1014,14 09
	31211677000073001		02/21/2021-02/21/2021	99341		0	\$100.00	\$0.00		\$0.00	D	1825
Sifa, Abu 000003400 156616435	31211671000074000 12		06/16/2021 02/22/2021-02/22/2021				\$100.00	\$54.92		\$0.00	P	
	31211671000074001		02/22/2021-02/22/2021	99341		1	\$100.00	\$54.92		\$0.00	P	1825
Abu 000003400 156616435	41211678000072000 12		06/16/2021 02/21/2021-02/21/2021				-\$500.00	-\$54.92		\$0.00	C	
	41211678000072001		02/21/2021-02/21/2021	99341		-1	\$500.00	-\$54.92		\$0.00	C	
							Total Billed Amount:		-\$265.08			
							Total Approved Amount:		\$34.92			

**GLOSSARY**

**Error Code**

Error Code	Error Description	Claim Adjustment Rsn Codes (CARC)	Remittance Advice Rem Codes (RARC)
1014	CLAIM WAS ALREADY ADJUSTED	B13	N10
1409	INVALID PARENT TCN/CLAIM AT HEADER	16	M47
1825	CLAIM BEING REVIEWED FOR INCAR BENEFIT PLAN WITH ACTIVE MEDICARE	22	N598

**Claim Adjustment Reason Codes (CARC)**


Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description
22	This care may be covered by another payer per coordination of benefits.

WY\_1384

Claim Adjustment Rsn Codes (CARC)	Claim Adjustment Rsn Codes (CARC) Description
B13	Previously paid. Payment for this claim/service may have been provided in a previous payment.
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.

**Remittance Advice Remark Codes (RARC)**

Remittance Advice Rem Codes (RARC)	Remittance Advice Rem Codes (RARC) Description
N598	Health care policy coverage is primary.
N10	XXX
M47	XXX

 Providers may obtain RAs from the Provider Portal, see *Chapter 10* – or go to the Provider Publications and Trainings posted on the Medicaid website and download the Quick Reference Guide for the steps (see *Section 2.1* Quick Reference).

### 8.11.6 When a Member Has Other Insurance

If the Member has other insurance coverage reflected in Medicaid records, payment may be denied unless Providers report the coverage on the claim. Medicaid is always the payer of last resort. For exceptions and additional information regarding Third Party Liability, see *Chapter 9* –. Providers may verify other carrier information via the Provider Portal (see *Section 2.1* Quick Reference). The Third Party Resources Information Sheet (see *Section 9.2.1* Third Party Resources Information Sheet) should be used for reporting new insurance coverage or changes in insurance coverage on a Member’s policy.

## 8.12 Resubmitting Versus Adjusting Claims

Resubmitting and adjusting claims are important steps in correcting any billing problems. Knowing when to resubmit a claim versus adjusting it is important.

Action	Description	Timely Filing Limitation
VOID	<b>Claim has paid;</b> however, the Provider would like to completely cancel the claim as if it was never billed.	May be completed any time after the claim has been paid.
ADJUST	<p><b>Claim has paid, even if paid \$0.00;</b> however, the Provider would like to make a correction or change to this paid claim.</p> <p><b>Claim has paid with denied line(s):</b></p> <ul style="list-style-type: none"> <li>For Professional, Waiver, and Dental claims, the Provider may choose to adjust this paid claim or resubmit only the denied line(s) as a new claim.</li> <li>For UB (Inpatient/Outpatient) claims, the Provider <b>must</b> adjust the partially paid claim.</li> </ul>	Must be completed within six (6) months (180 days) after the claim has paid UNLESS the result will be a lower payment being made to the Provider, then no time limit.
RESUBMIT	<b>Claim has denied entirely,</b> the Provider may resubmit on a new claim.	One (1) year (365 days) from the date of service.

### 8.12.1 How Long do Providers Have to Resubmit or Adjust a Claim?

The deadlines for resubmitting and adjusting claims are different:

- Provider may resubmit any denied claim or line within 12 months (365 days) of the date of service.
- Provider may adjust any paid claim within six (6) months (180 days) of the date of payment.

Adjustment requests for over-payments are accepted indefinitely. However, the Provider Agreement requires Providers to notify Medicaid within 30 days of learning of an over-payment. When Medicaid discovers an over-payment during a claims review, the Provider may be notified in writing. In most cases, the over-payment will be deducted from future payments. **Refund checks are not encouraged.** Refund checks are not reflected on the Remittance Advice. However, deductions from future payments are reflected on the Remittance Advice, providing a hardcopy record of the repayment.

### 8.12.2 Resubmitting a Claim

Resubmitting is when a Provider submits a claim to Medicaid that was previously submitted for payment but was either returned unprocessed or denied. Electronically submitted claims may reject for X12 submission errors. Claims may be returned to Providers before processing because key information such as an authorized signature or required attachment is missing or unreadable.

**How to Resubmit:**

- Review and verify Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) on the RA/835 transactions and make all corrections and resubmit the claim. Contact Provider Services for assistance (*see Section 2.1 Quick Reference*) on claim denials.
- **Claims must be submitted with all required attachments with each new submission.**
- If the claim was denied because Medicaid has record of other insurance coverage, enter the missing insurance payment on the claim or submit insurance denial information when resubmitting the claim to Medicaid.

**8.12.2.1 When to Resubmit to Medicaid**


- **Claim Denied:** Providers may resubmit to Medicaid when the entire claim has been denied, as long as the claim was denied for reasons that can be corrected. When the entire claim is denied, check the Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) on the RA/835 transaction, make the appropriate corrections, and resubmit the claim.
- **Paid Claim with One (1) or More Line(s) Denied:**
  - For Professional, Waiver, and Dental claims, the Providers may resubmit the individually denied lines as a new claim or adjust the partially paid claim.
  - For UB (Inpatient/Outpatient) claims, the Provider must adjust the partially paid claim.
- **Claim Returned Unprocessed:** When Medicaid is unable to process a claim it will be rejected or returned to the Provider for corrections and to resubmit.

**8.12.3 Adjusting or Voiding Paid Claims**

When a Provider identifies an error on a paid claim, the Provider must either adjust or void the claim electronically (preferred) or submit an Adjustment/Void Request Form (*see Section 8.12.3.4 Adjustment/Void Request Form*). If the incorrect payment was the result of a keying error (paper claim submission) by the fiscal agent, contact Provider Services to have the claim corrected (*see Section 2.1 Quick Reference*).

**Denied claims cannot be adjusted.**


When adjustments are made to previously paid claims, Medicaid reverses the original payment and processes a replacement claim. The result of the adjustment appears on the RA/835 transaction as two (2) transactions. The reversal of the original payment will appear as a credit (negative) transaction. The replacement claim will appear as a debit (positive) transaction and may or may not appear on the same RA/835 transaction as the credit transaction.



All items on a paid claim can be corrected with an adjustment EXCEPT the pay-to Provider number. In this case, the original claim will need to be voided and the corrected claim submitted.

### 8.12.3.1 When to Request an Adjustment

- When a claim was overpaid or underpaid.
- When a claim was paid, but the information on the claim was incorrect (such as Member ID, date of service, procedure code, diagnoses, units, and so on).
- When Medicaid pays a claim and the Provider subsequently receives payment from a third-party payer, the Provider must adjust the paid claim to reflect the TPL amount paid.
  - If an adjustment is submitted stating that TPL paid on the claim, but the TPL paid amount is not indicated on the adjustment or an EOB is not sent in with the claim, Medicaid will list the TPL amount as either the billed or reimbursement amount from the adjusted claim (whichever is greater). It will be up to the Provider to adjust again, with the corrected information.
  - Attach a corrected claim showing the insurance payment and attach a copy of the insurance EOB if the payment is less than 67% of the calculated Medicaid allowed amount.
  - For the complete policy regarding Third Party Liability, refer to Chapter 9 –.

 An adjustment cannot be completed when the mistake is the pay-to Provider number or NPI.

### 8.12.3.2 When to Request a Void

Request a void when a claim was billed in error (such as incorrect Provider number, services not rendered, and so on).

### 8.12.3.3 How to Request an Adjustment/Void

To adjust or void a paid claim, Providers are encouraged to complete claim adjustments and voids electronically but may complete the Adjustment/Void Request Form (*see Section 8.12.3.4*). 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 completed for each claim.
- If the Provider is correcting more than one (1) error per claim, use only one (1) Adjustment/Void Request Form:
  - Correct all items that should be corrected and attach this corrected claim to the Adjustment/Void form.
  - Indicate "**Corrected Claim**" as the reason for adjustment.

### 8.12.3.4 Adjustment/Void Request Form

## Adjustment/Void Request Form

**PART A – Request Type**

**1a CLAIM ADJUSTMENT**

Attach a copy of the claim with corrections made in **BLUE INK**.  
**DO NOT USE HIGHLIGHTER**

**1b VOID CLAIM**

Attach a copy of the claim or Remittance Advice.

**2 CANCELLATION OF THE ENTIRE REMITTANCE ADVICE**

Every claim on the Remittance Advice must be incorrect. This option should only be used in rare instances.

*Complete Section C only.*

*Attach Remittance Advice.*

*If manual check, attach the check from DHCF.*

*If EFT, make payable to DHCF for the entire remit amount.*

*Complete both Section B and Section C.*

*If attaching a check, make check payable to Division of Healthcare Financing (DHCF).*

**PART B – Claim Information**

*If you selected either 1a or 1b, complete all of the following fields to facilitate processing. If you selected 2, skip this section.*

Transaction Control Number (TCN) _____	Payment Date _____
Provider Name _____	NPI/Provider Number _____
Member ID _____	Prior Authorization Number _____

Date of Service	Proc Code/ Revenue Code	Charges	Service Line of Claim	Units	Other

Reasons for Adjustment or Void (Check one or more.)

<input type="checkbox"/> Billed in error	<input type="checkbox"/> Billed incorrect units	<input type="checkbox"/> Billed incorrect procedure code(s)
<input type="checkbox"/> Billed incorrect amount	<input type="checkbox"/> Receipt of TPL or Medicare Payment	<input type="checkbox"/> Other: _____

**PART C – Signature and Date**

Provider Signature \_\_\_\_\_ Date \_\_\_\_\_

INTERNAL USE ONLY BELOW THIS LINE

Adjusted By \_\_\_\_\_ Date \_\_\_\_\_

**Mail completed form and attachments to:**  
 Wyoming Medicaid Fiscal Agent  
 Attn: Claims Department  
 P.O. Box 547  
 Cheyenne, WY 82003-0547

WYBMS-Adjustment/  
Void form

If a Provider wants to void an entire RA, contact Provider Services (see *Section 2.1 Quick Reference*).



### 8.12.3.5 How to Complete the Adjustment/Void Request Form

Section	Field #	Field Name	Action
A	1a	Claim Adjustment	<p>Mark this box if any adjustments need to be made to a claim.</p> <p>Attach a copy of the claim, with corrections made in BLUE ink (do not use red ink or highlighter) or attach the RA.</p> <p>Remember to attach all supporting documentation required to process the claim, such as EOB, EOMB, consent forms, invoice, and so on.</p> <p>Both Section B and C must be completed.</p>
	1b	Void Claim	<p>Mark this box if an entire claim needs to be voided.</p> <p>Attach a copy of the claim or the RA.</p> <p>Sections B and C must be completed.</p>
	2	Cancellation of the Entire Remittance Advice	<p>Mark this box <b>only</b> when every claim on the RA is incorrect.</p> <p>Attach the RA.</p> <p>Complete only Section C.</p>
B	1	17-digit TCN	Enter the 17-digit transaction control number(TCN) assigned to each claim from the RA.
	2	Payment Date	Enter the Payment Date.
	4	Provider Name	Enter the Provider name.
	3	NPI/Provider Number	Enter Provider's ten (10)-digit NPI number or nine (9)-digit Medicaid Provider ID.
	5	Member ID	Enter the Member's ten (10)-digit Medicaid ID number.
	6	Member Name	Enter the Member's first and last name.
	7	Prior Authorization Number	Enter the ten (10)-digit PA number, if applicable.
	8	Reasons for Adjustment or Void	Either choose the appropriate option and indicate the correction in the table as well as within the attached claim form, or for more than one change, enter "See Corrected Claim".

Section	Field #	Field Name	Action
C		Provider Signature and Date	Signature of the Provider or the Providers' authorized representative and the date.

### 8.12.3.6 Adjusting/Voiding a Claim Electronically via an 837 Transaction

Wyoming Medicaid prefers claim adjustments and voids on paid claims to be submitted electronically, see *Chapter 10* –, the Wyoming Medicaid EDI Companion Guide (located on the Medicaid website), or go to the Provider Publications and Trainings posted on the Medicaid website (see *Section 2.1* Quick Reference) for the specific tutorial.

## 8.13 Credit Balances

A credit balance occurs when a Provider's credits (take backs) exceed their debits (payouts), which results in the Provider owing Medicaid money.

**Credit balances may be resolved in two (2) ways:**

1. Working off the credit balance: By taking no action, remaining credit balances will be deducted from future claim payments. The deductions appear as credits on the Provider's RA(s)/835 transaction(s) until the balance owed to Medicaid has been paid.
2. Sending a check, payable to the "Division of Healthcare Financing," for the amount owed. This method is typically required for Providers who no longer submit claims to Medicaid or if the balance is not paid within 30 days. A notice is typically sent from Medicaid to the Provider requesting the credit balance to be paid. The Provider is asked to attach the notice, a check, and a letter explaining that the money is to pay off a credit balance. Include the Provider number to ensure the money is applied correctly.



When a Provider number with Wyoming Medicaid changes, but the Provider's tax-ID remains the same, the credit balance will be moved automatically from the old Medicaid Provider number to the new one and will be reflected on Ras/835 transactions.

## 8.14 Timely Filing

The Division of Healthcare Financing adheres strictly to its timely filing policy. The Provider must submit a clean claim to Medicaid within 12 months (365 days) of the date of service. A clean claim is an error free, correctly completed claim, with all required attachments that will process and approve to pay within the 12-month (365 days) time period. Submit claims immediately after providing services so that, when a claim is denied, there is time to correct any errors and resubmit. Claims are to be submitted only after the service(s) have been rendered, and not

before. For deliverable items (such as dentures, DME, glasses, hearing aids, and so on) the date of service must be the date of delivery, not the order date (see *Section 7.13. Billing of Deliverables*).

### 8.14.1 Exceptions to the Twelve Month (365 days) Limit

Exceptions to the 12-month (365 days) claim submission limit may be made under certain circumstances. The chart below shows when an exception may be made, the time limit for each exception, and how to request an exception.

Exceptions Beyond the Control of the Provider	
When the Situation is:	The Time Limit is:
Medicare Crossover	A Claim must be submitted within 12 months (365 days) of the date of service or within six (6) months (180 days) from the payment date on the Explanation of Medicare Benefits (EOMB), whichever is later.
Member is determined to be eligible on appeal, reconsideration, or court decision (retroactive eligibility)	Claims must be submitted within six (6) months (180 days) of the date of the determination of retroactive eligibility. The Member must provide a copy of the dated letter to the Provider to document retroactive eligibility. If a claim exceeds timely filing and the Provider elects to accept the Member as a Medicaid Member and bill Wyoming Medicaid, a copy of the notice must be attached to the claim with a cover letter requesting an exception to timely filing. The notice of retroactive eligibility may be an SSI award notice or a notice from WDH.
Member is determined to be eligible due to agency corrective actions (retroactive eligibility)	Claims must be submitted within six (6) months (180 days) of the date of the determination of retroactive eligibility. The Member must provide a copy of the dated letter to the Provider to document retroactive eligibility. If a claim exceeds timely filing and the Provider elects to accept the Member as a Medicaid Member and bill Wyoming Medicaid, a copy of the notice must be attached to the claim with a cover letter requesting an exception to timely filing.
Provider finds their records to be inconsistent with filed claims, regarding rendered services. This includes dates of service, procedure/revenue codes, tooth codes, modifiers, admission or discharge dates/times, treating or referring Providers or any other item which makes the records/claims non-supportive of each other.	Although there is no specific time limit for correcting errors, the corrected claim must be submitted in a timely manner from when the error was discovered. If the claim exceeds timely filing, the claim must be sent with a cover letter requesting an exception to timely filing citing this policy.

## 8.14.2 Appeal of Timely Filing

A Provider may appeal (*see Section 2.3.2 How to Appeal*) a denial for timely filing ONLY under the following circumstances:

- The claim was originally filed within 12 months (365 days) of the date of service and is on file with Wyoming Medicaid; AND
- The Provider made at least one (1) attempt to resubmit the corrected claim within 12 months (365 days) of the date of service; AND
- The Provider must document in their appeal letter all claims information and what corrections they made to the claim (all claims history, including TCNs) as well as all contact with or assistance received from Provider Services (dates, times, call reference number, who was spoken with, and so on); OR
- A Medicaid computer or policy problem beyond the Provider’s control prevented the Provider from finalizing the claim within 12 months (365 days) of the date of service.

**Any appeal that does not meet the above criteria will be denied.** Timely filing will not be waived when a claim is denied due to Provider billing errors or involving third party liability.



Appeals for claims that denied appropriately will be automatically denied. The appeals process is not an apt means to resubmit denied claims nor to submit supporting documentation. Doing so will result in denials and time lost to correct claims appropriately.

## 8.15 Important Information Regarding Retroactive Eligibility Decisions

The Member is responsible for notifying the Provider of the retroactive eligibility determination and supplying a copy of the notice.


A Provider is responsible for billing Medicaid only if:

- They agreed to accept the patient as a Medicaid Member pending Medicaid eligibility; or
- After being informed of retroactive eligibility, they elect to bill Medicaid for services previously provided under a private agreement. In this case, any money paid by the Member for the services being billed to Medicaid would need to be refunded prior to a claim being submitted to Medicaid.



The Provider determines at the time they are notified of the Member’s eligibility if they are choosing to accept the Member as a Medicaid Member. If the Provider does not accept the Member, they remain private pay.


In the event of retroactive eligibility, claims must be submitted within six (6) months (180 days) of the date of determination of retroactive eligibility.

 Inpatient Hospital Certification: A hospital may seek admission certification for a Member found retroactively eligible for Medicaid benefits after the date of admission for services that require admission certification. The hospital must request admission certification within 30 days after the hospital receives notice of eligibility. To obtain certification, contact Telligen (*see Section 2.1 Quick Reference*).

## 8.16 Member Fails to Notify Provider of Eligibility

If a Member fails to notify a Provider of Medicaid eligibility, and is billed as a private-pay patient, the Member is responsible for the bill unless the Provider agrees to submit a claim to Medicaid. In this case:

- Any money paid by the Member for the service being billed to Wyoming Medicaid must be refunded prior to billing Medicaid;
- The Member can no longer be billed for the service; and
- Timely filing criterion is in effect.

 The Provider determines at the time they are notified of the Member’s eligibility if they are choosing to accept the Member as a Medicaid Member. If the Provider does not accept the Member, they remain private pay.

## 8.17 Billing Tips to Avoid Timely Filing Denials

- File claims soon after services are rendered.
- Carefully review the Wyoming Medicaid Error Codes on the Remittance Advice/835 transaction (work Ras/835s weekly).
- Resubmit the entire claim or denied line only after all corrections have been made.
- Contact Provider Services (*see Section 2.1 Quick Reference*):
  - With any questions regarding billing or denials.
  - When payment has not been received within 30 days of submission, verify the status of the claim.

- When there are multiple denials on a claim, request a review of the denials prior to resubmission.



Once a Provider has agreed to accept a patient as a Medicaid Member, any loss of Medicaid reimbursement due to Provider failure to meet timely filing deadlines is the responsibility of the Provider.

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## 9.1 Definition of a Third Party Liability

### 9.1.1 Third Party Liability (TPL)

TPL is defined as the right of the department to recover, on behalf of a Member, from a third-party payer the costs of Medicaid services furnished to the Member.

In simple terms, TPL is often referred to as other insurance, other health insurance, medical coverage, or other insurance coverage. Other insurance is considered a third-party resource for the Member. Third-party resources may include but are not limited to:

- Health insurance (including Medicare)
- Vision coverage
- Dental coverage
- Casualty coverage resulting from an accidental injury or personal injury
- Payments received directly from an individual who has either voluntarily accepted or been assigned legal responsibility for the health care of one or more Members


### 9.1.2 Third Party Payer

Third Party Payer is defined as a person, entity, agency, insurer, or government program that may be liable to pay, or that pays pursuant to a Member's right of recovery arising from an illness, injury, or disability for which Medicaid funds were paid or are obligated to be paid on behalf of the Member. Third party payers include, but are not limited to:

- Medicare
- Medicare Replacement (Advantage or Risk Plans)
- Medicare Supplemental Insurance
- Insurance Companies
- Other:
  - Disability Insurance
  - Workers' Compensation
  - Spouse or parent who is obligated by law or by court order to pay all or part of such costs (absent parent)



- Member's estate
- Title 25

 When attaching an EOMB to a paper claim adjustment request and the TPL is Medicare Replacement or Medicare Supplement, hand-write the applicable type of Medicare coverage on the EOMB (such as Medicare Replacement, Medicare Supplement).

Medicaid is the payer of last resort. It is a secondary payer to all other payment sources and programs and should be billed only after payment or denial has been received from such carriers.

### 9.1.3 Medicare

Medicare is administered by the Centers for Medicare and Medicaid Services (CMS) and is the federal health insurance program for individuals age 65 and older, certain disabled individuals, individuals with End Stage Renal Disease (ESRD) and amyotrophic lateral sclerosis (ALS). Medicare entitlement is determined by the **Social Security Administration**. Medicare is primary to Medicaid. Services covered by Medicare must be provided by a Medicare-enrolled Provider and billed to Medicare first.

### 9.1.4 Medicare Replacement Plans

Medicare Replacement Plans are also known as Medicare Advantage Plans or Medicare Part C and are treated the same as any other Medicare claim. Many companies have Medicare replacement policies. Providers must verify whether a policy is a Medicare replacement policy. If the policy is a Medicare replacement policy, the claim should be entered as any other Medicare claim.

### 9.1.5 Medicare Supplement Plans

Medicare Supplement Plans are additional coverage to Medicare. Providers must verify whether a policy is a Medicare replacement or supplement policy. If the policy is a Medicare supplement policy, the supplement information should be entered as TPL on the claim. *See Section 6.5.4* for more information on submitting tertiary claims.

### 9.1.6 Disability Insurance Payments

If the disability insurance carrier pays for health care items and services, the payments must be assigned to Wyoming Medicaid. The Member may choose to receive a cash benefit. If the payments from the disability insurance carrier are related to a medical event that required submission of claims for payment, the reimbursement from the disability carrier is considered a third-party payment. If the disability policy does not meet any of these, payments made to the Wyoming Medicaid Member may be treated as income for Medicaid eligibility purposes.


### 9.1.7 Long-Term Care Insurance

When a long-term care (LTC) insurance policy exists, it must be treated as TPL and be cost avoided. The Provider must either collect the LTC policy money from the Member or have the policy assigned to the Provider. However, if the Provider is a nursing facility and the LTC payment is sent to the Member, the monies are considered income. The funds will be included in calculation of the Member’s patient contribution to the nursing facility.


### 9.1.8 Exceptions

The only exceptions to this policy are referenced below:

- Children’s Special Health (CSH): Medical claims are sent to Wyoming Medicaid’s MMIS fiscal agent.
- Indian Health Services (IHS): 100% federally funded program.
- Ryan White Foundation: 100% federally funded program.
- Wyoming Division of Victim Services/Wyoming Crime Victim Compensation Program.
- Policyholder is an absent parent.
  - Upon billing Medicaid, Providers are required to certify if a third party has been billed prior to submission. The Provider must also certify that they have waited 30 days from the date of service before billing Medicaid and has not received payment from the third party.
- Services are for preventative pediatric care (Early and Periodic Screening, Diagnosis, and Treatment/EPSDT), prenatal care.
- Wyoming Medicaid will deny claims for prenatal services for Wyoming Medicaid Members with health insurance coverage other than Wyoming Medicaid. If the Provider of service(s) does not bill the liable third party, the claim will be denied. Providers will receive claim denial information on their remittance advices along with the claims billing addresses for the liable third parties. Providers will be required to bill the liable third parties.

 Inpatient labor and delivery services and post-partum care must be cost avoided or billed to the primary health insurance.

- The probable existence of third-party liability cannot be established at the time the claim is filed.
- Home and community based (HCBS) waiver services, as most insurance companies do not cover these types of services


 It may be in the Provider’s best interest to bill the primary insurance themselves, as they may receive higher reimbursement from the primary carrier.

## 9.2 Provider's Responsibilities

Providers have an obligation to investigate and report the existence of other third-party liability information. Providers play an integral and vital role as they have direct contact with the Member. The contribution Providers make to Medicaid in the TPL arena is significant. Their cooperation is essential to the functioning of the Medicaid Program and to ensuring prompt payment.

At the time of Member intake, the Provider must obtain Medicaid billing information from the Member. At the same time, the Provider should also ascertain if additional insurance resources exist. When a TPL/Medicare has been reported to the Provider, these resources must be identified on the claim for claims to be processed properly. Other insurance information may be reported to Medicaid using the Third-Party Resources Information Sheet (see *Section 9.2.1*). Claims should not be submitted prior to billing TPL/Medicare.

### 9.2.1 Third Party Resources Information Sheet



## Third Party Resources Information Sheet

NEW     CHANGE

<b>Member Name</b>	<b>Member ID</b>
<b>Member DOB</b>	<b>Member SSN</b>
<b>Insurance Company Name</b>	<b>Insurance Company Address</b>

**Type of Coverage**

<input type="checkbox"/> Major Medical	<input type="checkbox"/> Physician	<b>Policy Holder</b>
<input type="checkbox"/> Hospital	<input type="checkbox"/> Prescription Drugs	
<input type="checkbox"/> Surgical	<input type="checkbox"/> Other	

**Start Date (MM/DD/YY)** \_\_\_\_\_ **End Date (MM/DD/YY)** \_\_\_\_\_

**Policy Number** \_\_\_\_\_ **Group Number** \_\_\_\_\_

**Relationship of Member to Case Head**

<input type="checkbox"/> Self (1)	<input type="checkbox"/> Absent Parent (2)	<input type="checkbox"/> Other (3)	<input type="checkbox"/> Parent (4)
<input type="checkbox"/> Spouse (5)	<input type="checkbox"/> Brother/Sister (6)	<input type="checkbox"/> Uncle/Aunt (7)	<input type="checkbox"/> Grandparents (8)
<input type="checkbox"/> Legal Guardian (9)			

**Name of Provider** \_\_\_\_\_

**Completed By** \_\_\_\_\_ **Date Submitted** \_\_\_\_\_

**RETURN TO:**  
 Third Party Referral (TPR)  
 5615 High Point Drive  
 Irving, TX 75038  
 Phone: 1-888-996-6223 (1-888-WYO-MCAD)  
 Email form as an attachment: WYTPR@hms.com

**FISCAL AGENT USE ONLY**

Authorized By _____	Date _____ <small>mm/dd/yyyy</small>
Input By _____	Date _____ <small>mm/dd/yyyy</small>

Medicaid maintains a reference file of known commercial health insurance as well as a file for Medicare Part A and Part B entitlement information. This file is used to deny claims that do not show proof of payment or denial by the commercial health insurer or by Medicare. Providers must use the same procedures for locating third party payers for Medicaid Members as for their non-Medicaid Members.


Providers may not refuse to furnish services to a Medicaid Member because of a third party’s potential liability for payment for the service (S.S.A. §1902(a)(25)(D)) (see *Section 3.2 Accepting Medicaid Members*).

### 9.2.2 Provider is Not Enrolled with TPL Carrier

Medicaid will **not** accept a letter with a claim indicating that a Provider does not participate with a specific health insurance company. The Provider must work with the insurance company and/or Member to have the claim submitted to the carrier. Providers cannot refuse to accept Medicaid Members who have other insurance if their office does not bill other insurance. However, a Provider may limit the number of Medicaid Members they are willing to admit into their practice. The Provider may not discriminate in establishing a limit. If a Provider chooses to opt-out of participation with a health insurance or governmental insurance, Medicaid will not pay for services covered by, but not billed to, the health insurance or governmental insurance.

### 9.2.3 Medicare Opt-Out

Providers may choose to opt-out of Medicare. However, Medicaid will not pay for services covered by, but not billed to, Medicare because the Provider has chosen not to enroll in Medicare. The Provider must enroll with Medicare if Medicare will cover the services to receive payment from Medicaid.

 In situations where the Provider is reimbursed for services and Medicaid later discovers a source of TPL, Medicaid will seek reimbursement from the TPL source. If a Provider discovers a TPL source after receiving Medicaid payment, they must complete an adjustment to their claim within 30 days of receipt of payment from the TPL source.

### 9.2.4 Third Party Disallowance

When TPL commercial health insurance/Medicare Part A and Part B/Worker’s Compensation coverage is identified by Medicaid retrospectively, Wyoming Medicaid may seek recoupment from the Provider of service of any paid claims that should have been the responsibility of a primary payer through the third-party disallowance process. A letter will be delivered to the Provider of service identifying the liable third-party coverage accompanied by a list of claims that need to be billed to the liable third party. Providers will be given sixty (60) days from the date of the letter to bill their claims to the liable third party and receive reimbursement. At the close of the sixty (60) day period Wyoming Medicaid will automatically recoup the original payment it made on the claims.

Providers are instructed not to attempt to adjust their claims during the 60-day period as the claims will be locked. At the conclusion of the 60-day period, claims will be automatically adjusted by the BMS. Additionally, Providers are instructed not to submit a manual refund payment (cash, check, money order, and so on) so as to avoid duplication of the automated adjustment process.

Providers are encouraged to work directly Wyoming Medicaid's vendor, Health Management Systems (HMS), to access the online TPL Disallowance Portal (see *Section* Chapter 10 –Electronic Data Interchange (EDI) and Provider Portal) and to obtain assistance throughout the disallowance process (see *Section 2.1* Quick Reference).

### **9.2.5 TPL Credit Balance Audits**

Wyoming Medicaid leverages the services of its vendor, Health Management Systems (HMS), to conduct periodic credit balance audits to ensure all overpayments due to Wyoming Medicaid are processed appropriately (see *Section 2.1* Quick Reference). If selected for a credit balance audit, the Provider of service of will receive a notification from HMS advising them of the audit and the audit process. An assigned HMS credit balance auditor will contact the Provider of service to schedule the audit and answer any questions the Provider may have regarding the process.

Providers are instructed not to attempt to adjust their claims during the credit balance audit process. At the conclusion of the audit, claims will be automatically adjusted in the BMS. Additionally, Providers are instructed not to submit a manual refund payment (cash, check, money order, and so on) so as to avoid duplication of the automated adjustment process.

Providers are encouraged to work directly with Wyoming Medicaid's vendor, Health Management Systems (HMS), to obtain assistance throughout the credit balance process (see *Section 2.1* Quick Reference).


## **9.3 Billing Requirements**

Providers should bill TPL/Medicare and receive payment to the fullest extent possible before billing Medicaid. The Provider must follow the rules of the primary insurance plan (such as obtaining prior authorization, obtaining medical necessity, obtaining a referral or staying in-network) or the related Medicaid claim will be denied. Follow specific plan coverage rules and policies. CMS does not allow federal dollars to be spent if a Member with access to other insurance does not cooperate or follow the applicable rules of their other insurance plan.


Medicaid will not pay for and will recover payments made for services that could have been covered by the TPL/Medicare if the applicable rules of that plan had been followed. It is important that Providers maintain adequate records of the third-party recovery efforts for a period of time not less than six (6) years after the end of the state fiscal year. These records, like all other Medicaid records, are subject to audit/post-payment review by the Department of Health and Human Services, the Centers for Medicare and Medicaid Services (CMS), the state Medicaid agency, or any designee.



- If the TPL payer paid less than 67% of the calculated Medicaid allowed amount, include the appropriate claim reason and remark codes or attach an explanation of benefits (EOB) with the electronic claim (*see Section 8.10 Submitting Attachments for Electronic Claims*).
- When in doubt attach an EOB or EOMB (explanation of Medicare benefits (EOMB)).
- If payment is received from the other payer after Medicaid already paid the claim, Medicaid’s payment must be refunded for either the amount of the Medicaid payment or the amount of the insurance payment, whichever is less. A copy of the EOB from the other payer must be included with the refund showing the reimbursement amount.

 Medicaid will accept refunds from a Provider at any time. Timely filing will not apply to adjustments where money is owed to Medicaid (*see Section 6.19 Timely Filing*).

- If a denial is obtained from the third-party payer/Medicare that a service is not covered, attach the denial to the claim (*see Section 8.10 Submitting Attachments for Electronic Claims*). The denial will be accepted for one (1) calendar year or benefit plan year, as appropriate, but will still need to be attached with each claim.
- If verbal denial is obtained from a third-party payer, type a letter of explanation on official office letterhead. The letter must include:
  - Date of verbal denial;
  - Payer’s name and contact person’s name and phone number;
  - Date of Service;
  - Member’s name and Medicaid ID number;
  - Reason for denial.
- If the third-party payer/Medicare sends a request to the Provider for additional information, the Provider must respond. If the Provider complies with the request for additional information and, after ninety (90) days from the date of the original claim, the Provider has not received payment or denial, the Provider may submit the claim to Medicaid with the Previous Attempts to Bill Services Letter (*see Section 9.3.1.1*).


 Waivers of timely filing will not be granted due to unresponsive third-party payers.

- In situations involving litigation or other extended delays in obtaining benefits from other sources, Medicaid should be billed as soon as possible to avoid timely filing. If the Provider believes there may be casualty insurance, contact TPL Unit (*see Section 2.1 Quick Reference*). TPL will investigate the responsibility of the other party. Medicaid does not require Providers to bill a third party when liability has not been established. However, the Provider cannot bill the casualty carrier and Medicaid at the same time. The Provider must choose to bill Medicaid or



the casualty carrier (estate). Medicaid will seek recovery of payments from liable third parties. If Providers bill the casualty carrier (estate) and Medicaid, this may result in duplicate payments.

- **Notify the Department for requests for information.** Release of information by Providers for casualty related third party resources not known to the State may be identified through requests for medical reports, records, and bills received by Providers from attorneys, insurance companies, and other third parties. Contact the TPL Department (*see Section 2.1 Quick Reference*) prior to responding to such requests.
- If the Member received reimbursement from the primary insurance, the Provider must pursue payment from the patient. If there are any further Medicaid benefits allowed after the other insurance payment, the Provider may still submit a claim for those benefits. The Provider, on submission, must supply all necessary documentation of the other insurance payment. Medicaid will not pay the Provider the amount paid by the other insurance.
- Providers may not charge Medicaid Members, or any other financially responsible relative or representative of that individual any amount in excess of the Medicaid paid amount. Medicaid payment is payment in full. There is no balance billing.

 When attaching an EOMB to a claim and the TPL is Medicare Replacement or Medicare Supplement, hand-write the applicable type of Medicare coverage on the EOMB (such as Medicare Replacement, Medicare Supplement).

### 9.3.1 How TPL is Applied

The amount paid to Providers by primary insurance payers is often less than the original amount billed, for the following reasons:

- Reductions resulting from a contractual agreement between the payer and the Provider (contractual write-off); and,
- Reductions reflecting patient responsibility (copay, coinsurance, deductible, and so on). Wyoming Medicaid will pay no more than the remaining patient responsibility (PR) after payment by the primary insurance.
- Wyoming Medicaid will reimburse the Provider for the patient liability up to the Medicaid Allowable Amount. For preferred Provider agreements or preferred patient care agreements, do not bill Medicaid for the difference between the payment received from the third party based on such agreement and the Provider's billed charges.
- TPL is applied to claims at the header level. Medicaid does not apply TPL amounts line by line.

**Example:**

The total claim billed to Medicaid is for \$100.00, with a Medicaid allowable for the total claim of \$50.00. TPL has paid \$25.00 for only the second line of the claim. The claim will be processed as


follows: Medicaid allowable (\$50.00) minus the TPL paid amount (\$25.00) = \$25.00 Medicaid Payment.

If the payer does not respond to the first attempt to bill with a written or electronic response to the claim within sixty (60) days, resubmit the claims to the TPL. Wait an additional thirty (30) days for the third-party payer to respond to the second billing. If after ninety (90) days from the initial claim submission the insurance still has not responded, bill Medicaid with the Previous Attempts to Bill Services Letter (*see Section 9.3.1.1*).



Waivers of timely filing will not be granted due to unresponsive third-party payers.

### 9.3.1.1 Previous Attempts to Bill Services Letter



Date

Wyoming Medicaid,

This letter is to request the submission of the attached claim for payment. As of this date, we have made two attempts within ninety days of service to gain payment for the services rendered from the primary insurance with no resolution. We are now requesting payment in full from Medicaid. Please find all relevant and required documentation attached.

Thank you.

Sincerely,

**Authorized Representative of**  **(Billing Facility)**

**Name of Insurance Company Billed**


**Date Billing Attempts Made**

**Policyholder's Name**

**Policyholder's Policy Number**

**Comments:**

Wyoming Medicaid  
Attn: Claims  
P.O. Box 547  
Cheyenne, WY 82003-0547



Do not submit this form for Medicare or automobile/casualty insurance.

### 9.3.2 Acceptable Proof of Payment or Denial

Documentation of proper payment or denial of TPL/Medicare must correspond with the Member's/beneficiary's name, date of service, charges, and TPL/Medicare payment referenced on the Medicaid claim. If there is a reason why the charges do not match (such as other insurance requires another code to be billed, institutional and professional charges are on the same EOB, third party payer is Medicare Advantage plan, replacement plan or supplement plan) this information must be written on the attachment.

### 9.3.3 Coordination of Benefits

Coordination of Benefits (COB) is the process of determining which source of coverage is the primary payer in a particular situation. COB information must be complete, indicate the payer, payment date and the payment amount.

If a Member has other applicable insurance, Providers who bill electronic and web claims will need to submit the claim COB information provided by the other insurance company for all affected services. For claims submitted through the Medicaid website, see the Provider Portal Tutorials on billing secondary claims.

For Members with three insurances, tertiary claims can be submitted through the Provider Portal, with both EOBs attached to the claim.

### 9.3.4 Blanket Denials and Non-Covered Services

When a service is not covered by a Member's primary insurance plan, a blanket denial letter should be requested from the TPL/Medicare. The insurance carrier should then issue, on company letterhead, a document stating the service is not covered by the insurance plan. The Provider can also provide proof from a benefits booklet from the other insurance, as it shows that the service is not covered or the Provider may use benefits information from the carrier's website. Providers should retain this statement in the Member's file to be used as proof of denial for **one calendar year or benefit plan year**. The non-covered status must be reviewed and a new letter obtained at the end of **one calendar year or benefit plan year**.

If a Member specific denial letter or EOB is received, the Provider may use that denial or EOB as valid documentation for the denied services for that Member for one calendar year or benefit plan year. The EOB must clearly state the services are not covered. The Provider must still follow the rules of the primary insurance prior to filing the claim to Medicaid.

If the service or equipment is not covered under the member's plan, or the insurance company does not cover the service or equipment, then Medicaid will process the claim as being primary.

- TPL or Other Insurance Electronic Billing Requirements:
  - a. Indicate the claim requires supporting documentation: Trigger attachment indicator as Y.

- b. Submit the claim to Medicaid as secondary: Enter the appropriate Payer ID (list is available on the [TPL and Medicare Payer IDs web page](#) on the [WY Medicaid website](#)).
- c. Enter TPL paid amount \$0.00.
- d. At the line, enter full billed dollar amount and enter Claim Adjustment Reason Code (CARC) code 204.



- e. Attach either the blanket denial letter on the primary payer's letterhead or the primary insurance Explanation of Benefits (EOB).

### 9.3.5 TPL and Copays

A Member with commercial health insurance primary to Wyoming Medicaid is required to pay the Wyoming Medicaid copay. Submit the claim to Wyoming Medicaid in the usual manner, reporting the insurance payment on the claim with the balance due. If the Wyoming Medicaid allowable covers all or part of the balance billed, Wyoming Medicaid will pay up to the maximum Wyoming Medicaid allowable amount, minus any applicable Wyoming Medicaid copay. Wyoming Medicaid will deduct the copay from its payment amount to the Provider and report it as the copay amount on the Provider's RA. **Remember, Wyoming Medicaid is only responsible for the Member's liability amount or patient responsibility amount up to its maximum allowable amount.**

Submit claims to Wyoming Medicaid only if the TPL payer indicates a patient responsibility. If the TPL does not attribute charges to patient responsibility or non-covered services, Wyoming Medicaid will not pay.

### 9.3.6 Primary Insurance Recoup after Medicaid Payment

In the instance where primary insurance recovers payment after the timely filing threshold, and to bill Wyoming Medicaid as primary, the Provider will need to submit an appeal for timely filing. The appeal must include proof from the primary insurance company that money was taken back as well as the reasoning. The appeal must be submitted within 90 days of recovered payment or notification from the primary insurance for it to be reviewed and processed appropriately.

## 9.4 Medicare Pricing

Wyoming Medicaid changed how reimbursement is calculated for Medicare crossover claims. This change applies to all service providers.

- Part B crossovers are processed and paid at the line level (line by line).
- Part A *inpatient* crossovers, claims are processed at the header level.


- Part A *outpatient* crossovers, claims are priced at the line level (line by line) totaled, and then priced at the header level.

### 9.4.1 Medicaid Covered Services

For services covered under the Wyoming Medicaid State Plan, the payment methodology will consider what Medicaid would have paid, had it been the sole payer. Medicaid’s payment responsibility for a claim will be the lesser of the Medicare coinsurance and deductible, or the difference between the Medicare payment and Medicaid allowed charge(s).

**Example:**

- Procedure Code 99239
  - Medicaid Allowable - \$97.67
  - Medicare Paid - \$83.13
  - Medicare assigned Coinsurance and Deductible - \$21.21
    - First payment method option: (Medicaid Allowable) \$97.67 – (Medicare Payment) \$83.13 = \$14.54
    - Second payment method option: Coinsurance and deductible = \$21.21
  - Medicaid will pay the lesser of the Medicaid payment methodology or the coinsurance and deductible.
    - This procedure code would pay \$14.54 since it is less than \$21.21

 If the method for Medicaid covered services results in a Medicaid payment of \$0.00 and the claim contains lines billed for physician-administered pharmaceuticals, the line will pay out at \$0.01.


### 9.4.2 Medicaid Non-Covered Services

For specific Medicare services which are not otherwise covered by Wyoming Medicaid State plan, Medicaid will use a special rate or method to calculate the amount Medicaid would have paid for the service. This method is Medicare allowed amount, divided by 2, minus the Medicare paid amount.

**Example:**

- Procedure Code: E0784: (Not covered as a rental – no allowed amount has been established for Medicaid)
  - Medicaid Allowable: Not assigned
  - Medicare Allowable: \$311.58
  - Medicare Paid: \$102.45

- Assigned Coinsurance and Deductible: \$209.13
  - First payment method option: (Medicare Allowable)  $\$311.58 \div 2 = \$155.79$  (Medicare Paid Amount):  $\$102.45 =$  (Calculated Medicaid allowable)  $\$53.34$
  - Second payment method option: Coinsurance and deductible =  $\$209.13$
- Medicaid will pay the lesser of the Medicaid payment methodology or the coinsurance and deductible
  - This procedure code would pay  $\$53.34$  since it is less than  $\$209.13$

 If the method for Medicaid non-covered services results in a Medicaid payment of \$0.00 and the claim contains lines billed for physician-administered pharmaceuticals, the line will pay out at \$0.01.

### 9.4.3 Coinsurance and Deductible

For Members on the QMB plan, CMS guidelines indicate that coinsurance and deductible amounts (Medicare cost sharing) remaining after Medicare pays cannot be billed to the Member under any circumstances, regardless of whether the Provider billed Medicaid or not.

For Members on other plans who are dual eligible, coinsurance and deductible amounts remaining after Medicare payment cannot be billed to the Member if the claim was billed to Wyoming Medicaid, regardless of payment amount (including claims that Medicaid pays at \$0.00).

If the claim is not billed to Wyoming Medicaid, and the Provider agrees in writing prior to providing the service not to accept the Member as a Medicaid Member and advises the Member of their financial responsibility, and the Member is not on a QMB plan, then the Member can be billed for the coinsurance and deductible under Medicare guidelines.

# Chapter 10 – Electronic Data Interchange (EDI) and Provider Portal

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## 10.1 What is Electronic Data Interchange (EDI)?

In its simplest form, EDI is the electronic exchange of information between two (2) business concerns (trading partners), in a specific, predetermined format. The exchange occurs in basic units called transactions, which typically relate to standard business documents, such as healthcare claims or remittance advices.

## 10.2 Benefits

Several immediate advantages can be realized by exchanging documents electronically:

- **Speed:** Information moving between computers moves more rapidly, and with little or no human intervention. Sending an electronic message across the country takes minutes or less. Mailing the same document will usually take a minimum of one (1) day.
- **Accuracy:** Information that passes directly between computers without having to be re-entered eliminates the chance of data entry errors.
- **Reduction in Labor Costs:** In a paper-based system, labor costs are higher due to data entry, document storage and retrieval, document matching, and so on. As stated above, EDI only requires the data to be keyed once, thus lowering labor costs.

## 10.3 Standard Transaction Formats

In October 2000, under the authority of the Health Insurance Portability and Accountability Act (HIPAA), the Department of Health and Human Services (DHHS) adopted a series of standard EDI transaction formats developed by the Accredited Standards Committee (ASC) X12N. These HIPAA-compliant formats cover a wide range of business needs in the healthcare industry from eligibility verification to claims submission. The specific transaction formats adopted by DHHS are listed below.

- X12N 270/271 Eligibility Benefit Inquiry and Response (Real-time allowed for Switch Vendors only);
- X12N 276/277 Claims Status Request and Response (Switch Vendors only);
- X12N 278 Request for Prior Authorization and Response (Vendors only);
- X12N 835 Claim Payment/Remittance Advice;
- X12N 837 Dental, Professional and Institutional Claims;
- X12N 999 Functional Acknowledgement;
- X12N TA1 Interchange Acknowledgement.



As there is no business need, Medicaid does not currently accept nor generate X12N 820, X12N 277CA and X12N 834 transactions.

## 10.4 Wyoming Specific HIPAA 5010 Electronic Specifications

Wyoming Medicaid specific HIPAA 5010 electronic specifications are located in the Wyoming Medicaid EDI Companion Guide posted on the Medicaid Website (*see Section 2.1 Quick Reference*).

This Wyoming Medicaid EDI Companion Guide is intended for trading partner use in conjunction with the ASC X12N Standards for Electronic Data Interchange Technical Report Type 3 (TR3).

## 10.5 Sending and Receiving Transactions

Medicaid has established a variety of methods for Providers to send and receive EDI transactions. The following table outlines the Provider Portal requirements for other options refer to the Wyoming Medicaid EDI Companion Guide (SFTP).

EDI Options				
Method	Computer Requirements	Access Cost	Transactions Supported	Contact Information
<p>Web Portal</p> <p>The Medicaid Provider Portal provides an interactive, web-based interface for entering individual transactions and a separate data exchange facility for uploading and downloading batch transactions.</p>	<p>Compatible Web Browsers and Versions</p> <ul style="list-style-type: none"> <li>Google Chrome - Version 90.0.4430.212 (Official Build) (64-bit)</li> <li>Firefox - Version 88.0.1</li> <li>Microsoft Edge - Version 90.0.818.6 (Official Build) (64-bit)</li> </ul>	Free	<p>X12N 270/271 Eligibility Benefit Inquiry and Response (Real-time allowed for Switch Vendors only)</p> <p>X12N 276/277 Claims Status Request and Response (Switch Vendors only)</p> <p>X12N 278 Request for Prior Authorization and Response (Vendors only)</p> <p>X12N 835 Claim Payment/Remittance Advice</p> <p>X12N 837 Dental, Professional and Institutional Claims</p> <p>X12N 999 – Functional Acknowledgement</p> <p>X12N TA1 Interchange Acknowledgement</p> <p><b>NOTE:</b> Only the 837 transactions can be entered interactively.</p>	<p>Provider Services</p> <p>Telephone: (888)WYO-MCAD or (888)996-6223</p> <p>7-6 pm MST M-F</p> <p>Website: <a href="http://www.wyomingmedicaid.com">www.wyomingmedicaid.com</a></p>

## 10.6 Provider Portal

The BMS or Provider Portal requires the following:

- The use of "Pop-Ups" depending on the browser take one of the following actions:
  - Update the browser to allow pop-ups;
  - Turn off the browser pop-up blocker;
  - Enable pop-up blockers within the browser.
- Entries required to be in capital letters, enable 'Caps Lock'.

### 10.6.1 Provider Portal Features

- Ask Medicaid
- Claim Adjustments/Voids
- Claims Status Inquiry
- Claims Submission
- Electronic Claim Attachment
- Eligibility Inquiry
- Grievance and Appeals Submission and Monitoring
- LT101 Inquiry
- Manage EDI Information
- Manage Provider/Billing Agents & Clearinghouses
- Manage SFTP User Account
- PASRR Level I Inquiry/Entry with print capability
- Prior Authorization (PA) Inquiry
- Remittance Advice (RA) List
- Medicaid Proprietary (paper) RA
- Upload Files
- View Provider Information



Many of the Provider Portal features have training tutorials or guides available on the Medicaid Website, go to the Provider Publications and Trainings (*see Section 2.1 Quick Reference*) for the step-by-step instructions.

## 10.6.2 Provider (Users)

The Wyoming Benefit Management System (BMS), developed and implemented by CNSI, is the Providers source of information for Wyoming Medicaid, as well as providing access to the secure Provider Portal. Through the Provider Portal, Providers are able to submit claims electronically, verify Member eligibility, inquire on prior authorizations, retrieve remittance advices, upload attachments to claims, enter PASRR Level I screenings, manage billing agent/clearinghouses, establish an administrator, create new users, reset passwords, and more.

### 10.6.2.1 Key Points and Terminology


- Providers can have one (1) or more domains (Provider IDs)
- Provider Domains are created based on how the Provider is enrolled with Wyoming Medicaid (PRESM), such as individual and group Providers, hospitals, facilities, and so on.
- The first individual to register for the Provider Portal will be the Provider Administrator for that Provider's organization and will have the ability to perform the following:
  - Set up new user accounts;
  - Assign and maintain domains and profiles (security access levels) for new users;
  - Users can be given multiple profiles.
- Users can view and perform actions within the Provider Portal based on the selected Domain and user profile(s)
- Users can view and perform actions for different domains by switching the domain, in cases of multiple Provider enrollments
- New billing and pay-to Providers are required to complete the Web Registration process to gain access to the Provider Portal
  - Users will register for Single Sign On (SSO) registration;
  - Users will register for Provider Domain;
  - Users can be given multiple profiles.

### 10.6.2.2 Provider Portal Access and Web Registration

To access the web portal secure features, new billing and pay-to Providers must complete the one-time Web Registration process for the BMS Provider Portal. New billing and pay-to Providers will be received by the BMS nightly from the Provider Enrollment (PRESM) vendor, HHS Technology Group. The USER completing the Provider's web registration will automatically be assigned the 'Provider Domain Administrator (Provider user)' role.

- Provider Domain Administrators initially create their personal user ID through Okta Single Sign-On (SSO) registration process.

- Then will be required to set up an additional security feature, multi-factor authentication (MFA), to protect Provider and Member data. A detailed instruction guide on how to complete any or all three MFAs has been created for users and is available on the following web pages:
  - Provider Home
  - Provider Publications and Training > Provider Training, Tutorials and Workshops > Provider Tutorials > WY BMS Multifactor Authentication User Guide
- Upon successfully establishing their Okta account and MFA, the system directs them to begin the Provider registration process.
- Providers receive two unique Web Registration letters, both of which are required to complete the registration process:
  - **Welcome Letter:** contains legacy Provider ID (9-digit Medicaid ID), and “Temporary ID” for registration
  - **Security Letter:** contains legacy Provider ID (9-digit Medicaid ID), and “Temporary Key” needed for registration
- Four (4) elements are required to successfully complete the one-time web registration process:
  - Medicaid or Legacy Provider ID;
  - Welcome Letter with Temporary ID;
  - Security Letter with Temporary Key;
  - **Tax ID (SSN/EIN):** this is the Tax ID that is on file with HHS and where Medicaid payments are delivered to the pay-to Provider;
    - Providers will be required to enter the Tax ID as an additional authentication step.
- Once the Provider Domain Administrator completes the web registration, they can add new users and other administrators.
  - Administrators can manage access rights through “profiles” within the Provider Portal.

 Visit the Medicaid website (*see Section 2.1 Quick Reference*) for the Provider Web Registration Tutorial and the Multiple Provider Web Registration which provide step-by-step instructions for completing the registration process.

### 10.6.2.3 Provider Profile Names and Access Rights (Provider User)

Provider Profile Name	Access Rights
Provider Domain Administrator	Allows Provider User to perform:

Provider Profile Name	Access Rights
	<ul style="list-style-type: none"> <li>• User Account Maintenance for accounts under a Provider, including Associating Security Profiles and Approving New User Accounts</li> <li>• Upload files</li> </ul> <p><b>NOTE:</b> Providers are encouraged to have more than one (1) Domain Administrator to account for unforeseen circumstances.</p>
<b>Prior Authorization (PA) Access</b>	<p>Allows the <b>Provider User</b> to perform:</p> <ul style="list-style-type: none"> <li>• View &amp; Inquire on PAs</li> </ul>
<b>Eligibility Inquiry</b>	<p>Allows the <b>Provider User</b> to perform:</p> <ul style="list-style-type: none"> <li>• Inquire on Member eligibility</li> <li>• Inquire on LT101</li> <li>• Enter and inquire on PASRR Level I</li> </ul>
<b>Provider Access</b>	<p>Allows the <b>Provider User</b> to perform:</p> <ul style="list-style-type: none"> <li>• View the Provider Information</li> <li>• Manage EDI Information – contact information</li> <li>• Manage SFTP User Account – create user and password reset</li> <li>• Manage Mode of Claims Submission Associate Billing Agents and Clearinghouses (BA/CH)</li> <li>• Submit HIPAA batch transactions (270, 276, 837) - must have a SFTP account</li> <li>• Retrieve acknowledgement responses (999, TA1, 271, 277)</li> <li>• Online Batch Claims Submission (837)</li> <li>• Retrieve HIPAA batch responses (835)</li> <li>• Grievance and Appeals Submission and Monitoring</li> <li>• View and download Medicaid Paper RA via My Inbox and Archived Documents</li> </ul>
<b>Claims Access</b>	<p>Allows the <b>Provider User</b> to perform:</p> <ul style="list-style-type: none"> <li>• Claims inquiry (837 D, I, P)</li> <li>• Claims inquiry on pharmacy claims</li> <li>• On-line claims entry or direct data entry (DDE)</li> <li>• Claim adjustment/void</li> <li>• Resubmit denied/voided claims</li> <li>• View and download remittance advice (RA List)</li> </ul>
<b>Claim Inquiry Only</b>	<p>Allows the <b>Provider User</b> to perform:</p>


Provider Profile Name	Access Rights
	<ul style="list-style-type: none"> <li>• Claims inquiry (837 D, I, P)</li> <li>• Claims inquiry on pharmacy claims</li> </ul>

### 10.6.3 Billing Agent/Clearinghouse Users

Through the Wyoming Medicaid website new billing agents and clearinghouses (BA/CHs) must enroll as a BA/CH to access the Provider Portal. Within the Provider Portal BA/CHs will be able to establish a Provider Domain Administrator, set up new users, manage their information, view associated Providers, perform online batch submissions, retrieve HIPAA batch responses/acknowledgements, and establish and manage one SFTP account.

To access the web portal secure features, BA/CHs must complete the one-time enrollment for the BMS Provider Portal. The USER completing the BA/CH's web registration will automatically be assigned the 'Provider Domain Administrator (BA/CH user)' role.

Within the BMS BA/CHs are considered 'Providers' and will be assigned a BMS Provider ID number which will be a nine (9) digit number beginning with the number '5'. This Provider ID will also be the BA/CH's trading partner ID (TPID), this is only the case for 'new' BA/CH. Also, use this Provider ID when calling into Provider Services for assistance (*see Section 2.1 Quick Reference*).

 A BA/CH is an entity performing EDI transactions on behalf of another or multiple Providers.

#### 10.6.3.1 Key Points and Terminology


- New BA/CHs, enrolling September 18, 2021 and after will be assigned a 9-digit Provider ID which will also be their Trading Partner ID (TPID).
  - This Provider ID will begin with the number "5"
  - Enter the 9-digit Provider ID when accessing the Provider Services IVR (*see Section 2.1 Quick Reference*).
- BA/CHs previously enrolled prior to September 18, 2021 will be converted and will be assigned a 9-digit Provider ID beginning with the number "5".
  - These BA/CHs will CONTINUE to use their Legacy TPID when submitting electronic transactions
  - This newly assigned 9-digit Provider ID must be used when accessing the Provider Services IVR (*see Section 2.1 Quick Reference*)
- The first individual to register as a BA/CH will be the Provider Domain Administrator (BA/CH user) for that organization and will have the ability to do the following:
  - Set up new user accounts and

- Assign and maintain domains and profiles (security access levels) for new users
- Users can be given multiple profiles
- Users can view and perform actions within the Provider Portal based on the selected Domain and user profile(s)
- Users can view and perform actions for different domains by switching the domain, in cases of multiple enrollments
- BA/CH will register for Single Sign On (SSO) registration, one time only.

### 10.6.3.2 BA/CH New Enrollment

To access the web portal secure features, BA/CH Providers must enroll. The USER completing the BA/CH Provider’s enrollment/web registration will automatically be assigned the ‘Provider Administrator (BA/CH user)’ role.

- BA/CH Provider Domain Administrator’s will initially create their personal user ID through Okta Single Sign-On (SSO) registration process.
- Then complete the new enrollment steps on the Medicaid Website, ([www.wyomingmedicaid.com](http://www.wyomingmedicaid.com)), and select BA/CH Enrollment within the Provider dropdown menu.
- After enrolling and signing the Trading Partner Agreement (TPA), BA/CH's will be redirected to the Provider Portal where they will select the BMS Domain and create a profile.
- Testing is recommended for new BA/CH, refer to the Wyoming Medicaid EDI Companion Guide for instructions.

 Visit the Medicaid website for the Billing Agent/Clearinghouse Enrollment Tutorial for step-by-step instructions for completing the enrollment process.

### 10.6.3.3 Billing Agency and Clearinghouse Profile Names and Access Rights

BA or CH Profile Name	Access Rights
Provider Domain Administrator	Allows <b>BA/CH user</b> to perform: <ul style="list-style-type: none"> <li>● User account maintenance for accounts under a Provider, including associating security profiles and approving new user accounts</li> </ul>
Provider Access	Allows <b>BA/CH user</b> to perform: <ul style="list-style-type: none"> <li>● Complete a BA/CH enrollment</li> <li>● Manage Provider (BA/CH) information</li> <li>● View Associated Providers</li> </ul>




BA or CH Profile Name	Access Rights
	<ul style="list-style-type: none"> <li>• Manage SFTP User Account</li> <li>• On-line batch claims submission (837 D, I, P)</li> <li>• Submit HIPAA batch transactions (270, 276, 837)</li> <li>• Retrieve HIPAA batch responses (835)</li> <li>• Retrieve acknowledgements and responses (999, TA1, 271, 277)</li> </ul>

### 10.6.4 TPL Disallowance Portal

The HMS TPL Disallowance Portal is a secure web-based application that functions as the primary point-of-contact throughout the claim identification and recovery process. Providers can access and update contact and claim information utilizing a broad scope of self-service options.

In this portal Providers will be able to communicate with HMS via email and chat functions and have real-time ability to review, acknowledge, report, and upload documentation.


Providers will not automatically have access to the HMS TPL Disallowance Portal, letters will be delivered to Provider of services when Wyoming Medicaid is seeking recoupment of any paid claims that should have been the responsibility of a primary payer through the third-party disallowance process (see *Section 9.2.4 Third Party Disallowance*).

 Many of the Provider Portal features have training tutorials or guides available on the Medicaid website, go to the Provider Publications and Trainings (see *Section 2.1 Quick Reference*) for the step-by-step instructions.

### 10.7 Additional Information Sources

For more information regarding EDI, please refer to the following websites:

- Centers for Medicare and Medicaid Services: <https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/HIPAA-ACA/index.html>. This is the official HIPAA website of the Centers for Medicare & Medicaid service.
- Washington Publishing Co.: [http://www.wpc-edi.com/hipaa/HIPAA\\_40.asp](http://www.wpc-edi.com/hipaa/HIPAA_40.asp). This website is the official source of the implementation guides for each of the ASC X12 N transactions.

 This site is currently unavailable due to a ransomware attack. An alternative source is <https://www.wpshealth.com/index.shtml>

- Workgroup for Electronic Data Interchange: <http://www.wedi.org/>. This industry group promotes electronic transactions in the healthcare industry.

- Designated standard maintenance organizations: <http://www.hipaa-dsmo.org/>. This website explains how changes are made to the transaction standards.

## Chapter 11 – Important Information

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## 11.1 Institutional and CMS 1500 Claims Review

Medicaid is committed to paying claims as quickly as possible. Claims are electronically processed using an automated claims adjudication system. They are not usually reviewed prior to payment to determine whether the services provided were appropriately billed. Although the computerized system can detect and deny some erroneous claims, there are many erroneous claims that it cannot detect. For this reason, payment of a claim does not mean the service was correctly billed or the payment made to the Provider was correct. Periodic retrospective reviews are performed which may lead to the discovery of incorrect billing or incorrect payment. If a claim is paid and Medicaid later discovers the service was incorrectly billed or paid, or the claim was erroneous in some other way, Medicaid is required by federal regulations to recover any overpayment, regardless of whether the incorrect payment was the result of Medicaid, fiscal agent, Provider error or other cause.

## 11.2 Physician Supervision Definition

Supervision is defined as the ready availability of the supervisor for consultation and direction of the individual providing services. Contact with the supervisor by telecommunication is sufficient to show ready availability, if such contact is sufficient to provide quality care. The supervising practitioner maintains final responsibility for the care of the Member and the performance of the mental health professional in their office.

Supervisor is defined as an individual licensed to provide services who takes professional responsibility for such services, even when provided by another individual or individuals.

The physical presence of the supervisor is not required if the supervisor and the practitioner are, or can easily be, in contact with each other by telephone, radio, or other telecommunications.

The supervised individual may work in the office of the supervisor where the primary practice is maintained and at sites outside that office as directed by the supervisor. Fiscal responsibility and documentation integrity for claims remains with the supervisor.

Those Provider types able to enroll with Wyoming Medicaid, even if working under the supervision of another practitioner, must enroll and be noted on the claim as the rendering Provider.

## 11.3 Institutional and CMS 1500 Coding Information

Standard use of medical coding conventions is required when billing Medicaid. Provider Services or the Division of Healthcare Financing cannot suggest specific codes to be used in billing services. The following suggestions may help reduce coding errors and unnecessary claim denials:

- Use current CPT-4, HCPCS Level II, and ICD-10 coding books.



The DSM-V, while useful for diagnostic purposes, is not considered a coding manual, and should be used only in conjunction with the above.

- For claims that have dates of service spanning across the ICD-10 implementation date (10/1/15):
  - Outpatient claims: use diagnosis codes based on the FIRST (1st) date of service
  - Inpatient claims: use diagnosis codes based on the LAST date of service
- Always read the complete description and guidelines in the coding books. Relying on short descriptions can result in inappropriate billing.
- Use the current version of the NUBC Official UB Data Specifications Manual
- Attend coding classes offered by certified coding specialists.
- Use the correct unit of measurement. In general, Medicaid follows the definitions in the CPT-4 and HCPCS Level II coding books. One (1) unit may equal “one (1) visit” or “15 minutes.” Always check the long version of the code description.
- Effective April 1, 2011, the National Correct Coding Initiative (NCCI) methodologies were incorporated into Medicaid’s claim processing system to comply with Federal legislation. The methodologies apply to both CPT Level I and HCPCS Level II codes.
- Wyoming Medicaid is required to comply with the coding restrictions under the National Correct Coding Initiative (NCCI) and Providers should be familiar with the NCCI billing guidelines. NCCI information can be reviewed at:
 

<http://www.cms.gov/Medicare/Coding/NationalCorrectCodInitEd/index.html>
- Coding denials cannot be billed to the patient but can be reconsidered per Wyoming Medicaid Rules, Chapter 16. For the complete process on completing an appeal and completing the Request For Appeal Form, *see Section 2.3.2 How to Appeal*.

## 11.4 Importance of Fee Schedules and Provider's Responsibility

Procedure codes and revenue codes listed in the following chapters are subject to change at any time without prior notice. The most accurate way to verify coverage for a specific service is to review the Medicaid fee schedules on the website (*see Section 2.1 Quick Reference*). Fee schedules list Medicaid covered codes, provide clarification of indicators such as whether a code requires prior authorization and the number of days in which follow-up procedures are included. Not all codes are covered by Medicaid or are allowed for all taxonomy codes (Provider types). It is the Provider’s responsibility to verify this information. Use the current fee schedule in conjunction with the more detailed coding descriptions listed in the current CPT-4 and HCPCS Level II coding books. Remember to use the fee schedule and coding books that pertain to the appropriate dates of service.

Wyoming Medicaid is required to comply with the coding restrictions under the National Correct Coding Initiative (NCCI) and Providers should be familiar with the NCCI billing guidelines. NCCI information can be reviewed at:

<http://www.cms.gov/Medicare/Coding/NationalCorrectCodInitEd/index.html>

## 11.5 Face-to-Face Visit Requirement

For practitioners ordering new Durable Medical Equipment (DME) or Prosthetic/Orthotic Supplies (POS) for a Member, the Member must have a face-to-face visit related to the condition for which the item(s) are being ordered within the previous six (6) months with the ordering or prescribing practitioner. The supplying Provider will need the date and the name of the practitioner with whom the face-to-face visit occurred for their records to bill Wyoming Medicaid for the DME or POS supplied.



This requirement is waived for renewals of existing DME or POS orders.

## 11.6 Interpretation Services

The Office for Civil Rights (OCR) of the U.S. Department of Health and Human Services (DHHS) enforces Federal laws that prohibit discrimination by healthcare and human service Providers that receive funds from the DHHS. Such laws include Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990.

In efforts to maintain compliance with this law and ensure that Medicaid Members receive quality medical services, interpretation service should be provided for Members who have Limited English Proficiency (LEP) or are deaf/hard of hearing. The purpose of providing services must be to assist the Member in communicating effectively about health and medical issues.

- Interpretation between English and a foreign language is a covered service for Medicaid Members who have LEP. LEP is defined as “the inability to speak, read, write, or understand the English language at a level that permits an individual to interact effectively with healthcare providers.”
- Interpretation between sign language or lip reading and spoken language is a covered service for Medicaid Members who are deaf or hard of hearing. Hard of hearing is defined as “limited hearing which prevents an individual from hearing well enough to interact effectively with healthcare providers.”



Refer to the CMS 1500 Manual posted on the Medicaid website, Chapter 21, Covered Services - Interpreter Services for more details (see *Section 2.1 Quick Reference*).

## 11.7 Dental Specific Important Information

### 11.7.1 Claims Review

Medicaid is committed to paying claims as quickly as possible. Claims are electronically processed using an automated claims adjudication system and are not usually reviewed prior to payment to determine whether the services provided were appropriately billed. Although the computerized system can detect and deny some erroneous claims, there are many erroneous claims that it cannot detect. For this reason, payment of a claim does not mean the service was correctly billed or the payment made to the Provider was correct. Periodic retrospective reviews are performed which may lead to the discovery of incorrect billing or incorrect payment. If a claim is paid and Medicaid later discovers the service was incorrectly billed or paid, or the claim was erroneous in some other way, Medicaid is required by federal regulations to recover any overpayment, regardless of whether the incorrect payment was the result of Medicaid, fiscal agent, Provider error or other cause.

### 11.7.2 Coding

Standard use of dental coding conventions is required when billing Provider Services, Provider Services or the Division of Healthcare Financing cannot suggest specific codes to be used in billing services. The following suggestions may help reduce coding errors and unnecessary claim denials:

- Use Current Dental Terminology (CDT) coding book
- Always read the complete description and guidelines in the coding books. Relying on short descriptions can result in inappropriate billing.
- Attend coding classes offered by certified coding specialists.
- Coding denials cannot be billed to the Member, but can be reconsidered per Wyoming Medicaid Rules, Chapter 16. For the complete process on completing an appeal and completing the Request For Appeal Form, *see Section 2.3.2*.

### 11.7.3 Importance of Fee Schedules and Provider's Responsibility

Procedure codes listed in the following sections are subject to change at any time without prior notice. The most accurate way to verify coverage for a specific service is to review the **Medicaid and Dental fee schedules** on the website or contact Provider Services (*see Section 2.1 Quick Reference*). Fee schedules list Medicaid covered codes, limitations, and provide clarification of indicators such as whether a code requires prior authorization. Not all codes are covered by Medicaid. It is the Provider's responsibility to verify this information.

### 11.7.4 By Report or Manually Priced Codes

Certain dental codes are manually priced or by report. By report dental codes are noted on the fee schedule by MP and will be paid at 70% of billed charge for dates of service prior to 01/01/2021. For

01/01/2021 and forward dates of services, by report dental codes will be paid at 68.25% of billed charges. Retrospective reviews may reveal inappropriate codes being billed or paid. After review by the Division of Healthcare Financing and the Department of Oral Health, if it is determined that the billing was inappropriate, federal regulations require that Medicaid recover any overpayment. Documentation should always support billing.

### **11.7.5 Dental Provider Member Acceptance Form Requirement**

Each quarter the Division of Healthcare Financing must collect data from the Medicaid dental providers regarding accepting Medicaid Members into their practice. In order to comply with this requirement, a Provider must complete the Dental Provider Member Acceptance Form (*see Section 11.7.5.1*). This form relays the required information to the Division. All dental providers will be required to complete this form as a new enrolled Provider and annually. Dental providers will only be required to complete this form quarterly if there have been changes to their office policies on accepting Medicaid Members. If no changes have occurred, the dental Provider will only need to complete this form annually in July.



### 11.7.5.1 Dental Provider Member Acceptance Form

Wyoming  
Department  
of Health

## Dental Provider Member Acceptance Form

<b>Provider Name</b> _____		<b>NPI/ Provider Number</b>	
<b>Provider Address</b>			
Street Address	City	State	Zip Code
<b>Provider Office Contact Person</b> _____		<b>Contact Number</b>	_____

	Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1. Are you currently seeing Medicaid members?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2. Are you currently accepting new Medicaid members?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3. Are you currently seeing/accepting children with special health care needs?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4. Are you currently seeing/accepting adults with special health care needs?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5. Can your office provide services for children with mobility limitations?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6. Can your office provide sedation for children with complex medical or behavioral conditions?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7. Can your office provide services for children who may have difficulty communicating or cooperating such as those physical or intellectual disabilities?

<b>Dentist Signature</b> _____	<b>Date</b> _____
	mm/dd/yyyy

A Provider's form must be received by the Division of Healthcare Financing by July 15th of each year.  
Each Provider is responsible for completing a new form if their policy on accepting Medicaid clients changes during the year.

**Mail completed form to:**  
 Division of Healthcare Financing, Medicaid  
 Attn: Dental Program Manager  
 122 W. 25th Street, 4th Floor West  
 Cheyenne, WY 82002  
 OR  
 Submit this form by Fax to (307) 777-7085

WYDH-Dental Provider Member Acceptance Form

### **11.7.6 Supernumerary Teeth**

- For Alphabetic tooth codes, add an S after the tooth code (for example supernumerary tooth A becomes AS)
- For Numeric tooth codes, add 50 to the tooth codes value (for example supernumerary tooth 15 becomes  $15+50 = 65$ )

### **11.7.7 Dental Services Performed in an IHS/Tribal Clinic**

Dental services that are performed in a tribal health clinic must be billed on the most current ADA claim form/837D.

# Chapter 12 – Billing Indian Health Services/638 Tribal Facility Encounter Services

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## 12.1 Indian Health Services/638 Tribal Facilities

This information is intended to assist Providers in billing on the institutional (UB) claim form for covered services. Billing requirements should be applied and utilized when submitting a claim. All services must be provided within the four (4) walls of the facility, mobile clinic or an area leased or designated in a facility unless designated as a Tribal FQHC.

**Appropriate Bill Type(s):** 13X, 77X

**Pay to Provider Taxonomy:** 261QP0904X

Indian Health Services (IHS), an agency of the US Public Health Services within the Department of Health and Human Services, is the principal Federal health care Provider for American Indian/Alaskan Natives.

A Tribal 638 Facility is a facility or location owned and operated by a federally recognized American Indian Tribe or tribal organization under a 638 agreement, which provides diagnostic, therapeutic and rehabilitation services to tribal Members.

Paramount is raising the health status of the American Indian/Alaskan Natives' health status to the highest possible level.

The facilities provide comprehensive health services, outpatient services including but not limited to medical, vision, dental, and preventative services, and so on.

### 12.1.1 Reimbursement

Indian Health Services are reimbursed through an encounter method.

An encounter is a face-to-face visit with an enrolled health care professional such as:

- Physician
- Physician's assistant
- Nurse practitioner
- Nurse midwife
- Psychologist
- Social worker
- Dental professional (ADA Dental Claim Form, see Chapter 27 –Covered Services – Dental Services)
- Physical, Occupational and/or Speech therapist
- Dietitian
- Chiropractor
- Mental Health Professional

- Home health service Provider

### 12.1.2 Encounter Rate

The encounter rate established by Medicaid includes all services provided during the encounter regardless of actual charges. The encounter rate is considered to be all-inclusive. On Medicaid primary encounter claims the encounter claim will always be reimbursed at the encounter rate and will not be reduced when the submitted charges are less. The rate includes, but is not limited to:

- Therapeutic services
- Diagnostic services
- Tests
- Supplies

Payment for multiple encounters on the same date of service will be allowed only if the services are categorically different and/or are provided for distinct and separate diagnoses. Different categories of allowable services shall include but are not limited to practitioner services, mental/behavioral health, optometric services, physical therapy, occupational therapy, speech therapy, medical social worker, laboratory, radiology, VFC Administration and Health Check Screening.

### 12.2 Billing Requirements


To receive the all-inclusive encounter rate, services must be provided within the “four 4 walls” of the clinic. Services billed at the encounter rate include:

Revenue Code	Description – within the IHS/638 Facility
0300	Laboratory
0400	Imaging/Radiology
0421	Physical Therapy
0431	Occupational Therapy
0441	Speech Therapy
0500	Medical Encounter
0519	Optometric Encounter
0529	Audiology, Chiropractic, Public Health Services - Home Visits Encounter
0561	Medical Social Worker
0571	Home Health Aide

Revenue Code	Description – within the IHS/638 Facility
0771	VFC Administration
0779	Health Check Screening
0821	ESRD Encounter
0914	Psychiatric/Psychological Services – Individual Therapy
0915	Psychiatric/Psychological Services – Group Therapy
0942	Diabetes Education or Dietician
0987	Hospital Encounter (IHS physician at the hospital)

All claims for the services above must:

- Have a minimum of two (2) line items, the 1st would be the encounter line and the 2nd, 3rd, 4th, and so on line items are the detail.
- Both lines must have a revenue and procedure code combination.
- **Encounter lines** will be billed with one of the above encounter revenue codes paired with:
  - Procedure code T1015 for general encounter.
  - Bill the encounter line at the encounter rate.
- **Detail line items** will be billed with:
  - An appropriate outpatient revenue code (excluding the encounter revenue codes) paired with an appropriate procedure code (for questions regarding appropriate pairing of revenue codes and procedure codes, use the current version of the NUBC Official UB Data Specifications Manual).
  - Document each procedure that occurred during the visit.
  - Include a detailed line item for each office visit or health check procedure code if appropriate.
  - Bill the detail line items at \$0.00

 Multiple encounters on the same day must be billed on separate claims. For multiple encounters to pay the diagnosis or treatment of the Member must be different than the first encounter.

### 12.2.1 Billing Examples

**Example 1:** Member comes to the IHS/Tribal facility for complaint of cough and sees a physician. No additional tests or treatments are administered.

- **Claim #1**

Revenue Code	Procedure Code	Amount
0500 (Medical Encounter)	T1015 (Encounter procedure code)	\$391.00
0517	99213	\$0.00

**Example 2:** Member comes to the clinic for a medical appointment and a urine culture is run. The Member then goes to the optometrist for an eye check.

- **Claim #1**

Revenue Code	Procedure Code	Amount
0500 (Medical Encounter)	T1015 (Encounter procedure code)	\$391.00
0517	99213	\$0.00
0520	87086	\$0.00

- **Claim #2 (same date of service as Claim #1)**

Revenue Code	Procedure Code	Amount
0519 (Optometric Encounter)	T1015 (Encounter procedure code)	\$391.00
0517	92012	\$0.00

**Example 3:** Member goes to Substance Abuse and Recovery Center and goes to individual therapy. The Member then works with a Peer Specialist on goals related to the treatment plan.

- **Claim #1**

Revenue Code	Procedure Code	Amount
0914 (Psychiatric Encounter)	T1015 (Encounter procedure code)	\$391.00
0517	H0047 (individual therapy)	\$0.00

- **Claim #2 (same date of service as Claim #1)**

Revenue Code	Procedure Code	Amount
0500 (Medical Encounter)	T1015 (Encounter procedure code)	\$391.00
0942	H2015 (peer specialist)	\$0.00

- **Example 4:** A Member younger than 21, comes in and attends multiple appointments while they are there. They see a physician for leg pain, the physical therapist for therapy and a counselor for individual therapy.
- **Claim #1 - physician encounter**


Revenue Code	Procedure Code	Amount
0500 (Medical Encounter)	T1015 (Encounter procedure code)	\$391.00
0517	99213	\$0.00

- **Claim #2 - physical therapy encounter (same date of service as Claim #1)**

Revenue Code	Procedure Code	Amount
0421 (Physical Therapy Encounter)	T1015 (Encounter procedure code)	\$391.00
0429	97110	\$0.00

- **Claim #3 - behavioral health encounter (same date of service as Claim #1 and #2)**

Revenue Code	Procedure Code	Amount
0914 (Psychiatric Encounter)	T1015 (Encounter procedure code)	\$391.00
0919	90832	\$0.00


 These are only examples and the appropriate encounter and non-encounter codes and procedure codes should be used.

### 12.2.1.1 Non-Emergency Medical Transportation (NEMT)

Wyoming Medicaid provides non-emergency medical transportation (NEMT) services to Members who are in need of assistance traveling to and from medical appointments to enrolled Providers to obtain covered services.

Wyoming Medicaid enrolls taxi providers (344600000X) and non-taxi ride providers (347C00000X) to provide covered services.

For the IHS policy on travel services, *see Chapter 23 –Covered Services – Non-Emergency Medical Transportation.*

 Non-Emergency Medical Transportation Services (NEMT) cannot be billed as an encounter. Claims for transportation must be billed on a



CMS-1500 professional claim and adhere to the fee schedule for appropriate codes.

## Chapter 13 – Covered Services - Audiology

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## 13.1 Audiology Services

**Encounter Revenue Code:** 0529

**Procedure Code Range:** V5000-V5275 and 92550-92700

**Audiology Services:** A hearing aid evaluation (HAE) and basic audio assessment (BAA) provided by a licensed audiologist, upon a licensed practitioner referral, to individuals with hearing disorders.

**Hearing Aid:** An instrument or device designed for or represented as aiding or improving defective human hearing and includes the parts, attachments or accessories of the instrument or device.

**Hearing Aid Dispenser:** A person holding an active license to engage in selling, dispensing, or fitting hearing aids.

## 13.2 Requirements

Members must be referred by a licensed practitioner. The practitioner must indicate on the referral there is no medical reason for which a hearing aid would not be appropriate in correcting the Member's hearing loss.

Written orders from the licensed practitioner, diagnostic reports and evaluation reports must be current and available upon request.

Basic Audio Assessment (BAA) under earphones in a sound attenuated room must include, at a minimum, speech discrimination tests, speech reception thresholds, pure tone air thresholds, and either pure tone bone thresholds or tympanometry, with acoustic reflexes.

Hearing Aid Evaluation (HAE) includes those procedures necessary to determine the acoustical specifications most appropriate for the individuals' hearing loss.

## 13.3 Reporting Standards

The audiologist's report for Medicaid Members must contain the following information:

- The Member's name, date of birth, and Medicaid ID number;
- Results of the audiometric tests at 500, 1,000, 2,000, and 3,000 hertz for the right and left ears, and the word recognition or speech discrimination scores obtained at levels which insure pb max;
- The report shall include the audiologist's name, address, license number, and signature of the audiologist completing the audiological evaluation, including the date performed; and
- A written summary from the licensed audiologist regarding the results of the evaluation indicating whether a hearing instrument is required, the type of hearing instrument (for example in-the-ear, behind-the-ear, body amplifier, and so on), and whether monaural or binaural aids are requested.

A copy must be sent to the referring practitioner for the Member's permanent record.

If binaural aids are requested, ALL the following criteria must be met:

- Two-frequency average at 1 KHZ and 2 KHZ must be greater than 40 decibels in both ears;
- Two-frequency average at 1 KHZ and 2 KHZ must be less than 90 decibels in both ears;
- Two-frequency average at 1 KHZ and 2 KHZ must have an interaural difference of less than 15 decibels;
- Interaural word recognition or speech discrimination score must have a difference of not greater than 20%;
- Demonstrated successful use of a monaural hearing aid for at least six (6) months; and
- Documented need to understand speech with a high level of comprehension based on an educational or vocational need

A hearing aid purchased by Medicaid will be replaced no more than once in a five (5) year period unless:

- The original hearing aid has been irreparably broken or lost after the one (1)-year warranty period;
- The Provider's records document the loss or broken condition of the original hearing aid; and
- The hearing loss criteria specified in this rule continues to be met; or
- The original hearing aid no longer meets the needs of the Member and a new hearing aid is determined to be medically necessary by a licensed audiologist.

The audiologist should provide a copy of the report to the Medicaid Member to take to the hearing aid dispenser (if the audiologist is not the Provider for the hearing aid). The audiologist retains the original report in the Member's medical file.

## 13.4 Billing Procedures

- Providers must bill for services using the procedure codes set forth and according to the definitions contained in the HCPCS Level II and CPT coding book. It is essential for Providers to have the most current HCPCS and CPT editions for proper billing.
- Providers are responsible for billing services provided within the scope of their practice and licensure.
- The date of service is the date the hearing aid is delivered or the date that the repairs are completed.
- A copy of the invoice (*see Section 7.8.1 Invoice Charges*) must be attached to the claim. No other attachments are required (*see Section 7.14 Submitting Attachments for Electronic Claims*).

- The Provider bills Medicaid for hearing aids using two (2) separate procedure codes: one (1) for the hearing aid and one (1) for the dispensing fee. The hearing aid must be billed under the appropriate procedure code(s).
- V5264- Ear molds are covered when medically necessary. This code is for one (1) mold, if a pair are provided to the Member, two (2) units should be billed

## 13.5 Reimbursement

Medicaid payment for audiology services will be based on the Medicaid fee schedule.

For dates of service 12/31/2020 and prior Medicaid reimburses hearing aids either by fee schedule or invoice cost plus shipping plus 15%.

For dates of service 01/01/2021 forward, Medicaid reimburses hearing aids either by fee schedule or invoice cost, plus shipping, plus 12.13%

The dispensing fee is payable on the day the hearing aid was delivered.



These fees are subject to change. The most accurate way to verify coverage for a specific service is to review the Medicaid fee schedule on the Wyoming Medicaid website (*see Section 2.1 Quick Reference*).

## 13.6 Hearing Aid Repair

The following guidelines apply to the repair of hearing aids:

- The RP modifier must always be used when billing a dispensing fee on repairs.
- Repairs covered under warranty are not billable to Medicaid. If the hearing aid being repaired is under warranty, the Provider may bill the re-dispensing fee using the RP modifier but not the repair.
- Repairs not covered under warranty are billed using V5014. The Provider may bill the re-dispensing fee using the RP modifier in addition to the repair code.
- If a repair is extensive and major components are replaced AND the aid must be reprogrammed, the Provider may bill the dispensing fee but not include the RP modifier. The Provider would be reimbursed the full dispensing fee. Documentation of the reprogramming must be a part of the Member's clinical records.
- Claims must have an invoice attached (*see Section 7.8.1 Invoice Charges*).
- Claims are reimbursed at invoice plus shipping only



Cleaning and checking the functionality of a hearing aid cannot be billed as hearing aid repairs.

## 13.7 Hearing Aid Insurance

Hearing aid insurance is covered for services not covered under warranty or when the warranty expires. Use the following codes:

- X5612 Standard hearing aid insurance, per aid, annual fee.
- X5613 Advanced hearing aid insurance, per aid, annual fee.

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## 14.1 Behavioral Health Services

**Encounter Revenue Codes: 0914, and 0915**

Outpatient Behavioral Health Services are a group of services designed to provide medically necessary mental health or substance abuse treatment services to Medicaid Members to restore these individuals to their highest possible functioning level. Services may be provided by any willing, qualified Provider. Services are provided on an outpatient basis and not during an inpatient hospital stay.

Wyoming Medicaid covers medically necessary therapy services, including mental health and substance abuse (behavioral health) treatment services via the federal authority guidelines granted by the Centers for Medicare and Medicaid Services (CMS) and specified in the Code of Federal Regulation's (CFR) rehabilitative services option section. All Medicaid Members who meet the service eligibility requirements and have a need for particular rehabilitative option services are entitled to receive them.

- **"Medical necessity" or "Medically necessary"** means a determination that a health service is required to diagnose, treat, cure, or prevent an illness, injury, or disease which has been diagnosed or is reasonably suspected to relieve pain or to improve and preserve health and be essential to life. The service must be:
  - Consistent with the diagnosis and treatment of the Member's condition;
  - In accordance with the standards of good medical practice among the Providers' peer group;
  - Required to meet the medical needs of the Member and undertaken for reasons other than the convenience of the Member and the Provider; and,
  - Performed in the most cost effective and appropriate setting required by the Member's condition.
- **Maintenance (Habilitative) Services:** Services that help Members keep, learn, or reach developmental milestones or improve skills and functioning for daily living that they have not yet acquired. Examples would include therapy for a child who is not walking or talking at the expected age.
- **Restorative (Rehabilitative) Services:** Services that help Members keep, get back, or improve skills and functioning for daily living that have been lost or impaired because the Member was sick, hurt, or suddenly disabled.
  - **Federal Medicaid Law** defines rehabilitative services as:
 

*"Any medical or remedial services recommended by a physician or other licensed practitioner of the healing arts, within the scope of their practice under State law, for maximum reduction of physical or mental disability and restoration of an individual to his best possible functional level" [42 C.F.R. §440.130].*
- **Patients in Controlled/Baseline State:** Patients in this group may well be symptomatic, but symptoms are controlled such that they can be reasonably treated with Outpatient (OP) Services with no immediate concern for patient safety.

- **Patients in Acute State:** Patients in this group are highly symptomatic and are in need of increased Mental Health treatment. Such that, without increased OP Services, Acute Care is highly likely to be appropriate.
  - Patients in this category not only experience **decompensation (deviation from controlled/baseline state)** in functioning but the level to which the symptoms the patients are presenting is becoming a concern for their well-being.
  - Examples of this would include **post-discharge from a recent inpatient setting, increased intensity of psychosis, disorganization of thought, mania, Suicidal Ideation, Homicidal Ideation, self-harm behaviors (non-superficial), increased aggression, and at times, an inability to perform ADLs.**

### 14.1.1 Rehabilitative Services

- **What are Rehabilitative services?** “Rehabilitative” means to restore ability:
  - An ability was once present, but was lost; or, was present and not exercised, and ability is restored through rehabilitative services.
  - Similar to other rehabilitative therapies, such as occupational therapy, skills are incrementally introduced and practiced to reach achievable and measurable goals so that rehabilitative services are no longer necessary.
- **Medicaid rehabilitative service providers** are required to:
  - Be familiar with and consult the Wyoming Medicaid mental health and/or substance abuse treatment rehabilitative services policy found in the CMS 1500 Provider Manual, Bulletins, and RA Banners.
  - Specify the type, frequency and duration of service in written treatment (rehabilitative) plan with a key focus on ensuring that all services are being directed toward specific and measurable rehabilitation goals which are developed with the Member and their family and/or guardian.
  - Avoid billing Medicaid for provision of services that are "intrinsic elements" of another federal, state, or local program other than Medicaid.
  - Rehabilitative services should not automatically be a part of an agency's day programming and are considered an individualized service based on each Member’s unique treatment needs.

Rehabilitative service documentation issues that will result in a recovery of Medicaid funds	Characteristics of Rehabilitative services that support payment
Lack of an adequate treatment plan that specifies measurable rehabilitative goals.	Prepare and retain complete documentation to fully support the rehabilitative services provided, including a treatment plan developed in collaboration with the

Rehabilitative service documentation issues that will result in a recovery of Medicaid funds	Characteristics of Rehabilitative services that support payment
	Member that is based on a clinical assessment and that specifies specific and measurable goals.
Missing or inadequate documentation to support each Member encounter.	Documentation must support each patient encounter and each item of service reported on the Medicaid claim form.

- Examples of **exclusions** to rehabilitative option services:
  - Socialization & recreational events with no component of active treatments;
  - Academic education;
  - Job training/vocational services;
  - **"Attendance"** in a group, psychosocial rehabilitation, individual rehabilitative services, or individual treatment program is not in and of itself a treatment plan goal.

## 14.2 Eligible Providers

Individual and/or Group Providers		
Licensed Professional Counselor (LPC) 101YP2500X	Shall be enrolled as an individual or in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• Psychiatry</li> <li>• CMHC</li> <li>• SATC</li> <li>• Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• Neuropsychologist</li> <li>• Physician</li> </ul>
Licensed Addictions Therapist (LAT) 101YA0400X	Shall be enrolled as an individual or in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• Psychiatry</li> <li>• CMHC</li> <li>• SATC</li> <li>• Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• Neuropsychologist</li> <li>• Physician</li> </ul>
Neuropsychologist 103G00000X	Shall be enrolled as an individual or in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• CMHC</li> <li>• Physician</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> </ul>
Clinical Psychologist 103TC0700X	Shall be enrolled as an individual or in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• CMHC</li> <li>• Physician</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> <li>• LAT</li> </ul>

Individual and/or Group Providers		
Licensed Clinical Social Worker (LCSW) 1041C0700X	Shall be enrolled as an individual or in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• Psychiatry</li> <li>• CMHC</li> <li>• SATC</li> <li>• Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• Neuropsychologist</li> <li>• Physician</li> </ul>
Licensed Marriage and Family Therapist (LMFT) 106H00000X	Shall be enrolled as an individual or in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• Psychiatry</li> <li>• CMHC</li> <li>• SATC</li> <li>• Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• Neuropsychologist</li> <li>• Physician</li> </ul>

Only Enrolled Under Supervision		
Certified Mental Health Worker (CMHW) 101Y00000X	Shall be under the supervision of a Qualified Clinical Supervisor and employer; <b>AND</b> Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• CMHC</li> </ul>	<ul style="list-style-type: none"> <li>• Neuropsychologist</li> <li>• SATC</li> </ul>
Certified Addictions Practitioner (CAP) 101YA0400X	Shall be under the supervision of a Licensed Professional and Employer; <b>AND</b> Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• CMHC</li> </ul>	<ul style="list-style-type: none"> <li>• Neuropsychologist</li> <li>• SATC</li> </ul>
Certified Social Worker (CSW) 1041C0700X	Shall be under the supervision of a Qualified Clinical Supervisor and employer; <b>AND</b> Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• CMHC</li> </ul>	<ul style="list-style-type: none"> <li>• Neuropsychologist</li> <li>• SATC</li> </ul>
Community Health Worker – Individual Rehabilitative Services Worker (IRS) 172V00000X	Shall be under the supervision of a Licensed Professional and Employer; <b>AND</b> Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• CMHC</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> </ul>
Certified Addictions Practitioner Assistant (CAPA)	Shall be under the supervision of a Licensed Professional and Employer; <b>AND</b> Shall be enrolled in one (1) of the following groups:	

Only Enrolled Under Supervision		
172V00000X	<ul style="list-style-type: none"> <li>• CMHC</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> </ul>

Providers MUST be Enrolled in a Group		
Provisional Professional Counselor (PPC) 101Y00000X	Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• CMHC</li> <li>• Psychiatry</li> <li>• Neuropsychologist</li> <li>• LPC</li> <li>• LAT</li> <li>• Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> <li>• Psychologist</li> <li>• Physician</li> <li>• LCSW</li> <li>• LMFT</li> </ul>
Provisional Licensed Addictions Therapist (PLAT) 101YA0400X	Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• CMHC</li> <li>• Psychiatry</li> <li>• Neuropsychologist</li> <li>• LPC</li> <li>• LAT</li> <li>• Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> <li>• Psychologist</li> <li>• Physician</li> <li>• LCSW</li> <li>• LMFT</li> </ul>
Master of Social Worker (MSW) with Provisional License (PCSW) 1041C0700X	Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• CMHC</li> <li>• Psychiatry</li> <li>• Neuropsychologist</li> <li>• LPC</li> <li>• LAT</li> <li>• Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> <li>• Psychologist</li> <li>• Physician</li> <li>• LCSW</li> <li>• LMFT</li> </ul>
Provisional Marriage and Family Therapist (PMFT) 106H00000X	Shall be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>• CMHC</li> <li>• Psychiatry</li> <li>• Neuropsychologist</li> <li>• LPC</li> </ul>	<ul style="list-style-type: none"> <li>• SATC</li> <li>• Psychologist</li> <li>• Physician</li> <li>• LCSW</li> </ul>

Providers MUST be Enrolled in a Group		
	<ul style="list-style-type: none"> <li>LAT</li> <li>Developmental Center</li> </ul>	<ul style="list-style-type: none"> <li>LMFT</li> </ul>
Registered Nurse (RN) 163W00000X	Shall only be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>CMHC</li> </ul>	<ul style="list-style-type: none"> <li>SATC</li> </ul>
Licensed Practical Nurse (LPN) 164W00000X	Shall only be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>CMHC</li> </ul>	<ul style="list-style-type: none"> <li>SATC</li> </ul>
Case Manager 171M00000X	Shall only be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>CMHC</li> </ul>	<ul style="list-style-type: none"> <li>SATC</li> </ul>
Certified Peer Specialist 175T00000X	Shall only be enrolled in one (1) of the following groups:	
	<ul style="list-style-type: none"> <li>CMHC</li> </ul>	<ul style="list-style-type: none"> <li>SATC</li> <li>FQHC</li> <li>RHC</li> <li>IHS</li> </ul>

### 14.3 Requirements for Community Mental Health Centers (CMHC) and Substance Abuse Centers

Community Mental Health Centers (CMHC) and Substance Abuse Treatment Centers (SATC) shall meet the following criteria to be enrolled as a Medicaid Provider. Prior to enrollment as a Medicaid Provider, a mental health center shall have received certification from the Behavioral Health Division as evidence of compliance. The center shall also have resolved any compliance deficiencies within timelines specified by the certifying Division.

To become a Provider of Medicaid mental health services, an agency shall apply for certification as a mental health and/or substance use Medicaid Provider by submitting the Medicaid Provider certification application form and its required attachments to the Behavioral Health Division. To become a Provider of Medicaid mental health services, an agency shall be under contract with the Behavioral Health Division; and be certified by the Behavioral Health Division for the services for which the agency provides under the contract.

#### 14.3.1 Provider’s Role

Each Medicaid Provider shall:

- Be certified under state law to perform the specific services.

- Certify that each covered service provided is medically necessary, rehabilitative and is in accordance with accepted norms of mental health and substance use practice.
- Providers are required to maintain records of the nature and scope of the care furnished to Wyoming Medicaid Members.

### **14.3.2 Responsibilities of Mental Health/Substance Abuse Providers**

- Each Member shall be referred by a licensed practitioner who attests to medical necessity as indicated by the practitioner's signature, date on the clinical assessment, and on the initial and subsequent treatment plans which prescribe rehabilitative, targeted case management, or EPSDT mental health services.
- Licensed practitioners who are eligible to refer and to sign for medical necessity are persons who have a current license from the State of Wyoming to practice as a:
  - Licensed Professional Counselor
  - Licensed Addictions Therapist
  - Licensed Psychologist
  - Licensed Clinical Social Worker
  - Licensed Marriage and Family Therapist
  - Licensed Physician
  - Licensed Psychiatric Nurse (Masters)
  - Licensed Advanced Practitioner of Nursing (Specialty area of psychiatric/mental health nursing)
- For a licensed practitioner to be authorized to refer and to sign for medical necessity, the agreement between the licensed practitioner and the Provider by which the practitioner's responsibilities under the Medicaid Mental Health Rehabilitative Option, Targeted Case Management Option, and EPSDT mental health services are specified.
- Any licensed practitioner under contract with, or employed by, a Provider shall be required to submit Medicaid claims through the Provider and to indicate the Provider as payee. All individuals providing services must have their own Provider number.
- Prior to the Providers' billing Medicaid for Mental Health Rehabilitative Option, Targeted Case Management Option and EPSDT mental health services a licensed practitioner shall sign, date and add their credentials to the Member's clinical assessment, written treatment plan and clinical notes.
- Licensed practitioners who sign for services that are not medically necessary and rehabilitative in nature are subject to formal sanctions through Wyoming Medicaid and/or referral to the relevant licensing board.

### 14.3.3 Qualification for Participating Provider and Staff

#### **TO BE ELIGIBLE TO PROVIDE MEDICAID MENTAL HEALTH CLINICAL SERVICES STAFF SHALL:**

- Be employed or under contract with the Behavioral Health Division as a certified mental health center and enrolled Medicaid Provider, and
- Be licensed, provisionally licensed, or certified by the State of Wyoming, or
- Be a registered nurse (R.N.), licensed in the State of Wyoming, who has at least two years of supervised experience and training to provide mental health services after the awarding of the R.N.
- Be a clinical professional, clinical staff, or qualified as a case manager per the requirements of the service provided as pursuant to Wyoming Medicaid Rules, Chapter 13- Mental Health Services.

#### **TO BE ELIGIBLE TO PROVIDE MEDICAID SUBSTANCE USE TREATMENT SERVICES, STAFF SHALL:**

- Be employed or under contract with the Behavioral Health Division as a certified substance use treatment center and enrolled Medicaid Provider, and
- Be a licensed, provisionally licensed or certified by the State of Wyoming, or
- Be a registered nurse (R.N.), licensed in the State of Wyoming, who has at least two years of supervised experience and training to provide mental health services after the awarding of the R.N.
- Be a clinical professional, clinical staff, or qualified as a case manager per the requirements of the service provided as pursuant to Wyoming Medicaid Rules, Chapter 13- Mental Health Services.

#### **TO BE ELIGIBLE TO PROVIDE MEDICAID INDIVIDUAL REHABILITATIVE SERVICES, STAFF SHALL:**

- Be employed or under contract with the Behavioral Health Division certified Medicaid Provider.
- Be eighteen years of age or older.
- A minimum general equivalent diploma, a high school diploma, or a higher degree in a discipline other than human relations.
- Complete a basic training program, including non-violent behavioral management, and
- Be supervised and meet the qualifications of a certified mental health worker as pursuant to Wyoming Mental Health Professions Board, Chapter 1- General Provisions.
- Under the direct supervision of the primary therapist for that Member.

#### **TO BE ELIGIBLE TO PROVIDE PEER SPECIALIST SERVICES, STAFF SHALL:**

- Be employed or under contract with the Behavioral Health Division certified Medicaid Provider. Self-identify as a person in recovery from mental illness and/or substance use disorder.



- Be twenty-one years of age or older.
- Be credentialed by the Behavioral Health Division as a peer specialist, and
- Be under the direct supervision of the primary therapist for that Member.

**TO BE ELIGIBLE TO PROVIDE CASE MANAGEMENT SERVICES, STAFF SHALL:**

- Be employed or under contract with the Behavioral Health Division certified mental health or substance use treatment center and enrolled as a Medicaid Provider, and
- Be a mental health or substance use treatment professional, a mental health or substance use treatment counselor, a mental health or substance use treatment assistant as pursuant to Wyoming Medicaid Rules, Chapter 13- Mental Health Services, or
- Be a registered nurse (R.N.), licensed in the State of Wyoming, who has at least two years of clinical experience after the awarding of the R.N.
- Knowledgeable of the community and have the ability to work with other agencies

**All documentation, including required signatures, must be completed at the time the service is completed.**

### **14.3.4 Quality Assurance**

The quality assurance program of a Provider shall, at minimum, meet these criteria:

- Utilization and quality review criteria
- Agency standards for completeness review and criteria for clinical records
- Definition of critical incidents which require professional review and review procedures

### **14.3.5 Psychiatric Services**

- **Psychiatric Services:** Medicaid covers medically necessary psychiatric and mental health services when provided by the following practitioners:
  - Psychiatrists or Physicians; or
  - APN/PMHNP (Advance Practice Nurse/Psychiatric Mental Health Nurse Practitioner).
- **APN/PMHNP Services:** Medicaid covers medically necessary psychiatric services when provided by an APN/PMHNP.
  - The APN/PMHNP must have completed a nursing education program and national certification that prepares the nurse as a specialist in Psychiatric/Mental Health and is recognized by the State Board of Nursing in that specialty area of advance practice.

### **14.3.5.1 Psychologists**

Medicaid covers medically necessary mental health and substance abuse disorder treatment and recovery services provided by psychologists and/or the following mental health professionals, when they are directly supervised by a licensed psychologist:

- Persons who are provisionally licensed by the Mental Health Professions Licensing Board pursuant to the Mental Health Professions Practice Act
- Psychological residents or interns as defined by the Wyoming State Board of Psychology Rules and Regulations
- Certified social worker or certified mental health worker, certified by the Mental Health Professions Licensing Board pursuant to the Mental Health Professions Practice Act

### **14.3.5.2 Licensed Mental Health Professionals**

Medicaid covers medically necessary mental health and substance abuse disorder treatment and recovery services provided by Licensed Mental Health Professionals (LMHPs). The LMHPs include Licensed Professional Counselors, Licensed Certified Social Workers, Licensed Addictions Therapists and Licensed Marriage and Family Therapists. LMHPs may enroll independently and must bill using their own National Provider Identifier (NPI) or may enroll as Members of a Mental Health group and are required to bill with the group's National Provider Identifier (NPI) as the pay to Provider, and the individual treating Providers NPI as the rendering Provider at the line level.

### **14.3.5.3 Provisional Licensed Mental Health Professionals**

Medicaid covers medically necessary mental health and substance abuse disorder treatment and recovery services provided by Provisional Licensed Mental Health Professionals which includes Provisional Professional Counselors, Provisional Licensed Addictions Therapists, Master of Social Work with Provisional License, and Provisional Marriage and Family Therapists. The Provisional Licensed Mental Health Professionals may enroll with a CMHC or SATC, physician, psychologist, or under the supervision of a LMHP. They must bill using their own National Provider Identifier (NPI) or may enroll as Members of a Mental Health group and are required to bill with the group's National Provider Identifier (NPI) as the pay to Provider, and their individual treating Provider NPI as the rendering Provider at the line level.

### **14.3.5.4 Supervision**

Supervision is defined as the ready availability of the psychiatrist/physician, psychologist or LMHPs for consultation and direction of the activities of the mental health professionals in the office. Contact with the supervising practitioner (physician /psychiatrist, psychologist, or LMHPs) by telecommunication is sufficient to show ready availability, if such contact provides quality care. The supervising practitioner maintains final responsibility for the care of the Member and the performance of the mental health professional in their office.

### 14.3.5.5 Reimbursement for Behavioral Health Residents and Student Interns

Medicaid Providers who sponsor residents and student interns in their practice (per Medicaid policy), should bill for Medicaid covered services provided by the resident or student intern utilizing the clinical supervisor’s NPI and the HL, Intern, modifier.

### 14.3.6 Behavioral Health Providers Eligible for Medicare Enrollment

Taxonomy codes listed in the table below can enroll in Medicare and are required to bill Medicare prior to billing Medicaid for services rendered to Members that have Medicare as primary insurance. If a group is enrolled with one of the taxonomy codes listed in the table, the group MUST bill Medicare prior to billing Medicaid. For these groups, the rendering Provider treating a Member with Medicare as primary MUST also be enrolled in Medicare. If the rendering Provider cannot enroll in Medicare due to taxonomy code, they will not be able to treat Members that have Medicare as primary.

Taxonomy Codes Eligible for Medicare Enrollment	
Taxonomy	Description
2084P0800X	Psychiatrist
103G00000X	Neuropsychologist
103TC0700X	Licensed Psychologist
1041C0700X	Licensed Clinical Social Worker (LCSW)
364SP0808X	Advanced Practice Nurse Practitioner (APRN)


For behavioral health providers who cannot enroll in Medicare due to taxonomy code, and do not belong to a group with the taxonomy codes listed in the table, these Providers can bill Medicaid directly for services rendered to Members with Medicare as primary.

## 14.4 Covered Services

- **Adult Psychosocial Rehabilitation or Day Treatment** (Community Mental Health and Substance Abuse Treatment Centers only) focuses both on the process of recovery as well as the development of skills Members can use to cope with mental health symptoms. Skills addressed may include:
  - Emotional skills, such as coping with stress, managing anxiety, dealing constructively with anger and other strong emotions, coping with depression, managing symptoms, dealing with frustration and disappointment and similar skills.
  - Behavioral skills, such as managing overt expression of symptoms like delusions and hallucinations, appropriate social and interpersonal interactions, proper use of medications, extinguishing aggressive/assaultive behavior.

- Daily living and self-care, such as personal care and hygiene, money management, home care, daily structure, use of free time, shopping, food selection and preparation and similar skills.
- Cognitive skills, such as problem solving, concentration and attention, planning and setting, understanding illness and symptoms, decision making, reframing, and similar skills.
- Community integration skills, which focus on the maintenance or development of socially valued, age-appropriate activities.
- And similar treatment to implement each enrolled Member’s treatment plan.

Excludes the following services: academic education, recreational activities, meals and snacks, and vocational services and training.

 HQ modifier for group sessions is not needed on this code.

- **Agency/Based Individual/Family Therapy:** Contact within the Provider’s office or agency with the Member and/or collaterals for the purpose of developing and implementing the treatment plan for an individual or family. This service is targeted at reducing or eliminating specific symptoms or behaviors which are related to a Member’s mental health or substance abuse disorder as specified in the treatment plan.
- **Peer Specialist Services** (Community Mental Health and Substance Abuse Treatment Centers only): Contact with enrolled Members (and collaterals as necessary) for the purpose of:
  - To teach and support the restoration and exercise of skills needed for management of symptoms **AND**
  - For utilization of natural resources within the community **AND**
  - Implementing the portion of the Member’s treatment plan that promotes the Member to direct their own recovery and advocacy process **OR**
  - Training to parents on how best to manage their child’s mental health and/or substance abuse disorder to prevent out-of-home placement

The skills and knowledge are provided to assist the Member and/or parent to design and have ownership of their individualized plan of care. Services are person centered and provided from the perspective of an individual who has their own recovery experience from mental illness and/or substance use and is trained to promote hope and recovery, assist meeting the goals of the Member’s treatment plan and to provide Peer Specialist services. This service is targeted at reducing or eliminating specific symptoms or behaviors related to a Member’s mental health and/or substance use disorder(s) as identified in the treatment plan. Services provided to family members must be for the direct benefit of the Medicaid Member. This service is 15 minutes per unit.

- **Children’s Psychosocial Rehabilitation** (Community Mental Health and Substance Abuse Treatment Centers only): This service is designed to address the emotional and behavioral symptoms of youth diagnosed with childhood disorder including ADHD, Oppositional Defiant Disorder, Depression, Disruptive Behavior Disorder, and other related children’s disorders. Within this service there are group and individual modalities and a primary focus on behaviors that enhance a youth’s functioning in the home, school, and community. Youth will acquire skills such as conflict resolution, anger management, positive peer interaction and positive self-esteem. Treatment interventions include group therapy, activity-based therapy, psycho-educational instruction, behavior modification, skill development, and similar treatment to implement each enrolled Member’s treatment plan. The day treatment program may include a parent group designed to teach parents the intervention strategies used in the program.
- **Clinical Assessment:** Contact with the enrolled Member and/or collaterals as necessary, for the purpose of completing an evaluation of the Member’s mental health and substance use disorder(s) to determine treatment needs and establish a treatment plan. This service may include psychological testing if indicated and establishing DSM (current edition) diagnosis.
- **Community-Based Individual/Family Therapy:** Contact outside of the Provider’s office or agency, with the Member and/or collaterals for the purpose of developing and implementing the treatment plan for an individual or family. This service is targeted at reducing or eliminating specific symptoms or behaviors which are related to a Member’s mental health or substance abuse disorder as specified in the treatment plan.
- **Comprehensive Medication Services** (Community Mental Health and Substance Abuse Treatment Centers only): Assistance to Members by licensed and duly authorized medical personnel such as a licensed professional counselor, registered nurse, or licensed practical nurse, acting within the scope of their licensure, regarding day-to-day management of the recipient’s medication regime. This service may include education of Members regarding compliance with the prescribed regime, filling pill boxes, locating pharmacy services, and assistance managing symptoms that don’t require a prescriber’s immediate attention. This service is separate and distinct from the medication management performed by physicians, physician’s assistants and advanced practitioners of nursing who have prescriptive authority. This service is 15 minutes per unit.
- **Group Therapy:** Contact with two or more unrelated Members and/or collaterals as necessary, for the purpose of implementing each Member’s treatment plan. This service is targeted at reducing or eliminating specific symptoms or behaviors related to a recipient’s mental health and/or substance abuse disorder(s) as identified in the treatment plan.
- **Individual Rehabilitative Services** (Community Mental Health and Substance Abuse Treatment Centers only): Contact with the enrolled Member for the purpose of implementing that portion of the Member’s treatment plan targeted to developing and restoring basic skills necessary to function independently in the home and the community in an age-appropriate manner. As well as for the purpose of restoring those skills necessary to enable and maintain independent living

in the community in an age-appropriate manner, including learning skills in use of necessary community resources. Individual rehabilitative services assist with the restoration of a recipient to their optimal functional level. This service is targeted at reducing or eliminating specific symptoms or behaviors related to a recipient’s mental health and/or substance use disorder(s) as identified in the treatment plan. Services provided to family members must be for direct benefit of the Medicaid recipient. This service is 15 minutes per unit.

- **Intensive Individual Rehabilitative Services** (Community Mental Health and Substance Abuse Treatment Centers only): The short-term use of two skill trainers with one Member in order to provide effective management of particularly acute behaviors that are violent, aggressive, or self-harmful. Skill trainers who provide Intensive Individual Rehabilitative Services shall have been trained in non-violent behavioral management techniques.
- **Substance Use Intensive Outpatient Treatment Services** (Community Mental Health and Substance Abuse Treatment Centers only): Direct contact with two or more enrolled Members (and collaterals as necessary) for the purpose of providing a preplanned and structured program of group treatment which may include education about role functioning, illness and medications; group therapy and problem solving, and similar treatment to implement each enrolled Member’s treatment plan.
- **Psychiatrist Services:** These mental health and substance abuse treatment services are covered by Medicaid when it is determined to be medically necessary and rehabilitative in nature.

### 14.4.1 Targeted Case Management (Community Mental Health and Substance Abuse Centers Only)

Targeted Case Management for adults aged twenty-one (21) and over with serious mental illness is an individual, non-clinical service which will be used to assist individuals under the plan in gaining access to needed medical, social, educational, and other services.

The purpose of targeted case management is to foster a Member’s rehabilitation from a diagnosed mental disorder or substance use disorder by organizing needed services and supports into an integrated system of care until the Member is able to assume this responsibility.

Targeted case management activities include the following:

- **Linkage:** Working with Members and/or service providers to secure access to needed services. Activities include communication with agencies to arrange for appointments or services following the initial referral process, and preparing Members for these appointments. Contact with hospitalized Members, hospital/institution staff, and/or collaterals to facilitate the Member’s reintegration in to the community.
- **Monitoring/Follow-Up:** Contacting the Member or others to ensure that a Member is following a prescribed service plan and monitoring the progress and impact of that plan.

- Referral: Arranging initial appointments for Members with service providers or informing Members of services available, addresses and telephone numbers of agencies providing services.
- Advocacy: Advocacy on behalf of a specific Member for the purpose of accessing needed services. Activities may include making and receiving telephone calls, and the completion of forms, applications and reports which assist the Member in accessing needed services.
- Crisis Intervention: Crisis intervention and stabilization are provided in situation requiring immediate attention/resolution for a specific Member. The case manager may provide the initial intervention in a crisis situation and would assist the Member in gaining access to other needed crisis services.

The Member's primary therapist (employed or contracted by the community mental health or substance use treatment center) will perform an assessment and determine the case management services required.

#### **14.4.2 EPSDT Mental Health Services or Ongoing Case Management**

Ongoing Case Management: Ongoing Case Management for persons under age twenty-one (21) is an individual, non-clinical service which will be used to assist individuals under the plan in gaining access to needed medical, social, educational, and other services.

The purpose of Ongoing case management is to foster a Member's rehabilitation from a diagnosed mental disorder or substance use disorder by organizing needed services and supports into an integrated system of care until the Member or family is able to assume this responsibility.

Ongoing case management activities include the following:

- Linkage: Working with Members and/or service providers to secure access to needed services. Activities include communication with agencies to arrange for appointments or services following the initial referral process and preparing Members for these appointments. Contact with hospitalized Members, hospital/institution staff, and/or collaterals to facilitate the Member's reintegration into the community.
- Monitoring/Follow-up: Contacting the Member or others to ensure that a Member is following a prescribed service plan and monitoring the progress and impact of that plan.
- Referral: Arranging appointments for Members with service providers or informing Members of services available, addresses and telephone numbers of agencies' providing services.
- Advocacy: Advocacy on behalf of a specific Member for the purpose of accessing needed services. Activities may include making and receiving telephone calls, and the completion of forms, applications and reports which assist the Member in accessing needed services.
- Crisis Intervention: Crisis Intervention and stabilization are provided in situations requiring immediate attention/resolution for a specific Member. The case manager may provide the initial

intervention in a crisis situation and would assist the Member in gaining access to other needed crisis services.

The Member's primary therapist will perform an assessment and authorize the case management services required.

### **14.4.3 Limitations to Mental Health/Substance Abuse Services**

- Medicaid Mental Health Rehabilitative Targeted Case Management Option and EPSDT mental health services are limited to those Members that meet the criteria and have a primary diagnosis of a mental/substance use disorder in the most current edition of the Diagnostic and Statistical Manual Disorders (DSM) or ICD equivalent.
- Specifically excluded from eligibility for Rehabilitative Option, Targeted Case Management Option and EPSDT mental health services are the following diagnoses resulting from clinical assessment:
  - Sole DSM diagnosis of intellectual disabilities
  - Sole DSM diagnosis of any Z code and services provided for a Z code diagnosis (exception for young children)
  - Sole DSM diagnosis of other unknown and unspecified cause of morbidity and mortality
  - Sole DSM diagnosis of specific learning disorders
- Habilitative services are not covered for Members twenty-one (21) years of age or older.

### **14.4.4 Collateral Contact**

As per the Wyoming Medicaid Rules, Chapter 13 – Mental Health Services, it states the following:

"Collateral contact" means an individual involved in the Member's treatment. This individual may be a family member, guardian, healthcare professional, or person who is a knowledgeable source of information about the Member's situation who serves to support or corroborate information provided by the Member. The individual contributes a direct and exclusive benefit for the covered Member's treatment.

- A collateral is usually a spouse, family member, or friend who participates in therapy to assist the identified patient. The collateral is not considered to be a patient and is not the subject of the treatment.
- Behavioral health providers have certain legal and ethical responsibilities to Members, and the privacy of the relationship is given legal protection. The primary responsibility is to the patient.
- The role of a collateral will vary greatly. For example, a collateral might attend only one session, either alone or with the Member, to provide information to the therapist and never attend another session. In another case, a collateral might attend all the Member's therapy sessions and their relationship with the patient may be a focus of the treatment.



- Clinicians specializing in the treatment of children have long recognized the need to treat children in the context of their family. Participation of parents, siblings, and sometimes extended family members is common and often recommended. Parents in particular have more rights and responsibilities in their role as a collateral than in other treatment situations where the identified patient is not a minor.

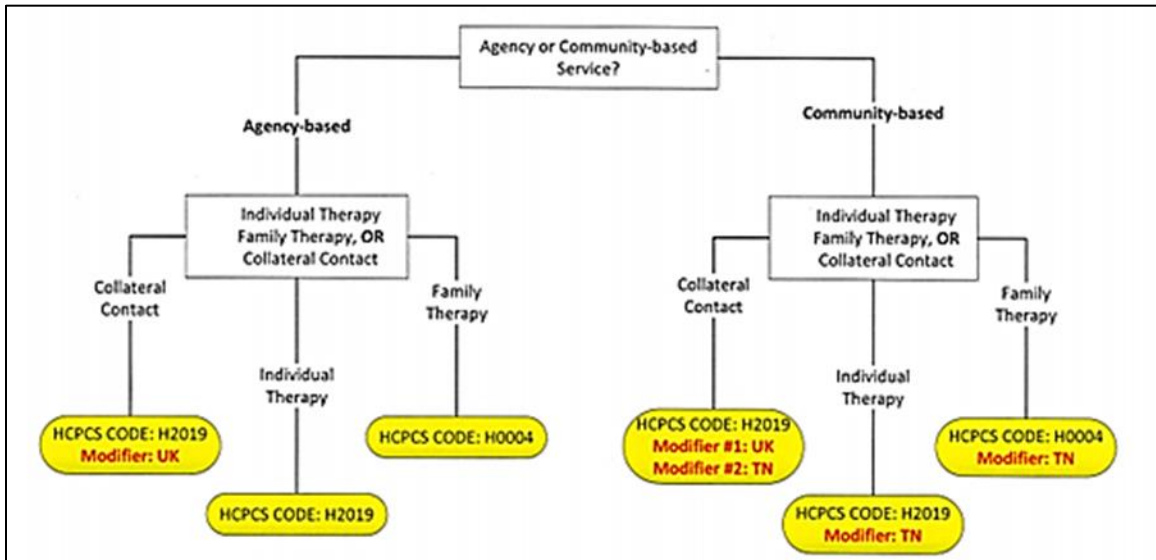
#### **14.4.4.1 Collateral Visits**

- Clinicians who work with children often treat them in the context of their family. Sometimes family members are included in sessions as collaterals.
- Child or adult abuse and similar reporting laws apply to collateral visits.
- A collateral can attend a session with the Provider with or without the Member present if medically necessary for the Member patient's treatment.
- Collaterals are not patients of the Provider. The Provider does not have the same professional responsibility for collaterals as they have for their Members.
- If a Provider thinks it is appropriate, they may offer a referral to the collateral for a follow up with another mental health professional.
- Because collaterals are not patients of the Provider, the Provider cannot bill Medicaid for treatment of the collateral.
- Collaterals are not responsible for the fees of the sessions they attend, unless they are a responsible party for payment, such as when the collateral is the parent or legal guardian of a minor patient, or the spouse of the patient.
- Information about the collateral may be entered into the clinical records with a varied range of details, depending on the clinician, the situation, the relationships between the patient and the collateral and the communication between the Provider, Member, and collateral.
- In many situations, the patient is not mandated to sign an "Authorization to Release Information" to the collateral for information shared during the visit if both collateral and patient are present in the session at the same time.
- Generally, unlike patients, collaterals do not have the right to access clinical records unless they are a parent or legal guardian of the patient.

#### **14.4.5 Community-Based Services**

Community-based services are services that are provided to a Member in their home or community rather than in institutions or other isolated settings. Community-based services should not be billed to Medicaid if the therapy is scheduled in the community for the convenience of the Provider or Member. The community-based services need to be related to a goal or objective in the treatment plan. To bill Community-based services, please use the code and the new modifier TN after the code.

There is an important policy distinction between an agency-based service and a community-based service. Agency based services are provided in a clinic or office setting. Community based services are provided outside of the Provider's office or agency and in a Member's community. There are exceptions to these service definitions. If a Provider has a contract/agreement/employment arrangement to provide services to Members elsewhere (such as in a nursing home, hospital, residential treatment center, and so on), those services are still considered to be agency-based services rather than community-based services - institutions are not considered to be community settings. These alternate service locations are considered to be an extension of, or additional place of business, for agency-based Providers. For example, if a Provider has an agreement with a nursing home to provide therapy services and travels from their agency to the nursing home, these services should still be considered agency-based services and are required to be billed as such. A second example would be if an agency-based Provider travels to a residential treatment center and conducts assessments and therapy sessions. These services would be considered agency-based services. Services provided under an agreement with another state agency (such as DFS) are also considered to be an extension of agency-based services as well under Medicaid policy. A flowchart is provided below.



## 14.5 Covered Service Codes

The following matrix indicates the HCPCS Level II code, the Medicaid defined unit (for codes without a specific time span in the HCPCS Level II coding book) and acceptable modifiers (when applicable).

HCPCS Level II Code	Description	1 Unit Equals	Modifiers Allowed	Pay-to Providers with the appropriate Taxonomy Code	Treating Providers
G9012	Ongoing Case Management (≤ 20 years)	Per 15 minutes	GT, HQ, HL, UK, 95	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, Case Manager, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
T1017	Adult Case Management Targeted Case Management (≥ 21 years)	Per 15 minutes	GT, HQ, HL, UK, 95	CMHC, SATC	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, Case Manager, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
H0004	Family Therapy	Per 15 minutes	GT, HQ, HL, TN, UK, 95	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
H0031	Clinical Assessment - Mental Health Assessment by non-physician	Per session	GT, UK, HL, 95	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT,	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist,

HCPCS Level II Code	Description	1 Unit Equals	Modifiers Allowed	Pay-to Providers with the appropriate Taxonomy Code	Treating Providers
	<b>NOTE:</b> If the clinical assessment takes multiple days to complete, it should be billed on the day of completion per CMS and AAPC guidelines.			LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	Neuropsychologist, RN, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
H0038	Certified Peer Specialist	Per 15 minutes	UK	CMHC, SATC	Peer Specialist
H0038+HQ	Certified Peer Specialist with a group	Per 15 minutes	HQ, UK	CMHC, SATC	Peer Specialist
H0046	Group Therapy – Mental health services, not otherwise specified	Per session	GT, TN, UK, HL, 95	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
H2010	Comprehensive Medication Therapy	Per 15 minutes		CMHC, SATC	LPC, RN, LPN, APRN
H2014	Individual Rehabilitative Service - Skills Training and Development	Per 15 minutes	HQ, HL	CMHC, SATC	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, LPN, Case Manager, IRS worker
H2017	Psychosocial Rehabilitation Services	Per 15 minutes	HL	CMHC, SATC	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN,


HCPCS Level II Code	Description	1 Unit Equals	Modifiers Allowed	Pay-to Providers with the appropriate Taxonomy Code	Treating Providers
					Case Manager, Psychiatrist, APRN
H2019	Agency Based Individual Therapy	Per 15 minutes	GT, TN, UK, HL, 95	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
S9480	Intensive Outpatient Program Intensive outpatient psychiatric services, per diem	Per session		CMHC, SATC	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
T2011	PASRR Level II Psychiatric Evaluation/Determination of Appropriate Placement			CMHC, Clinical Psychologist, Neuropsychologist, LPC, LCSW, LMFT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, RN, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)

CPT Code	Description	1 Unit Equals	Pay-to Providers Taxonomies Allowed	Treating Provider Taxonomies Allowed
90785	Interactive complexity (list separately in addition to the code for primary procedure)	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN,	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist,

CPT Code	Description	1 Unit Equals	Pay-to Providers Taxonomies Allowed	Treating Provider Taxonomies Allowed
			Taxonomies beginning with 20 (Physicians)	Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
90791	Psychiatric Diagnostic Evaluation	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
90792	Psychiatric diagnostic evaluation with medical services	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, APRN, Taxonomies beginning with 20 (Physicians),	Clinical Psychologist, Neuropsychologist, APRN, Taxonomies beginning with 20 (Physicians)
90832	Psychotherapy, 30 minutes with patient and/or family member	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians) 364SP0808X, Taxonomies beginning with 20 (Physicians)
90833	Psychotherapy, 30 minutes with patient and/or family member when performed with an evaluation and management service (list separately in addition to the code for primary procedure)	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, APRN, Taxonomies beginning with 20 (Physicians).	Clinical Psychologist, Neuropsychologist, APRN, Taxonomies beginning with 20 (Physicians)
90834	Psychotherapy, 45 minutes with patient and/or family member	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)

CPT Code	Description	1 Unit Equals	Pay-to Providers Taxonomies Allowed	Treating Provider Taxonomies Allowed
90836	Psychotherapy, 45-minutes with patient and/or family member when performed with an evaluation and management service (list separately in addition to the code for primary procedure)	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, APRN, Taxonomies beginning with 20 (Physicians)	Clinical Psychologist, Neuropsychologist, APRN, Taxonomies beginning with 20 (Physicians)
90837	Psychotherapy, 60 minutes with patient and/or family member	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
90838	Psychotherapy, 60 minutes with patient and/or family member when performed with an evaluation and management services (list separately in addition to the code for primary procedure)	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, APRN, , Taxonomies beginning with 20 (Physicians)	Clinical Psychologist, Neuropsychologist, APRN, Taxonomies beginning with 20 (Physicians)
90845	Psychoanalysis	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
90846	Family Medical Psychotherapy (without the patient present)	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LPC, LCSW, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians),	LPC, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
90847	Family Psychotherapy	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN,

CPT Code	Description	1 Unit Equals	Pay-to Providers Taxonomies Allowed	Treating Provider Taxonomies Allowed
				Taxonomies beginning with 20 (Physicians)
90849	Multiple-Family Group Psychotherapy	CPT-Defined	LPC, PPC, LCSW, CSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
90853	Group Medical Psychotherapy	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	LPC, PPC, LCSW, PCSW, MSW, LMFT, PMFT, LAT, PLAT, CAP, Certified Mental Health Worker, Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
96105-96146	Central Nervous System Assessments/Psychological Testing	CPT-Defined	Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)	Clinical Psychologist, Neuropsychologist, Psychiatrist, APRN, Taxonomies beginning with 20 (Physicians)
99354-99355	Prolonged Services in the outpatient setting	CPT-Defined	CMHC, SATC, Clinical Psychologist, Neuropsychologist, LCSW, LPC, LMFT, LAT, Psychiatrist, APRN,	99354-99355

 Interpretations or explanation of results of psychiatric services to family members or other responsible persons is included in the fee for psychotherapy. The following matrix indicates the CPT-4 codes specific to psychological services. Please refer to the most current version of the CPT book.



Allowable Behavioral Health Modifiers	
Modifier(s)	Description
UK	Services on behalf of the Member- Collateral Contact
TN	Community-Based Setting: Rural/outside Providers' customary service area
HQ	Group setting
HL	Intern
GT	Telehealth: Via interactive audio and video telecommunications systems
95	Telemedicine

Community Mental Health Centers & Substance Abuse Treatment Centers Only		
Taxonomy	Provider Types	Allowed Codes
101Y00000X	Provisional Professional Counselor (PPC), Certified Mental Health Worker	G9012, H0004, H0031, H0046, H2014, H2017, H2019, S9480, T1017, T2011, 90785, 90791, 90832,90834, 90837, 90845, 90847, 90849, 90853
101YA0400X	Licensed Addictions Therapist (LAT), Provisionally Licensed Addictions Therapist (PLAT), Certified Addictions Practitioner (CAP)	G9012, H0004, H0031, H0046, H2014, H2017, H2019, S9480, T1017, T2011, 90785, 90791, 90832, 90834,90837, 90845, 90847, 90849, 90853
101YP2500X	Licensed Professional Counselor (LPC)	G9012, H0004, H0031, H0046, H2010, H2014, H2017, H2019, S9480, T1017,90791, 90785, 90832, 90834, 90837, 90846, 90847, 90849, 90853
103G00000X	Neuropsychologist	G9012, H0004, H0031, H0046, H2014, H2017, H2019, S9480, T1017, T2011, 90785, 90791, 90792, 90832- 90834, 90836-90839, 90845-90847,90849, 90853, 96101-96103, 96105, 96110-96111, 96116, 96118-96120, 96125
103TC0700X	Clinical Psychologist	G9012, H0004, H0031, H0046, H2014, H2017, H2019, S9480, T1017, T2011, 90785, 90791, 90792, 90832-90834, 90836-90839, 90845-90847,90849, 90853, 96105-96146

Community Mental Health Centers & Substance Abuse Treatment Centers Only		
Taxonomy	Provider Types	Allowed Codes
1041C0700X	Licensed Clinical Social Worker (LCSW) and Masters of Social Work with Provisional License (PCSW)	G9012, H0004, H0031, H0046, H2014, H2017, H2019, S9480, T1017, T2011, 90785, 90791, 90832, 90834, 90837, 90845, 90847, 90849, 90853
106H00000X	Marriage and Family Therapist (MFT), Provisionally Licensed Marriage and Family Therapist (PMFT)	G9012, H0004, H0031, H0046, H2014, H2017, H2019, S9480, T1017, T2011, 90785, 90791, 90832, 90834, 90837, 90845, 90849, 90853
163W00000X	RN	G9012, H0004, H0031, H0046, H2010, H2014, H2017, H2019, S9480, T1017
164W00000X	LPN	G9012, H2010, H2014
171M00000X	Case Manager	G9012, H2014, H2017, T1017
175T00000X	Certified Peer Specialist	H0038
172V00000X	Community Health Worker – Individual Rehabilitative Services Worker (IRS), Certified Addictions Practitioner Assistant (CAPA)	H2014
Taxonomies beginning with 20	Physicians	G9012, H0004, H0031, H0046, H2019, S9480, T1017, 90785, 90791, 90792, 90832- 90834, 90836-90839, 90845, 90846, 90847, 90849, 90853, 96105-96146
2084P0800X	Psychiatry and Neurology, Psychiatry	G9012, H0004, H0031, H0046, H2017, H2019, S9480, T1017, T2011, 90785, 90791, 90792, 90832-90834, 90836-90839, 90845-90847, 90849, 90853, 96105-96146
364SP0808X	Nurse Practitioner, Advanced Practice, Psychiatric/Mental Health	G9012, H0004, H0031, H0046, H2010, H2017, S9480, T1017, T2011, 90785, 90791, 90792, 90832-90834, 90836-90839, 90845-90847, 90849, 90853, 96105-96146

## 14.6 Non-Covered Services

- Hospital liaison services that include institutional discharge functions that are Medicaid reimbursable to the institution.
- Consultation to other persons and agencies about non-Members, public education, public relations activities, speaking engagements and education.

- Clinical services not provided through face-to-face contact with the Member, other than collateral contacts necessary to develop/implement the prescribed plan of treatment.
- Residential room, board, and care.
- Substance use and mental health prevention services.
- Recreation and socialization services.
- Vocational services and training.
- Appointments not kept.
- Day care.
- Psychological testing done for the sole purpose of educational diagnosis or school placement.
- Remedial or other formal education.
- Travel time.
- Record keeping time.
- Time spent writing test reports with the exception of three hours allowed for report writing by a licensed psychologist for the purpose of compiling a formal report of test findings and time spent completing reports, forms and correspondence covered under case management services.
- Time spent in consultation with other persons or organizations on behalf of a Member unless:
  - The consultation is a face-to-face contact with collateral in order to implement the treatment plan of a Member receiving Rehabilitative Option services. OR
  - The consultation is a face-to-face or telephone contact in order to implement the treatment plan of a Member receiving EPSDT Mental Health Services. OR
  - The consultation is a face-to-face or telephone contact in order to implement the treatment plan of a Member receiving Targeted Case Management Services. OR
  - The consultation is a face-to-face or telephone contact in order to implement the treatment plan of a Member receiving Applied Behavior Analysis treatment.
- Groups such as Alcoholics Anonymous, Narcotics Anonymous, and other self-help groups.
- Driving while under the influence (DUI) classes.
- Services provided by a school psychologist.

## 14.6.1 Provisions of Mental Health and Substance Abuse Treatment Services to Residents of Nursing Facilities

Eligibility for Medicaid mental health and substance use services provided to enrolled Members in the nursing facility is limited to the following services under the Rehabilitative Services Option:

- Clinical Assessment
- Community-Based Individual/Family Therapy
- Group Therapy
- Psychiatric Services

## 14.7 Applied Behavioral Analysis Treatment

Applied Behavior Analysis (ABA) treatments are allowable to children between the ages of 0-20 years of age with a diagnosis of Autism Spectrum Disorder. ABAs are individualized treatments based in behavioral sciences that focus on increasing positive behaviors and decreasing negative or interfering behaviors to improve a variety of well-defined skills. ABA is a highly structured program that includes incidental teaching, intentional environmental modifications, and reinforcement techniques to produce socially significant improvement in human behavior. ABA strategies include reinforcement, shaping, chaining of behaviors, and other behavioral strategies to build specific targeted functional skills that are important for everyday life.



ABA Providers must abide by all Wyoming Medicaid policies and documentation requirements.

### 14.7.1 Applied Behavior Analysis Providers

ABA Providers must follow the requirements set by the Board of Certified Behavior Analysts as per <https://www.bacb.com/> to provide applied behavior analysis treatment services to Wyoming Medicaid Members.

Name	Abbreviation and Requirements: <a href="http://bacb.com/credentials/">http://bacb.com/credentials/</a>
<b>Board Certified Behavior Analysts – Doctoral</b> <b>103K00000X</b>	<p><b>BCBA-D</b></p> <p>Be actively certified as a BCBA in Good Standing</p> <p>Have earned a degree from a doctoral program accredited by the Association for Behavior Analysis International or;</p> <p>A certificant, whose doctoral training was primarily behavior-analytic in nature, but was not obtained from an ABAI-accredited doctoral program, may qualify for the designation by demonstrating that their doctoral degree met the following criteria:</p> <p>(a.) The degree was conferred by an acceptable accredited institution; AND</p> <p>(b.) The applicant conducted a behavior-analytic dissertation, including at least 1 experiment; AND</p> <p>(c.) The applicant passed at least 2 behavior analytic courses as part of the doctoral program of study; AND</p> <p>(d.) The applicant met all BCBA coursework requirements prior to receiving the doctoral degree.</p>
<b>Board Certified Behavior Analysts</b> <b>103K00000X</b>	<p><b>BCBA</b></p> <p><b>Option 1</b> requires an acceptable graduate degree from an accredited university, completion of acceptable graduate coursework in behavior analysis, and a defined period of supervised practical experience to apply for the BCBA examination.</p> <p><b>Option 2</b> requires an acceptable graduate degree from an accredited university, completion of acceptable graduate coursework in behavior analysis that includes research and teaching, and supervised practical experience to apply for BCBA examination.</p> <p><b>Option 3</b> requires an acceptable doctoral degree that was conferred at least 10 years ago and at least 10 years post-doctoral practical experience to apply for the BCBA examination.</p>
<b>Board Certified Assistant Behavior Analyst</b> <b>106E00000X</b>	<p><b>BCaBA</b></p> <p><b>1. Degree</b></p> <p>Applicant must possess a minimum of a bachelor’s degree from an acceptable accredited institution. The bachelor’s degree may be in any discipline.</p> <p><b>2. Coursework</b></p> <p>Course work must come from an acceptable institution and cover the required content outlined in the BACB’s Fourth Edition Task List and Course Content Allocation documents.</p> <p><b>3. Experience</b></p> <p>Applicants must complete experience that fully complies with all of the current Experience Standards.</p> <p><b>4. Examination</b></p> <p>Applicants must take and pass the BCaBA examination.</p>

Name	Abbreviation and Requirements: <a href="http://bacb.com/credentials/">http://bacb.com/credentials/</a>
<b>Registered Behavior Technician</b> <b>106S00000X</b>	<p><b>RBT</b></p> <p><b>1. Age and Education</b></p> <p>RBT applicants must be at least 18 years of age and have demonstrated completion of high school or equivalent/higher.</p> <p><b>2. Training Requirement</b></p> <p>The 40-hour RBT training is not provided by the BACB but, rather, is developed and conducted by BACB certificants.</p> <p><b>3. The RBT Competency Assessment</b></p> <p>The RBT Competency Assessment is the basis for the initial and annual assessment requirements for the RBT credential.</p> <p><b>4. Criminal Background Registry Check</b></p> <p>To the extent permitted by law, a criminal background check and abuse registry check shall be conducted on each RBT applicant no more than 45 days prior to submitting an application.</p> <p><b>5. RBT Examination</b></p> <p>All candidates who complete an RBT application on or after December 14, 2015 will need to take and pass an examination before credential is awarded.</p>

## 14.7.2 Covered Services

Adaptive Behavior Assessment and Treatment Procedure Codes						
Essential Elements applied Behavior Analysis Services		General Description	Descriptor	Code	Time/ Units	Attended By and Provider Type(s)
Assessment Codes	Development of individualized treatment plan by supervising behavior analyst/QHP  Assessment may include:  Review of file information about Member's medical status, prior assessments, prior treatments  Stakeholder interviews and rating scales	Assessment for treatment plan development	Behavior identification assessment, administered by a qualified healthcare professional, each 15 minutes of the other qualified healthcare professional's or Board Certified Behavior Analyst's (QHP/BCBA) time face-to-face with patient and/or guardian/caregiver(s) administering assessments and	9715 1	Per 15 Min (48 Max Units/ Day)	Functional analysis of severe maladaptive behaviors in specialized settings

Adaptive Behavior Assessment and Treatment Procedure Codes						
Essential Elements applied Behavior Analysis Services		General Description	Descriptor	Code	Time/ Units	Attended By and Provider Type(s)
	Review of assessments by other professionals		discussing findings and recommendations, and non-face-to-face analyzing past data, scoring/interpreting the assessment, and preparing the report/treatment plan.			
	Direct observation and measurement of Member's behavior in structured and unstructured situations					
	Determination of baseline levels of adaptive and maladaptive behaviors					
Functional behavior analysis			Behavior identification supporting assessment, administered by one technician under the direction of a QHP/BCBA, face-to-face with the patient, each 15 minutes.	9715 2	Per 15 Min	Member & RBT (106S00000X) or BCaBA (106E00000X) (BCBA or BCBA-D may substitute for the technician)
		Functional analysis of severe maladaptive behaviors in specialized settings	<ul style="list-style-type: none"> <li>Behavior identification supporting assessment. Each 15 minutes of technicians' time face-to-face with a patient, requiring the following components:</li> <li>administered by the QHP/BCBA who is on site;</li> <li>with the assistance of two or more technicians;</li> </ul>	0362 T	Per 15 Min	Member & RBT (106S00000X) or BCaBA (106E00000X) (BCBA or BCBA-D may substitute for the technician)

Adaptive Behavior Assessment and Treatment Procedure Codes						
Essential Elements applied Behavior Analysis Services		General Description	Descriptor	Code	Time/ Units	Attended By and Provider Type(s)
			<ul style="list-style-type: none"> <li>for a patient who exhibits destructive behavior;</li> <li>completed in an environment that is customized to the patient's behavior.</li> </ul>			
Treatment Codes	<p>Implementation and management of treatment plan by supervising behavior analyst/BCBA.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>Training technicians to                             <ul style="list-style-type: none"> <li>carry out treatment protocols accurately, frequently, and consistently;</li> <li>record data on treatment targets;</li> <li>record notes;</li> <li>summarize and graph data.</li> </ul> </li> <li>Training family members and other caregivers to implement</li> </ul>	Direct treatment	Adaptive behavior treatment by protocol, administered by technician under the direction of a QHP/BCBA, face-to-face with one patient, each 15 minutes.	9715 3	Per 15 Min (32 Max Units/Day)	Member & RBT (106S00000X) or BCaBA (106E00000X) (BCBA or BCBA-D may substitute for the technician)
		Direct treatment of severe maladaptive behavior in specialized settings	<ul style="list-style-type: none"> <li>Adaptive behavior treatment with protocol modification, each 15 minutes of technicians' time face-to-face with a patient, requiring the following components:                             <ul style="list-style-type: none"> <li>administered by the QHP/BCBA who is on site;</li> <li>with the assistance of two or more technicians;</li> </ul> </li> </ul>	0373 T	Per 15 Min	Member & 2 or more RBTs (106S00000X) or BCaBAs (106E00000X) (BCBA or BCBA-D may substitute for the technician)



Adaptive Behavior Assessment and Treatment Procedure Codes					
Essential Elements applied Behavior Analysis Services	General Description	Descriptor	Code	Time/ Units	Attended By and Provider Type(s)
<ul style="list-style-type: none"> <li>selected aspects of treatment plan.</li> <li>Ongoing supervision of technician and caregiver implementation.</li> <li>Ongoing, frequent review and analysis of direct observational data on treatment targets.</li> <li>Modification of treatment targets and protocols based on data.</li> <li>Training technicians, family members, and other caregivers to implement revised protocols.</li> </ul>		<ul style="list-style-type: none"> <li>for a patient who exhibits destructive behavior;</li> <li>completed in an environment that is customized, to the patient's behavior.</li> </ul>			
	Direct treatment by QHP	Adaptive behavior treatment with protocol modification, administered the QHP/BCBA, which may include simultaneous direction of technician, face-to-face with one patient, each 15 minutes.	97155	Per 15 Min (16 Max Units/Day)	Member & BCBA or BCBA-D (103K00000X); may include an RBT, BCaBA and/or Caregiver
	Group Treatment	Group adaptive behavior treatment with protocol modification, administered by technician under the direction of a QHP/BCBA, face-to-face with two or more patients, each 15 minutes.	97154	Per 15 Min (32 Max Units/Day)	2 or more Members & RBT (106S00000X) or BCaBA (106E00000X) (BCBA or BCBA-D may substitute for the technician)
			97158	Per 15 Min (32 Max Units/Day)	2 or more Members & BCBA or BCBA-D (103K00000X)
Family Training	Multiple-family group adaptive behavior treatment guidance, administered by	97156	Per 15 Min (4 Max)	Caregiver & BCBA or BCBA-D (103K00000X)	

Adaptive Behavior Assessment and Treatment Procedure Codes						
Essential Elements applied Behavior Analysis Services		General Description	Descriptor	Code	Time/ Units	Attended By and Provider Type(s)
			QHP/BCBA (without the patient present), face-to-face with multiple sets of guardian/caregivers, each 15 minutes.		Units/Day)	
			Multiple-family group adaptive behavior treatment guidance, administered by QHP/BCBA (without the patient present), face-to-face with multiple sets of guardian/caregivers, each 15 minutes.	97157	Per 15 Min (4 Max Units/Day)	Caregivers of 2 or more Members & BCBA or BCBA-D (103K00000X)

**Definitions:**

**Qualified Health care professional (QHP):** Is an individual who is qualified by education, training, licensure/regulation (when applicable), and facility privileging (when applicable) who performs a professional service within their scope of practice and independently reports the professional services. In this section, QHP refers to a Board-Certified Behavioral Analyst (BCBA).

**“On-Site”:** Is defined as immediately available and interruptible to provide assistance and direction through the performance of the procedure, however, the QHP/BCBA does not need to be present in the room when the procedure is performed.


**Direct Services:** Includes direction of Registered Behavior Technicians, treatment planning/monitoring fidelity of implementation, and protocol modification.

**Indirect Services:** Includes developing treatment goals, summarizing and analyzing data, coordination of care with other professionals, report progress toward treatment goals, develop and oversee transition/discharge plan, and training and directing staff on implementation of new/revised treatment protocols (patient not present). The AMA codes for Adaptive Behavior Services indicate that the activities associated with indirect supervision are bundled codes and are otherwise considered a practice expense and not reimbursable. The only code that can be billed for indirect services is 97151.

### 14.7.3 ABA Supervision of Technicians

Supervision by a QHP/BCBA is required (approximately 1 hour per 10 hours of direct care by the technician). There is no separate code for supervision, but supervision is an essential activity that is part of all the technician codes. The bill for technician time is meant to include reimbursement for total time, including supervision, even though only the technician time is measured. (The codes should be selected, however, based strictly on **face-to-face technician time**.) The professional behavior analysts perform specific activities when providing clinical supervision to ABA technicians. These are, of course, well beyond Human Resources (HR) functions, such as procedural-integrity checks and modifying and modeling modifications to a treatment protocol that has not produced the desired outcomes. These types of activities are separate from HR supervision, and adaptive behavior treatment with protocol modification code.

When a QHP/BCBA is directing the activities of a technician in person (**face-to-face contact with the patient**) for purposes such as checking procedural integrity and problem solving and/or modifying a treatment protocol that is not effective, the QHP/BCBA would bill for this time using the adaptive behavior treatment with protocol modification code. There is no separate code for QHP/BCBA supervision of technicians without the patient present. This type of supervision is included in the codes used to bill according to a technician’s time and is typically considered to be 10-15 minutes of QHP/BCBA time for each hour that a technician spends face to face with a patient.

 The CPT Editorial Panel regards supervision as primarily a human resources function (for example providing performance feedback, resolving employee conflicts, approving vacation, conducting annual evaluations). The CPT Editorial Panel considers these activities practice expenses, and therefore does not publish codes to allow professionals to bill for supervision as a separate health procedure.

### 14.8 Limitations for Behavioral Health Services

- Report writing is not a covered service by Medicaid for any Provider type except for psychologist and neuropsychologist. New CPT codes for these Provider types went into effect January 1, 2019 for billing Wyoming Medicaid.
- Span billing is not allowed for fee for service behavioral health services. Each date of service must be billed on its own separate line.
- Group therapy is limited to two sessions per day and the sessions are not allowed to be billed consecutively. For example, a group therapy session from 10-12 PM and then another one from 12-2 PM is not allowed. There must be a minimum of one (1) hour between the two group sessions.
- The following conditions do not meet the medical necessity guidelines, and therefore will not be covered:

- Services are not medically necessary.
- Treatment whose purpose is vocationally or recreationally based.
- Diagnosis or treatment in a school-based setting by a Provider employed by the school district.
- The following conditions are subject to limitations and will not be covered outside of those limitations:
  - Members age 21 and over are limited to restorative/rehabilitative services only. Restorative/rehabilitative services are services that assist an individual in regaining or improving skills or strength.
  - Maintenance therapy can be provided for Members age 20 and under.

### 14.8.1 Prior Authorization Once Thresholds are Met

For Medicaid Members with dates of service in excess of thirty (30) per calendar year will require a prior authorization which can be obtained through Telligen (*see Section 7.7 Service Thresholds*).

If the Member is seen by different treating Providers on the same day, it will be counted individually as a visit. For example, the pay-to-Provider is the same for both treating Providers. The Member has appointments with Provider A for individual counseling at 1:00 p.m. on 4/1/2021 and Provider B for group therapy at 2:00 p.m. on 4/1/2021, it will count as two visits.

The following must be submitted with your request to Telligen, in order for a determination to be made:

- Clinical Assessment
  - A psychological evaluation or psychosocial assessment that describes the patient’s history, need to for treatment, and so on.
- A copy of the most recent treatment plan (must be reviewed every 90 days)
- Progress notes demonstrating some indication that the Member is working towards goals noted in the treatment plan, and that the services being Provider are rehabilitative in nature – meaning the services are helping the Member keep, get back, or improve skills/functioning for daily living that have been lost or impaired due to their mental health issues.

Any requests to Telligen that are for dates of service which are past timely filing will not be reviewed. Remember the expectation is to have the requests in prior to the dates of service reflected in the treatment plan. Requests that submitted timely will be given priority over retroactive review requests.

#### 14.8.1.1 Appeals Process

Prior Authorization requests can be denied for two basic reasons: Administrative reasons such as incomplete or missing forms and documentation, and so on; or the Member does not meet the established criteria for coverage of the item.

Following a denial for administrative reasons, the Provider may send additional information to request that the decision be reconsidered. If the information is received within thirty (30) days of the denial, with a clearly articulated request for reconsideration, it will be handled as such. If the information is received more than thirty days after the denial, it will be a new Prior Authorization request. As such, a new Prior Authorization form must be submitted, and all information to be considered must accompany it.

- If the initial request for prior authorization is denied or reduced, a request for reconsideration can be submitted through Telligen, including any additional clinical information that supports the request for services
- Should the reconsideration request uphold the original denial or reduction in services, an appeal can be made to the state by sending a written appeal via e-mail to Utilization Management Coordinator and Contract Manager, Amy Buxton ([Amy.Buxton@wyo.gov](mailto:Amy.Buxton@wyo.gov)).
  - The appeal should include an explanation of the reason for the disagreement with the decision and the reference number from Telligen 's system. The appeal will be reviewed in conjunction with the documentation uploaded into Telligen's system.

## **14.9 Documentation Requirements for All Behavioral Health Providers (Including ABA Providers)**

### **14.9.1 Provider Agreement**

The Provider Agreement requires that the clinical records fully disclose the extent of treatment services provided to Medicaid Members. The following elements are a clarification of Medicaid policy regarding documentation for medical records:

- The record shall be typed or legibly written.
- The record shall identify the Member on each page.
- Entries shall be signed and dated by the qualified staff Member providing service.
- A mental health/substance use therapeutic record note must show length of service including time in and time out (Standard or Military time).
- The record shall contain a preliminary working diagnosis and the elements of a history and mental status examination upon which the diagnosis is based.
- All services, as well as the treatment plan, shall be entered in the record. Any drugs prescribed by medical personnel affiliated with the Provider, as part of the treatment, including the quantities and the dosage, shall be entered in the record.
- The record shall indicate the observed mental health/substance abuse therapeutic condition of the Member, any change in diagnosis or treatment, and Member's response to treatment. Progress notes shall be written for every contact billed to Medicaid.

- The record must include a valid consent for treatment signed by the Member or guardian.

Pursuant to Wyoming Medicaid Rules, Chapter 3-Provider Participation, “Documentation requirements,” a Provider must have completed all required documentation, including required signatures, before or at the time the Provider submits a claim to the Division Healthcare Financing, Medicaid. Documentation prepared or completed after the submission of a claim will be deemed to be insufficient to substantiate the claim and Medicaid funds shall be withheld or recovered.

## 14.9.2 Documentation of Services

Documentation of the services must contain the following:

- Name of the Member;
- Identify the covered services provided and the procedure code billed to Medicaid;
- Identify the date, length of time (start and end times in standard or military format), and location of the service;
- Identify all persons involved;
- Be legible and contain documentation that accurately describes the services rendered to the Member and progress towards identified goals;
- Full signature, including licensure or certification of the treating Provider involved;
  - Providers shall not sign for a service prior to the service being completed.
- No overlapping behavioral health services except for codes 97153 and 97155.



When providing behavioral health services to a Medicaid Member, the documentation kept must be accurate with the date and times the services were rendered (*see Section 3.11 Record Keeping, Retention, and Access or 14.9 Documentation Requirements for All Behavioral Health Providers (Including ABA Providers)*). Behavioral health services cannot overlap date and time for a Member. For example, a Member being seen for group therapy on February 28th from 11:00 to 12:00 cannot also be seen for targeted case management on February 28th from 11:00 to 12:00. These are overlapping services and cannot be billed to Medicaid. Proper documentation of services is important to differentiate the times of services being rendered, as times cannot be billed on a UB-04 claim.

## 14.9.3 Member Records

Providers of mental health/substance use services under Medicaid shall maintain clinical and financial records in a manner that allows verification of service provision and accuracy in billing for services. Billed

services not substantiated by clinical documentation shall be retroactively denied payment. The Provider shall be responsible for reimbursing any Medicaid payments that are denied retroactively.

Late entries made to the Member's record are allowable to supplement the clinical record. Late entries are not allowable for the purpose of satisfying record keeping requirements after billing Wyoming Medicaid.

### **14.9.3.1 Requirements**

In addition to the general documentation requirements listed above, the following requirements shall be met:

- There shall be a separate clinical note made in each Member's clinical record for every treatment contact that is to be billed to Medicaid. More frequent documentation is acceptable and encouraged.
  - A separate progress note in the clinical record for each face-to-face contact with the Member and with others who are collaterals to implement the Member's treatment plan. Progress notes shall include:
    - The name of the Medical reimbursable service rendered and procedure code billed to Medicaid;
    - The date, length of time (time in and time out in standard or military time format) and location of the contact;
    - Persons involved (in lieu of or in addition to the Member);
    - Summary of Member condition, issues addressed, and Member progress in meeting treatment goals;
    - Signature, date and credentials of treating staff Member.
  - A separate progress note for Psychosocial Rehabilitation shall document:
    - The date and length of time (time in and time out in standard or military time format) of each day's contact;
    - A separate progress note describing therapeutic activities provided, the procedure code billed to Medicaid, and Member's progress in achieving the treatment goal(s) to be accomplished through psychosocial rehabilitation;
    - Signature, date and credentials of treating staff Member;
    - Co-signature of the primary therapist on progress notes for services provided by non-licensed, certified staff, or qualified case managers.
  - Individual Rehabilitative Services (IRS), a separate progress note shall document each contact to be billed, including:

- The date and length of time (time in and time out in standard or military time format) of each day's contact;
  - Activities of the skill trainer and activities of the Member;
  - Any significant Member behavior observed;
  - The date and signature of the skill trainer;
  - The location of service and the procedure code billed to Medicaid;
  - The signature, date and credentials of the primary therapist.
- Peer Specialist Services, a separate progress note shall document for each contact to be billed, including:
  - The date and length of time (time in and time out in standard or military time format) of each day's contact;
  - Activities of the skill trainer and activities of the Member;
  - Any significant Member behavior observed;
  - The date and signature of the skill trainer;
  - The location of service and the procedure code billed to Medicaid;
  - The signature, date and credentials of the primary therapist.
- Ongoing Case Management Services and Targeted Case Management Services, a separate progress note shall document each contact to be billed, including:
  - The date and length of time (time in and time out in standard or military time format) of each day's contact;
  - The date and signature of the case manager;
  - Type and description of each service and the procedure code billed to Medicaid.
- Each note shall show length of service, time in and time out in standard or military format.
- The Provider shall adhere to clinical records standards defined in *Section 3.11 Record Keeping, Retention, and Access*).
- The Provider shall maintain an individual ledger account for each Medicaid Member who receives services. The ledger account shall indicate, at a minimum:
  - The length of contact rounded to the nearest 15- minute unit, per billing instructions. If seven (7) minutes or less of the next fifteen (15) minute unit is utilized, the unit must be rounded down. However, if eight (8) or more minutes of the next fifteen (15) minute unit are utilized, the units can be rounded up. Date ranges are not acceptable.
  - The date and type of each treatment contact.
  - The appropriate Medicaid charge.



- Date that other third-party payers were billed and the result of the billing. Services noted on the individual ledger account and billed to Medicaid shall be substantiated by the clinical record documentation.

### **14.9.3.2 Clinical Records Content Requirement**

Each Medicaid Provider shall establish requirements for the content, organization, and maintenance of Member records. The content of clinical records shall include, at a minimum:

- Documentation of Member consent to treatment at the agency. If an adult Member is under guardianship, consent shall be obtained from the guardian. In the case of minors, consent shall be obtained from a parent or the guardian. Wyoming Medicaid shall not reimburse for services delivered before a valid consent is signed.
- A Member fee agreement, signed by the Member or guardian. For Medicaid, this agreement shall include authorization to bill Medicaid, and other insurance if applicable, using the following statement, "I authorize the release of any treatment information necessary to process Medicaid/insurance claims."
- A specific fee agreement for any Medicaid non-covered service, and the fee that an enrolled Member agrees to pay.
- Documentation that each Member has been informed of their Member rights.
- A clinical assessment/clinical intake form completed prior to the provision of treatment services which shall include at a minimum:
  - The specific symptoms/behaviors of a mental/substance use disorder which constitute the presenting problem.
  - History of the mental/substance use disorder and previous treatment.
  - Family and social data relevant to the mental/substance use disorder.
  - Medical data, including a list of all medications being used, major physical illnesses, and substance use (if not the presenting problem).
  - Mental status findings.
  - A diagnostic interpretation.
  - A DSM (current edition) diagnosis
  - The clinical assessment must be updated annually at a minimum.
- A diagnostic interpretation or a treatment plan shall be completed prior to or within five (5) working days of the third face-to-face contact with a licensed mental health professional.
- Properly executed release of information, as applicable, and chart documentation of information received or released as a result of the written Member consent.
- Testing, correspondence, and like documents or copies.

- For Members receiving ten or more therapeutic contacts, a discharge summary is required and must:
  - Include each type of Medicaid service provided, detailing the Member's progress in achieving treatment goal(s) and plans for follow-up
  - Be completed within 90 days of the last contact with the Member
  - Document the reason for case closure within clinical records

## 14.9.4 Treatment Plans

Treatment plans for services must be based on a comprehensive assessment of an individual's rehabilitation needs, including diagnoses and presence of a functional impairment in daily living, and be reviewed every 90 days.

Treatment plans must also:

- Be developed by qualified Provider(s) working within the State scope of practice with significant input from the Member, Member's family, the Member's authorized healthcare decision maker and/or persons of the Member's choosing
- Ensure the active participation of the Member, Member's family, the Member's authorized healthcare decision maker and/or persons of the Member's choosing in the development, review and modification of these goals and services
- Specify the Member's rehabilitation goals to be achieved, including recovery goals for persons with mental health and/or substance related disorders
- Specify the mental health and/or substance related disorder that is being treated
- Specify the anticipated outcomes within the goals of the treatment plan
- Indicate the type, frequency, amount and duration of the services
- Be signed by the individual responsible for developing the rehabilitation plan
- Specify a timeline for reevaluation of the plan, based on the individual's assessed needs and anticipated progress, but not longer than 90 days
- Document that the individual or representative participated in the development of the plan, signed the plan, and received a copy of the rehabilitation plan
- Include the name of the individual
- The date span of services the treatment plan covers
- The progress made toward functional improvement and attainment of the individual's goals

### 14.9.5 Billing Requirements

To obtain Medicaid reimbursement for services, the following standards must be observed.

- The services must be medically necessary and follow generally accepted standards of care.
- Bill using the appropriate code set.
- The service must be a service covered by Medicaid.
- Claims must be filed according to Medicaid billing instructions

### 14.9.6 Time and Frequency

Time and frequency are required on all documentation and must be specific so time in and time out must be reflected on the document in standard or military format. Time can be a unit of 15 minutes depending on the Current Procedural Terminology (CPT) code or Healthcare Common Procedure Coding System (HCPCS) Level II code used to bill the service. For example, if the code is a fifteen (15) minute unit, then follow the guidelines for rounding to the nearest unit. If seven (7) minutes or less of the next 15-minute unit is utilized, the unit must be rounded down. However, if eight (8) or more minutes of the next 15-minute unit are utilized, the units can be rounded up. Date ranges are not acceptable. Please refer to the CPT and HCPCS coding books for more information on how to round a unit per code.

### 14.9.7 Pre-Admission Screening and Resident Review (PASRR) Assessments

#### 14.9.7.1 Billing Requirements

- Submit PASRR Level II claims to the Medicaid Program.
- PASRR Level II assessments should be sent to Telligen (*see Section 2.1 Quick Reference*).

PASRR Level II Billing Code(s)			
HCPCS Level II Code	1 Unit Equals	Description	Taxonomies Allowed
T2011	Per Visit	PASRR Level II Psychiatrist	101Y00000X, 101YP2500X, 103G00000X, 103TC0700X, 1041C0700X, 106H00000X, 20 (Physicians), 2084P0800X, 364SP0808X

# Chapter 15 – Covered Services – Care Management Entity/Children’s Mental Health Waiver

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*These services cannot be paid at the all-inclusive rate. A separate enrollment would need to be completed to be paid the fee for service rate for these services. Youth must also qualify to receive these services.*

## 15.1 Care Management Entity (CME)/Children’s Mental Health Waiver (CMHW) Services as Administered by Magellan Healthcare, Inc.

Wyoming Medicaid’s Care Management Entity (CME) contractor, Magellan Healthcare, serves Medicaid-covered children and youth ages four (4) through twenty (20) years of age who are experiencing serious emotional and/or behavioral challenges. The CME provides intensive care coordination services using the High Fidelity Wraparound (HFWA) model. Children and youth not financially eligible for Wyoming Medicaid may access CME services through the State’s CMHW. CMHW enrollees must participate in the CME program in order to maintain their waiver eligibility.

All youth applying for CME enrollment must meet clinical eligibility requirements which include completion of the Early Childhood Service Intensity Instrument (ECSII) for children 4-5 or, completion of the Child & Adolescent Service Intensity Instrument (CASII) for youth 6-20 and a Level of Care assessment by a Qualified Mental Health Professional that indicates clinical eligibility for enrollment.

### 15.1.1 Enrollment

CME Providers must have a current Provider agreement with Magellan Healthcare and maintain current enrollment with Medicaid as a CME Provider under taxonomy 251S00000X. Details about enrollment with Magellan Healthcare are found at <https://www.magellanofwyoming.com/become-a-Provider/>.

### 15.1.2 CME/CMHW Services

Service	Procedure Code
Family Care Coordination	T1016
Family Peer Support Partner	H0038+UK
Youth Peer Support Partner	H0038
Youth and Family Training and Support (for CMHW enrolled youth only)	T1027
Respite	T2027

Please refer to the CME Provider agreement and/or the Medicaid CME benefit plan fee schedule for current service reimbursement rates.

### 15.1.3 Claim Submission Requirements

For CME services with dates of service October 1, 2020 and forward, CME network Provider must submit claims for services that are authorized by the CME directly to the Wyoming Medicaid Benefit Management System (BMS). The CME will continue to review and authorize CME service plans of care and will transmit the authorization information to the Medicaid BMS to apply to claims submitted by CME network Providers.

## 15.2 Early Child and Child and Adolescent Service Intensity Instrument

Children and youth enrolling with the CME/CMHW must have either an Early Childhood Intensity Instrument (ECSII) or Child and Adolescent Intensity Instrument (CASII) evaluation by a qualified evaluator as part of the clinical eligibility determination process for enrollment into the CME/CMHW program.

### 15.2.1 Enrollment Requirements for ECSII/CASII Evaluators

In order to enroll with Wyoming Medicaid as an ECSII or CASII evaluator (taxonomy 174400000X) to perform evaluations as an Independent Assessor (IA), one must:

- Be certified by the CMHW/CME Program Manager, as having met the evaluator training and certification guidelines.
- Be currently certified as an ECSII and/or CASII Certification is demonstrated by a certificate of good standing which is issued by the CMHW/CME Program Manager to qualified evaluators.
- Agree to be listed on a public facing roster for selection by youth and families seeking an evaluation.
- Meet ongoing recertification requirements as specified in the application policy.

Once the evaluator has been certified, an online enrollment for Wyoming Medicaid must be completed. To enroll as a Medicaid Provider, all Providers must complete the on-line enrollment application available on the HHS Technology website (*see Section 2.1 Quick Reference*).

### 15.2.2 ECSII/CASII Eligibility Add Form

For Members who are not currently eligible for Wyoming Medicaid, the evaluator performing the ECSII or CASII assessment will need to complete an ECSII/CASII Eligibility Add Form (One Day Add Form) and submit to Magellan Healthcare per their instructions. The form is available on the CME, Magellan Healthcare Inc., website: <http://magellanofwyoming.com>, under the Provider Hub, Independent Assessors section.

- Completed ECSII/CASII Eligibility Add Form and the High Fidelity Wraparound Application will be sent to Magellan Healthcare. The CMHW/CME Program Manager will provide the evaluator with


the Member’s Medicaid ID number and the date of service for billing after the online add is successfully processed.

### 15.2.3 Covered Services

**Procedure code: H0002**

- Early Childhood Service Intensity Instrument (ECSII) for children ages 4-5
  - Member must have a DSM Axis 1 or ICD diagnosis that meets the States’ diagnostic criteria
  - Assessment completed within 12 months of application or annual assessment
- Child & Adolescent Service Intensity Instrument (CASII) for youth ages 6-20
  - Completed by an IA, outside of the High Fidelity Team
  - Initial CASII must be completed within 6 months of application
  - Annual re-evaluation is required

Procedure Code	1 Unit Equals	Procedure Quantity	Description
H0002	1 Evaluation	1 Max Unit	Evaluation Only

 The same evaluator may perform two-consecutive ECSII/CASII evaluations with the same Member. The third evaluation that is used to determine ongoing eligibility needs to be completed by a different evaluator than the one who performed the previous two assessments.

## Chapter 16 – Chiropractic Services

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## 16.1 Coverage Indications

Effective for dates of service 06/01/2021 and forward, all Chiropractic services will only be covered for Members with Medicare as primary and EPSDT Members under 21 when medically necessary (see Section 16.4 Medical Necessity).

- For dates of service 06/01/2021 forward, all chiropractic services will require documentation (see Section 16.5 Documentation Requirements) attached on claims.

**Encounter Revenue Code: 0529**

For dates of service prior to 01/01/2021, coverage of chiropractic service is specifically limited to treatment by means of manual manipulation, such as by use of the hands. Manual devices (such as those that are hand-held with the thrust of the force of the device being controlled manually) may be used by chiropractors in performing manual manipulation of the spine, however, no additional payment is available for use of the device, nor does Medicaid recognize an extra charge for the device itself.

The word "correction" may be used in lieu of "treatment." The following terms, or combination of, may be used to describe manual manipulation as defined above:

- Spine or spinal adjustment by manual means
- Spine or spinal manipulation
- Manual adjustment
- Vertebral manipulation or adjustment

## 16.2 Covered CPT Codes

**99201-99205, 99211-99215**

- These office visit codes are subject to a \$2.45 co-pay for adults >21 years of age.
- A full schedule of co-pays and exceptions is located in Chapter 6 –

**98940, 98941, 98942**

**70100 -77086 Diagnostic Radiology codes**

- Refer to Chapter 24 – (24.15 Radiology Services) for additional information regarding radiology services.

## 16.3 Definitions

- **Acute:** A patient's condition is considered acute when the patient is being treated for a new injury, identified by X-ray or physical exam as specified above. The result of chiropractic manipulation is expected to be an improvement in or arrest of the progression of the patient's condition.

- Maintenance therapy:** Maintenance therapy includes services that seek to prevent disease, promote health and prolong and enhance the quality of life, or maintain or prevent deterioration of a chronic condition. When further clinical improvement cannot reasonably be expected from continuous ongoing care, and the chiropractic treatment becomes supportive rather than corrective in nature, the treatment is then considered maintenance therapy.
   
**Maintenance therapy is not a Wyoming Medicaid covered service.**

## 16.4 Medical Necessity

**ALL of the following criteria must be met to substantiate medical necessity:**

1. The Member has a neuromusculoskeletal disorder.
1. The medical necessity for treatment is clearly documented.
2. Improvement is documented within the initial two (2) weeks of chiropractic care.

**The service will NOT be considered medically necessary if:**

1. No improvement is documented within the initial two (2) weeks unless the treatment is modified.
2. No improvement is documented within 30-days despite modification of chiropractic treatment.
3. The maximum therapeutic benefit has been achieved.
4. The chiropractic manipulation is being performed in asymptomatic person or persons without an identifiable clinical condition.
5. The chiropractic care is occurring in persons whose condition is neither regressing nor improving.

## 16.5 Documentation Requirements

1. History as stated above.
2. Description of the present illness including:
  - o Mechanism of trauma.
  - o Quality and character of symptoms/problem.
  - o Onset, duration, intensity, frequency, location, and radiation of symptoms.
  - o Aggravating or relieving factors.
  - o Prior interventions, treatments, medications, secondary complaints.
  - o Symptoms causing Member to seek treatment.



These symptoms must bear a direct relationship to the level of subluxation. The symptoms should refer to the spine (spondyle or

vertebral), muscle (myo), bone (osseo or osteo), rib (costo or costal) and joint (arthro), and be reported as pain (algia), inflammation (itis), or as signs such as swelling, spasticity, and so on. Vertebral pinching of spinal nerves may cause headaches, arm, shoulder, and hand problems as well as leg and foot pains and numbness. Rib and rib/chest pains are also recognized symptoms, but in general other symptoms must relate to the spine as such. The subluxation must be causal, such as the symptoms must be related to the level of the subluxation that has been cited. A statement in the Member's file/chart that there is "pain" is insufficient. The location of pain must be described and whether the particular vertebra listed is capable of producing pain in the area determined.

3. Evaluation of musculoskeletal/nervous system through physical examination.
4. Diagnosis (ICD-10 diagnosis codes will be required for dates of service 10/1/2015 and after): The primary diagnosis must be subluxation, including the level of subluxation, either so stated or identified by a term descriptive of subluxation. Such terms may refer either to the condition of the spinal joint involved or to the direction of position assumed by the particular bone named.
5. Treatment Plan: The treatment plan should include the following:
  - Recommended level of care (duration and frequency of visits).
  - Specific treatment goals.
  - Objective measures to evaluate treatment effectiveness.
6. Date of the initial treatment.

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## 17.1 Dietitian Services

Encounter Revenue Code: 0942

### 17.1.1 Medical Nutrition Therapy (MNT)

#### 17.1.1.1 Covered CPT Codes

**97802:** Medical nutrition therapy; initial assessment and intervention, individual, face-to-face with the patient, each 15 minutes – Maximum allow 4 units per day.

**97803:** Medical nutrition therapy; re-assessment and intervention, individual, face -to-face with the patient, each 15 minutes – Maximum allow 4 units per day.

**97804:** Medical nutrition therapy; group (2 or more individual(s)), each 30 minutes – Maximum 2 units per day.

#### 17.1.1.2 Documentation Requirements

For Medical Nutrition Therapy, the following elements must be in the documentation:

1. Date of MNT visit along with Beginning and Ending Time of visit;
2. ICD-10 code – defines type of visit/counseling;
3. Subjective Data:
  - Member’s reason for visit;
  - Primary care physician;
  - History;
    - Past and present medical;
    - Nutrition including food patterns and intake;
    - Weight;
    - Medication;
    - Exercise.
4. Objective Data:
  - Laboratory results (if available);
  - Height;
  - Weight;
  - BMI;
  - Calorie Needs;

- Drug/Nutrient Interactions.
- 5. Individual Assessment of Diet/Intake:
  - Laboratory results (if available);
  - Height;
  - Weight;
  - BMI;
  - Calorie Needs;
  - Drug/Nutrient Interactions.
- 6. Plan:
  - Individualized dietary instruction that incorporates diet therapy counseling and education handouts for nutrition related problem.
  - Plan for follow-up.
  - Documentation of referral for identified needs.
  - Send a letter to the Member's physician describing dietary instruction provided and progress. A copy of the letter should be placed in the Member's medical record.
- 7. Date and legible identity of Provider:
  - All entries must be signed and dated by the Provider.

## **17.1.2 Diabetes Prevention Program (DPP)**

The Diabetes Prevention Program is intended to help prevent Type 2 Diabetes through a yearlong plan of care. A Member is considered eligible for these services if they have a diagnosis of prediabetes.


### **17.1.2.1 Covered Services**

DPP services may be used only one time per Member. The clinical intervention consists of a minimum of 16 core dietitian sessions throughout a six (6) month period to facilitate weight control. After completing the initial core sessions, less intensive monthly follow-up visits may be utilized to ensure that beneficiaries maintain healthy behaviors.

#### **Plan of Care:**


##### **First 6 Months of DPP Initial Core Sessions:**

- Sessions 1-4: G9873: One (1) Expanded Model (EM) Core Session.
- Sessions 5-8: G9874: Four (4) EM Core Sessions.
- Sessions 9-16: G9875: Nine (9) EM Core Sessions.

 Session one (1) cannot be performed via telehealth. Sessions 2-16 can be provided via telehealth (*see Section 7.23 Telehealth*). For billing purposes use the telehealth modifier, GT, to indicate this.


**Second 6 Months of DPP Maintenance:**

- Months 7-9:
  - G9876: Two (2) EM Core Maintenance Sessions;
    - Utilized when DPP criteria is NOT achieved.
  - G9878: Two (2) EM Core Maintenance Sessions;
    - Utilized when DPP criteria IS achieved.
- Months 10-12:
  - G9877: Two (2) EM Core Maintenance Sessions;
    - Utilized when DPP criteria is NOT achieved.
  - G9879: Two (2) EM Core Maintenance Sessions;
    - Utilized when DPP criteria IS achieved.

 These sessions can all be provided via telehealth. For billing purposes use the telehealth modifier, GT, to indicate these services (*see Section 7.23 Telehealth*).

**Second and Subsequent Years of DPP:**

- Months 13-15: G9882 – Two (2) EM Ongoing Maintenance Sessions.
- Months 16-18: G9883 – Two (2) EM Ongoing Maintenance Sessions.
- Months 19-21: G9884 – Two (2) EM Ongoing Maintenance Sessions.
- Months 22-24: G9885 – Two (2) EM Ongoing Maintenance Sessions.

 These sessions can all be provided via telehealth. For billing purposes use the telehealth modifier, GT, to indicate these services (*see Section 7.23 Telehealth*).

**17.1.2.2 Billing Requirements**

DPP services and non-DPP services must be billed on separate claim forms; however, multiple services for the same Member may be submitted on the same claim. The Telehealth Modifier should be billed with any G-code that is associated with a session that was furnished as a virtual make-up session (*see Section 7.23 Telehealth*).

### 17.1.2.3 Documentation Requirements

Each HCPCS G-code should be listed with the corresponding session date of service and rendering dietitian National Provider Identifier (NPI).

Diabetes Prevention Program Providers must maintain the following electronic or paper records for 10 years following the last day of a DPP Member's receipt of services. Certain circumstances may require extension.

- Upon first session Providers must record:
  - The Provider name and NPI.
    - Member information, including but not limited to:
      - Name;
      - Wyoming Medicaid Member Identification Number;
      - Age.
    - Evidence that each Member meets eligibility requirements.
  - Upon each additional session Providers must record:
    - Session type:
      - Core OR.
      - Core Maintenance OR.
      - Ongoing Maintenance.
      - Regularly Schedule session OR.
      - Make-up session.
    - NPI of the Provider furnishing the session;
    - Date and place of the session;
    - Curriculum topic;
    - The Member's weight (only required for regularly scheduled sessions).
  - When Applicable, DPP Provider records must indicate when a Member has:
    - Attended core sessions;
    - Achieved 5% weight loss;
    - Attended core maintenance session and maintained minimum weight loss.
    - Attended two ongoing maintenance sessions and maintained required minimum weight loss;
    - Achieved at least 9% weight loss.



- DPP Providers must keep records of certain Member engagement incentives provided to Members in compliance with 42 CFR 424.210.

## 17.2 Limitations

- Dietitian services must be ordered by a physician or nurse practitioner.
- For Medicaid Members, for dates of service prior to 01/01/2021, dates of service in excess of twenty (20) per calendar year will require authorization of medical necessity (*see Section 7.7 Service Thresholds*).

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## 18.1 End Stage Renal Disease (ESRD)

**Encounter Revenue Code:** 0821

ESRDs may be a freestanding facility or a hospital-based facility, which provides inpatient, outpatient and / or home dialysis.

**Procedure Code:** 90951 to 90970

Other procedure codes are billable under this program but at least one (1) of these must be present to be considered a dialysis claim.



For the purpose of this policy this chapter refers to freestanding clinics.

## 18.2 Billing Requirements

- ESRD Providers are responsible for the procurement, delivery and maintenance of the equipment and supplies.
- The facility may bill for all medically necessary services for home dialysis.
- Services provided outside the ESRD scope must be billed under other applicable programs and guidelines.
- Personal attendants are not covered.
- Claims should be billed with an appropriate bill type – see ESRD Coding Criteria table below.
- NDC numbers must be billed with all J-codes.
- Medicaid will reimburse ESRD services based on the services that Medicare includes in its composite rate for ESRD (as listed in the Medicare Benefit Policy Manual – Chapter 11 – End Stage Renal Disease (ESRD)).
- Medicaid will reimburse IHS ESRD services at an encounter rate.
- If billing for laboratory services, ESRD Providers MUST have a valid CLIA on file.

## 18.3 ESRD Coding Criteria

**Bill Type:** 13X, 72X

**Taxonomy:** 261QE0700X

### 18.3.1 ESRD Coding Additional Information

- The above criterion does not apply to Medicare crossover claims, claims for any other bill type, or for denied lines.

- Claims or claim lines that are billed with a CPT code not on the coding criteria list will be denied.
- Codes within the above ranges that aren't normally covered by Medicaid will not be covered for ESRD claims either.

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## 19.1 Family Planning Clinics

Encounter Revenue Code: 0500

Family planning clinics provide services that are prescribed to Members of childbearing age for the purpose of enabling them to freely determine the number and spacing of their children.

## 19.2 Covered Services

The following services are covered by Medicaid:

- Appropriate office visits according to CPT guidelines;
- Contraceptive supplies and devices as prescribed by a healthcare Provider (limited to a three (3) month supply);
- Insertion or removal of implantable capsules are allowed with appropriate E&M procedure code;
- Insertion or removal of intrauterine devices (IUD's) are allowed with an appropriate E&M procedure code;
- Pap smears
- Pregnancy tests.

## 19.3 Non-Covered Services

The following services are **not** covered by Medicaid:

- Reversal of Sterilizations;
- Artificial insemination;
- Fertility testing;
- Infertility counseling.



Pregnant by Choice/Family Planning Waiver has specific covered and non-covered services (*see Section 25.1 Pregnant by Choice/Family Planning Waiver*).

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## 20.1 Health Check – EPSDT

**Encounter Revenue Code: 0779**

The Early and Periodic, Screening, Diagnosis and Treatment Program (EPSDT):

- Brings comprehensive healthcare to children from birth up to and including 20-years of age who are eligible for Medicaid.
- Has a preventive health philosophy of discovering and treating health problems before they become disabling and far more costly to treat in terms of both human and financial resources.
- Examines all aspects of a child’s well-being and corrects any problems that are discovered.
- Is administered by the Division of Healthcare Financing (DHCF), Medicaid.

 Preventative Medicine codes are not appropriate to bill for Members aged 21 and over. Providers should instead use the appropriate Evaluation & Management code for visits with adult Members.

EPSDT is a statewide program that provides children with comprehensive health screenings, diagnostic services, and treatment of any health problem detected. Defining each word of the program title will help explain the concept of EPSDT.

**Procedure Code Range: 99381-99394**

**Early:** Well Child Screens will be performed as soon as possible in the child’s life (in case of a family already receiving assistance) or as soon as a child’s eligibility for Medicaid is established.

**Periodic:** Means Well Child Screens will be performed at intervals established by medical, dental, and other healthcare experts. Periodic screens assure diseases or disabilities are detected in the early stages. Types of procedures performed will depend on age and health history of the child.

**Screening:** The use of examination procedures for early detection and treatment of diseases of abnormalities. Referrals are made for those in need of specialized care.

**Diagnosis:** The determination of the nature or cause of physical or mental disease (abnormality). A diagnosis is made through the combined use of a health history, physical, developmental and psychological evaluations, laboratory tests, and X-rays. Practitioners who complete EPSDT examinations may diagnosis and treat health problems uncovered by the screen or may refer the child to other appropriate sources for care.

**Treatment:** Care provided by practitioners enrolled with Medicaid to prevent, correct, or ameliorate disease or abnormalities detected by screening and diagnostic procedures. Practitioners may screen, diagnose, and treat during one (1) office visit.



## 20.2 Periodicity Schedule

The periodicity schedule contains an easy reference table for Well Child Screens defined by the age of the child. Refer to the Well Child Screen Requirements table for all ages.

<b>Key:</b>
✓ = to be performed
* = to be performed for Members at risk
s = subjective, by history
o = objective, by a standard testing method
s/o = objective at 12, 15, and 18 years old, subjective, by history for all other years

## 20.3 Reimbursement

If an abnormality or abnormalities is/are encountered or a pre-existing problem is addressed in the process of performing preventative medicine E&M service, and if the problem/abnormality is significant enough to require additional work to perform the key components of a problem-oriented E&M service, then the appropriate office/outpatient code 99201-99215 should also be reported. Modifier 25 must be added to the office/outpatient code to indicate that a significant, separate identifiable E&M service was provided by the same physician on the same day as the preventative service. The appropriate preventative medicine service is additionally reported.

<b>Well Child Screen Requirements</b>				
<b>For Ages Birth through 21 Years Old</b>				
	<b>Newborn – 12 months</b>	<b>15 months to 4 years</b>	<b>5-10 years</b>	<b>11-21 years</b>
<b>History</b>				
Initial/Interval	✓	✓	✓	✓
<b>Measurements</b>				
Height & Weight	✓	✓	✓	✓
Head circumference	✓	✓ (up to 24 mo.)		
Blood Pressure		✓ (start at 3 yrs)	✓	✓
<b>Sensory Screening</b>				
Vision	s	s	o	o

<b>Well Child Screen Requirements</b>				
<b>For Ages Birth through 21 Years Old</b>				
	<b>Newborn – 12 months</b>	<b>15 months to 4 years</b>	<b>5-10 years</b>	<b>11-21 years</b>
Hearing	s	s	o	s/o
<b>Developmental / Behavioral Assessment</b>				
	✓	✓	✓	✓
<b>Immunizations</b>				
Health Check Immunizations	✓	✓	✓	✓
<b>Procedures</b>				
Lead Screening	✓ (9-12 mo)	✓ (24 mo)		
Tuberculin Test	* (12 mo)	*	*	*
Topical Fluoride Varnish	✓ (6–12mo)	✓ (15 m-3 yrs)		
Cholesterol Screening		* (24 mo-4 yrs)	*	*
STD Screening				*
Pelvic Exam				*
<b>Anticipatory Guidance</b>				
Injury Prevention	✓	✓	✓	✓
Violence Prevention	✓	✓	✓	✓
Sleep Positioning Counseling	✓ (up to 6 mo)			
Nutrition Counseling	✓	✓	✓	✓
<b>Dental</b>				
	✓(12 mo)	✓	✓	✓

All abnormalities detected during the Health Check exam should be referred to the appropriate specialist, including but not limited to a vision, dental and /or hearing specialist as necessary. The appropriate way to indicate that the Provider has referred the child is to add Modifier 32 to the preventative service code.

If any insignificant or trivial problem/abnormality is encountered while performing the preventative medicine E&M services, and does not require additional work, the office/outpatient code should not be reported.

It is of utmost importance that the appropriate CPT, modifier, and diagnosis codes are reported. For the Provider’s convenience, the codes, modifiers, and diagnosis codes for EPSDT-Health Check and the most current fee schedule for the above-mentioned codes are attached. Fees are subject to change without notice.


- At a minimum, these screenings must include, but are not limited to:
- Comprehensive health and developmental history;
- Comprehensive unclothed physical examination;
- Dental screening;
- Appropriate vision testing;
- Appropriate hearing testing;
- Appropriate laboratory test(s) (Blood Lead Level testing is required at 12 and 24 months for all children);
- The most current copy of the immunization schedule may be found at: <http://www.cdc.gov/vaccines/schedules/index.html>.

Diagnosis Codes to be used when Billing for EPSDT – Well Child Checks		
Diagnosis Code	Description	
Z76.1	Health Supervision of Foundling.	
Z76.2	Other Healthy Infant or Child Receiving Care.	
Z00.121, Z00.129	Routine Infant or Child Health Check.	
Topical Fluoride		
Procedure Code	Modifier	Description
99188	32	Topical Fluoride Varnish.
Preventative Medicine Services		
Procedure Code	Modifier	Description
99381/99391	32	Comprehensive Preventative Medicine Age 0 through 11 Months.
99382/99392	32	Early Childhood Age 1-4 Years.

Diagnosis Codes to be used when Billing for EPSDT – Well Child Checks		
99383/99393	32	Late Childhood Age 5-11 Years.
99384/99394	32	Adolescent Age 12-17 Years.
99385/99395	32	Age 18-20 Years.
Modifier		
32	Mandated Services – Referral.	

Evaluation and Management Services – New Patient		
Procedure Code	Modifier	Description
99201	25	Office or other outpatient visit for the E&M of a new patient requires three (3) key components: <ul style="list-style-type: none"> <li>• A problem focused history.</li> <li>• A problem focused exam.</li> <li>• Straight forward medical decision making.</li> </ul>
99202	25	Office or other outpatient visit for the E&M of a new patient requires three (3) key components: <ul style="list-style-type: none"> <li>• An expanded focused history.</li> <li>• An expanded focused exam.</li> <li>• Straight forward medical decision making.</li> </ul>
99203	25	Office or other outpatient visit for the E&M of a new patient requires three (3) key components: <ul style="list-style-type: none"> <li>• A detailed history.</li> <li>• A detailed exam</li> <li>• Medical decision making of low complexity.</li> </ul>
99204	25	Office or other outpatient visit for the E&M of a new patient requires three (3) key components: <ul style="list-style-type: none"> <li>• A comprehensive history.</li> <li>• A comprehensive exam.</li> <li>• Medical decision making of moderate complexity.</li> </ul>
99211	25	Office or other outpatient visit for the E&M of an established patient that may not require the presence of a physician. Usually, the presenting problems are

Evaluation and Management Services – New Patient		
Procedure Code	Modifier	Description
		minimal. Typically, five (5) minutes are spent performing or supervising these services.
99212	25	Office or other outpatient visit for the E&M of an established patient which requires at least of these three (3) components: <ul style="list-style-type: none"> <li>• A problem focused history.</li> <li>• A problem focused exam.</li> <li>• Straight forward medical decision making.</li> </ul>
99213	25	Office or other outpatient visit for the E&M of an established patient which requires at least of these three (3) components: <ul style="list-style-type: none"> <li>• An expanded problem focused history.</li> <li>• An expanded problem focused exam.</li> <li>• Straightforward medical decision making.</li> </ul>
99214	25	Office or other outpatient visit for the E&M of an established patient which requires at least of these three (3) components: <ul style="list-style-type: none"> <li>• A detailed history.</li> <li>• A detailed exam.</li> <li>• Medical decision making of low complexity.</li> </ul>
99215	25	Office or other outpatient visit for the E&M of an established patient which requires at least of these three (3) components: <ul style="list-style-type: none"> <li>• A comprehensive history.</li> </ul>
		<ul style="list-style-type: none"> <li>• A comprehensive exam.</li> <li>• Medical decision making of high complexity.</li> </ul>



Refer to the current CPT for additional information regarding preventative services.

## 20.4 Detailed Information for Well Child Screens

- In some instances, Well Child Screens may not be completed at the suggested age (example: immunizations); the healthcare professional must follow recommended practices to ensure the child becomes current.


- Results may indicate further testing or referrals are needed. Healthcare professionals should complete tests or make referrals according to standard procedures and practices.
- Well Child Screens must be completed when there is no acute diagnosis applicable (such as otitis media).
- Results may show that a high-risk factor is present based on the child’s environment, history, or test results. Healthcare professionals should proceed with required/recommended tests. Evaluation methods used may be different from what is indicated on the Well Child Screen Requirements table (example: a tuberculin test performed on a child who is nine (9) months of age because the child’s sibling had an active case of diagnosed tuberculosis).

The following information contains additional guidelines to be used when performing Well Child Screens.

### 20.4.1 Initial/Interval History

The initial/interval history should be obtained from a parent or other responsible adult who is familiar with the child’s health history. This must include, but is not limited to:

- Family history;
- Details of birth, prenatal, neonatal periods;
- Nutritional status;
- Growth and development;
- Childhood illness;
- Hospitalizations;
- Immunization history.

 If a health history has been obtained previously, then update it each visit.


### 20.4.2 Assessments

**Appropriate Developmental Screening:** The following screening tools are recommended for children age birth to six (6) years.

1. Prescreening Developmental Questionnaire.
2. Denver Developmental Screening Test.
3. Battelle Screening Test.

Providers should administer a developmental screen appropriate to the age of the child during each Well Child Screen

- A complete physical examination including an oral inspection;
- Accurate measurements of height and weight (all measurements should be plotted on the National Center for Health Statistics Growth Charts);
- Screening for iron deficiency at the appropriate ages and/or intervals;
- Children five (5) years of age and older should have a general developmental assessment including gross-motor and fine-motor skills, social-emotional skills, and cognitive and self-help skills development;
- Results of development screens need to be considered in combination with other information gained through the history, physical examination, observations of behavior, and reports of observations by the parents/caregivers;
- Any abnormalities detected during a Well Child Screen outside of the attending physician’s scope of practice should be referred to the appropriate specialist, including vision, dental, and hearing specialists as necessary. All services provided must be medically necessary and provided in the most cost-effective manner;
- Nutritional Screen: Providers should assess the nutritional status at each Well Child Screen through the following activities:
  - Inquire about dietary practices to identify unusual eating habits. Unusual eating habits include pica behavior, extended use of bottle feedings, or diets deficient or excessive in one (1) or more nutrients.

 Children with nutritional problems may be referred to a licensed nutritionist or dietitian for further assessment, counseling, or education as needed.

### 20.4.3 Comprehensive Unclothed Physical Examination

Each comprehensive unclothed physical examination should include the following:

- Height measurement;
- Weight measurement;
- Standard body systems evaluation;
- Observation for any signs of abuse;
- Observation of any physical abnormality;

During each Well Child Screen, Providers need to assess the child’s growth. All measurements should be plotted on the National Center for Health Statistics (NCHS) Growth Chart.

Growth assessments should be documented in the medical record and any abnormality should be addressed as abnormal:

- If a child's height and/or weight is below the 5th percentile or above the 95th percentile; or
- If weight for height is below the 10th percentile or above the 90th percentile (using the weight for height graph).

#### **20.4.4 Head Circumference**

An Occipital Frontal Head Circumference (OFHC) should be measured on each child four (4) years and younger at each Well Child Screen. This measurement should be plotted on the NCHS Growth Chart. OFHC should be reported abnormal if:

- It is below the 5th percentile or above the 95th percentile;
- Size of the head is not following a normal growth curve; or
- Head is grossly disproportionate to the child's length.

Deviations in the shape of the head may warrant further evaluation and follow-up.

#### **20.4.5 Blood Pressure**

- All children three (3) years and older must have a blood pressure reading at each Well Child Screen.
- Measurements should be taken in a quiet environment, with the correct size cuff, and with the fourth (4th) and fifth (5th) phase Korotkoff sound noted for the diastolic pressure.
- Blood pressure is considered abnormal if the systolic and/or diastolic or both are above the 95th percentile. Any child with a blood pressure reading above the 95th percentile should have it repeated in 7-14 days. If the blood pressure is still elevated, the child should be rechecked again in 7-14 days. If blood pressure is elevated on the third visit, the child should receive appropriate medical evaluation and follow-up, as recommended by the American Academy of Pediatrics.

#### **20.4.6 Vision Screen**

A vision screen appropriate to the age of the child should be conducted at each Well Child Screen. Further evaluations and proper follow up should be recommended if the following conditions are present:

- Infants and children who show evidence of infection, squinting, enlarged or lazy cornea, crossed eyes, amblyopia, cataract, excessive blinking, or other eye abnormality;
- An infant or child who scored abnormal on the fixation test, papillary light reflex test, alternate cover test, or the corneal light reflect test in either eye;



- Three (3) to nine (9) year old children who demonstrate a visual acuity of less than 20/40 in either eye or who demonstrate a one (1) line difference in visual acuity between the two (2) eyes within the passing range; or
- Children ten (10) years and older whose vision is 20/30 or worsen in either eye or who demonstrate a one (1) line difference in visual acuity between the two (2) eyes within the passing range.

### 20.4.7 Topical Fluoride Varnish

Physicians can apply a topical fluoride varnish for patients who are at a moderate to high risk for dental caries:

- This application should be done in conjunction with EPSDT well child visits.
- Physician offices may bill the CPT code 99188 on the CMS-1500 form.
- Fluoride varnish application can be done up to three (3) times a year on children ages six (6) months (or when the first teeth erupt) through age three (3) years.
- The American Academy of Pediatric Dentistry recommends the establishment of dental home no later than 12 months of age.

### 20.4.8 Hearing Screen

A hearing screen appropriate to the age of the child should be conducted at each Well Child Screen. Further evaluations and proper follow up should be recommended if one (1) of the following conditions is present:

- Infants and children who are positive on one (1) or more of the Eight (8) Hi-Risk register items:
  - Visible congenital or traumatic deformity of the ear.
- Congenital, such as atresia (no ear canal) or abnormally small ear canals.
- Traumatic deformity, collapsed canals, or a deformed ear that might contraindicate presence of mold or aid.
- History of active drainage from the ear within previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days possibly due to viral attack, trauma, and so on should be seen by a medical doctor immediately.
- Acute or chronic dizziness indicates possible problems with semi-circular canals (balance).
- Unilateral hearing loss of sudden or recent onset within the previous 90 days. Could be caused by mumps, virus, head trauma, Meniere's disease, and various vascular disorders.
- Audiometric air-bone gap equal to or greater than 15 decibels (dB) at 500Hz, 1000Hz, 2000Hz and 3,000Hz. Conductive or middle ear pathology can cause a difference of greater than 15dB between the air conduction test results and results by bone conduction.

- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort simply indicates there is something wrong and should be seen by a medical doctor.
- Infants and children whose medical, physical, or developmental history indicates possible hearing loss.
- Positive family history of hearing loss.
- Viral or other non-bacterial transplacental infection:
  - Defects of ear, nose or throat system; malformed, low set to absent pinnae; cleft lip or palate;
  - Birth weight under 1500 grams;
  - Unconjugated bilirubin over 24 mg/100 ml or over infant's weight in decagrams;
  - Bacterial meningitis;
  - Sever asphyxia with arterial flow less than 7.25, coma, seizures or need for continuous assisted ventilation;
  - Children found positive when tested with pure tone screening.

## **20.4.9 Laboratory Tests**

Providers who conduct Well Child Screens must use their medical judgment when determining the applicability of performing specific laboratory tests and/or analyses. The following are basic laboratory tests that should be performed when a child reaches the required age.

### **20.4.9.1 Hematocrit and Hemoglobin**

Hematocrit or Hemoglobin is completed at the following ages:

- Newborns (for high-risk infants);
- Two (2) months (for high-risk infants);
- 8-12 months;
- 18-24 months;
- Three to four (3-4) years;
- 11-12 years.

### **20.4.9.2 Blood Lead Level**

- A venous blood lead level determination must be performed on children at 12 and 24 months of age.

- Children who have a history of pica behavior, an environment suspect of lead exposure, or whose history/physical examination findings are suspicious should have a blood lead level follow-up.
- Lead poisoning is an elevated venous blood lead level that is greater than or equal to 10 micrograms per deciliter (ug/dl).
- If an elevated blood level is discovered, a child should be re-screened every three (3) to four (4) months until lead levels are within normal limits. In addition, a venipuncture blood lead level should be performed annually through at least age six (6).

Beginning at six (6) months of age and at each visit thereafter until six (6) years of age Providers must discuss with parent(s)/caregiver(s) about childhood lead poisoning interventions and assess the child's risk for exposure. A verbal interview or written questionnaire, such as the following may identify those children at high risk for lead exposure. Blood lead testing should be carried out on those children identified as high risk by this or a similar questionnaire:

- Does your child live in or regularly visit an old house built before 1950? Is your child's day care center / preschool / babysitter's home built before 1978? Does the house have peeling or chipping paint?
- Does your child live in a house built before 1978 with recent, ongoing, or planned renovation or remodeling (within the last six (6) months)?
- Do any of your children or their playmates have or had lead poisoning?
- Does your child frequently come in contact with an adult who works with lead? Examples are construction, welding, pottery, or other trades practiced in your community.
- Does your child live near a lead smelter, battery recycling plant, or other industry likely to release lead?
- Do you give your child any home or folk remedies that may contain lead?
- Does your child live near a heavily traveled major highway where the soil and dust may be contaminated with lead?
- Does your home's plumbing have lead pipes or copper with lead solder joints?

Ask any additional questions specific to situations existing in the Provider's community. Risk is determined from responses to a verbal or written questionnaire risk assessment. A subsequent verbal risk assessment can change a child's risk category. Any information suggesting increased lead exposure for previously low risk children must be followed up with a blood lead test. Medicaid will pay for samples to be taken from the home and sent to state laboratory for testing.

If answers to all questions are negative, a child is considered low risk for high doses of lead exposure. Practitioners will need to determine whether to perform additional blood lead level test beyond those required at 12 and 24 months of age.

If the answers to any questions are positive, a child is considered high risk for high doses of lead exposure. Practitioners are required to perform a venous blood lead level on children determined to be high risk. Tests need to be repeated every three (3) to four (4) months until lead levels are within normal limits. Tests should continue to be completed if the child is still considered high risk.

### **20.4.9.3 Tuberculin Screening**

Tuberculin testing should be completed as indicated on the Well Child Screen Requirements table or more often on Members in high-risk populations (Asian refugees, Indian children, migrant children, and so on), or if historical findings, physical examinations or other risk factors so indicate.

### **20.4.9.4 Urinalysis**

Urinalysis using a multiple dipstick method should be completed on all children at two (2) years and 13-15 years.

- Because of heightened incidence of bacteriuria in girls, they should have additional tests around three (3) years, five (5) years and eight (8) years.
- Children who have had previous urinary tract infections should be re-screened more frequently.
- If test results are positive but the history and physical examination are negative, the child should be tested again in seven (7) days.
- If the results are positive a second time or if there are supportive findings in the history and physical examination from the first (1st) positive test, further follow-up is required.
- If a male child has a urinary tract infection, a referral for further testing should be completed immediately.


### **20.4.9.5 Other**

Other laboratory tests (such as chest X-ray, Pap smear, sickle cell testing, and so on) should be completed if medically necessary.

### **20.4.10 Immunizations**

- The immunization status of each child should be assessed at each Well Child Screen.
- Assessing the immunization status of a child includes interviewing parents/caretakers, reviewing immunization history/records, and reviewing known high-risk factors to which the child may be exposed.
- Immunizations needed by children at their Well Child Screen should be given on-site, provided there are not existing contradictions.
- Immunizations are to be given according to the Advisory Committee on Immunization Practices (ACIP).


- Arrangements should be made with the parents/responsible adult for the completion of immunizations.
- If immunizations have not been completed at the recommended age, the healthcare professional should set up a schedule to ensure the child becomes current.

 The Recommended Immunization Schedule can be found at <http://www.cdc.gov/vaccines/schedules/index.html>.

### 20.4.11 Dental Screen

Oral inspections are included in Well Child Screens. Results should be included in the child’s Initial/Interval History. Although an oral inspection is part of Well Child Screens, it does not substitute for an examination through a direct referral to a dentist. A child should be referred to the dentist as follows:

- When the first tooth erupts and at least yearly thereafter.
- If an oral inspection reveals cavities, infection, or the child has or is developing a handicapping malocclusion or significant abnormality.

 Refer back to Topical Fluoride (*see Section 20.4.7 Topical Fluoride Varnish*).

### 20.4.12 Speech and Language Screens

Speech and language screens identify delays in development of children.

Referrals for further speech and hearing evaluations may be appropriate if one (1) or more of the following exists:

- Child is not talking at all by the age of 18 months;
- Suspected hearing impairment;
- Child is embarrassed or disturbed by their own speech;
- Voice is monotone, extremely loud, largely inaudible, or of poor quality;
- There is noticeable hyper-nasality or lack of nasal resonance;
- There is undue parental concern;
- Where speech is not understandable at three (3) years of age, a referral may be appropriate, as the condition may be caused by an unsuspected hearing impairment or a variety of undiagnosed conditions.

### **20.4.13 Discussion and Counseling**

Parents should have the opportunity to ask questions, to have them answered and to have sufficient time allotted for unhurried discussions. Practitioners should discuss and interpret examination results in accordance with the parents' level of understanding.

## Chapter 21 – Covered Services – Home Health

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***These services are not within the four “4” walls and cannot be reimbursed at the encounter rate. A separate enrollment is required to bill these services. These services also require a prior authorization.***


## **21.1 Home Health**

Home Health services are intended to be a temporary transitional program to assist Members with care required after an acute health incident or an institutionalized stay. Home Health services are to provide medical support and education to the Member and any caregiver regarding the Member’s new medical needs. Home Health is never intended to be a long-term solution. For Members with long term needs, Home Health is available initially while the Member and any caregiver is educated about the new medical needs and determines what the long-term solution will be for meeting the needs of the Member. Long term solutions may include additional or alternate care givers, waiver programs, higher levels of care such as nursing facilities, and the Member providing for their own needs as he or she is able.

Long Term custodial care services are not covered under the home health state plan benefit. Long term custodial care is defined as care that has moved beyond the acute state (has become clinically stable) and is expected to be needed for the rest of the Member’s life.

Medicare certified or State Licensed Home Health agencies can provide Home Health services. These agencies may be independent or based in a hospital, nursing home, Senior Center, or Public Health agency. Agencies that are not Medicare certified must continue to meet the Conditions of Participation for Medicare and will need to be licensed by the Division of Healthcare Licensing and Survey.

Home Health agencies are unable to bill for the sale or rental of Durable Medical Equipment unless they are separately enrolled as a DME Provider. For specific billing instructions refer to the DME General and DME Covered Services Provider Manuals on the Medicaid website (*see Section 2.1 Quick Reference*).

 All claims are subject to post payment review, ensuring Home Health policy has been adhered to.

### **21.1.1 Supervision**

Supervision is defined as: The Registered Nurse (RN) shall be immediately available to the home health aide for consultation in person or by telephone. The supervising RN must make a supervisory visit to the home at least every 60 days. The supervisory visit is not a Medicaid billable service.

### **21.1.2 Criteria**

Service must be:


- Ordered by a physician.
- Documented in a signed and dated Plan of Care/Medicare 485 Form that is reviewed and revised as medically necessary by the attending physician at least once every 60 days.



- Medically necessary.
- Three (3) or fewer encounters per day for any combination of home health aide and skilled nursing services.
  - An encounter is defined as all home health services provided in a single day that could be provided in a single visit to the Member, regardless of how many actual visits to the Member are actually completed. For example, shower, shampooing, nail care, and dressing CAN all be completed at the same time, so, even if the shower is in the morning and nail care is completed in the afternoon, this is one encounter. A separate encounter is not to be billed due to the convenience of the Provider nor due to scheduling issues or conflicts. A separate encounter can be billed when services must be separated due to orders or medical necessity, such as wound dressings being changed multiple times per day, or medication being given in the morning or at bedtime, or assistance with nutritional intake multiple times per day.
- Expected to last six months or less.


## 21.2 Covered Services

- Skilled nursing services provided by a Registered Nurse (RN) for Member’s condition while in the acute phase.
- Home health aide services delegated and supervised by a Registered Nurse (RN).
  - Each Home Health Aide visit MUST include at least one (1) or more of the following:
    - Bath (bed, sponge, tub, shower, or shampooing hair);
    - Nail or skin care (applying lotion does not constitute personal care);
    - Oral hygiene;
    - Toileting and elimination;
    - Safe transfers / assisted ambulation;
    - Assist with dressing (not grooming alone);
    - Assisted range of motion / positioning;
    - Assisted nutrition or fluid intake (meal set-up or prep or feeding assist / supervision);

 Home Health Aid services must be related to the Member’s skilled need (SN, PT, OT, ST). Without a related skilled need, HHA services are not covered.

- Physical therapy services provided by a qualified licensed physical therapist;
- Speech therapy services provided by a qualified licensed therapist;

- Occupational therapy services provided by a qualified registered or certified therapist;
- Personal care services (PCS) provided to children and adolescents under the age of 21 years under EPSDT;
- Medical social services provided by a qualified licensed Master of Social Work (MSW) or Bachelor of Social Work (BSW) -prepared person supervised by an MSW.

 MSW services are not to be used in place of appropriate behavioral health referrals to community resources. Regular therapy is not appropriate under the MSW benefit. MSW services are to be used to assist the Member in coordination with and accessing community resources to meet their needs.

### 21.2.1 Limitations

The following services are not covered through home health:

- Long term custodial care;
- Homemaker services;
- Respite care;
- Home delivered meals;
- Services for Members who are hospital patients or residents of skilled nursing facilities;
- Services for Members that are inappropriate in the Member’s home setting;
- Services for Members that are extensive or for long periods and/or are not cost effective;
- Services for Members where the desired outcome could be better and faster accomplished in another setting;
- Services for Members where the Member must be compliant to achieve measured success and the Member is not compliant;

### 21.2.2 Documentation Requirements

For all documentation of services provided:

- If the Member is receiving home health services only, visit notes must state home health services and detail the specific services provided.
- If the Member is receiving both home health services and waiver services, visit notes must state either home health services or waiver services as appropriate and detail the specific services provided.

- The Plan of Care/Medicare 485 Form must list all services the Member is receiving, regardless of pay source. This includes waiver, private duty nursing, and so on and frequency of the services to portray a clear picture of all services the Member is receiving.
- Adequate documentation justifying medical necessity must be kept. Any plans extending past 120 days (two (2) consecutive 60-day plan periods) will be reviewed.
- New Members ordered to home health care must have documentation of a face-to-face visit with the ordering practitioner within the 90 days preceding the beginning of home health. This face-to-face visit can be in the hospital, clinic, nursing home, or other clinical setting.
- Home Health Agencies that maintain patient records by computer rather than hard copy may use electronic signatures. However, all such entries must be appropriately authenticated and dated. Authentication must include signatures, written initials, or computer secure entry by a unique identifier of a primary author who has reviewed and approved the entry. The agency must have safeguards to prevent unauthorized access to the records and a process for reconstruction of the records in the event of a system breakdown.

### 21.2.3 Billing Requirements

**Appropriate Bill Type(s):** 33X, 32X


**Pay-to Provider’s Taxonomy:** 251E00000X


- Bill using appropriate revenue codes.
- Do not bill with procedure codes.
- Do not span bill. Each date of service must be billed on a separate line.
- Bill using appropriate units.
- Prior authorizations (PA) are required for all services and are reviewed by Telligen (*see Section 6.13 Prior Authorization*)
- Prior authorization number must be placed on the claim
- Prior authorization requests must be submitted within 10 business days of the start of services.
- Plans of Care/Medicare 485 Form, Physician Orders, documentation of face-to-face visit, and documentation of non-homebound status for Medicare/Medicaid dual Members stating the Member would not be eligible for services under the Medicare Home Health (*see Section 2.1 Quick Reference*).

Home Health Revenue Codes		
Revenue Code	Description	Unit
551	Skilled Nursing	Per visit

Home Health Revenue Codes		
Revenue Code	Description	Unit
421	Physical Therapy	Per visit
441	Speech Therapy	Per visit
431	Occupational Therapy	Per visit
571	Home Health Aide	Per visit
561	Medical Social Worker	Per visit

Personal Care Services Revenue Code		
Revenue Code	Description	Unit
579	Personal Care Attendant	Per 15-minute sessions
T1019	Personal Care Services	

 For personal care services, the Provider must bill the revenue code 0579 with the T1019 on the line in order to get paid. **PCS requires prior authorization.** Please send a written request via email to the Utilization Management Coordinator, Amy Buxton ([amy.buxton@wyo.gov](mailto:amy.buxton@wyo.gov)) for the prior authorization.

 Do not place procedure codes on the claim.

### 21.2.3.1 Members with Medicare and Medicaid Billing Requirements

Condition codes are designed to allow the collection of information related to the patient, particular services, service venue, and billing parameters which impact the processing of an Institutional claim. Some examples of this information are, employment status, qualified clinical trial, same day transfer, home care giver available, cost outlier and pregnancy indicator. These codes are integral to the institutional claim, both the UB and the electronic 837I.

When billing Wyoming Medicaid for Member who have Medicare primary, the following Medicare information must be reported on the claim:

- Report the applicable value codes, occurrence codes, occurrence span codes, claim adjustment reason codes (CARCs) and remittance advice reason codes (RARCs), condition codes, claim filing indicator, revenue codes, and source codes.
  - XA: Condition Stable
  - XB: Not Homebound
  - XC: Maintenance Care
  - XD: No Skilled Service

In the patient's medical records, it should state why the Member does not meet the requirements for Medicare payment (Medicare is not applicable) as the Member is homebound.

### **21.2.3.2 Prior Authorization**

- Prior authorization requests must be submitted within 10 business days of the start of services.
- Requests submitted without a signed and dated 485 or physician's detailed order will not be processed.
- Requests must be submitted under the home health revenue codes above, not using HCPCS/CPT codes.
- Requests for PRN visits must be submitted after the visit has occurred, but within 5 business days, as a separate episode, and with documentation of the medical necessity of the PRN visit including the clinical notes from that visit.
- For facility discharges, be sure to upload the discharge summary from the facility and any applicable therapies (PT, OT, ST).
- For wound care related requests, be sure to include current detailed wound specific information including frequency of care, drainage, wound measurements.
- For IV medication related requests, include current medication orders with frequency and duration, and how often administration is to be completed.
- For Pediatric G-Tube Care: Members age 20 and younger, when medically necessary, 1 SN visit per month for review of the placement and patency of the G-Tube will be approved. Other PRN visits will be reviewed according to the PRN visit requirements.
- Technical denials will be issued by Telligen for the following:
  - No signed/dated 485 or physician's orders;
  - Failure of the Provider to respond to requests for additional information;
  - Incorrectly submitted codes (such as using HCPCS or CPT codes instead of Revenue Codes).

Prior Authorization requests can be denied for two basic reasons: Administrative reasons such as incomplete or missing forms and documentation, and so on; or the Member does not meet the established criteria for coverage of the item.

Following a denial for administrative reasons, the Provider may send additional information in order to request that the decision be reconsidered. If the information is received within thirty (30) days of the denial, with a clearly articulated request for reconsideration, it will be handled as such. If the information is received more than thirty days after the denial, it will be a new Prior Authorization request. As such, a new Prior Authorization form must be submitted, and all information to be considered must accompany it.

### **21.2.3.3 Appeals Process**

- If the initial request for prior authorization is denied or reduced, a request for reconsideration can be submitted through Telligent, including any additional clinical information that supports the request for services.
- Should the reconsideration request uphold the original denial or reduction in services, an appeal can be made to the state by sending a written appeal via e-mail to the Utilization Management Coordinator and Contract Manager, Amy Buxton ([Amy.Buxton@wyo.gov](mailto:Amy.Buxton@wyo.gov)).
  - The appeal should include an explanation of the reason for the disagreement with the decision and the reference number from Telligent's system. The appeal will be reviewed in conjunction with the documentation uploaded into Telligent's system.

## Chapter 22 – Covered Services – Laboratory Services

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## 22.1 Laboratory Services

**Encounter Revenue Code: 0300**

**Procedure Code Range: 36415, G0027, G0306, G0307, G0477, 80000-89999**

Medicaid covers tests provided by independent (non-hospital) clinical laboratories when the following requirements are met:

- Services are ordered by physicians, dentists, or other Providers licensed within the scope of their practice as defined by law.
- Services are provided in an office or other similar facility, but not in a hospital outpatient department or clinic.
- Providers of lab services must be Medicaid certified.
- Providers of lab services must have a current Clinical Laboratory Improvement Amendments (CLIA) certification number.
- **Providers may bill Medicaid only for those lab services they have performed themselves. Medicaid does not allow pass-through billing.**
- Wyoming Medicaid will only cover medically necessary tests. Tests derived through court order will not be reimbursed by Wyoming Medicaid.



Non-covered services include routine handling charges, State fees, post-mortem examination, and specimen collection fees for throat culture or Pap Smears.

## 22.2 CLIA Requirements


The type of CLIA certificate required to cover specific codes is listed in the table below. These codes are identified by Center for Medicare and Medicaid Services (CMS) as requiring CLIA certification; however, Medicaid may not cover all of the codes listed. Refer to the fee schedule located on Medicaid website (*see Section 2.1 Quick Reference*) for actual coverage and fees. Content is subject to change at any time, without notice.



Codes within the below table are not Wyoming Medicaid specific. It is the Provider's responsibility to ensure the codes being billed are covered by Wyoming Medicaid.



CLIA CERTIFICATE TYPE	ALLOWED TO BILL						
<b>REGISTRATION, COMPLIANCE, OR ACCREDITATION (LABORATORY) (1)</b>	G0103	G0123	G0124	G0141	G0143	G0144	G0145
	G0147	G0148	G0306	G0307	G0328	17311	17312
	17313	17314	17315	78110	78111	78120	78121
	78122	78130	78191	78270	78271	78272	
	0001U-0083U						
	80000-89999 (UNLESS OTHERWISE SPECIFIED ELSEWHERE IN THIS TABLE)						
	PROVIDERS WITH THIS CLIA TYPE MAY BILL THE CODES WITHIN THE LABORATORY (CLIA TYPE 1) SECTION AND ALL CODES FOR PPMP (CLIA TYPE 4) SECTION AND WAIVER (CLIA TYPE 2) SECTION AND THE CODES EXCLUDED FROM CLIA REQUIREMENTS (REFER TO TABLE BELOW)						
<b>PROVIDER-PERFORMED MICROSCOPY PROCEDURES (PPMP) (4)</b>	81000	81001	81015	81020	89055	89190	G0027
	Q0111	Q0112	Q0113	Q0114	Q0115		
	PROVIDERS WITH THIS CLIA TYPE MAY BILL THE CODES WITHIN THE PPMP (CLIA TYPE 4) SECTION AND ALL CODES FOR WAIVER (CLIA TYPE 2) SECTION AND THE CODES EXCLUDED FROM CLIA REQUIREMENTS (REFER TO TABLE BELOW)						
<b>WAIVER (2)</b>	80305	81002	81025	82044 QW	82150 QW	82270	82272
	82274 QW	82962	83026	83036 QW	84830	85013	85025 QW
	85651	86618 QW	86780 QW	87502 QW	87631 QW	87633 QW	87634 QW
	87651 QW						
	PROVIDERS WITH THIS CLIA TYPE MAY BILL THE CODES WITHIN THE WAIVER (CLIA TYPE 2) SECTION AND ALL CODES EXCLUDED FROM CLIA REQUIREMENTS (REFER TO TABLE BELOW)						
<b>NO CERTIFICATION</b>	PROVIDERS WITHOUT A CLIA MAY BILL ALL CODES EXCLUDED FROM CLIA REQUIREMENTS (SEE BELOW)						

 The QW modifier is used to bypass CLIA requirements. A QW next to a laboratory code signifies that the QW modifier should be used.

CODES EXCLUDED FROM CLIA REQUIREMENTS									
80500	80502	81050	82075	83013	83014	83987	86077	86078	86079
86910	86960	88125	88240	88241	88304	88305	88311	88312	88313
88314	88329	88720	88738	88741	89049	89220			

For updated Medicare CLIA information visit: [http://www.cms.gov/Regulations-and-Guidance/Legislation/CLIA/Categorization\\_of\\_Tests.html](http://www.cms.gov/Regulations-and-Guidance/Legislation/CLIA/Categorization_of_Tests.html)


## 22.3 Genetic Testing

**Procedure Codes: 81200-81599; 96040**

**Prior Authorization** (see Section 7.12 Prior Authorization) **is required for all genetic testing codes, except 81420 and 81507. Prior authorization documentation must document all of the following:**

- There is reasonable expectation based on family history, risk factors, or symptomatology that a genetically inherited condition exists;
- Test results will influence decisions concerning disease treatment or prevention;
- Genetic testing of children might confirm current symptomatology or predict adult-onset diseases and findings might result in medical benefit to the child or as the child reaches adulthood;
- Referral is made by a genetic specialist (codes 81223 and 81224) or a specialist in the field of the condition to be tested; and
- All other methods of testing and diagnosis have met without success to determine the Member’s condition such that medically appropriate treatment cannot be determined and rendered without the genetic testing;
- Counseling is provided by healthcare professional with education and training in genetic issues relevant to the genetic tests under consideration;
- Counselor is free of commercial bias and discloses all (potential and real) financial and intellectual conflicts of interest;
- Process involves individual or family and is comprised of ALL of the following:
  - Calculation and communication of genetic risks after obtaining 3-generation family history;
  - Discussion of natural history of condition in question, including role of heredity;
  - Discussion of possible impacts of testing (for example psychological, social, limitations of nondiscrimination statutes);
  - Discussion of possible test outcomes (such as positive, negative, variant of uncertain significance);

- Explanation of potential benefits, risks, and limitations of testing;
- Explanation of purpose of evaluation (for example to confirm, diagnose, or exclude genetic condition);
- Identification of medical management issues, including available prevention, surveillance, and treatment options and their implications;
- Obtaining informed consent for genetic test.
- **Code 81519** - All of the following conditions must be met and documented in the prior authorization request:
  - The test will be performed within 6 months of the diagnosis;
  - Node negative (micrometastases less than 2mm in size are considered node negative);
  - Hormone receptor positive (ER-positive or PR-positive);
  - Tumor size 0.6-1.0 cm with moderate/poor differentiation or unfavorable features (such as angiolymphatic invasion, high nuclear grade, high histologic grade) OR tumor size >1 cm;
  - Unilateral disease;
  - Her-2 negative;
  - Patient will be treated with adjuvant endocrine therapy;
  - The test result will help the patient make decisions about chemotherapy when chemotherapy is a therapeutic option.
- **Code 81599** - All of the following conditions must be met and documented in the prior authorization request:
  - Patient must be post-menopausal;
  - Pathology reveals invasive carcinoma of the breast that is estrogen receptive (ER) positive, Her2-negative;
  - Lymph node-negative or has 1-3 positive lymph nodes;
  - Patient has no evidence of distant metastasis;
  - Test result will be used to determine treatment choice between endocrine therapy alone, vs. endocrine therapy plus chemotherapy.

 The test should not be ordered if the physician does not intend to act upon the test result.

### 22.3.1 BRCA Testing and Counseling

The U.S. Preventive Services Task Force (USPSTF) recommends that women whose family history is associated with an increased risk for deleterious mutations in BRCA1 or BRCA2 genes be referred for

evaluation for BRCA testing (81211-81217 and 81162-81167). Medicaid covers BRCA testing when the following criteria are met:

- Personal and/or family history of breast cancer, especially if associated with young age of onset; OR
- Multiple tumors; OR
- Triple-negative (such as estrogen receptor, progesterone receptor, and human epidermal growth factor receptor 2-negative) or medullary histology; OR
- History of ovarian cancer; AND
- 18 years or older; AND
- Documentation indicates a genetic counseling visit pre or post testing.

### **22.3.1.1 Counseling**

Medicaid covers appropriate genetic counseling (96040) when it is provided in conjunction with performance or consideration of medically necessary BRCA testing that meets the criteria listed above. This includes follow-up genetic counseling to discuss the results of these tests. Three (3) 30-minute units (for a total of 90 minutes) are allowed per day.

Genetic counseling services may be billed by a physician when the genetic counselor is under physician supervision and is an employee of the physician. Services provided by independent genetic counselors are not a benefit of Wyoming Medicaid.

Physician specialties that may bill for BRCA genetic counseling are:

- Clinical genetics
- Family practice
- OB/GYN
- Internal medicine
- Internal medicine, medical oncology
- General surgery

### **22.3.1.2 Billing Requirements**

- Prior authorization is required for BRCA pre-test counseling and must be submitted by a physician with a specialty listed above.
- Prior Authorization for BRCA Testing CPT codes will only be approved with documentation that genetic counseling will be or has been provided.
- Prior authorization requests will need to be submitted to Telligen (*see Section 2.1 Quick Reference*)

- Prior authorization documents should include:
  - The reason for the test(s)
  - Previous lab results
  - How the test results will be utilized
  - How the test results will contribute to improved health outcomes
  - How the test results will alter the Member's treatment management

# Chapter 23 – Covered Services – Non-Emergency

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*These services are not within the four “4” walls and cannot be reimbursed at the encounter rate. A separate enrollment and Provider number is required to bill these services.*

## 23.1 Non-Emergency Medical Transportation (NEMT)

Wyoming Medicaid provides non-emergency medical transportation (NEMT) services to Members who are in need of assistance traveling to and from medical appointments to enrolled Providers to obtain covered services.

Wyoming Medicaid enrolls taxi providers (344600000X) and non-taxi ride providers (347C00000X) to provide covered services.



Non-Emergency Medical Transportation Services (NEMT) **cannot be billed as an encounter**. Claims for transportation must be billed on a CMS-1500 professional claim and adhere to the fee schedule for appropriate codes.

### 23.1.1 Covered Services

#### 23.1.1.1 Taxi and Non-Taxi Rides

- Covered for adults and children;
- Member must initiate the ride by contacting the Customer Service Center and select the travel request option;
- The Member will contact Ride Provider once the ride is approved;
- If the ride is approved a Prior Authorization (PA) number will be generated for the Provider. The Provider will retrieve the PA number from the Provider Portal and enter it on the claim (*see Section 7.12.2 Prior Authorization Status Inquiry*)

## 23.2 Billing Information


- Non-Emergency Medical Transportation Services (NEMT) are **not** encounter claims.
- Claims for transportation must be billed on a CMS-1500 professional claim and adhere to the fee schedule for appropriate codes.

### 23.2.1 Taxi Rides

#### Procedure codes A0100 (Requires PA), S0215

- Taxi Provider must receive prior authorization for the taxi ride.
- Bill procedure code A0100 – Base Rate – 1 unit for each one-way trip.
- Bill procedure code S0215 – mileage for each mile or part of a mile.

- Mileage is always rounded up. Example: 5.2 miles would be billed as 6 miles.
- Bill with the PA number associated with the ride.
- Mileage without the Member on board is not eligible for billing.
- Wait time is not a covered service.
- No show or late Members are not a covered service; however, they should be reported to Provider Services (*see Section 2.1 Quick Reference*).
- All rides billed are subject to post payment review and as such records should be kept with detail including:
  - Prior Authorization
  - Prior Authorization number
  - Member information
  - Date and time of pick-up
  - Pick up address
  - Destination address
  - Total mileage
  - Total charge

 Providers cannot span bill for dates. All services (rides) with different dates of service must be billed on separate lines.

### 23.2.2 Non-Taxi Rides (Shuttle Services)

**Procedure Codes: A0110 (Requires PA), A0080**


- Ride Provider must receive prior authorization for the ride.
- Bill with the PA number associated with the ride.
- Bill procedure code A0110 – Base Rate – 1 unit for each one-way trip.
- Bill procedure code A0080 – mileage for each mile or part of a mile above 15 miles;
  - Mileage is always rounded up,
    - Example: A trip of 23.2 miles would be billed with code A0110 as the base rate (1 unit) and A0080 for the mileage (9 units: 23.2 miles - 15 base miles = 8.2 miles, round up to 9 miles = 9 units)



Procedure Code	Units
A0110	1
A0080	9

 The first 15 miles are INCLUDED with the base rate and are not billed.

- Mileage without the Member on board is not eligible for billing.
- Wait time is not a covered service.
- No show or late Members are not a covered service; however, they should be reported to the Provider Services (see Section 2.1 Quick Reference).
- All rides billed are subject to post payment review and as such records should be kept with detail including:
  - Prior Authorization;
  - Prior Authorization number;
  - Member information;
  - Date and time of pick up;
  - Pick up address;
  - Destination address;
  - Total mileage;
  - Total charge.

 Providers cannot span bill for dates. All services (rides) with different dates of service must be billed on separate lines.

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## 24.1 Practitioner Services


Practitioners Include:

- Physicians (MD/DO);
- Locum Tenens;
- Nurse Practitioners;
- Physician's Assistants;
- Mental Health Providers;
- Ordering, Rendering and Prescribing Providers.

## 24.2 Covered Services

- Abortion;
- Anesthesia Services;
- Dermatology;
- Diabetic Training;
- Family Planning;
- Hysterectomies;
- Imaging Services;
- Immunizations;
- Injections;
- Interpretation Services;
- Laboratory Services;
- Locum Tenens;
- Maternity Care;
- Medical Supplies;
- Personal Care Services;
- Practitioner Visits;
- Pregnant By Choice/Family Planning Waiver;
- Preventive Medicine;
- Psychiatric Services;

- Public Health Services;
- Screening, Brief Intervention, Referral and Treatment (SBIRT);
- Sterilization;
- Surgical Services;
- Transplant Policy;
- Vision Service.

 Many unlisted procedure codes require prior authorization (*see Section 7.12 Prior Authorization*). For planned services, authorization must be obtained prior to the date of service. For procedures that are planned and altered during surgery, prior authorization must be requested within three (3) business days. Please contact Telligen or review the Telligen Provider Manual for specifics (*see Section 2.1 Quick Reference*).

## 24.3 Dermatology

**Encounter Revenue Code: 0500**

Medicaid covers medically necessary services rendered in the treatment of dermatological illnesses.

### 24.3.1 Covered Services

- Acne surgery due to disfigurement requires prior authorization (*see Section 7.12 Prior Authorization*).
- Removal of lesions suspected to be precancerous.
- Removal of a benign lesion, ganglion cyst, skin tag, keloid, or wart, may be covered when medically necessary.

### 24.3.2 Benign Lesion Removal and Destruction of Benign or Premalignant Lesions

**Procedure Code: 11200 (Removal of Skin Tags)**

**Procedure Code: 11310 (Removal / Shave Lesion)**

**Procedure Code Range: 11400-11446 (Removal)**

**Procedure Code Range: 17106-17111 (Destruction)**

### 24.3.3 Covered Services

Benign skin lesions include seborrheic keratosis, sebaceous (epidermoid) cysts, skin tags, milia (keratin-filled cysts), nevi (moles) acquired hyperkeratosis (keratoderma), papillomas, hemangiomas and viral warts.

### 24.3.4 Billing Requirements

Wyoming Medicaid considers **removal of benign skin lesions** as medically necessary, and not cosmetic, when **any** of the following is met and is clearly documented in the medical record, operative report, or pathology report:


- The lesion is symptomatic as documented by any of the following:
  - Intense itching;
  - Burning;
  - Irritation;
  - Pain;
  - Tenderness;
  - Chronic, recurrent or persistent bleeding;
  - Physical evidence of inflammation (for example purulence, oozing, edema, erythema, and so on).
- The lesion demonstrates a significant change in size or color.
- The lesion obstructs an orifice or clinically restricts vision.
- There is clinical uncertainty as to the likely diagnosis, particularly where malignancy is a realistic consideration based on lesional appearance, change in appearance and/or non-response to conventional treatment.
- The lesion is likely to turn malignant as documented by medical peer-reviewed literature or medical textbooks.
- A prior biopsy suggests the possibility of lesional malignancy.
- The lesion is an anatomical region subjected to recurrent physical trauma that has in fact occurred and objective evidence of such injury or the potential for such injury is documented.

Wyoming Medicaid considers **destruction of benign or malignant skin lesions** as medically necessary, and not cosmetic, when any of the following is met and is clearly documented in the medical record, operative report or pathology report.

- An over-the-counter (OTC) product has been tried and was ineffective (when applicable).



- Lesion causes symptoms of such a severity that the patient’s normal bodily functions/activities of daily living are impeded (for example palmar or plantar warts).
- Periocular warts associated with chronic recurrent conjunctivitis thought secondary to lesion virus shedding.
- Warts showing evidence of spread from one (1) body area to another, particularly in immunosuppressed patients.
- Lesions are condyloma acuminata or molluscum contagiosum.
- Cervical dysplasia or pregnancy associated with genital warts.
- Port wine stains and other hemangiomas when lesions are located on the face and neck;
  - Progress notes and photos documenting improvement must be kept in the patient record and available upon request.

 Wyoming Medicaid does not consider removal of skin lesions to improve appearance as medically necessary. Removal of certain benign skin lesions that do not pose a threat to health or function are considered cosmetic, and as such, are not medically necessary. In the absence of any of the above indications, removal of seborrheic keratoses, sebaceous cysts, nevi (moles) or skin tags is considered cosmetic. Wart removal can be requested for three units at a time.

### 24.3.5 Documentation Requirements

One (1) or more of the above conditions, clearly documented in the medical record, operative report or pathology report are required.

## 24.4 Diabetic Training

**Encounter Revenue Code: 0942**

**Procedure Code Range: G0108-G0109**

Physicians, public health nurses, and nurse practitioners managing a Member’s diabetic condition are responsible for ordering diabetic training sessions. Certified Diabetic Educators (CDE) or dietitians may furnish outpatient diabetes self-management training.

### 24.4.1 Covered Services

Individual and group diabetes self-management training sessions are covered. Curriculum will be developed by individual Providers and may include, but is not limited to:

- Medication education;
- Dietetic/nutrition counseling;

- Weight management;
- Glucometer education;
- Exercise education;
- Foot/skin care;
- Individual plan of care services received by the Member.

### **24.4.2 Billing Requirements**

- HCPCS Level II codes, G0108 (individual session) and G0109 (group session) should be used.
- Do not bill a separate office visit on the same date of service.
- Billing is to be done under the physician, nurse practitioner, or hospital's Provider number.

### **24.4.3 Documentation Requirements**

- Documentation should reflect an overview of relative curriculum and any services received by the Member
- The Diabetic Education Certificate is not required to be submitted with each claim

## **24.5 Family Planning Services**

**Encounter Revenue Code: 0500**

Family planning services are to assist Members of childbearing age with learning the choices available to them to freely determine the number and spacing of their children.


Family planning services include the following:

- Initial visit;
- Initial physical examination;
- Comprehensive history;
- Laboratory services;
- Medical counseling;
- Annual visits;
- Routine visits.

### **24.5.1 Covered Services**

- Sterilization procedures are covered only when all Medicaid guidelines have been met (7.15.1.1, Sterilization Consent Form);

- Contraceptives;
- Cervical caps;
- Male/female condom;
- Contraceptive injections;
- Creams;
- Diaphragms;
- Foams;
- Insertion/removal of implantable contraceptives (Norplant and Implanon);
- Insertion/removal of IUDs;
- Oral contraceptives when prescribed by a physician or nurse practitioner and dispensed a participating pharmacy;
- Spermicides;
- Sponges.

 Pregnant by Choice/Family Planning Waiver has specific covered and non-covered services. The plan information can be found in (*see Section 25.1*).

## 24.6 Public Health Services – Home Visits

**Revenue Code:** 0529

**Procedure Code Range:** 99341-99350

- Public health clinic services are physician and mid-level practitioner services provided in a clinic designated by the Department of Health as a public health clinic.
- Services must be provided directly by a physician or by a public health nurse under a physician’s immediate supervision (such as the physician has seen the Member and ordered the service).

Home visits are evaluation and management services provided by a practitioner in a private residence. These visits must be medically necessary. These home visits must be medical in nature.

### 24.6.1 Documentation

The following documentation must be included in the Member’s medical record:

- Documentation of practitioner order and treatment plan of care;
- Documentation of observed medical condition, progress at each visit, any change in treatment, and the Member’s response to treatment;

- Documentation of coordination of care between office and home visit.

## 24.7 Immunizations

**Encounter Revenue Code:** 0771 (if given by the physician, nurse practitioner, nurse, or physician's assistant, this cannot be billed separate from the medical encounter)

**Procedure Code Range:** 90477-90756, 99460, 99461, & 99471-99474

Vaccines For Children (VFC) Program

Providers must enroll with the VFC program to receive and distribute VFC vaccines. The VFC program makes available, at no cost to Providers, selected vaccines for eligible children 18 years old and under. Medicaid will therefore pay only for the administration of these vaccines (oral or injection). VFC covered vaccines may change from year to year. For more information on the VFC program current VFC covered vaccines or how to enroll as a VFC Provider contact the Wyoming Immunization Program at (307)777-7952.

### 24.7.1 Billing Procedures: VFC Supplied or Private Stock

Use the following guidelines when submitting claims to Medicaid:

- Providers must use a VFC provided vaccine when available and Member appropriate. If the vaccine is supplied by VFC, bill the appropriate procedure code and use the SL modifier. Codes 90477-90748 identify the vaccine product only. To report the administration of vaccine/toxoid, the appropriate administration code (see table below) must be reported in addition to the vaccine/toxoid code. Reimbursement will be made for the administration only.
- When Medicaid is the secondary payer, the Provider must submit the claim according to Medicaid guidelines. Bill other potential payers before billing Medicaid.
- Providers are reminded that use of any vaccine or immunization solely for the purpose of travel is not covered by Medicaid.
- According to VFC policy, Providers may not impose a charge for the administration of the vaccine that is higher than the maximum fee established by the Centers for Medicaid and Medicare Services (CMS) regional cap of \$21.72 per dose.
- A previous policy from our office indicated that additional units could be billed for each antigen in the combination vaccination. Separate codes are available for combination vaccines. It is inappropriate to code each component of a combination vaccine separately.
- Codes 90477-90748 identify the vaccine product only. To receive reimbursement for administration they must be reported in addition to an immunization administration code from the tables below.
- When a vaccine is privately obtained due to lack of availability through the VFC program, it will be reimbursed at 100% of purchase invoice. **DO NOT USE** the SL modifier in this instance. This

policy applies exclusively to situation where the VFC Program has issued a notice of vaccine shortage and has specified which vaccines are affected.

- For vaccines administered to adults over 18 years of age, or for vaccines/toxoids not supplied by VFC, report the appropriate CPT code and administration fee. **DO NOT USE** the SL modifier. Medicaid will reimburse for the vaccine/toxoid and the administration.
- When the vaccine/toxoid product code does not contain the SL modifier, a manufacturers' invoice must be attached to the claim. The vaccine/toxoid will be reimbursed at 100% of the invoice cost. **Exception:**
  - For procedure codes 90656, 90660, 90703, 90707, and 90714, an invoice is only required for those Members age 18 years and younger. Those claims for Members 19 years and older will be reimbursed at a flat rate of \$15.00 for these codes;
  - For procedure code 90658, an invoice is only required for those Members age 18 years and younger. Those claims for Members 19 years and older will be reimbursed at a flat rate of \$20.00 for this code;
  - For procedure code 90715 an invoice is only required for those Members age 18 years and younger. Those claims for Members 19 years and older will be reimbursed at a flat rate of \$30.00 for this code.

Administration Codes – Physician Provides Face-to-Face Vaccine Counseling	
CPT Code	Description
90460	Immunization administration 0-18 years of age via any route of administration, with counseling by physician or other qualified health care professional; first vaccine/toxoid component
90461	Each additional vaccine/toxoid component (list separately in addition to code for 1st component) for age 0-18


Administration notes: For vaccines where the physician or other qualified health care professional provides counseling, code 90460 will be reported once for each vaccine administered. For any vaccine with multiple components (such as DtaP or Tdap), 90461 will be reported for each additional component. If multiple vaccines are administered, “like codes” must be combined onto the same line, using multiple units to avoid denials for duplicates. Medicaid will pay up to the allowable on each unit of 90460, and \$0.00 for each unit of 90461. Providers should bill their usual and customary fee for 90460 and \$0.00 for 90461.

## 24.7.2 Other Immunizations

Other immunizations include, but are not limited to:


- Synagis can only be billed via pharmacy. The Provider will only bill for the services that they provided such as E & M and administration. The Providers will need to work with a pharmacy to provide the medication.

- Please see instructions for Synagis on the following Pharmacy site under prior authorization: <http://www.wymedicaid.org/>.
- Additional Vaccines, Toxoids:
  - CPT-4 codes for vaccines are to be used to bill for the vaccine product itself and are reported in addition to the immunization administration codes (90471, 90472) unless the VFC program supplied the vaccine;
  - Separate codes are available for combination vaccines. It is inappropriate to code each component of a combination vaccine separately.

 The most accurate way to verify coverage for a specific service is to review the Medicaid fee schedule on the website (*see Section 2.1 Quick Reference*).

## 24.8 Injections

Reimbursement for J-codes and therapeutic injections include the cost of the administration fee. This cost is already calculated into the fee for each code.

 Therapeutic injections may not be billed with a J-code (*see Section 7.6 National Drug Code (NDC) Billing Requirement*).

If multiple drugs are included in a single injection, separate codes may be billed for the drugs, however, the administration fee should be included with only one (1) code.

For an accurate listing of codes, refer to the fee schedule on the Medicaid website (*see Section 2.1 Quick Reference*).

### 24.8.1 Belimumab (Benlysta®)

**Procedure Code:** J0490

#### 24.8.1.1 Covered Services

Belimumab is covered and considered medically necessary if the below requirements are met.


#### 24.8.1.2 Billing Requirements

Prior authorization requirements (*see Section 7.12 Prior Authorization*):

Wyoming Medicaid considers Belimumab medically necessary when all of the following is met and is clearly documented in the medical record, operative report, or pathology report:

- The patient is 5 years of age or older for intravenous infusion administration;
- The patient is 18 years of age or older for subcutaneous injection administration;

- The patient has a diagnosis of active systemic lupus erythematosus (SLE) disease;
- The patient has positive autoantibody test results [positive antinuclear antibody (ANA >1:80) and/or anti-dsDNA (>30 IU/mL)].
- **ONE (1) of the following:**
  - The patient is currently on a standard of care SLE treatment regimen comprised of at least one (1) of the following: corticosteroids, hydroxychloroquine, chloroquine, nonsteroidal anti-inflammatory drugs (NSAIDS), aspirin, and/or immunosuppressives (azathioprine, methotrexate, cyclosporine, oral cyclophosphamide, or mycophenolate);
  - The patient has a documented intolerance, FDA labeled contraindication, or hypersensitivity to the standard of care drug classes listed above.
- The patient does NOT have severe active lupus nephritis [proteinuria >6 g/24-hour or equivalent or serum creatinine >2.5 mg/dL OR required hemodialysis or high-dose prednisone >100 mg/day] within the past 90-days;
- The patient does NOT have severe active central nervous system lupus [for example seizures, psychosis, organic brain syndrome, cerebrovascular accident, cerebritis, CNS vasculitis requiring therapeutic intervention] within the past 60 days;
- The patient has NOT been treated with intravenous cyclophosphamide in the previous six (6) months;
- The patient is NOT currently using another biologic agent;
- The patient is NOT currently being treated for a chronic infection;
- The dose for intravenous administration is within the FDA labeled dosage of 10 mg/kg intravenously at two (2) week intervals for the first three (3) doses and at four (4) week intervals thereafter;
- The dose for subcutaneous administration is within the FDA labeled dosage of 200 mg once weekly.

 Length of Approval: 12 months.

## 24.8.2 Botox®

**Procedure Code Range:** J0585

### 24.8.2.1 Covered Services

OnabotulinumtoxinA [Botox] is covered for the treatment of the following conditions and are considered medically necessary when specific criterion is met.

## 24.8.2.2 Billing Requirements

Prior authorization requirements (*see Section 7.12 Prior Authorization*):


Wyoming Medicaid considers Botulinum toxin A (onabotulinumtoxinA [Botox<sup>®</sup>]) appropriate for the treatment of the following conditions and meet medical necessity criteria where it is stated:


- Incontinence with inadequate response to or intolerance of anticholinergic medications PLUS one of the following:
  - Overactive bladder with symptoms of urge urinary incontinence, urgency, and frequency;
    - At least 3 urinary urgency incontinence episodes;
    - At least 24 micturitions in 3 days' time;
    - Total dose: 100 units, as 0.5 mL (5 Units) injections across 20 sites into the detrusor;
    - To qualify for re-treatment, ALL of the following must apply:
      - ◆ At least 12 weeks must have passed since the prior treatment;
      - ◆ Post-void residual urine volume must have been less than 200 mL;
      - ◆ Patients must have reported at least 2 urinary incontinence episodes over 3 days.
  - Urinary incontinence due to detrusor overactivity associated with a neurologic condition [for example spinal cord injury (SCI), multiple sclerosis (MS)];
    - Total dose: 200 Units, as 1 mL (~6.7 Units) injections across 30 sites into the detrusor.
    - To qualify for re-treatment, ALL of the following must apply:
      - ◆ At least 12 weeks must have passed since the prior treatment.
      - ◆ Post-void residual urine volume must have been less than 200 mL.
      - ◆ Patients must have reported at least 2 urinary incontinence episodes over 3 days with no more than 1 incontinence-free day.
- Upper and lower limb spasticity, excluding spasticity caused by cerebral palsy;
  - Patient must be 2 years of age or older.
  - Upper Limb:
    - Adult total dose: Select dose based on muscles affected, severity of muscle activity, prior response to treatment, and adverse event history; Electromyographic guidance recommended.
    - Patient is at least 6-weeks post-stroke.
    - Pediatric total dose: 3 Units/kg to 6 Units/kg (maximum 200 Units) divided among affected muscles.
  - Lower Limb:



- Adult total dose: 300 Units to 300 Units divided across ankle and toe muscles.
  - Pediatric total dose: 4 Units/kg to 8 Units/kg (maximum 300 Units) divided among affected muscles.
- Cervical dystonia;
  - Patient is 16 years or older.
  - Base dosing on the patient’s head and neck position, localization of pain, muscle hypertrophy, patient response, and adverse event history; use lower initial dose in botulinum toxin naïve patients.
- Severe axillary hyperhidrosis with ALL of the following:
  - Patient is 18 years or older;
  - Inadequate management by topical agents;
  - Total dose: 50 units per axilla.
- Blepharospasm associated with dystonia with ALL of the following:
  - Patient is 12 years or older;
  - Includes benign essential blepharospasm or VII nerve disorders;
  - Total dose: 1.25 Units-2.5 Units into each of 3 sites per affected eye.
- Strabismus
  - Patient is 12 years or older;
  - Total dose: The dose is based on prism diopter correction or previous response to treatment with Botox®;
    - For vertical muscles, and for horizontal strabismus of less than 20 prism diopters: 1.25 Units-2.25 Units in any one muscle;
    - For horizontal strabismus of 20 prism diopters to 50 prism diopters: 2.5 Units-5 Units in any one muscle;
    - For persistent VI nerve palsy of one month or longer duration: 1.25 Units-2.5 Units in the medial rectus muscle.
- Migraine headaches prevention is considered medically appropriate if the headaches are chronic with ANY ONE (1) the following criteria met:
  - Initial six (6) month trial for migraine headaches with ALL the following:
    - Occur 15-days or more per month;
    - Lasting 4 hours a day or longer;
    - Experienced for three (3) months or more;

- Symptoms persist despite adequate trials of a minimum **of two (2) agents** from different classes used in the treatment of chronic migraines (for example **Angiotensin-converting enzyme inhibitors/antiotensin II receptor blockers, anti-depressants, anti-epileptics, beta blockers and calcium channel blockers**), unless the individual has contraindications to such medications.
- Continuation of therapy after six (6) month trial for the prevention of migraines requires frequency reduced by at least seven (7) days per month.

 When initiating treatment, the lowest recommended dose should be used. In treating adult patients for one or more indications, the maximum cumulative dose should not exceed 400 Units, in a three-month interval. In pediatric patients, the total dose should not exceed the lower of 10 Units/kg body weight or 340 Units, in a three-month interval.

 Botox® can only be requested one (1) session at a time, with medical necessity provided for each session.

**Botox should not be administered and will not be approved if the patient has either of the following contraindications:**

- Hypersensitivity to any botulinum toxin;
- Infection at proposed injection site;
- Intra-detrusor injections: when the Member has a urinary tract infection or urinary retention.

### **24.8.2.3 Non-Covered Services**

- Prophylaxis of episodic migraine (<14 headache days per month);
- Treatment of hyperhidrosis in body areas other than axillary.

## **24.8.3 Dysport®**

**Procedure Code Range: J0586**

### **24.8.3.1 Covered Services**


Abobotulinum toxin A [Dysport®] (Botulinum toxin type A) for the treatment of the following conditions and are considered medically necessary when specific criteria is met.

### 24.8.3.2 Billing Requirements

Prior authorization requirements (*see Section 7.12 Prior Authorization*):

Wyoming Medicaid considers Botulinum toxin A (abobotulinumtoxinA [Dysport®]) appropriate for the treatment of the following conditions and meet medical necessity criteria where it is stated:

- Cervical dystonia associated with ALL of the following;
  - with or without a history of prior treatment with botulinum toxin.
- Spasticity in adults;
- Lower limb spasticity in pediatric patients with all of the following:
  - Patient is 2 years of age or older.

 **Dysport®** can only be requested one (1) session at a time, with medical necessity provided for each session.

**Dysport should not be administered and will not be approved if the patient has either of the following contraindications:**

- Hypersensitivity to any botulinum toxin products, cow’s milk protein, or any other components in the formulation;
- Infection at the proposed injection site(s).

### 24.8.4 Myobloc®

**Procedure Code Range: J0587**

#### 24.8.4.1 Covered Services

Botulinum toxin type B (fimabotulintoxinB [Myobloc®]) for the treatment of the following conditions and are considered medically necessary when specific criteria is met.


#### 24.8.4.2 Billing Requirements

Prior authorization requirements (*see Section 7.12 Prior Authorization*):

Wyoming Medicaid considers Botulinum toxin B (fimabotulintoxinB [Myobloc®]) appropriate for the treatment of the following conditions and meet medical necessity criteria where it is stated:

- Cervical dystonia with ALL of the following:
  - Moderate or greater severity;
  - At least 2 muscles involved;
  - Absent of neck contractures (or other causes of decreased neck range of motion);
  - Absent history of other neuromuscular disorder.

- Chronic Sialorrhea in adults.

 **Myobloc®** can only be requested one (1) session at a time, with medical necessity provided for each session.

**Myobloc should not be administered and will not be approved if the patient has either of the following contraindications:**

- Hypersensitivity to any botulinum toxin products, cow’s milk protein, or any other components in the formulation;
- Infection at the proposed injection site(s).

## 24.8.5 Ocrelizumab (Ocrevus)

**Procedure Code: J2350 - ONLY NDC Approved 50242.0150.01**

### 24.8.5.1 Covered Services

Ocrelizumab (Ocrevus) is used for the treatment of Members with relapsing or primary progressive forms of multiple sclerosis and considered medically necessary if the prior authorization criteria are met.

### 24.8.5.2 Billing Requirements

Prior Authorization (PA) Requirements (*see Section 7.12 Prior Authorization*):

**Quantity Limits and PA issuance:**

- Products comes as 300 mg/10 ml, single dose vial;
- A single PA will be provided in 600 mg increments.
  - Member receives initial does of 300 mg (IV), with a second 300 mg dose two weeks later.
  - Subsequent dose is 600 mg every six (6) months.

#### INITIAL PA APPROVAL

- Ocrelizumab for the treatment of relapsing or primary progressive forms of multiple sclerosis is considered medically necessary if ALL of the following criteria are met:
  - Individual is 18 years of age and older;
  - Individual must have clear, documented indication for therapy;
  - Individual must be screened for and is without active hepatitis B viral infection prior to initial dose;
  - Further diagnosis of ANY ONE of the following:
    - Primary Progressive MS (PPMS);
      - ◆ Indications: For PPMS – This is the only agent that is FDA approved.

- Relapsing Form of MS (RMS);
  - ♦ Patient has had adequate trials with **two** drugs from Wyoming Medicaid’s preferred Drug list; **Avonex, Betaseron, Rebif, Copaxone, or Gilenya** and the preferred drugs were ineffective or caused intolerable adverse side effects. An adequate trial is eight weeks of therapy where a Member was compliant and adherent to the regimen.

#### RENEWAL PA CRITERIA

- Ocrelizumab is considered medically necessary for renewal only when ALL of the following criteria are met:
  - Documents adherence to the regimen, with no adverse side effects warranting discontinuation of therapy;
  - Absence of unacceptable toxicity from the agent, for example severe upper respiratory tract infections, lower respiratory tract infections, skin infections, herpes-related infections, bronchospasm, pharyngeal or laryngeal edema, hypotension, headache, dyspnea, pyrexia, tachycardia;
  - Absence of active hepatitis B infection;
  - Evidence of ANY ONE of the following:
    - Diagnosis of primary progressive multiple sclerosis (PPMS) shows maintenance of baseline or reduction of confirmed disability progression;
    - Diagnosis of relapsing forms of multiple sclerosis (RMS) show relative reduction in annual relapse rate (ARR) to baseline.

#### Reason(s) for denial of PA request

- Unclear indication;
- Active hepatitis B virus infection;
- History of life-threatening infusion reaction;
- Member with Relapsing-Remitting Multiple Sclerosis (RRMS) has not completed adequate trials with two (2) preferred drugs.

### 24.8.6 Hyaluronic Acid Derivatives Injections

Procedure Code: J7321-J7326

#### 24.8.6.1 Covered Services

Hyaluronic Acid Derivatives are injected directly into the knee joint to improve lubrication and reduce the pain associated with osteoarthritis of the knee. Hyaluronic Acid Derivatives are subject to prior authorization as well as step therapy. When prior authorization criteria is met and approval given, step

therapy must still be followed. The FDA has not approved intra-articular hyaluronan for joints other than the knee.

### 24.8.6.2 Limitations

- **Euflexxa®**: Is injected into the affected knee, 20 mg once (1) weekly for three (3) weeks, a total of three (3) injections.
- **Synvisc One®**: Is injected into the affected knee, 48 mg for one (1) dose only.
- **Synvisc**: Is injected into the affected knee, 16 mg once weekly for three (3) weeks, a total of three (3) injections.
- **Hyalgan®**: Is injected into the affected knee, 20 mg once (1) weekly for a total of five (5) injections.
- **Orthovisc**: Is injected into the affected knee, 30 mg once (1) weekly for three (3) or four (4) injections.
- **Supartz®**: Is injected into the affected knee, 25 mg once (1) weekly for a total of five (5) injections.
- **Gel-One®**: Is injected into the affected knee, 30 mg, for one (1) dose only.

### 24.8.6.3 Billing Requirements

Prior authorization requirements (*see Section 7.12 Prior Authorization*):

Wyoming Medicaid considers Hyaluronic Acid Derivatives injections as medically necessary when all of the following is met and is clearly documented in the medical record, operative report or pathology report. ALL of the following criteria must be met for approval of coverage:

- Documented diagnosis of symptomatic osteoarthritis of the knee;
- Pain interferes with functional activities such as ambulation and prolonged standing;
- Trial of conservative nonpharmacologic treatment, (education, physical therapy, weight loss if appropriate) has not resulted in functional improvement. **Medical records documenting these therapies must be submitted;**
- Trial of pharmacotherapy (NSAIDs, COX II Inhibitors, acetaminophen) has not resulted in functional improvement;
- Prior therapy with at least one (1) intra-articular corticosteroid injection;

Repeat doses of any viscosupplement will be approved only when the following criteria are met:

- At least six (6) months has elapsed since the previous injection or completion of the prior series of injections;
- Medical records must document significant improvement in pain and functional capacity of the knee joint.

## 24.8.7 Reslizumab (CINQAIR)

Procedure Code: J2786 - ONLY NDC Approved 59310.0610.31

### 24.8.7.1 Covered Services

Reslizumab is the treatment for severe asthma and is covered when the following conditions in the billing requirements section are met.

### 24.8.7.2 Limitations:

- One infusion every 4 weeks when documented improvement is present.

### 24.8.7.3 Billing Requirements

Prior authorization (PA) requirements (*see Section 7.12 Prior Authorization*):

- Member must be 18 years and older on the date of prior authorization request;
- Must be an add on maintenance treatment for patients with severe asthma and an eosinophilic phenotype;
- The patient does NOT have any one (1) of the following:
  - Other eosinophilic conditions;
  - Known hypersensitivity to Reslizumab or any of its excipients;
  - Acute asthma symptoms;
  - Acute exacerbations;
  - Acute bronchospasms;
  - Status asthmaticus;
- Individuals must be clear from pre-existing helminth infection prior to initial dose;
- Blood eosinophil count of >400 cells/mcL within 3 to 4 weeks of dosing (other symptoms of eosinophil phenotype may be considered on an individual basis);
- Severe asthma that is inadequately controlled despite standard of care (medium to high dose inhaled corticosteroids with long-acting beta agonists);
  - Symptoms at least >2 days a week;
    - Decreased forced expiratory volume in 1 second (FEV1) by 20% or more from baseline;
    - Decreased peak expiratory flow rate (PEFR) by 30% or more from baseline.
  - Short acting beta agonist use for symptom control at least > 2 days a week;
  - Severe interference with daily activities – well documented;

- At least 1 asthma exacerbation requiring use of oral (systemic) corticosteroids over the last 12 months;
- Compromised lung function.


## 24.8.8 Tysabri®

Procedure Code: J2323

### 24.8.8.1 Covered Services

Tysabri® is a monotherapy treatment for relapsing forms of Multiple Sclerosis (MS), to include clinically isolated syndrome, relapsing-remitting disease, and active secondary progressive disease.

Tysabri® is a treatment for inducing and maintaining clinical response and remission in adult patients with moderately to severely active Crohn’s Disease (CD).

 Tysabri® increases the risk of Progressive Multifocal Leukoencephalopathy (PML), an opportunistic viral infection of the brain that usually leads to death or severe disability.

### 24.8.8.2 Documentation Requirements

Multiple Sclerosis and Crohn’s Disease Prior Authorization (PA) Requirements (see Section 7.12 Prior Authorization):


- Physician’s prescription;
- Must document an inadequate response to, or inability to tolerate an appropriate trial with at least one (1) of the following interferon agents:
  - Betaseron;
  - Avonex;
  - Rebif;
  - Copaxone;
  - This documentation **must** include information that states when the drug(s) was started and discontinued, and the reason the drug(s) was discontinued.
- Documentation must state the date the treating Provider and patient were enrolled in the Touch Program, and both must meet all eligibility requirements of that program. As of 11/18/2015, the first infusion can be documented with Initial Notice of Patient Authorization.



### 24.8.8.3 Billing Requirements

MS specific PA requirements (see Section 7.12 Prior Authorization):

- Tysabri® must be prescribed by a neurologist enrolled in the Touch Program;
- Both the Provider administering the Tysabri® and the patient receiving the Tysabri® must be enrolled in the Touch Program;
- Medicaid will only authorize Tysabri® for Members that have a diagnosis of MS;
- For continued PA the neurologist must submit documentation to show improvement or stabilization;
- Length of PA: 12 months;
- Dosage: 300 mg IV infusion every four (4) weeks;
- Must be billed using the NDC number and the appropriate J-code;

 Medicaid will not cover Tysabri® when used in conjunction with other medications for the treatment of progressive MS.

CD PA requirements (see Section 7.12 Prior Authorization):

- Tysabri® must be prescribed by a neurologist enrolled in the Touch Program;
- Both the Provider administering the Tysabri® and the patient receiving the Tysabri® must be enrolled in the Touch Program;
- Patient is NOT currently taking immunosuppressant (for example, 6-mercaptopurine, azathioprine, cyclosporine, or methotrexate) or inhibitors of TNF- $\alpha$ ;
- For continued PA the neurologist must submit documentation to show improvement or stabilization;
- Length of PA: 12 months;
- Dosage: 300 mg IV infusion every four (4) weeks;
- Must be billed using the NDC number and the appropriate J-code.

## 24.9 Genetic Testing

**Procedure Codes: 81200-81599; 96040**

**Prior Authorization (see Section 7.12 Prior Authorization): is required for all genetic testing codes. Prior authorization documentation must document the following:**

## 24.9.1 Covered Services

### Medicaid covers genetic testing under the following conditions:

- There is reasonable expectation based on family history, risk factors, or symptomatology that a genetically inherited condition exists; and
- Test results will influence decisions concerning disease treatment or prevention (in ways that not knowing the test results would not); and
- Genetic testing of children might confirm current symptomatology or predict adult-onset diseases and findings might result in medical benefit to the child or as the child reaches adulthood; and
- Referral is made by a genetic specialist (codes 81223 and 81224) or a specialist in the field of the condition to be tested; and
- All other methods of testing and diagnosis have met without success to determine the Member's condition such that medically appropriate treatment can be determined and rendered without the genetic testing.
- Counseling is provided by healthcare professional with education and training in genetic issues relevant to the genetic tests under consideration.
- Counselor is free of commercial bias and discloses all (potential and real) financial and intellectual conflicts of interest.
- Process involves individual or family and is comprised of ALL of the following:
  - Calculation and communication of genetic risks after obtaining 3-generation family history;
  - Discussion of natural history of condition in question, including role of heredity;
  - Discussion of possible impacts of testing (for example psychological, social, limitations of nondiscrimination statutes);
  - Discussion of possible test outcomes (such as positive, negative, variant of uncertain significance);
  - Explanation of potential benefits, risks, and limitations of testing;
  - Explanation of purpose of evaluation (for example to confirm, diagnose, or exclude genetic condition);
  - Identification of medical management issues, including available prevention, surveillance, and treatment options and their implications
  - Obtaining informed consent for genetic test
- **Codes 81420, 81507** - Mother must be documented as high-risk to include:
  - Advanced maternal age >35 (at EDC);

- Previous "birth" of embryo/fetus/child with aneuploidy;
- Parent with known balanced translocation;
- Screen positive on standard genetic screening test (FTCS, multiple marker screen of one type or another, and so on);
- Ultrasound finding on embryo/fetus consistent with increased risk of aneuploidy.
- **Code 81519** - All of the following conditions must be met and documented in the prior authorization request:
  - The test will be performed within 6 months of the diagnosis;
  - Node negative (micrometastases less than 2mm in size are considered node negative);
  - Hormone receptor positive (ER-positive or PR-positive);
  - Tumor size 0.6-1.0 cm with moderate/poor differentiation or unfavorable features (such as angiolymphatic invasion, high nuclear grade, high histologic grade) OR tumor size >1 cm;
  - Unilateral disease;
  - Her-2 negative;
  - Patient will be treated with adjuvant endocrine therapy;
  - The test result will help the patient make decisions about chemotherapy when chemotherapy is a therapeutic option.

### 24.9.1.1 BRCA Testing and Counseling

The U.S. Preventive Services Task Force (USPSTF) recommends that women whose family history is associated with an increased risk for deleterious mutations in BRCA1 or BRCA2 genes be referred for evaluation for BRCA testing (81211-81217 and 81211-81217). Medicaid covers BRCA testing when the following criteria are met:

- Personal and/or family history of breast cancer, especially if associated with young age of onset; or
- Multiple tumors; or
- Triple-negative (such as estrogen receptor, progesterone receptor, and human epidermal growth factor receptor 2-negative) or medullary histology; or
- History of ovarian cancer; and
- 18 years or older; and
- Documentation indicates a genetic counseling visit pre or post testing.


### 24.9.1.2 Billing Requirements

Enrolled laboratories should bill Medicaid directly for genetic testing, refer to *Section 22.1*.

The following billing procedures must be followed when the physician agrees to act as a third-party agent for a non-enrolled laboratory:

The following documents must be attached to the claim (*see Section 7.14 Submitting Attachments for Electronic Claims*):

- The physician’s letter justifying the genetic testing must be attached to the claim. The letter must document the necessity for the genetic testing by meeting the covered service conditions mentioned above.
- Manufacturer’s invoice:
  - Reimbursement will be invoice plus 15% for dates of service prior to 01/01/2021 and 12.13% for 01/01/2021 and forward dates of service.
- No prior authorization is required.

 Post payment claim review will be conducted.

## 24.10 Maternity Care

**Encounter Revenue Code: 0500**

**Procedure Code Range: 59000-59898, 0500F**

Maternity services include antepartum, delivery & postpartum care of a pregnant woman, according to guidelines set forth in the current edition of the CPT-4 book.

A licensed Midwife can perform services under the scope of their license that are also a covered service under Wyoming Medicaid. Please see the fee schedule for covered services by taxonomy as well as percent of physician charges.

### Maternal Depression Screening Codes and Policy (Effective 06.01.19):

- 96127 – BRIEF EMOTIONAL/BEHAV ASSMT: Can be billed under the mother’s Id, this is most likely to occur and be billed during the six-week post - partum visit. The fee has been established at \$5.89
- 96161 – CAREGIVER HEALTH RISK ASSMT: Can be billed under the baby’s id number during the EPSDT visit for the first year. The fee has been established at \$5.89

### 24.10.1 Obstetric Care Reporting

**Procedure Code: 0500F**

All pregnancies should be reported using this code. When a woman has her first obstetric visit, bill 0500F using the first visit’s date as the date of service, even if the Provider plans to bill using a global maternity

code. This should be reported as soon as possible after the first obstetrical care visit for Wyoming Medicaid to be notified of the Member’s pregnancy. 0500F should only be reported once per pregnancy.

## 24.10.2 Postpartum Care Reporting Code

### 24.10.2.1 Claims with dates of service of 02/01/2021 – 06/30/2021

Providers billing maternity global codes (59400, 59610, 59510, or 59618) need to wait until after the postpartum visit has occurred. On the same claim with the global code or billed on a separate claim prior to or within 15 days after the global claim, the Provider needs to bill code 0503F with the date of service for the postpartum visit. This code will not pay anything additional; it is informational only. Any claims with dates of service 02/01/2021 through 06/30/2021 will deny if this code is not present on the claim or billed on a separate claim prior to or within 15 days after the global claim.

As a reminder, it is inappropriate to bill the global code unless all three components – antepartum, delivery, and postpartum care – are delivered by the same Provider/Provider’s group. It is also inappropriate to bill the components separately if billing the requirements to bill the global code have been met



Postpartum care is office-based care at approximately 6 weeks from delivery. However, it may be sooner or later based on the patient’s medical needs.

### 24.10.2.2 Claims with dates of service 07/01/2021 and later

Global maternity codes (59400, 59610, 59510, and 59618) covers only the prenatal care and delivery, and can be billed after the baby’s delivery. Postpartum care is billed out separately when it occurs.



If a Member has other insurance which has paid on the global care code and includes the postpartum care such that Providers cannot bill it separately to the other insurance, the Provider needs to bill code 0503F in addition to the global care code. This code is only allowed when other insurance has paid on the global code. 0503F reimburses the same as the standard postpartum care code 59430.

Postpartum care codes should only be billed after the office based postpartum visit has occurred. Postpartum care cannot be billed in advance.

## 24.10.3 Billing Requirements

### 24.10.3.1 Global Care for Routine Obstetric Care

According to the AMA, if the global care is provided by the same physician or same physician group, then the appropriate global code must be reported. Global services are to be billed in all cases of a single physician or group providing uncomplicated maternity care.

- **59400:** Routine OB care including antepartum care, vaginal delivery (with or without episiotomy, and/or forceps) and postpartum care. Medicaid will reimburse for only antepartum care and delivery under this code, postpartum care will be billed separately.
- **59510:** Routine OB care including antepartum care, cesarean delivery and postpartum. Medicaid will reimburse for only antepartum care and delivery under this code, postpartum care will be billed separately.
- **59610:** Routine OB care including antepartum care, vaginal delivery (with or without episiotomy, and/or forceps) and postpartum care, after previous C-section. Medicaid will reimburse for only antepartum care and deliver under this code, postpartum care will be billed separately.
- **59618:** Routine OB care including antepartum care, C-section and postpartum care, following attempted vaginal delivery after previous C-section. Medicaid will reimburse for only antepartum care and deliver under this code, postpartum care will be billed separately.



The E&M services (visits) provided within the Global package are included in the antepartum care and are not to be coded separately. The date of service is the date of delivery.

The services normally provided in uncomplicated maternity cases include antepartum care, delivery, and postpartum care. Antepartum care includes:

- The initial and subsequent visits
- Physical examination
- Recording of the weight, blood pressures, and fetal heart tones
- Routine chemical urinalysis
- Monthly visits up to 28-week's gestation, biweekly visits to 36 week's gestation, and then weekly visits until delivery

#### Maternity Billing Guidance:

For Provider supplying all of the prenatal care and deliver services for a client who does not have other insurance:

- Bill the appropriate global billing code (such as 59400, 59610, 59510, or 59618)
- Bill the appropriate postpartum care code (such as 59430)

For Providers supplying all of the prenatal care and delivery services for a client who has other insurance:


- Bill the global code to the other insurance according to their guidance (such as 59400, 59610, 59510, and 59618), then bill Wyoming Medicaid as secondary.
  - If the other insurance DOES NOT include postpartum in global, bill the postpartum care to the other insurance according to their guidance then bill Wyoming Medicaid as secondary.
  - If the other insurance DOES include postpartum care in the global reimbursement, bill the postpartum care directly to Wyoming Medicaid under code 0503F.

For Providers who do not provide all of the prenatal care and delivery services, bill each service under the appropriate codes (*see Section 24.10.3.2 Non-Global Services for Routine Obstetric Care*).

### 24.10.3.2 Non-Global Services for Routine Obstetric Care

Use the following billing procedures when a patient is seen by a different physician or a different physician group for their antepartum care:

- If the total antepartum visits with the patient is 1-3, bill the appropriate E&M (Evaluation and Management) code for each visit.
- Bill only one (1) of the following two (2) antepartum procedure codes (depending on the total number of antepartum visits):
  - **59425:** Antepartum care only; four (4) to six (6) visits. This code would be used in the case where the patient was only seen for four (4) to six (6) visits and then quit seeing that Provider. The Provider would not be providing services of delivery or postpartum care. If the Provider saw the patient at least four (4) times and no more than six (6) times, this is the correct code the Provider would submit.
  - **59426:** Antepartum care only; seven (7) or more visits. This code would be used for the patient who was seen for seven (7) or more antepartum visits, but the Provider did not provide services for delivery or postpartum care.
- Bill procedure code 59430 for postpartum care only (separate procedure). This code is to be used when the Provider did not provide the service of the delivery, but they may have provided the antepartum care.

 It is not appropriate to separately report the antepartum, delivery and postpartum care when provided by the same physician or same physician group. However, any other visits or services provided within the antepartum period, other than those listed above, should be coded and reported separately. The date of service is the date of delivery.

### 24.10.3.3 Patient has Other Medical Conditions, or a Complicated Pregnancy

Use the following billing procedures when the patient has other medical conditions, or a complicated pregnancy:

- If the Provider needs to treat the patient for additional services due to complication of pregnancy, use the proper CPT and ICD codes to reflect the complication.
- If the Provider attempts to bill a separate E&M visit and only code the encounter as a normal pregnancy code, the claim will be denied and considered unbundling of the Global Maternity package.

These codes cover attendance at delivery when requested by the Provider delivering and initial stabilization of newborn. These codes may be reported in addition to the CPT-4 code for history and examination, but not in addition to the newborn resuscitation code.

**When billing for a twin delivery, modifier 22 should be added to the appropriate global or delivery code and documentation must accompany the claim.** Assisting Providers should bill for just the delivery with appropriate modifiers. Providers cannot bill two (2) separate delivery codes for the delivery of twins except, when one (1) twin is delivered vaginally and the other by cesarean.

Pregnancies that terminate in abortion/miscarriage in any trimester must bill with the appropriate CPT-4 code and documentation is required. Prenatal visits and additional services may be billed in addition to the abortion code.



When billing for an assistant surgeon at a delivery, use the procedure code for delivery only with an 80 or AS modifier as appropriate. See *Section 6.15.1 Sterilization Consent Form and Guidelines* for more information if the Member is considering sterilization.

### 24.10.3.4 Elective Inductions and Medical Necessity

Induction of labor for medical reasons is appropriate when there may be health risks to the woman or baby if the pregnancy were to continue. Some indications for inducing labor include:

- High blood pressure caused by the pregnancy;
- Maternal health problems affecting the pregnancy;
- Infection in the uterus;
- Water has broken too early;
- Fetal growth problems.

Documentation, which substantiates that the patient's condition meets the coverage criteria, must be on file with the Provider.

All claims are subject to both pre-payment and post-payment review for medical necessity by Medicaid. Should a review determine that services do not meet all the criteria listed above, payment will be



denied or, if the claim has already been paid, action will be taken to recoup the payment for those services.

Induction is not a covered service unless it meets the guidelines listed above. Inductions without medical necessity will be subject to post pay reviews and possible recoupment of payments to both the physician and hospital.

### **24.10.3.5 Obstetrical Ultrasound**

**Procedure Code Range: 76801-76828**

**Acceptable Modifiers: TC, 22, 26 and 52**

Medicaid covers obstetrical ultrasounds during pregnancy when medical necessity is established for one (1) or more of the following conditions:

- Establish date of conception;
- Discrepancy in size versus fetal age;
- Early diagnosis of ectopic or molar pregnancy;
- Fetal Postmaturity Syndrome;
- Guide for amniocentesis;
- Placental localization associated with abnormal vaginal bleeding (placenta previa);
- Polyhydramnios or Oligohydramnios;
- Suspected congenital anomaly;
- Suspected multiple births;
- Other conditions related directly to the medical diagnosis or treatment of the mother and/or fetus.



Maintain all records and/or other documentation that substantiates medical necessity for OB ultrasound services performed for Medicaid Members as documentation may be requested for post-payment review purposes.

Medicaid will not reimburse obstetrical ultrasounds during pregnancy for any of the following reasons:

- Determining gender;
- Baby pictures;
- Elective.

Post-payment review will be conducted on obstetrical ultrasound claims after payment is made to the Provider in order to ensure claims meet the Medicaid policies contained in this manual.

## 24.11 EPSDT Personal Care Services

Personal care services (PCS) are provided to eligible beneficiaries to help them stay in their own homes and communities rather than live in institutional settings, such as nursing homes. PCS are allowed for children and adolescents under that age of 21 year through EPSDT. The service must be ordered by a physician and medically necessary. Please see Chapter 20 –, Covered Services – Health Check for more details.

## 24.12 Podiatry Services

Podiatry cares for bones, soft tissues and joints of the foot and ankle, but also the skin conditions and abnormal mechanics of the lower extremity.

Podiatry services are covered when provided by a medical practitioner.

Wyoming Medicaid will reimburse an active enrolled podiatrist for Medicare Part B crossover claims only. Members must be dual eligible (Medicare and Medicaid) for a podiatrist's visit to be covered and reimbursed by Medicaid.

Many podiatry services overlap with other medical practitioners, including orthopedist and dermatologist.

## 24.13 Practitioner Visits

**Encounter Revenue Code: 0500**

**Procedure Code Range: 99201-99443**

Practitioner services are provided in inpatient and outpatient settings and include:

- Consultation services;
- Emergency department services;
- Home visits;
- Hospital services;
- Nursing facilities;
- Office visits;
- Telephone services;



Practitioner services provided to a Member between ages 22 and 64 at an Institution for Mental Disease (IMD) are a **non-covered service** pursuant to federal Medicaid regulation. This includes Medicare crossover claims for dual eligible Members. An IMD is defined as a hospital, nursing facility, or other institution of 17 beds or more that is

primarily engaged in providing diagnosis, treatment, or care of people with mental diseases.

### 24.13.1 New Patient

**Procedure Code Range: 99201-99205**

Medicaid considers a new Member to be a Member who is new to the practitioner and whose medical and administrative records need to be established. A new Member visit should be submitted once per Member lifetime per Provider. An exception may be allowed when a Member has been absent for a period of three (3) years, or more.

### 24.13.2 Established Patient


**Procedure Code Range: 99211-99215**

Medicaid considers an established Member to be a Member that has been seen by the practitioner and whose medical and administrative records have been established.

### 24.13.3 After Hours Services

Medicaid reimburses physicians and practitioners who see Members in their offices rather than the emergency room, when appropriate. The following codes are only to be used when the Member is seen in the physician/practitioner’s office. The following codes may be billed in addition to Evaluation and Management codes.

Physician/Practitioner’s After-Hours Billing Codes	
CPT-4 Code	Description
99050	Services provided in the office times other than regularly scheduled office hours, or days when the office is normally closed (for example holidays, Saturday, or Sunday) in addition to basic service.
99051	Service(s) provided in the office during regularly scheduled evening, weekend, or holiday office hours, in addition to basic service.
99058	Service(s) provided on an emergency basis in the office, which disrupts other scheduled office services, in addition to basic service.

 Do not use these codes for seeing Members in the emergency room.

## 24.14 Preventive Medicine

**Encounter Revenue Code:** 0500 (in most cases)

**Procedure Code Range:** 99381-99385

### 24.14.1 Covered Services

For specific information on preventive health services for Members under age 21, refer to Chapter 20 – Covered Services – Health Check.

Preventive health services for Members over 21 are:

- Cancer screening services;
- Screening mammographies are limited to a baseline mammography between ages 35 and 39; one (1) screening mammography per year after age 45. All mammograms require a referral;
- Annual gynecological exam including a Pap smear. One (1) per year following the onset of menses. This should be billed using an extended office visit procedure code. The actual Lab Cytology code is billed by the lab where the test is read and not by the Provider who obtains the specimen.

## 24.15 Radiology Services

**Encounter Revenue Code:** 0400

**Procedure Code Range:** 70010-79999

Radiology services are ordered and provided by practitioners, dentists, or other Providers licensed within the scope of their practice as defined by law. Radiology Providers must be supervised by a practitioner licensed to practice medicine within the state the services are provided. Imaging Providers must meet state facility licensing requirements. Facilities must also meet any additional federal or state requirements that apply to specific tests (for example mammography). All facilities providing screening and diagnostic mammography services are required to have a certificate issued by the Federal Food and Drug Administration (FDA).

### 24.15.1 Covered Services

Medicaid provides coverage of medically necessary radiology services, which are directly related to the Member's symptom or diagnosis when provided by independent radiologists, hospitals and practitioners.

### 24.15.2 Billing Requirements

For most radiology services and some other tests, the fee schedules indicate different fees, whether the practitioner provided only the technical component (performed the test), only the professional

component (interpreted the test), or both components (also known as the global service). Practitioners must bill only for the services they provide (see *Section 2.1 Quick Reference*).

- Technical components of imaging services must be performed by appropriately licensed staff (for example X-ray technician) operating within the scope of their practice as defined by state law and under the supervision of a practitioner.
- Multiple procedures performed on the same day must be billed with two (2) units to avoid duplicate denial of service.

Modifier	Description	Reimbursement
26	Professional Component	30% of allowed fee
TC	Technical Component	70% of allowed fee

### 24.15.3 Limitations

- Screening mammographies are limited to a baseline mammography between ages 35 and 39; one (1) screening mammography per year after age 45. All mammograms require a referral by a practitioner;
- X-rays performed as a screening mechanism or based on standing orders;
- Separate consultations or procedures unless ordered by the attending practitioner.

## 24.16 Screening, Brief Intervention, Referral and Treatment (SBIRT)

**Encounter Revenue Code: 0500 or 0914**

SBIRT is a comprehensive, integrated, public health approach to the delivery of early intervention and treatment services for persons with substance abuse use disorders, as well as those who are at risk of developing these disorders. Primary care centers, hospital emergency rooms, trauma centers and other community settings provide opportunities for early intervention with at-risk substance users before more severe consequences occur. The goal of SBIRT is to make screening for substance abuse a routine part of medical care.

- **Screening** is a quick, simple way to identify patients who need further assessment of treatment for substance use disorders. It does not establish definitive information about diagnosis and possible treatment needs.
- **Brief intervention** is a single session or multiple sessions of motivational discussion focused on increasing insight and awareness regarding substance use and motivation toward behavior change. Brief intervention can be tailored for variance in population or setting and can be used as a stand-alone treatment for those at-risk as well as a vehicle for engaging those in need of more extensive levels of care.

- **Brief treatment** is a distinct level of care and is inherently different from both brief intervention and specialist treatment. Brief treatment is provided to those seeking or already engaged in treatment, who acknowledges problems related to substance use. Brief treatment in relation to traditional or specialist treatment has increased intensity and is of shorter duration. It consists of a limited number of highly focused and structured clinical sessions with the purpose of eliminating hazardous and/or harmful substance use.
- **Referral** to specialized treatment is provided to those identified as needing more extensive treatment than offered by the SBIRT program. The effectiveness of the referral process to specialty treatment is a strong measure of SBIRT success and involves a proactive and collaborative effort between SBIRT Providers and those providing specialty treatments to ensure access to the appropriate level of care.

A key aspect of SBIRT is the integration and coordination of screening and treatment components into a system of services. This system links a community's specialized treatment program with a network of early intervention and referral activities that are conducted in medical and social service settings.

### 24.16.1 Covered Services and Billing Codes


Acceptable billing providers for SBIRT include:

- Physician – All 20X taxonomy types;
- Public Health Clinic – 251K00000X;
- FQHC – 261QF0400X;
- RHC – 261QR1300X;
- IHS – 261QP0904X;
- Nurse Practitioners – 363L;
- Advanced Practitioner of Psych/Mental Health Nursing – 364SP0808X;
- Certified Nurse Midwives – 367A00000X;
- Nurse Anesthetists – 357500000X.

Medicaid covers SBIRT services for Members 18 years of age and older.

- **H0049:** Alcohol and/or drug screening, per screening. WY SBIRT Screening Tool – ASSIST – The Mental Health and Substance Abuse Services Division has chosen the Alcohol, Smoking and Substance Involvement Screening Test (ASSIST) developed by the World health organization (WHO) The ASSIST screening tool can be accessed through their web site at: <https://www.assistportal.com.au/#screening>

- **H0050:** Alcohol and/or drug services, brief intervention, per 15-minute units – Maximum of four (4) units.

 Providers are to bill these codes in addition to the code they will bill for the primary focus of the visit. Screening and brief intervention are not standalone services, rather they may be part of a medical visit with another problem focus. For example, a patient presents for migraine headaches and is given the ASSIST (H0049 – screening). The ASSIST tool indicates the need for brief intervention (H0050 – brief intervention). The physician would bill the most appropriate code for their services related to the initial complaint of migraine headache, in addition to the appropriate SBIRT codes.

### 24.16.2 Limitations


SBIRT will not be covered for Members with services limited to emergency services only.

## 24.17 Vision Services

**Encounter Revenue Code: 0519**

Vision and dispensing services are benefits for Member’s ages 0-20. Limited office visits for the treatment of an eye injury or eye disease is available for Members 21 and older. A licensed ophthalmologist, optometrist, or optician, within the Scope of the Practice Act within their respective profession, may provide vision services and dispensing services.

Vision services for Members 21 and older are only reimbursable for the treatment of eye disease or eye injury based on the appropriate ICD diagnosis code and Member records must support billing of any vision services. Routine eye exams and/or glasses are not a covered benefit for Members 21 and older.

 Wyoming Medicaid will pay the deductible and/or coinsurance due on Medicare crossover claims for post-surgical contact lenses and/or eyeglasses, up to the Medicaid allowable.

### 24.17.1 Eye and Office Examinations

**Procedure Code Range: 92002-92014, 99201-99215, 92018-92060, 92081-92226, 92230-92287, J7999**

#### 24.17.1.1 Covered Services


**For Members under the age of 21 years:**

- Eye exams determine visual acuity and refraction, binocular vision, and eye health.

- **92002-92004** - New patient eye exams are a covered benefit for Members who are new to the Provider’s practice.
- **92012-92014** - Established patient eye exams are a covered benefit once in a 365-day period unless there is medical necessity to support an additional exam.
- Office visits for the treatment of eye disease or eye injury.
  - **99201-99215**: May be billed by ophthalmologists for office exams.
    - **Documentation:** Eye care Provider records must reflect medical necessity and include interpretation and report, as appropriate, of the procedure.
- **92018-92060, 92081-92226, 92230-92287**: Special Ophthalmological Services should be performed only when medically necessary.
  - 99283 requires a prior authorization (*see Section 7.12 Prior Authorization*).

**For Members 21 years and older:**


- Eye exams to diagnose an eye disease or eye injury
  - **92002-92004**: New patient eye exams are a covered benefit for Members who are new to the Provider’s practice
  - **92012-92014**: Established, patient eye exams are a covered benefit once in a 365-day period unless there is medical necessity to support an additional exam
- Treatment of age-related macular degeneration (AMD)
  - **J7999**: Avastin is the allowed drug to treat AMD and it is injected into the eye to help slow vision loss from this disease
  - Billing Requirements:
    - Only an ophthalmologist can provide this treatment
    - Must be billed with an appropriate NDC
  - Dual Eligible Members (Medicare/Medicaid) Billing Requirements:
    - Bill Medicare primary according to Medicare rules

 J7999 is allowed by Medicare. Medicare should be billed as primary for dual eligible Members.

- Office visits for the treatment of eye disease or eye injury.
  - **99201-99215**: Ophthalmologists may bill these codes for office exams
    - **Documentation:** Eye care Provider records must reflect medical necessity and include interpretation and report, as appropriate, of the procedure



- **92018-92060, 92081-92226, 92230-92287:** Special ophthalmological services should be performed only when medically necessary and will be subject to post-payment review of the Member’s records
  - 92283 will require a prior authorization (*see Section 7.12 Prior Authorization*)

 Routine eye exam are not covered for adult Members. Do not bill for routine eye exams for Members 21 years and older. Exam codes may pay, and then upon audit, be taken back as Medicaid abuse recovery. These codes are not limited by diagnosis at this time and should only be billed when medical necessity can be documented to show an eye disease or injury.

### 24.17.1.2 Non-Covered Services

Exam codes should not be billed for routine eye exams for Members over 21 years old.


### 24.17.2 Eyeglasses/Materials

Procedure Code Range:           **V2020, V2100-V2499, V2627, V2784**

#### 24.17.2.1 Covered Services


For Members under the age of 21 years:

- One (1) pair of eyeglasses is covered per 365 days
- **V2020:** Standard frames are covered up to \$73.49. The Provider may not “balance bill” the Member for frames that cost more than the allowable amount.


 Balancing billing example – When the Member selects \$120 frames and Medicaid allows up to \$73.49 then the optometrist should either, mutually agree in writing with the Member that the Member is responsible for the payment of the frames (\$120), or the Provider may bill Medicaid for \$73.49 and accept this payment as payment in full for the frames.

- Covered eye glass lenses – only 2 units of any type of lens (V2100-V2499) are to be billed per pair of eye glasses:
  - **V2100-V2121 (V2199** requires prior authorization) - Single lenses
  - **V2200-V2221 (V2299** requires prior authorization) – Bifocal lenses
  - **V2300-V2321 (V2399** requires prior authorization) – Trifocal lenses
  - **V2410-V2430 (V2499** requires prior authorization): Variable lenses

- **V2782-V2783** (requires prior authorization): High Index Aspheric lenses
  - Aspheric lenses will only be covered when medically necessary.
- **V2784**: Polycarbonate lens (billed as an add on to a standard C-39 lens)

 Only two (2) units of any lenses can be billed on the same DOS and must be ordered as pairs. If the lens on one (1) side is aspheric or high index, then the matching lens should also be aspheric or high index, even if it does not meet the threshold.

- **V2700-V2783** are considered add-ons to eye glasses and require a prior authorization (PA) (*see Section 7.12 Prior Authorization*) prior to the glasses being ordered. These services are only covered by Medicaid when they are deemed medically necessary to treat a vision condition. When requesting a PA, Providers should describe, in detail, the medical condition that the add-on is needed to treat.
  - Providers should not request a PA or bill for add-ons if the doctor has not prescribed the add-on as a medically necessary procedure. The Member can be billed for these add-ons when not medically necessary and are chosen as an option. The Provider must have a written statement that these services are not covered by Medicaid and the Member understands financial responsibility.
- Medicaid will allow one (1) replacement of lenses and frames within the 12-month period if:
  - There is a change in the prescription for the lenses, use the existing frames if possible.
  - Eyeglasses are lost or broken beyond repair – This will require documentation stating it was not due to blatant abuse or neglect

 The Provider will need to submit an electronic claim and attach necessary documentation of the medical necessity to substantiate why the replacement glasses are needed. The claim will then be review and processed if criteria is met (*see Section 7.14 Submitting Attachments for Electronic Claims*).


- Repair of eyeglasses may be billed upon expiration of the warranty
- **V2623, V2629** (Prosthetic eyes) **V2627** (Scleral cover shell): requires a prior authorization (*see Section 7.12 Prior Authorization*).

### 24.17.2.2 Non-Covered Services

- Reimbursement for dispensing of frames, frame parts, and/or lenses is not allowed in addition to reimbursement for dispensing of total eyeglasses
- **Members 21 years of age and older are not covered for eyeglasses**

### 24.17.2.3 Reimbursement

- Obtain eligibility information from Medicaid prior to placing order for eyewear
- Verify with Member and Provider Services (*see Section 2.1 Quick Reference*) if the benefit has been used in the past year
- Deliver glasses in a reasonable amount of time (typically within one to two weeks)
- Verify Member eligibility for the date of delivery
- Bill Medicaid on the delivery date of the glasses. The date of delivery must be used as the date of service on a claim.
- If the Member does not return to receive their glasses, the glasses should be mailed to the Member and the mail date used as the date of service.

 If the Member is not eligible on the delivery date or does not return for the delivery, the Provider may submit an “Order vs Delivery Date Exception Form” for authorization to bill on the order date (*see Section 7.13.1 Order vs Delivery Date Exception Form*).

### 24.17.3 Contact Lenses

**Procedure Code Range: V2500-V2599, 92072**

Contact lenses are covered for correction of pathological conditions when useful vision cannot be obtained with regular lenses.

#### 24.17.3.1 Covered Services

**For Members under the age of 21 years:**

- **V2500-V2599:** Contact lenses require prior authorization (PA) and documentation provided must show medical necessity and state why the Member’s vision cannot be corrected with eyeglasses (*see Section 7.12 Prior Authorization*)
- Contact lenses will be reimbursed at the cost of invoice, plus shipping and handling, plus 15% for dates of service prior to 01/01/2021. For dates of service 01/01/2021 and forward contact lenses will be reimbursed at invoice cost, plus shipping and handling, plus 12.13%. (7.15, Submitting Attachments for Electronic Claims).
- **92072:** Fitting of contact lens does not require PA, however, should only be billed when PA has been obtained for the lens.

#### 24.17.3.2 Non-Covered Services

**Contact lenses are not covered for Members 21 and older.**

## 24.17.4 Vision Therapy

**Procedure Code Range: 92065 & 99070**

Vision therapy is a sequence of activities individually prescribed and monitored by the doctor to develop efficient visual skills and processing. It is prescribed after a comprehensive eye examination has been performed and has indicated that vision therapy is an appropriate treatment option. The vision therapy program is based on the results of standardized tests, the needs of the patient, and the patient's signs and symptoms.

Research has demonstrated vision therapy can be an effective treatment option for individuals under the age of 21 or individuals with Acquired Brain Injury:

- Ocular motility dysfunctions (eye movement disorders);
- Non-strabismic binocular disorders (inefficient eye teaming);
- Strabismus (misalignment of the eyes);
- Amblyopia (poorly developed vision);
- Accommodative disorders (focusing problems);
- Visual information processing disorders, including visual-motor integration and integration with other sensory modalities.

### 24.17.4.1 Covered Services

- **92065:** Vision Therapy can be billed for Members under the age of 21 and Members with Acquired Brain Injury that are eligible for the Comprehensive or Support Developmental Disability Waiver plans, with a qualifying medical diagnosis (See tables below)
- When administered in the office under the guidance of a practitioner.
- It requires a number of office visits and depending on the severity of the diagnosed conditions
- The length of the program typically ranges from several weeks to several months
- Activities paralleling in-office techniques are typically taught to the patient to be practiced at home to reinforce the developing visual skills
- Vision therapy visits are capped at 32 per 365-days for treatment of ICD diagnosis
  - Additional visits or exceptions to these diagnosis codes will be considered on a case-by-case basis only
- **99070:** Vision Therapy training aids will be reimbursed at cost of invoice (7.9.1, Invoice Charges). Invoices must be submitted with documentation of medical necessity to Provider Services (see *Section 2.1* Quick Reference) for consideration (see *Section 7.14* Submitting Attachments for Electronic Claims).

<b>Diagnosis Codes for Members under 21 years old</b>	
<b>Diagnosis Codes</b>	<b>Description</b>
<b>Amblyopia</b>	
H53.031, H53.032, H53.033	Strabismic amblyopia
H53.011, H53.012, H53.013	Deprivation amblyopia
H53.021, H53.022, H53.023	Refractive amblyopia
<b>Strabismus (Concomitant)</b>	
H50.11, H50.012	Monocular esotropia
H50.05	Alternating esotropia
H50.11, H50.112	Monocular exotropia
H50.15	Alternating exotropia
H50.311, H50.312	Intermittent esotropia, monocular
H50.32	Intermittent esotropia, alternating
H50.331, H50.332	Intermittent exotropia, monocular
H50.34	Intermittent exotropia, alternating
H50.43	Accommodative component in esotropia
<b>Non-strabismic disorder of binocular eye movements</b>	
H51.11	Convergence insufficiency
H51.12	Convergence excess
H51.8	Anomalies of divergence
<b>Ocular Motor Dysfunction</b>	
H55.81	Deficiencies of saccadic eye movements
H55.89	Deficiencies of smooth pursuit movements
<b>Heterophoria</b>	
H50.51	Esophoria
H50.52	Exophoria

Diagnosis Codes for Members under 21 years old	
Diagnosis Codes	Description
<b>General Binocular Vision Disorder</b>	
H53.30	General Binocular Vision Disorder
<b>Nystagmus</b>	
H55.01	Nystagmus

Diagnosis Codes for Members with Acquired Brain Injury	
Diagnosis Codes	Description
I69.998	Disturbances of vision
S06 Family of Codes	Late effect injury intracranial injury without mention of skull fracture.

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## 25.1 Pregnant by Choice/Family Planning Waiver

Pregnant by Choice provides family planning service to women who have received Medicaid benefits through the Pregnant Women Program. This program extends family planning options to women who would typically lose their Medicaid benefits up to two (2) months postpartum.

### 25.1.1 Covered Services

- Initial physical exam and health history, including Member education and counseling related to reproductive health and family planning options, including a pap smear and testing for sexually transmitted diseases.
- Annual follow up exam for reproductive health/family planning purposes, including a pap smear and testing for sexually transmitted diseases, where indicated.
- Brief and intermediate follow up office visits related to family planning.
- Necessary family planning/reproductive health-related laboratory procedures and diagnostic tests.
- Contraceptive management including drugs, devices, and supplies.
- Insertion, implantation or injection of contraceptive drugs or devices.
- Removal of contraceptive devices.
- Sterilization services and related laboratory services (when properly completed sterilization consent form has been submitted).
- Medications required as part of a procedure done for family planning purposes.
- Services must be provided by an enrolled Medicaid Provider.

### 25.1.2 Non-Covered Services

- Services are limited to approved family planning methods and products approved by the Food and Drug Administration (FDA).
- Sterilization reversals, infertility services, treatments, or abortions.

### 25.1.3 Eligibility Criteria

- The Member must be transitioning from the Pregnant Women Program;
- Is not eligible for another Medicaid program;
- Does not have health insurance including Medicare;
- Is a Wyoming resident;
- Is a US Citizen;



- Her age is 19 through 44 years;
- She is not pregnant.

### 25.1.4 Enrollment Process

- The Customer Service Center, Wyoming Department of Health (WDH) must be notified of the pregnancy and birth of the baby (*see Section 2.1 Quick Reference*).
- The Customer Service Center, WDH will send a review form and a Pregnant by Choice Questionnaire to women eligible for the Pregnant Women Program while in the two (2) month postpartum period to determine if they are interested in the program.
- If a mother allows her Medicaid benefits to lapse after the two (2) month postpartum period she will not be eligible for the Pregnant by Choice Program.
- Eligibility is determined yearly.

## 25.2 Pregnant by Choice Covered Codes

Pregnant By Choice Covered Codes	
Covered Diagnosis Codes	Diagnosis Code Description
Z30.011	General counseling on prescription of oral contraceptives
Z30.013, Z30.014, Z30.018, Z30.019	General counseling on initiation of other contraceptive
Z30.012	Encounter for emergency contraceptive counseling and prescription
Z30.02	Natrl Family pln – avoid preg
Z30.09	Other general counseling and advice on contraception
Z30.430	Encounter for insertion of intrauterine contraceptive device
Z30.432	Encounter for removal of intrauterine contraceptive device
Z30.433	Encounter for removal & insertion of IUD
Z30.2	Sterilization
Z30.40	Contraceptive surveillance, unspecified
Z30.41	Surveillance of contraceptive pill
Z30.431	Surveillance of intrauterine contraceptive device
Z30.49	Surveillance of implantable sub dermal contraceptive

Pregnant By Choice Covered Codes	
Covered Diagnosis Codes	Diagnosis Code Description
Z30.42, Z30.49	Surveillance of other contraceptive method
Z30.019, Z30.49	Surveillance of previously prescribed contraceptive methods
Z30.8	Other specified contraceptive management
Z32.02	Pregnancy examination or test, negative result
Z32.01	Pregnancy examination or test, positive result
Z11.3	Screening examination for venereal disease

Pregnant By Choice Covered Codes	
Covered Procedures	Procedure Code Description
99201-99203	Office/Outpatient New
99211-99213	Office/Outpatient Established
11976	Removal, implantable contraceptive capsules
11980	Implant hormone pellet(s)
11981	Implant hormone pellet(s)
11982	Remove drug implant device
11983	Remove/insert drug implant
57170	Diaphragm or cervical cap fitting with instructions
58300	Insertion of Intrauterine device (IUD)
58301	Removal of intrauterine device (IUD)
58600	Division of fallopian tube
58615	Occlude fallopian tube(s)
58670	Laparoscopy tubal cautery
58671	Laparoscopy tubal block

Pregnant By Choice Covered Codes	
Covered Procedures	Procedure Code Description
90772	Therapeutic, prophylactic or diagnostic injection (specify substance or drug); subcutaneous or intramuscular
96372	Therapeutic, prophylactic or diagnostic injection (specify substance or drug); subcutaneous or intramuscular
80048	Basic metabolic panel (calcium, total)
80076	Hepatic function panel
81000-81015	Urinalysis
81025	Urine pregnancy test
82465	Cholesterol
82947-82948	Glucose
84703	Gonadotropin, Chorionic (HCG)
85013	Blood count
85014-85018	Blood smear exam
86592	Syphilis Test
86593	Syphilis test non-trep quant
86689	HTLV or HIV antibody, confirmatory test (EG, Western Blot)
86701	HIV – 1 – Antibody
86702	HIV – 2 – Antibody
86703	HIV – 1 and HIV – 2, single assay – antibody
87070-87081	Culture, bacterial
87110	Culture, Chlamydia
87205-87207	Smear, primary source
87209	Smear complex stain
87210	Smear wet mount saline/ink
87270	Infectious agent antigen detection Chlamydia

Pregnant By Choice Covered Codes	
Covered Procedures	Procedure Code Description
87274	Infectious agent antigen detection Herpes Simplex virus type 1
87320	Infectious agent antigen detection multiple step method; Chlamydia Trachomatis
87340	Infectious agent antigen detection Hepatitis B surface antigen (HBSAG)
87490	Infectious agent detection by Nucleic Acid (DNA or RNA); Chlamydia Trachomatis, direct probe technique
87491	Infectious agent detection by Nucleic Acid (DNA or RNA); Chlamydia Trachomatis, amplified probe technique
87590	N.Gonorrhoeae DNA dir prob
87591	Infectious agent detection by Nucleic Acid (DNA or RNA); Neisseria Gonorrhoeae, amplified probe technique
88141-88143	Cytopathology
88164-88167	Cytopathology
88175	Cytopath C/V auto fluid redo
A4266	Diaphragm for contraceptive use
A4267	Contraceptive supply, condom, male, each
A4268	Contraceptive supply, condom, female, each
J0696	Injection, Ceftriaxone sodium, Per 250MG
J1050	Injection, medroxyprogesterone acetate, contraceptive 150 MG (Depo-Provera)
J7296	KYLEENA, 19.5 MG
J7300	Intrauterine copper contraceptive
J7301	Skyla 13.5MG
J7303	Contraceptive supply, hormone containing vaginal ring, each
J7304	Contraceptive patch
J7307	Etonogestrel (Contraceptive) implant system, including implant and supplies

Pregnant By Choice Covered Codes	
Covered Procedures	Procedure Code Description
S4993	Contraceptive pills for birth control
T1015	Clinic encounter, per visit
58600	Ligation or transaction of fallopian tube(s) abdominal or biginal approach, unilateral or bilateral
58615	Occlusion of fallopian tube(s) by devices (for example Bank, Clip, Falope Ring) Vaginal or suprapubic approach
58670	Laparoscopy, surgical; with fulguration of oviducts (with or without transection)
58671	Laparoscopy, surgical; with occlusion of oviducts by device (EG, Bank, Clip or Falope ring)
00851	Laparoscopy; tubal ligation/transaction

## Chapter 26 – Covered Services – Therapy Services

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## 26.1 Therapy Services

**Physical Therapy:** The treatment of physical dysfunction or injury by the use of therapeutic exercise and the application of modalities intended to restore or facilitate normal function or development; also called physiotherapy.

**Occupational Therapy:** Occupational therapy addresses the physical, cognitive, psychosocial, sensory, and other aspects of performance in a variety of contexts to support engagement in everyday life activities that affect health, well-being, and quality of life.

**Speech Therapy:** Services that are necessary for the diagnosis and treatment of speech and language disorders, which result in communication disabilities and for the diagnosis and treatment of swallowing disorders (dysphagia), regardless of the presences of a communication disability.

**Restorative (Rehabilitative) Services:** Services that help patients keep, get back, or improve skills and functioning for daily living that have been lost or impaired because the Member was sick, hurt or suddenly disabled.

**Maintenance (Habilitative) Services:** Services that help patients keep, learn, or improve skills and functioning for daily living. Examples would include therapy for a child who isn't walking or talking at the expected age.

**Time and Frequency** are required on all documentation and must be specific so time in and time out must be reflected on the document in standard or military format. Time can be a unit of 15 minutes depending on the Current Procedural Terminology (CPT) code or Healthcare Common Procedure Coding System (HCPCS) Level II code used to bill the service. For example, if the code is a fifteen (15) minute unit, then follow the guidelines for rounding to the nearest unit. If seven (7) minutes or less of the next 15-minute unit is utilized, the unit must be rounded down. However, if eight (8) or more minutes of the next 15-minute unit are utilized, the units can be rounded up.

## 26.2 Physical and Occupational Therapy

Encounter revenue codes: 0421 Physical Therapy, 0431 Occupational Therapy

### 26.2.1 Covered Services

Services must be directly and specifically related to an active treatment plan. Independent physical therapy services are only covered in an office or home setting.

- **Physical Therapy & Occupational Therapy:** Services may only be provided following physical debilitation due to acute physical trauma or physical illness. All therapy must be physically rehabilitative and provided under the following conditions:
  - Prescribed during an inpatient stay continuing on an outpatient basis; OR
  - As a direct result of outpatient surgery or injury.

- **Manual Therapy Techniques:** When a practitioner or physical therapist applies physical therapy and/or rehabilitation techniques to improve the Member's functioning.
- **Occupational Therapy** interventions may include:
  - Evaluations/re-evaluations required to assess individual functional status;
  - Interventions that develop, improve, or restore underlying impairments.

## 26.2.2 Limitations

Reimbursement includes all expendable medical supplies normally used at the time therapy services are provided. Additional medical supplies/equipment provided to a Member as part of the therapy services for home use will be reimbursed separately through the Medical Supplies Program.

- For Medicaid Members, dates of service in excess of twenty (20) per calendar year, Providers will need to contact Telligen for prior authorization (*see Section 7.12 Prior Authorization*).
  - Physical therapy visits and occupational therapy visits are counted separately (*see Section 7.7 Service Thresholds*);
  - Authorizations for acute conditions can be authorized up to 8 visits at a time;
  - Authorizations for Habilitative therapy for children can be authorized for up to 180 days at a time.
- Visits made more than once daily are generally not considered reasonable;
- There should be a decreasing frequency of visits as the Member improves;
- Members age 21 and over are limited to restorative services only. Restorative services are services that assist an individual in regaining or improving skills or strength;
- Maintenance therapy can be provided for Members 20 and under.

## 26.2.3 Documentation

The practitioners and licensed physical therapist's treatment plan must contain the following:

- Diagnosis and date of onset of the Member's condition;
- Member's rehabilitation potential;
- Modalities;
- Frequency;
- Duration (interpreted as estimated length of time until the Member is discharged from physical therapy);
- Practitioner signature and date of review;
- Physical therapist's notes and documented measurable progress and anticipated goals;



- Initial orders certifying the medical necessity for therapy.
- Practitioner’s renewal orders (at least every 180 days) certifying the medical necessity of continued therapy and any changes. The ordering practitioner must certify that:
  - The services are medically necessary;
  - A well-documented treatment plan is established and reviewed by the practitioner at least every 180 days;
  - Outpatient physical therapy services are furnished while the Member is under their care.
- Total treatment minutes of the Member, including those minutes of active treatment reported under the timed codes and those minutes represented by the untimed codes, must be documented, to include beginning time and ending time for services billed.

Practitioners and licensed physical therapist’s progress notes must be completed for each date of service and contain the following:

- Identification of the Member on each page of the treatment record;
- Identification of the type of therapy being documented on each entry (such as 97530 vs. 97110);
- Date and time(s) spent in each therapy session; total treatment minutes of the Member, including those minutes of active treatment reported under timed codes and those minutes represented by the untimed codes, must be documented, to include beginning time and ending time for each service billed;
- Description of therapy activities, Member reaction to treatment and progress being made to stated goals/outcomes;
- Full signature or counter signature of the licensed therapist, professional title and date that entry was made and the signature of the therapy assistant and date the entry was made. Licensed therapist must sign progress notes of assistants within 30 days.

## 26.3 Speech Therapy

Encounter Revenue Code: 0441

Speech (pathology) therapy services are those services necessary for the diagnosis and treatment of speech and language disorders, which result in communication disabilities and for the diagnosis and treatment of swallowing disorders (dysphagia), regardless of the presences of a communication disability.

### 26.3.1 Covered Services

Speech therapy services provided to Medicaid Members must be restorative for Members 21 and over. Maintenance therapy can be provided for Members 20 and under. The Member must have a diagnosis

of a speech disorder resulting from injury, trauma or a medically based illness. There must be an expectation that the Member's condition will improve significantly.

To be considered medically necessary, the services must meet all the following conditions:

- Be considered under standards of medical practice to be a specific and effective treatment for the Member's condition;
- Be of such a level of complexity and sophistication, or the condition of the Member must be such that the services required can be performed safely and effectively only by a qualified therapist or under a therapist's supervision;
- Be provided with the expectation that the Member's condition will improve significantly;
- The amount, frequency and duration of services must be reasonable.

In order for speech therapy services to be covered, the services must be related directly to an active written treatment plan established by a practitioner and must be medically necessary to the treatment of the Member's illness or injury.

In addition to the above criteria, restorative therapy criteria will also include the following:

- If an individual's expected restoration potential would be insignificant in relation to the extent and duration of services required to achieve such potential, the speech therapy services would not be considered medically necessary;
- If at any point during the treatment it is determined that services provided are not significantly improving the Member's condition, they may be considered not medically necessary and discontinued.


## 26.3.2 Limitations

The following conditions do not meet the medical necessity guidelines, and therefore will not be covered:

- For dates of service in excess of thirty (30) per calendar year Providers will need to obtain prior authorization (*see Section 7.12 Prior Authorization*);
- Members age 21 and over are limited to restorative services only. Restorative services are services that assist an individual in regaining or improving skills or strength;
- Maintenance therapy can be provided for Members age 20 and under;
- Self-correcting disorders (for example natural dysfluency or articulation errors that are self-correcting);
- Services that are primarily educational in nature and encountered in school settings (for example psychosocial speech delay, behavioral problems, attention disorders, conceptual handicap, intellectual disabilities, developmental delays, stammering and stuttering);
- Services that are not medically necessary;

- Treatment of dialect and accent reduction
- Treatment whose purpose is vocationally or recreationally based
- Diagnosis or treatment in a school-based setting

Maintenance therapy consists of drills, techniques, and exercises that preserve the present level of function so as to prevent regression of the function and begins when therapeutic goals of treatment have been achieved and no further functional progress is apparent or expected.

 In cases where the Member receives both occupational and speech therapy, treatments should not be duplicated, and separate treatment plans and goals should be provided.

### 26.3.3 Documentation

The practitioners and licensed speech therapist’s treatment plan must contain the following:

- Diagnosis and date of onset of the Member’s condition;
- Member’s rehabilitation potential;
- Modalities;
- Frequency;
- Duration (interpreted as estimated length of time until the Member is discharged from speech therapy);
- Practitioner signature and date of review;
- Speech therapist’s notes and documented measurable progress and anticipated goals;
- Initial orders certifying the medical necessity for therapy;
- Practitioner’s renewal orders (at least every 180 days) certifying the medical necessity of continued therapy and any changes. The ordering practitioner must certify that:
  - The services are medically necessary;
  - A well-documented treatment plan is established and reviewed by the practitioner at least every 180 days;
  - Outpatient speech therapy services are furnished while the Member is under their care;
- Total treatment minutes of the Member, including those minutes of active treatment reported under the timed codes and those minutes represented by the untimed codes, must be documented, to include beginning time and ending time for services billed.

Practitioners and licensed speech therapist's progress notes must be completed for each date of service and contain the following:

- Identification of the Member on each page of the treatment record;
- Identification of the type of therapy being documented on each entry (such as 97530 vs. 97110);
- Date and time(s) spent in each therapy session; total treatment minutes of the Member, including those minutes of active treatment reported under timed codes and those minutes represented by the untimed codes, must be documented, to include beginning time and ending time for each service billed;
- Description of therapy activities, Member reaction to treatment and progress being made to stated goals/outcomes;
- Full signature or counter signature of the licensed therapist, professional title and date that entry was made and the signature of the therapy assistant and date the entry was made. Licensed therapist must sign progress notes of assistants within 30 days.

### **26.3.4 Prior Authorization Once Threshold is Met**

For Medicaid Members, for dates of service in excess of thirty (30) per calendar year for each service, Providers will need to contact Telligen for prior authorization (*see Section 7.7 Service Thresholds*).

Prior Authorization requests can be denied for two basic reasons: Administrative reasons such as incomplete or missing forms and documentation, and so on; or the Member does not meet the established criteria for coverage of the item.

Following a denial for administrative reasons, the Provider may send additional information in order to request that the decision be reconsidered. If the information is received within thirty (30) days of the denial, with a clearly articulated request for reconsideration, it will be handled as such. If the information is received more than thirty days after the denial, it will be a new Prior Authorization request. As such, a new Prior Authorization form must be submitted, and all information to be considered must accompany it.

## **26.4 Appeals Process**

- If the initial request for prior authorization is denied or reduced, a request for reconsideration can be submitted through Telligen, including any additional clinical information that supports the request for services
- Should the reconsideration request uphold the original denial or reduction in services, an appeal can be made to the state by sending a written appeal via e-mail to Utilization Management Coordinator and Contract Manager, Amy Buxton ([Amy.Buxton@wyo.gov](mailto:Amy.Buxton@wyo.gov)).
  - The appeal should include an explanation of the reason for the disagreement with the decision and the reference number from Telligen's system. The appeal will be reviewed in conjunction with the documentation uploaded into Telligen's system.

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## 27.1 Dental Services Performed in an IHS Tribal Facility

Dental services that are performed in an FQHC/IHS/RHC must be billed on the most current ADA claim form/837D. Dental services will receive an encounter rate that is established by Wyoming Medicaid and includes ALL services provided during the encounter and is considered to be an all-inclusive rate. On Medicaid primary encounter claims the encounter claim will always be reimbursed at the encounter rate and will not be reduced when the submitted charges are less.

Encounter Procedure Codes:

- D9999 - Dental Claims
- D8999 - Orthodontic Claims (PA Required)


### 27.1.1 Dental Services Claims (other than orthodontics)

- **D9999:** Must be billed as line one as the encounter rate
- Additional detail lines must be billed with appropriate covered CDT codes showing each service provided and billed with a zero (0) dollar amount.
- All charges for the same visit must be submitted on one (1) claim.

**Example:**

Child is seen for an exam, X-ray, and prophylaxis. Bill as follows:

Line	Procedure Code	Date	Amount	NPI
1	D9999	1/5/21	Fee encounter rate	Treating Provider NPI
2	D1120	1/5/21	\$0.00	Treating Provider NPI
3	D0240	1/5/21	\$0.00	Treating Provider NPI
4	D1120	1/5/21	\$0.00	Treating Provider NPI

 If any codes on the claim deny due to being non-covered, the entire claim will deny. The Provider is responsible for checking eligibility and frequency limitations and only billing Medicaid for covered dental services for that Member.

Refer to the Wyoming Medicaid Dental Fee Schedule located on the Medicaid website for age limitation.

Services provided outside the clinic, including inpatient services, should be billed under the clinic's fee-for-service Provider number.

Multiple encounters with one (1) or more health professional that take place on the same day at the same office location constitute a single visit except when the patient, after the first encounter, suffers illness or injury requiring a distinctly separate diagnosis or treatment.

## 27.2 No Show Appointments/Broken Appointments

**Dental Code Range:** D9986

Appointments canceled or missed by Medicaid Members cannot be billed to Medicaid. Medicaid recognizes the concern of missed/broken appointments and for tracking purposes only has created code D9986. Providers will not be reimbursed for this code. When submitting a claim to Medicaid for missed/broken appointments an amount of \$0.00 should be entered in box 31 (fee) of the claim form. This line will show as a denial on the Remittance Advice. If a Provider's policy is to bill all patients for missed appointments/broken appointments, the Provider may bill Medicaid Members.

## 27.3 Examinations

### 27.3.1 Examinations for Children (Ages 0-20)

**Dental Code Range:** D0120-D0180

- **D0120:** Routine periodic oral evaluations, **reimbursable** once every six (6) months.
- **D0140:** Limited oral evaluations, **reimbursable** twice every 12 months
- **D0145:** Oral evaluation for patients 0-3 years of age – **reimbursable** once every six (6) months but not in addition to D0120 or D0150.
- **D0150:** Comprehensive oral evaluations, **reimbursable** once every 12 months, and may replace a D0120.
- **D0160 and D0170:** Detailed and extensive oral evaluations, **reimbursable** as needed.
- **D0180:** Comprehensive periodontal evaluations are **reimbursable** once every 12 months, ages 19-20 years. Not to be billed with any other exam codes (D0120-D0170).
- **D0412:** Blood Glucose Test is a covered service for Member of any age once every six (6) months.

### 27.3.2 Examinations for Adults (Ages 21 and Over)

**Dental Code Range:** D0120-D0191

- **D0120 or D0150:** Oral evaluations, **reimbursable** once every six (6) months.
- **D0140:** Limited oral evaluations, **reimbursable** twice every 12 months.
- **D0191:** Assessment of a patient, **reimbursable** to Members on the Nursing Home (NH) plan once every 12 months only if the Member has not been to a dentist within the last year.



- **D0412:** If the Provider and/or Member would like all of the 3rd molars removed at time of surgery, only teeth that are documented to be symptomatic should be billed to Medicaid.

## 27.4 Radiographs and Diagnostic Imaging

**Dental Code Range: D0210-D0330**

Diagnostic radiological procedures, performed in accordance with current American Dental Association (ADA) guidelines, are to be limited to those instances in which a dentist anticipates that the information is likely to contribute materially to the proper diagnosis, treatment, and prevention of disease. **Routine use of periapical radiographs for primary anterior teeth is not considered appropriate unless there is clearly documented medical need.**

- **D0210:** Intraoral complete series\*:
  - **Reimbursable** every five (5) years for Members of any age for **dates of service 06/30/2021 and earlier.**
  - **Reimbursable** ever three (3) years for Members of any age for **dates of service 07/01/2021 and forward.**
- **D0330:** Panoramic film\*:
  - **Reimbursable** every five (5) years for Members five (5) years and older for **dates of service 06/30/2021 and earlier.**
  - **Reimbursable** every three (3).years for Members six (6) years and older for **dates of service 07/01/2021 and forward.**
- **D0270, D0272, or D0274:** Bitewing X-rays –**reimbursable** once every year for Members of any age.
- **D0220:** Intraoral first film.
- **D0230:** Each additional film after the first (as needed).



A maximum of seven (7) periapicals are allowed per visit.

- **D0367:** Cone Beam CT Capture and Interpretation with Field of view of Both Jaws – **reimbursable** when Providers are performing an implant, exposure of un-erupted tooth for the purpose of orthodontic bonding, jaw **surgery for Members age 0-20**, or a request has been made by a Cleft Palate team for diagnostic purposes related to a Member’s cleft palate/lip treatment. A Prior Authorization will be required for this code (*see Section 8.8 Prior Authorization*).



When making referrals, the referring dentist should send the dentist/specialist a copy of the current radiographs to prevent unnecessary duplication of services, expenditure and radiation

exposure. Medicaid will only reimburse one (1) Provider per date of service for radiographs.

## 27.5 Preventive Dental Care

### 27.5.1 Preventative Dental Care for Children

**Dental Code Range: D1110 - D1354**

- **D1110:** Prophylaxis-Adult (ages 12 - 20) **reimbursable** every six (6) months.
- **D1120:** Prophylaxis-Child (ages 0-11) **reimbursable** every six (6) months.
- **D1206:** Topical application of fluoride varnish (office procedure) – **reimbursable** every six (6) months, for ages 0-14.
- **D1208:** Topical application of fluoride (office procedure), **reimbursable** every six (6) months, for ages 0-14.
- **D1310:** Nutritional Counseling **reimbursable** every six (6) months for ages 0-3.
- **D1330:** Oral Hygiene Instruction **reimbursable** one (1) time for any Member age 4-20 for different treating Providers.
- **D1351:** The application of sealants for permanent molar teeth and primary second (2nd) molars. Sealants are allowed once per tooth per 18 months. Medicaid will not pay for a sealant and a filling on the same tooth on the same date of service.

**Allowed Tooth Numbers:** 1, 2, 3, 14, 15, 16, 17, 18, 19, 30, 31, 32, A, J, K and T

- **D1352:** Preventive resin restoration in a moderate to high caries risk patient – permanent tooth are allowed once per tooth per 18 months. Conservative restoration of an active cavitated lesion in a pit or fissure that does not extend into dentin, includes placement of a sealant in any radiating non-carious fissures or pits. D1351 sealant should not be billed on the same tooth on the same date of service. When there are separate restorations on each surface, D1352 may be billed multiple times per tooth and requires a tooth number along with quadrant. Records must clearly indicate each restoration is treatment for a separate surface of decay and not one continuous restoration.
- **D1354:** Interim Caries Arresting Medicament (Silver Diamine Fluoride) is allowed once per tooth per 18 months. D1351, D1352, or any other restorative procedure (D2000-D2999) cannot be billed on the same tooth on the same date of service. Records must indicate tooth number and surface applied to. When billing, a tooth number is required but not a surface. Wyoming Medicaid will perform post-payment review of this code monthly to review for high utilization and appropriateness. Clinical records must support billing for each tooth and outcomes of the treatment at follow-up visits.

## 27.5.2 Preventative Dental Care for Adults

**Dental Code Range:** D1110

- **D1110:** Prophylaxis, reimbursable once every six (6) months.



When an adult Member (21 years and older) is scheduled for a D1110, but the Member is in need of a D4341, scaling and root planing, these procedures are the financial responsibility of the Member. Providers may bill the Member for this service as long as the Member is informed, in writing, prior to the procedure that they are financially responsible.

## 27.6 Periodontal Treatment

### 27.6.1 Periodontal Treatment for Children

**Dental Code Range:** D4210-D4999

Scaling, root planing and curettage can be billed once per quadrant and are considered one (1) procedure regardless of the number of visits it takes to complete. Periodontal treatment is allowed once in a 24month period when indicated with a diagnosis of periodontitis. This includes scaling and root planing or a full mouth debridement. D4910, Periodontal Maintenance is reimbursable every three (3) months for Members who have had scaling and root planing. Clear evidence of bone loss must be present on the current radiographs to support the diagnosis of periodontitis. There must be current six (6) point periodontal charting inclusive of a periodontal prognosis. Gingivectomies can be billed once per quadrant, per lifetime. Minor scaling procedures will be considered part of a prophylaxis.

- **D4346:** Scaling in presence of generalized moderate or severe gingival inflammation- full mouth, after oral evaluation. This procedure is allowed once every 24 months, AND the Member cannot have had D4341, D4342 or D4355 within the last 12 months. This procedure is intended to treat gingival inflammation.
- **D4355:** Full mouth debridement is allowed once every 24 months, AND the Member cannot have had D1110 or D4346 within the last 12 months. This procedure is intended to debride the mouth so that further examination can be done to determine stage of periodontal disease.

### 27.6.2 Periodontal Treatment for Adults

**Dental Code Range:** D4346 and D4355

Scaling and full mouth debridement are the only covered periodontal treatment services covered for adult Members (ages 21 and older).

## 27.7 Prosthetics Removable

### 27.7.1 Prosthetics Removable for Children

**Dental Code Range: D5110-D5899**

There are no limits on the fabrication of denture and/or partial services for Members under the age of 21 years old.

- **D5110-D5140:** Complete dentures (including routine post-delivery care) placed immediately must be of structure and quality to be considered the final prosthesis.
- **D5211-D5281:** Partial dentures (including routine post-delivery care).
- **D5410-D5422:** Denture/partial adjustments.
  - For dates of service prior to January 1, 2021 this service is limited to two (2) per 12-month period.
  - For dates of service January 1, 2021 and forward this service is limited to two (2) per arch per 12-month period.
- **D5510-D5721:** Other services include the repair of a broken denture base, repair or replacement of broken clasps, replacement of teeth.
- **D5730-D5761:** Denture/partial relines.
  - For dates of service prior to January 1, 2021 this service is limited to two (2) per 12-month period.
  - For dates of service January 1, 2021 and forward this service is limited to once every three (3) years.
- **D5810-D5821:** Interim complete/partial dentures.
- **D5850-D5851:** Tissue conditioning, this service is limited to once per lifetime, per arch.
- **D5860-D5866:** Specialized denture services require Prior Authorization (PA) (*see Section 8.8* Prior Authorization).



In the event a Member is not satisfied with the denture/partial, the Member must return to the Provider who made the appliance to allow the Provider the opportunity to work with the Member to fit it properly. If a Member has returned to the Provider more than three (3) times and is still not able to wear the appliance, a Member may contact Provider Services for guidance on how to proceed with the dispute. A Member should not proceed to a different Provider to have adjustments done.

Contact Provider Services (*see Section 2.1 Quick Reference*) for denture benefit availability.

## 27.7.2 Prosthetics Removable for Adults

**Dental Code Range: D5410-D5761**

**Relines and repairs to existing removable appliances are covered.**

- **D5410-D5422:** Denture/partial adjustments.
  - For dates of service prior to January 1, 2021 this service is limited to two (2) per 12-month period.
  - For dates of service January 1, 2021 and forward this service is limited to two (2) per arch per 12-month period.
- **D5511-D5671:** Other services include the repair of a broken denture base, repair or replacement of broken clasps, replacement of teeth.
- **D5730-D5761:** Denture/partial relines.
  - For dates of service prior to January 1, 2021 this service is limited to two (2) per 12-month period.
  - For dates of service January 1, 2021 and forward this service is limited to once every three (3) years.

In the event a Member is not satisfied with the denture/partial, the Member must return to the Provider who made the appliance to allow the Provider the opportunity to work with the Member to fit it properly. If a Member has returned to the Provider more than three (3) times and is still not able to wear the appliance, a Member may contact Provider Services for guidance on how to proceed with the dispute. **A Member should not proceed to a different Provider to have adjustments done.**

Contact Provider Services (*see Section 2.1 Quick Reference*) for denture benefit availability.

## 27.8 Extractions

### 27.8.1 Extractions for Children

**Dental Code Range: D7111-D7250**

- Extractions are reimbursable for those teeth that demonstrate radiographically, pathologic, pulpal involvement, periapical infection, periodontally involved teeth of the class IV category, and large carious lesions that the eligible Member wants extracted even though they have been informed of alternate treatment remedies. Current radiographs and other clinical documentation of teeth that are extracted must be maintained in the patient record.

- Incision and drainage are reimbursable when an emergency extraction cannot be performed due to health reasons or in the case of gingival infections, peri coronal or lateral abscess due to periodontal pathology.

## 27.8.2 Extractions for Adults

**Dental Code Range: D7111-D7250, D7410, D7411, D7510**

- Extractions are reimbursable for those teeth that demonstrate radiographically, pathologic, pulpal involvement, periapical infection, periodontally involved teeth of the class IV category, and large carious lesions that **the eligible Member wants extracted even though they have been informed of alternate treatment remedies**. Current radiographs and other clinical documentation of teeth that are extracted must be maintained in the patient record.
- **D7510**- Incision and drainage is reimbursable when an emergency extraction cannot be performed due to health reasons or in the case of gingival infection, peri coronal or lateral abscess due to periodontal pathology.

## 27.9 Oral and Maxillofacial Surgery

Oral surgery procedures that are not covered using a CDT procedure code should be billed using a CPT code on a CMS-1500 Claim Form. It is the Provider's responsibility to check covered medical services prior to rendering services. For use of the CPT codes refer to the CMS-1500 Provider Manual located on the Medicaid website and obtain Prior Authorization (*see Section 8.8 Prior Authorization*) as required.

### 27.9.1 Oral and Maxillofacial Surgery for Children

**Dental Code Range: D7111-D7999**

Reimbursement of oral surgical procedures includes routine preoperative and postoperative care, sutures, suture and/or wire removal, and local anesthetics.

Impacted third molars or supernumerary teeth are covered only when they are symptomatic; that is, causing pain, infected, preventing proper alignment of permanent teeth or proper development of the arch. Reimbursement for prophylactic extractions of third molars is not a covered service.

Orthognathic surgery is only covered when required to complete treatment for severe malocclusion. The Member must be approved for orthodontic treatment through the Medicaid Severe Malocclusion program to be considered for corrective jaw surgery. The following oral surgery codes require an approval prior to performing the services, from Medicaid, in the form of a Prior Authorization (PA): D7941, D7943, D7944, D7945, D7946, D7947, D7948, D7949, and D7950. Prior Authorizations will not be issued after a procedure is completed. Providers must obtain a PA prior to rendering services and at the time of the Severe Malocclusion request (*see Section 8.8 Prior Authorization*). Requests for Oral and Maxillofacial surgery must include the Consideration for Oral Surgery Form, refer to Telligen, PA vendor. If the Provider and/or Member would like all of the 3rd molars removed at time of surgery, only teeth that are documented to be symptomatic should be billed to Medicaid.

## 27.9.2 Oral and Maxillofacial Surgery for Adults

**Dental Code Range:** D7111-D7140, D7210-D7241, D7250, D7410-D7411, D7510

Reimbursement of oral surgery procedures includes routine preoperative and post-operative care, sutures, suture and/or wire removal, and local anesthetics.

Impacted third molars or supernumerary teeth are covered only when they are symptomatic; that is, causing pain, infected, preventing proper alignment of permanent teeth or proper development of the arch. Reimbursement for prophylactic extractions of third molars is not a covered service. If the Provider and/or Member would like all of the 3rd molars removed at time of surgery, only teeth that are documented to be symptomatic should be billed to Medicaid.

## 27.10 Anesthesia

**Dental Code Range:** D9222-D9223, D9239-D9243 and D9248

- **D9222-D9223, D9239-D9243, and D9248** are reimbursable. Dentists may only administer parenteral sedation and general anesthesia if they meet the requirements of the Wyoming State Board of Dental Examiners or the licensing board in the state they practice, and it is within their scope of practice.
- Sedation and general anesthesia shall not be billed routinely but limited to those patients requiring dental care who would not be expected to tolerate treatment or become unmanageable in the usual office setting due to medical, emotional or developmental limitations, and/or extent of treatments needs that are documented.
- The administration of intravenous (IV) or intramuscular (IM) sedation is subject to the same requirements as general anesthesia.


## 27.11 Services Covered for Children Only

### 27.11.1 Restorative Treatment

**Dental Code Range:** D2140-D2394 and D2510-D2664

Restorative treatment is limited to those services essential to restore and maintain adequate dental health. Pins and special preparations are reimbursed separately from the restoration. Temporary restorations are reimbursable only as a result of palliative or emergency treatment. When more than one (1) surface is involved, and one (1) continuous filling is used, select the appropriate code from the range of D2140-D2394. When there are separate fillings on each surface, the one (1) surface codes (D2140 and D2391) are to be used. Records must clearly indicate each filling is treatment for a separate surface of decay.


Inlays and Onlays are a covered service but paid at the same rate as amalgam and composite fillings.

 D2140-D2394 and D2510-D2664 are allowed once per tooth, per surface, every 18 months.

### 27.11.2 Crowns

**Dental Code Range: D2710-D2934**

- **D2929-D2933:** Prefabricated metal or tooth colored (plastic/composite/stainless/zirconia) materials for the fabrication of an interim crown on a primary or permanent tooth to protect until exfoliation or a permanent crown can be placed. Treatment of severely decayed primary posterior teeth is reimbursable for those teeth that are not near exfoliation
- **D2710-D2794:** The dentist may place a permanent crown when determined appropriate for Members between the ages of 14-20 **OR** ages zero (0) to 13 if the permanent tooth has had a root canal therapy. Primary molars, with no permanent tooth but visible by X-ray, may have permanent crowns placed if decay or marked attrition is present.

 For Members ages zero (0) to 13, a prior authorization (see *Section 6.13. Prior Authorization*) is required.

- **D2910-D2920:** Re-cementation of crowns, inlays, or onlays is covered, as needed.

### 27.11.3 Labial Veneers

**Dental Code Range: D2961-D2962**

Labial veneers may be used instead of full crowns for anterior permanent teeth that are severely fractured or carious, having continuous loss of fillings. Only CDT codes D2961 or D2962 will be reimbursed. Documentation to justify the need for services must be included in the patient’s record.


### 27.11.4 Endodontics

**Dental Code Range: D3110-D3330**

The fee for endodontic treatment will include all necessary radiographs during treatment, including preoperative and postoperative radiographs. Root canal therapy for permanent teeth includes, extirpation, treatment, filling of root canals and all necessary radiographs, including a post-treatment radiograph. Emergency endodontic procedures, such as open tooth to drain, may be performed prior to root canal therapy. Endodontic treatment will only be reimbursed for situations where adequate bone viability can be documented. A radiograph demonstrating the completed endodontic treatment is



required to be a part of the clinical procedure and must be included in the patient’s permanent clinical record. Pulpal therapy for primary teeth is reimbursable for those teeth only not near exfoliation.

 A pulpotomy is not to be billed in conjunction with root canal therapy when performed on the same date or as an emergency endodontic procedure. Additionally, a Provider may not bill for a pulpotomy and a root canal therapy on the same tooth. The Provider may only bill for the pulpotomy or the root canal therapy.

### 27.11.5 Apicoectomy

**Dental Code Range: D3410-D3426**

Preoperative and postoperative radiographs are required as part of the clinical record for apicoectomies. A retrograde filling may be placed when necessary and billed separately.

### 27.11.6 Implant Services and Fixed Prosthesis

**Dental Code Range: D6010-D6199 and D6205-D6999**

The Member must be between the ages of 17-20 and be eligible for Medicaid for permanent tooth replacement to be considered. Temporary replacement of a lost tooth may be provided to a Member to maintain space prior to the age of 17 by using the appropriate code.


The tooth/teeth to be replaced must be documented and must have been lost due to one (1) of the following.

- Be congenitally missing.
- Loss due to trauma.
- Loss due to abnormal pathology not related to periodontal disease or carious lesions.

The requesting dentist is responsible for determining if the Member is an appropriate candidate for an implant or bridge based on completion of growth and neighboring teeth. Documentation of bone density, bone height and completion of skeletal growth must be in the patient record.


Fixed bridges and cast partials are covered only for the replacement of permanent teeth. A fixed bridge is not a reimbursable service when done in conjunction with a removable appliance in the same arch.

- When a Provider is requesting an implant the length of treatment must be considered based on the Member’s age. Typically, when a Member turns 19 years old, eligibility ends and restorative treatment for the previously placed implant will not be a covered service. Prior-authorizations (PAs) are only valid for Member’s who are eligible for Medicaid benefits at the time of service (see Section 8.8 Prior Authorization).

 If the tooth/teeth to be replaced were not lost due to the above conditions, Wyoming Medicaid will not pay for an implant or fixed

bridge. The requesting dentist must also consider the condition of neighboring teeth when requesting prior authorization. If the neighboring teeth are free of decay and/or large restorations, an implant can be indicated. If the neighboring teeth are in need of restorations, a fixed bridge should be indicated.

The Member must be free of gingivitis and/or periodontal disease and must have proven adequate home care. The request will not be approved without a documented home care status included. The Member must also be tobacco free; if the Member is currently using tobacco products, they must be referred to the Wyoming Quit line (800)784-8669 and display abstinence for six (6) months.

 Replacement of a missing tooth will only be reimbursed once per lifetime. If Wyoming Medicaid has paid for any type of permanent tooth replacement to replace the tooth/teeth, then an implant or fixed bridge will not be approved.

All implant codes and fixed prosthesis require an approval, prior to performing the services, in the form of a Prior Authorization (PA). Prior Authorizations (*see Section 8.8* Prior Authorization) will not be issued after a procedure is complete. The Provider must obtain a PA prior to rendering services. Prior Authorizations must also include a Tooth Replacement (Implant) Request Form, refer to Telligen, PA vendor.

### 27.11.7 Biopsy of Oral Tissue – Soft

**Dental Code Range: D7286**

Removal of oral soft tissue lesions is allowed as needed to restore oral cavity to normal function and/or to check for pathology.

### 27.11.8 Occlusal Orthotic Device

**Dental Code Range: D7880 (By Report), D9944 and D9945**

- **D7880:** An occlusal splint may be provided to a Member if the Member has been diagnosed with Temporomandibular Joint Dysfunction (TMJ). A report of TMJ diagnosis and complete treatment plan including any physical therapy, and/or drugs used to treat symptoms must be submitted with the claim. This must be billed on the delivery date.
- **D9944:** Occlusal guard-hard, full arch. Prior authorization required with documented medical necessity. Prior authorizations will not be issued after impressions have been taken. The Provider must obtain a PA prior to rendering services (*see Section 8.8.1* Requesting Prior Authorization). This must be billed on the delivery date.
- **D9945 -** Occlusal guard-soft, full arch. Prior authorization required with documented medical necessity. Prior authorizations will not be issued after impressions have been taken (*see Section*

8.8.1 Requesting Prior Authorization). The Provider must obtain a PA prior to rendering services. This must be billed on the delivery date.

### 27.11.9 Nitrous Oxide/Analgesia

**Dental Code Range: D9230**

Nitrous Oxide is a covered benefit for any Member age 0-19. Nitrous will only be reimbursed in conjunction with extractions or restorative procedures. Supporting documentation of why the Member required the use of nitrous must be part of the patient's record and be available upon request. **It is the Provider's responsibility to verify the Member's eligibility prior to services rendered. When checking eligibility, the Provider must verify that the Member is under the age of 20 years old.**

### 27.11.10 Behavior Management

**Dental Code Range: D9920**

Behavior Management is a covered benefit for Members under ten (10) years old and/or disabled Members under 21 with a recognized mental or physical disability such as Autism, Down Syndrome, Paralysis, **who exhibit behavior(s) that require additional time for a procedure to be completed; supporting documentation must be a part of the patient's record and a report of specific behavior that warranted behavior management must be attached to the claim form.** This procedure is reimbursable at one (1) unit per visit and a maximum of three (3) units per 12 months.

### 27.11.11 Other Drugs and Medications

**Dental Code Range: D9630**

D9630 can be billed for Members if there is a documented need for additional medications. Antibiotics, antimicrobials and fluoride gels or rinses are the only medications that will be considered. This code should not be billed for pre-med prophylactic antibiotics given in office. Wyoming Medicaid will only cover D9630 for Members who need medications to treat the following diagnosed conditions:

- Rampant caries.
- Cervical decay.
- Gingivitis/Periodontitis.
- Severe sensitivity.

The report of specific drugs given in the office and for the treatment of what condition must be attached to the claim form. The following must be present on the report:

- Member name.
- Date of service.
- Diagnosed condition.

- Medication given.
- Doctor or hygienist signature.

### 27.11.12 Space Maintenance

**Dental Code Range: D1510, D1516, D1517, D1575, D1551-D1553**

- **D1510, D1516, D1517 and D1575-** Space maintainers must be billed using a quadrant in box 25 (area of oral cavity) of the claim form. Use UA, UR, UL, LA, LR or LL to indicate which area of the oral cavity the space maintainer was placed.
- **D1551:** Re-cementation of bilateral space maintainer, maxillary, is covered as needed.
- **D1552:** Re-cementation of bilateral space maintainer, mandibular, is covered as needed.
- **D1553:** Re-cementation of unilateral space maintainer, per quadrant, is covered as needed.

### 27.11.13 Tobacco Counseling

**Dental Code Range: D1320**

This code is **reimbursable** once (1) per 12-month period.

### 27.11.14 Orthodontic Services Claims

**Encounter Procedure Code: D8999 (PA required)**

**Dental Code Range: D8000-D8999**

Dental services that are performed in an IHS must be billed on the most current ADA claim form/837D. Dental services will receive an encounter rate that is established by Wyoming Medicaid and includes ALL services provided during the encounter and is considered to be an all-inclusive rate. On Medicaid primary encounter claims the encounter claim will always be reimbursed at the encounter rate and will not be reduced when the submitted charges are less.

Providers must obtain a prior authorization (PA) before beginning any orthodontic treatment. Providers will only be allowed to bill for procedure codes that are listed on their PA.

Wyoming Medicaid has a set rate of \$1200 for an approved interceptive case and \$3600 for an approved Comprehensive case. Facilities are paid their full encounter rate during each quarterly billing cycle, up to these established maximums. When claims paid reaches these set amounts, the Provider is expected to continue orthodontic treatment until complete, but no further payments are made to the Provider.

Medicaid eligible Members under the age of 19 may receive treatment for severe malocclusion. Medicaid only reimburses codes D8000-D8999 to enrolled orthodontists who have obtained a Prior Authorization (PA) for treatment in the Wyoming Severe Malocclusion Program (SMP) prior to treatment (*see Section 8.8 Prior Authorization*).

Severe malocclusion is defined as malocclusion that is detrimental to the child's physical well-being, such as the ability to chew food in a compatible manner for digestion and/or breathing, or for correction of speech pathology.

### **27.11.14.1 Referral to the Severe Malocclusion Program**

When a Member is provided services at their general dentist for a check-up appointment, and the Member appears to meet the set criteria of the Severe Malocclusion Program, the Member may be referred to an enrolled orthodontist. It is up to the Provider to know the criteria for the Severe Malocclusion Program and only refer appropriate Members to participating orthodontists.

- If the Member does not appear to meet the Severe Malocclusion Program, there is a parent handout available on the website to assist in explaining why the Member does not meet the criteria. (see Section 2.1 Quick Reference).
- No referral form is needed for ages 12-18 for D8660.
- Orthodontists may also provide consultations to walk in Members ages 12-18 with no referral.
- If a Provider finds it medically necessary for a child under the age of 12 to be part of the Severe Malocclusion Program, a SMP Under 12 Form found on the Telligen website, should be included with the request (see Section 2.1 Quick Reference). A PA will be required for these Members for the consultation (D8660) (see Section 8.8.1 Requesting Prior Authorization).
  - The form must be filled out completely and the child should not be provided services by the orthodontist until a PA is issued.

### **27.11.14.2 Submitting Records for Approval/Denial**

The orthodontist will need to do the following prior to rendering services to a new Member for consultation (D8660):

- Verify Member eligibility prior to rendering services to the Member.
- Verify age appropriateness.
- Verify the code/service has not been billed previously. (1 lifetime benefit)
- The orthodontist may collect records on a new Member. The records should include the Severe Malocclusion Request Form, Dental Insurance Attestation Form, color photos, X-rays of the Member, and any additional required forms. All forms are available on the Telligen [website](#) (see Section 2.1 Quick Reference). Each case will be reviewed, and based on qualifying criteria, will be forwarded to the State Orthodontic Consultant for review; OR
- The case will be administratively denied and the denial status will be available to the Provider on the Provider Portal.

Orthodontic cases will be forwarded to the State Dental Consultant if they meet at least 1 of the following criteria;

- Cleft palate deformities with a recommendation from the Cleft Palate Team.
- Impacted anterior teeth: Considered when it is demonstrated that the tooth or teeth is or are impacted (soft or hard); not indicated for extraction and treatment planned to be brought into occlusion. Arch space must be available for correction.
- Deep Impinging Overbite: Considered when the lower incisors are destroying the soft tissue of the palate and there is tissue laceration and/or clinical attachment loss.
  - Color Photographic documentation will be required.
- Anterior Cross bite: Considered when clinical attachment loss and recession of the gingival margin are present.
  - Color Photographic documentation will be required.
- Severe Traumatic Deviation.
  - Traumatic deviations are, for example, loss of a premaxilla segment by burns or by accident; the result of osteomyelitis; or other gross pathology.
  - Congenitally missing teeth are not considered a Severe Traumatic Deviation. Missing teeth should be indicated on Part 2 (Diagnostic Information) of the Severe Malocclusion Request Form, refer to the PA vendor.
  - A narrative should be written on Part 2 (Diagnostic Information) of the Severe Malocclusion Request Form explaining what the deviation is.
- A minimum HLD index score of 30 is required to qualify for the program. All cases will be reviewed by the Orthodontic Consultant and the Medicaid Program Manager and if special circumstances apply, a lower score may be approved.

Cases that are forwarded on to the Orthodontic Consultant will be sent with all attached X-rays, color photos, and required forms from the orthodontist.

- After the consultant reviews the case, they will document their recommendation and return the entire case back to the Medicaid Program.
- If the case is approved, Telligen will issue a Prior Authorization (PA) to the Provider, for treatment to be started.
- If denied, the PA status will reflect the denial and any additional comments from the consultant.
- Cases that are recommended for surgical intervention in conjunction with orthodontic treatment will require a consultation with an oral surgeon prior to approval/denial of orthodontic treatment and/or orthognathic surgery.
- An Oral Surgeon Consultation Form, available on the Telligen [website](#) (see *Section 2.1 Quick Reference*), will be included with this letter to the orthodontist.

- The referring orthodontist should send this form along with any X-rays with the Member to the oral surgeon.
- The oral surgeon will be responsible for completing this form and returning it to Telligen, PA vendor (see *Section 8.8. Prior Authorization*).
- Telligen will add this to the Member's request and submit the case to the orthodontic consultant for consideration.
- If qualified, any requests submitted for the orthodontist and the oral surgeon will be approved for their portions of the treatment.
- If denied, the PA status will reflect the denial and any additional comments from the denying agency.



A PA is only valid if the Member is eligible for Medicaid on the date of service.

Cases that are submitted to the program as transfers from other states may be evaluated and approved with the intent of completing treatment that was already started. The requesting orthodontist needs to indicate on their request how much time is expected to complete the treatment. When approved, the State Orthodontic Consultant will also evaluate the length of time needed to complete the case. A PA is issued for the D8670 and the number of units determined to complete the case will be approved. If the Member does not have orthodontic bands/brackets on one of the arches, D8080/D8090 may be authorized for a partial payment, if the requesting orthodontist anticipates banding this arch.

An orthodontist may request reconsideration of a denied application.

- The orthodontist must write a request letter stating the reason for the request. Any additional supporting documentation should be sent to Telligen for re-consideration.
- Telligen will forward this on to the program manager and orthodontic consultant for re-consideration. The request will only be sent back to the orthodontic consultant if the orthodontist has provided new evidence supporting the request.
- Requests for reconsideration that do not have any new information to support the request will be denied by Telligen.
- If reconsideration is approved, the PA status will reflect the approval and any additional comments from the approving agency.
- The Provider must also indicate on their claim form in box 30, that the Member has entered the retention phase.

The following codes will be reimbursed or covered for enrolled orthodontists who have obtained a PA for the Member:

- D8999 - Orthodontic Encounter Code

- D8660: Pre-Orthodontic Consultation, once per lifetime per Member
  - A PA is only required for this code for children under the age of 12 if the Provider finds it medically necessary for a child to be part of the Severe Malocclusion Program early for Interceptive treatment.
- D8080: Comprehensive Orthodontic Treatment (ages 12-14), once per lifetime per Member.
- D8090: Comprehensive Orthodontic Treatment (ages 15-18), once per lifetime per Member.
- D8670: Periodic Orthodontic Treatment, maximum of eight (8) payments; Maximum of one (1) payment per three (3) month period.
- D8680: Orthodontic Retention and Removal
  - This may be authorized for Members who have moved here from another state and are unable to or do not plan to continue treatment.
- D8703: Maxillary replacement of Lost/Broken Retainer, once per lifetime per Member.
- D8704: Mandibular replacement of Lost/Broken Retainer, once per lifetime per Member.
- **D8010-D8030 Limited Orthodontic Treatment:**
  - This is only authorized for Members ages 6-11 and meet the limited treatment criteria (see *Section 27.11.14.7. Wyoming Medicaid Interceptive Criteria*).
- D8999: Final Balance Payment
  - This code to be billed for Member's who lose eligibility during treatment. A Prior Authorization is required.

### **27.11.14.3 Billing Instruction for Severe Malocclusion Program (SMP)**

The Severe Malocclusion Program will issue a Prior Authorization (PA) to each Provider for each Member. The PA will authorize the specific treatment for the Member. The Provider is only permitted to bill for services authorized within the PA. It is the responsibility of the Provider to check Member eligibility for each date of service. To check eligibility, call Provider Services or verify on the Provider Portal (see *Section 2.1 Quick Reference*). Include the TPL amounts on the claim see *Section 8.4.1 Instructions for Completing the Dental Claim Form and Chapter 9 –Third Party Liability* for additional information.

- D8660: Pre-orthodontic treatment visit. This code will be paid once per lifetime per Member unless the Member has been placed on a hold by the State to monitor growth or oral hygiene progress. The State can issue a PA for a 2nd consultation at a time determined appropriate by the State Orthodontic Consultant and program manager.
  - PA is only required for this code for children under the age of 12 if the Provider finds it medically necessary for a child to be part of the Severe Malocclusion Program or if the Member is having a 2nd consultation.




- The Provider may not bill any other services with this visit. The fee indicated includes exam, records, all photos, diagnostic casts, and X-rays.
- Providers who offer this service as part of a free consultation to all of their patients should not bill Medicaid for this service. If a Member is screened with no records for application consideration and the Member returns on a 2nd visit to have records taken, the Provider can bill for this service at that visit.
- D8080 (age 12-14) or D8090 (age 15-20) – Comprehensive orthodontic treatment. The Provider may not bill any other services with this visit. The fee indicated includes exam, banding, retention, and all photos during the treatment phase. This code will only be paid once per lifetime per Member.
  - If the Member has a primary insurance, the D8080 or D8090 must be billed to the primary insurance before billing Medicaid. A primary EOB must be attached when submitting the claim.

If the primary insurance does not cover orthodontic services, the EOB that states orthodontics are not covered must be attached to all claims submitted throughout treatment (see *Section 6.14 Submitting Attachments for Electronic Claims*).

- If the primary insurance covers orthodontic treatment, the primary insurance must be billed before each claim can be submitted (including D8670, quarterly payments) and the EOB must be attached to all claims submitted. When the maximum benefit from the primary insurance is met, attach a copy of the final EOB to each subsequent claim.
    - Providers must bill Medicaid for their full treatment amount for D8080 or D8090.
- D8670: Periodic orthodontic treatment visit (as part of the PA) reimburses per quarter (maximum of four (4) quarters per year for not more than 24 months).
  - When billing for periodic treatment visits, the claim should contain the actual date of service for each time the Member was seen during the quarter. These dates of service should be on separate lines of the claim with the fee for each line showing \$0.00. The last line should have the last date of service for the quarter. The Member must be seen within the quarter for the Provider to bill this code. The Provider will be paid the quarterly payment as long as the Member is seen within the quarter and the Provider has not exceeded eight (8) payments in the authorized treatment time period (typically 24 months).
  - Due to the federal government’s match to this program, tracking of each time a Member is seen in the office for orthodontic adjustments is required to be reported.
  - Once orthodontic bands are removed and the retention phase has begun, the Provider may continue to bill D8670 (quarterly payments) until the total amount of the PA has been paid. Once the total has been paid to the Provider, the Provider may no longer bill for any orthodontic services without a new PA.

- When bands are removed and the retention phase begins, the Member must be seen at least once per quarter in order for the Provider to bill the D8670 (quarterly payments).
  - When the Member enters retention, the Provider is responsible for sending in a final photo of the Member to Telligen to be included in the Member's State records.
- D8999- If the Member becomes ineligible for Medicaid at any time during treatment, the Provider will be paid the balance of the original Prior Authorization (PA). Providers must request this payment by submitting a final claim. The final claim must contain the following:
  - Date of service must be the last day the Member was seen during the last month of eligibility.
  - Procedure code must be D8999, Orthodontic Treatment. Indicate in box 30 (Description), "PA balance for Orthodontic Treatment".
  - A separate PA number for this code will be required to bill.
  - Fee must be the total balance due from the original Prior Authorization (PA).
- D8680: Orthodontic Retention and Removal (removal of appliances and/or bands and construction and placement of retainers). This code is to be billed by Providers who are accepting orthodontic Members from other states who will not be continuing treatment. This code will only be paid once per lifetime per Member.
- D8703: Maxillary replacement of lost or broken retainer.
- D8704: Mandibular replacement of lost or broken retainer.

 When billing either D8703 or D8704, indicate in box 25 (area of oral cavity) on the claim form, UA for upper retainer or LA for lower retainer. These codes will only be paid once per lifetime per Member.

- D8010 - D8030: Limited orthodontic treatment for transitional dentition (6-11 years). The Provider may not bill any other services with this visit and the fee indicated includes exam, banding, retention, all photos, and follow-up visits. This code will be paid once per lifetime.

Encounter Billing Example:

- D8999: Must be billed online one with the encounter rate.
  - Prior Authorization required (*see Section 8.8.1* Requesting Prior Authorization).
- Additional detail lines must be billed with appropriate covered CDT codes showing each service provided and billed with a zero (\$0.00) dollar amount.
- All charges for the same visit must be submitted on one (1) claim.
- Prior authorization (PA) numbers must be on all claims for the Member's orthodontic visits.

- Provider may bill Medicaid for the initial banding and then quarterly (including all of the dates the child was seen for orthodontic adjustments during the quarter). The facility will not bill each time the child is in the facility for orthodontic treatment, only once per quarter.
- Actual dates of service must be included on the quarterly claim.
- No other dental codes may be billed on an orthodontic claim. Only codes in the D8000-D8999 range can be on the claim.

**Example:**

Child is banded on 1/5/2021 and returns on 2/12/2021, 3/20/2021 and 4/30/2021 for adjustments. Bill as follows


**Claim number 1:**

Line	Procedure Code	Date	Amount	NPI
1	D8999	1/5/2021	Fee encounter rate	Treating Provider NPI
2	D8080	1/5/2021	\$0.00	Treating Provider NPI

**Claim number 2:**

Line	Procedure Code	Date	Amount	NPI
1	D8999	1/5/2021	Fee encounter rate	Treating Provider NPI
2	D8080	1/5/2021	\$0.00	Treating Provider NPI

(This claim will not be submitted until the last date of service on the quarter, 4/30/2021)



If any codes on the claim deny due to being non-covered, the entire claim will deny. The Provider is responsible for checking eligibility and frequency limitations and only billing Medicaid for covered dental services for the Member. To check eligibility, contact Provider Services or verify on the Provider Portal (*see Section 2.1 Quick Reference*). Include the TPL amounts on the claim, *see Section 8.4.1 Instructions for Completing the Dental Claim Form and Chapter 9 –Third Party Liability for additional information.*

**27.11.14.4 End of Treatment**

At the conclusion of orthodontic treatment, the Provider must provide the Member with retainers. The removal and retention visits are not reimbursable in addition to the PA amount. The established PA amount includes these procedures.

### **27.11.14.5 Discontinued Treatment**

If the Member discontinues treatment (does not return, removes their own braces, or requests removal early), the Provider stops billing Wyoming Medicaid. No further payments can be made to the Provider if services have discontinued. Wyoming Medicaid can only pay claims for actual dates of service the Provider saw the Member in the facility. This also applies to the Provider removing appliances early for non-compliance.

### **27.11.14.6 Resuming Treatment**

If the Member returns at a later date to resume treatment and the PA is not expired, the facility may resume treatment but can only be reimbursed for the remaining amount on the PA.

### **27.11.14.7 Wyoming Medicaid Interceptive Criteria**

- Interceptive orthodontic treatment may be approved for ages 6-11 and will only be billable by enrolled orthodontists.
- Interceptive orthodontic treatment may be authorized for mixed dentitions where early intervention could result in avoiding a future crippling malocclusion or reducing the need for complex comprehensive appliance therapy.
- The goal of the interceptive treatment is to reduce the severity of the malformation/malocclusion, mitigate its cause, and to prevent subsequent occlusal conditions that could cause a worsening malocclusion.
- Interceptive treatment will be evaluated on a case-by-case basis and may be authorized by the program only if there is clear evidence of immediate need for treatment based on the established criteria.
- A Member with a pre-qualifying condition may not display sufficient need to have the orthodontic service approved immediately. The State Orthodontic Consultant will review each case for timing and will discuss the plan with the requesting orthodontist if there is need. It is imperative that the treatment request form provide adequate documentation of immediate need and treatment planning.
- It will be the Provider's responsibility to inform the parent/guardian that if interceptive treatment is approved their child may not be eligible for full comprehensive treatment later, depending on the severity of their condition.
- The Provider has full responsibility for maintaining documentation to justify the services provided and billed to Medicaid.
- Cases that are denied can be resubmitted at appropriate intervals as determined by the Member's orthodontist and the State Orthodontic Consultant.
- Space maintenance appliances (D1510, D1515) are billable separately from D8010 - D8030 Limited Orthodontic Treatment, if necessary, prior to Interceptive Treatment.

- Diagnostic Criteria for Limited Orthodontic Treatment (D8010 - D8030) is as follows:
  - Cleft and other craniofacial anomalies.
  - Overjet of more than 10mm.
  - Anterior crossbite-class III mandibular prognathism or reverse overjet.
  - Anterior openbite greater than 3mm.
  - Impeded eruption of teeth due to crowding, displacement, presence of supernumerary teeth, retained primary teeth, (and) any pathologic cause, or impacted anterior teeth.
- HLD (Handicapping Labio-Lingual Deviation) index scoring will be collected for documentation purposes but will not be part of the qualifying criteria for this program.

### 27.11.15 Health Check – EPSDT

The Early Periodic Screening, Diagnosis and Treatment (EPSDT) program was enacted by Congress mandating states provide eligible children under the age of 21 with well-child screening, diagnostic and medically necessary treatment services through their Medicaid programs. Services provided under EPSDT include periodic screening to include dental, vision and hearing, as well as any medically necessary treatment. As part of the requirements for providing EPSDT services under the federal Medicaid program the state is required to publish a periodicity schedule which meets reasonable standards of dental care. The periodicity instructions and table that the state has chosen are listed below. The EPSDT program in Wyoming is referred to as Health Check.

#### 27.11.15.1 Suggested Procedures for Health Check Dental Services

- Birth to 12 months:
  - **Clinical Oral Examination:** First examination at the eruption of the first tooth and no later than 12 months. Repeat every 6 months or as indicated by the child’s risk status/susceptibility to disease. Includes pathology and injuries. A Provider must request, in writing, authorization to see a child more often than every 6 months based on risk status and medical necessity.
  - **Assess Oral Growth And Development:** By clinical examination.
  - **Caries Risk Assessment:** Must be repeated regularly and frequently to maximize effectiveness.
  - **Radiographic Assessment:** As allowed by the child’s cooperation and frequency limitations.
  - **Prophylaxis & Topical Fluoride:** Must be repeated regularly and frequently to maximize effectiveness and as allowed by the child’s cooperation and frequency limitations.
  - **Fluoride Supplementation:** Considered when systemic fluoride exposure is suboptimal. Up to at least 16 years.

- **Anticipatory Guidance/Counseling:** Appropriate discussion and counseling should be an integral part of each visit for care.
- **Oral Hygiene Counseling:** Initially, responsibility of parent; as child matures, jointly with parent; then, when indicated, only child.
- **Dietary Counseling:** At every appointment; initially discuss appropriate feeding practices, then the role of refined carbohydrates and frequency of snacking in caries development and childhood obesity.
- **Injury Prevention Counseling:** Initially play objects, pacifiers, car seats; when learning to walk; then with sports and routine playing, including the importance of mouth guards.
- **Counseling For Nonnutritive Habits:** At first, discuss the need for additional sucking; digits vs pacifiers; then the need to wean from the habit before malocclusion or skeletal dysplasia occurs. For school-aged children and adolescent patients, counsel regarding any existing habits such as fingernail biting, clenching, or bruxism.
- 12 to 24 months:
  - Repeat birth to 12-month procedures every 6 months or as indicated.
- 2 to 6 years:
  - Repeat birth to 12-month procedures every 6 months.
  - **Assessment And Treatment Of Developing Malocclusion:** Discuss possible future malocclusions with parent and refer if early interceptive treatment is medically necessary.
  - **Assessment For Pit And Fissure Sealants:** For caries-susceptible first primary molars and permanent molars with deep pits and fissures; placed as soon as possible after eruption.
- 6 to 12 years:
  - Repeat 2-to-6-year procedures every 6 months.
  - **Substance Abuse Counseling:** As appropriate/needed.
  - **Counseling For Intraoral/Perioral Piercing:** as needed.
- 12 years and older:
  - Repeat 6-to-12-year procedures every 6 months.
  - **Assessment and/or Removal of Third Molars:** as needed.
  - Transition to adult dental care.

## Appendices

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# Appendix A – Change Control Table

Table 1 provides detailed changes made to this version of the WY BMS Tribal Provider Manual.

**Table 1. Change Control Table**

Effective Date	Changes
01/01/2023	<p><b>Chapter 2 – Getting Help When Needed</b></p> <p><i>Section 2.1</i> Quick Reference – Updated Wyhealth Contact for column.</p>
	<p><b>Chapter 6 – Institutional/UB Common Billing Information</b></p> <p><i>Section 6.1</i> Electronic Billing – Updated where all original claims are required to be filed electronically to Wyoming Medicaid, with three exceptions described in this section.</p> <p><i>Section 6.5.1</i> General Information – Updated so Providers may verify Medicare and Medicaid eligibility via the Provider Portal rather than the IVR. Updated to ensure Wyoming Medicaid has record of all applicable taxonomies under which the Provider is submitting to Medicare.</p> <p><i>Section 6.5.2</i> Billing Information – Updated requirements when submitting the claim via a clearinghouse or direct data entry via the Provider Portal. Updated requirements for submitting paper claim adjustments.</p> <p><i>Section 6.6</i> Billing Examples – REMOVED</p> <p><i>Section 6.16.6</i> When a Member Has Other Insurance – Updated process by which carrier information may be verified.</p> <p><i>Section 6.22</i> Billing Tips to Avoid Timely Filing Denials – Updated to carefully review the Wyoming Medicaid Error Codes rather than the CARC/RARC on the RA/835 Transaction.</p>
	<p><b>Chapter 7 – CMS-1500 Common Billing Information</b></p> <p><i>Section 7.1</i> Electronic Billing – Updated where all original claims are required to be filed electronically to Wyoming Medicaid, with three exceptions described in this section.</p> <p><i>Section 7.5.1</i> General Information – Updated so Providers may verify Medicare and Medicaid eligibility via the Provider Portal rather than the IVR. Updated to ensure Wyoming Medicaid has record of all applicable taxonomies under which the Provider is submitting to Medicare.</p> <p><i>Section 7.5.2</i> Billing Information – Updated requirements when submitting the claim via a clearinghouse or direct data entry via the Provider Portal. Updated requirements for submitting paper claim adjustments.</p> <p><i>Section 7.6</i> Examples of Billing – REMOVED</p> <p><i>Section 7.13</i> Billing of Deliverables – Updated to include explanation of items purchased and the date which they are billed on, regardless of the span of dates the items are intended to cover.</p> <p><i>Section 7.16.6</i> When a Member Has Other Insurance – Updated process by which carrier information may be verified.</p>



Effective Date	Changes
	<p><i>Section 7.22 Billing Tips to Avoid Timely Filing Denials</i> – Updated to carefully review the Wyoming Medicaid Error Codes rather than the CARC/RARC on the RA/835 Transaction.</p> <p><b>Chapter 8 – Dental Common Billing Information</b></p> <p><i>Section 8.1 Electronic Billing</i> – Updated where all original claims are required to be filed electronically to Wyoming Medicaid, with three exceptions described in this section.</p> <p><i>Section 8.5 Examples of Billing</i> – REMOVED</p> <p><i>Section 8.11.6 When a Member Has Other Insurance</i> – Updated process to note that payment may be denied for a Member who has other insurance coverage, unless the Providers report the coverage on the claim. Added that Providers may verify other carrier information via the Provider Portal.</p> <p><i>Section 8.11.6 When a Member Has Other Insurance</i> – Updated to carefully review the Wyoming Medicaid Error Codes rather than the CARC/RARC on the RA/835 Transaction.</p> <p><b>Chapter 9 – Third Party Liability</b></p> <p><i>Section 9.1.5 Medicare Supplement Plans</i> – Removed reference to see Section 6.6.4 for more information on submitting tertiary claims.</p> <p><i>Section 9.2.2 Provider is Not Enrolled with TPL Carrier</i> – Updated Medicaid will no longer accept a letter with a claim, with Medicaid will not accept a letter with a claim.</p> <p><i>Section 9.3 Billing Requirements</i> – Updated to include that if PA is not obtained and the primary carrier does not reimburse for the services, Medicaid may deny the claim due to lack of prior authorization. Removed Steps Provider Portal instruction steps 3-12.</p> <p><i>Section 9.3 Billing Requirements</i> – Updated to include that Medicaid will process the claim as being primary if the service or equipment is not covered under the Member's plan, or the insurance company does not cover the service or equipment. Updated to include TPL or Other Insurance Electronic Billing Requirements.</p> <p><b>Chapter 11 - Wyoming HIPAA 5010 Electronic Specifications</b></p> <p>All – REMOVED</p> <p><b>Chapter 12 – Billing Indian Health Services/638 Tribal Facility Encounter Services</b></p> <p><i>Section 12.1.2 Encounter Rate</i> – Updated to include that Medicaid primary encounter claims will always be reimbursed at the encounter rate and will not be reduced when the submitted charges are less.</p> <p><b>Chapter 27 – Covered Services – Dental Services</b></p> <p><i>Section 27.1 Dental Services Performed in an IHS Tribal Facility</i> – Updated to include that Medicaid primary encounter claims will always be reimbursed at the encounter rate and will not be reduced when the submitted charges are less.</p> <p><i>Section 27.11.14 Orthodontic Services Claims</i> – Updated to include that Medicaid primary encounter claims will always be reimbursed at the encounter rate and will not be reduced when the submitted charges are less. Removed Steps Provider Portal instruction steps 4-8.</p> <p><b>Appendix</b></p>

Effective Date	Changes
	Appendix B – Provider Notifications Log - Updated table.

## Appendix B – Provider Notifications Log

Provider Notifications Log			
Active Date(s)	Notification Type	Title	Audience
December 2022	Email, What's New Provider notification, Provider Bulletin	Attention Hospital, Nursing Home, and Swing Bed Providers	General Acute Care Hospital; General Acute Care Hospital – Rural (Critical Access Hospital); Medicare Defined Swing Bed Unit; Rehabilitation Hospital; Skilled Nursing Facility
December 2022	Email, What's New Provider notification, Provider Bulletin	Hospice Routine Home Care 61-Days & Beyond and SIA Reimbursement Update	Hospice Care, Community Based
December 2022	Banner Message, What's New Provider notification, Provider Bulletin	Wyoming Medicaid Requirement for ALL Providers!	All Providers
December 2022	Email, What's New Provider notification, Provider Bulletin	Reminder: Wyoming Medicaid Provider Services Mailing Address	All Providers
October 2022	Email, What's New provider notification, Provider Bulletin	How to Submit a Referral To Wyoming Medicaid's Health Management Program, WYhealth	All Providers
October 2022	Email, What's New provider notification, Provider Bulletin	Submit a Referral To Project Juno	All Providers



# Wyoming Medicaid

## Tribal Provider Bulletin

### January 2023, Quarter 1

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2. Reminder: Wyoming Medicaid Provider Services Mailing Address
3. Attention Hospital, Nursing Home and Swing Bed Providers
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5. How To Submit a Referral To Wyoming Medicaid's Health Management Program, WYhealth
6. Submit a Referral To Project Juno

#### Wyoming Medicaid Requirement for ALL Providers!

Wyoming Medicaid communicates to providers via email and also the [Wyoming Medicaid website \(https://wyomingmedicaid.com/\)](https://wyomingmedicaid.com/).

Communications include but are not limited to new Medicaid Policy and Billing Requirements, updates to existing policy and billing, provider training opportunities, and provider education.

As mentioned in the Provider Manuals, providers are to keep email and phone numbers updated to ensure the PROVIDER'S OFFICE can be reached and receive these notices. Medicaid is discovering the emails and phone numbers are for provider credentialing and billing agents or clearinghouses.

Providers need to add at minimum one valid office phone number and one office email address to their provider enrollment file by logging into your Provider Portal and submitting a "Change of Circumstance" with [HHS Tech Group \(https://wyoming.dyp.cloud/\)](https://wyoming.dyp.cloud/), the Provider Enrollment vendor.

When Provider Services or the Field Representatives attempt to contact providers and are not able to speak to the provider or office staff, their provider status may be changed to "inactive" until the office contact information is updated resulting in a delay of Medicaid payments. To avoid this, act now and update your provider contacts to include an office contact.

#### Reminder: Wyoming Medicaid Provider Services Mailing Address

Wyoming Medicaid Providers are reminded of the Wyoming Medicaid Provider Services Mailing Address. This address became effective October 25, 2021, when CNSI assumed operations as the new fiscal agent for the Wyoming Medicaid program. That mailing address is as follows:

Wyoming Medicaid  
Attn: Provider Services  
P.O. Box 1248  
Cheyenne, WY 82003-1248

**Wyoming Medicaid reminds its providers that it is a provider's responsibility to update all necessary records and to notify third party vendors, including billing agents and clearinghouses, of the new mailing address.**

The previously used mailing address is no longer effective and should not be utilized. That mailing address was as follows:

Wyoming Medicaid  
Attn: Provider Relations  
P.O. Box 667  
Cheyenne, WY 82003-667

Providers are encouraged to visit the Wyoming Medicaid website regularly [What's New provider notifications](#), [Provider Manuals and Bulletins updates](#), [Contact Us](#), and [Provider Trainings and additional resources](#).

## **Attention Hospital, Nursing Home and Swing Bed Providers**

Beginning January 1, 2023, psychosocial assessments will no longer be needed prior to submitting the PASRR Level II packet. Telligen, the PASRR Level II vendor, will be scheduling interviews to complete this part of the process. Wyoming Medicaid hopes this will allow individuals to move into nursing homes at a quicker pace.

The following is the process for new PASRR Level II, this includes resident reviews:

1. Hospital or Nursing Home completes the PASRR Level I.
  - a. PASRR Level I summary is a 0. Individual can be admitted to nursing home.
  - b. PASRR Level I summary is 4, 5, 6, 7 or 8, documentation for categorical is uploaded to Telligen system. Individual can be admitted.
  - c. PASRR Level I summary is 1, 2 or 3. Hospital or Nursing home must upload information, excluding psychosocial if one has not been completed in the last year, to Telligen system. Individual cannot be admitted until notice of determination and report has been completed by Telligen.
2. Hospital or Nursing Home will determine if there has been a psychosocial completed in the last year. If still relevant, submit it with the PASRR Level II packet into the Telligen system.
3. If no psychosocial is found, Hospital or Nursing Home will upload all other documents to the Telligen system.
4. Make sure to put any contact information in the case that would assist with scheduling an interview with family members, health staff and/or member.
5. Telligen will review case and, if a psychosocial has not been uploaded to case, will schedule interview with contact information.
6. Telligen will complete interview with individuals.
7. Telligen will review all documentation including information received during interview and make a determination of placement. Once this has been completed and the notice of determination/report have been uploaded to case, individual can be admitted.

The PASRR process is a federal regulation. It must be completed prior to admission. If it is not completed prior to admission, nursing homes will not be paid for the days prior to the completion of the PASRR process. PASRR Level II cannot be backdated. Date of determination will be the date that a completed PASRR Level II packet was submitted to Telligen.

If you have any questions or concerns, please feel free to contact Amy Guimond at [amy.guimond@wyo.gov](mailto:amy.guimond@wyo.gov).

## Hospice Routine Home Care 61-Days & Beyond and SIA Reimbursement Update

### Attention Hospice Providers

On December 17, 2022, Wyoming Medicaid implemented the Hospice Change Request to reimburse providers accurately for Routine Home Care (0651) for 61 Days and Beyond (G0493 & G0494) and Service Intensity Add-On (SIA) services for the last 7-days of a member's life (G0162).

Providers may monitor the above system change requests and known system issues document, [Known Issues Log](#), which is accessible from the Provider Home page on the [Wyoming Medicaid website](#). The Known Issues Log will also provide updates on the timeline for reprocessing of these claims outlined below.

Upon implementation of this change request, paid claims will be adjusted which may result in a change in payment. Denied claims will be resurrected for reprocessing.

There is no change to the policy, but there are billing requirement expectations which are outlined below via billing examples.

Hospice Covered Services:

Revenue Code	Procedure Code	Description
0651		Day 1 through day 60
0651	G0493	61 days and beyond – skilled services of a registered nurse (RN) for the observation and assessment of the patient's condition
0651	G0494	61 days and beyond – skilled services of a licensed practical nurse (LPN) for the observation and assessment of the patient's condition
0651	G0162	Service Intensity Add-On (SIA) services for the last 7 days of a member's life <ul style="list-style-type: none"><li>• 16 max daily units (4 hours/day, 15 minutes = 1 unit)</li></ul>

#### Billing Example 1:

- Coverage from/to date span (header): 11/01/2022 – 11/30/2022
- Member reaches 61 days: 11/16/2022
  - 61 days and beyond G0493 (RN) or G0494 (LPN)
- Submit one claim with two (2) lines and appropriate service dates on each line
  - Dates of service on the lines **MUST** be different and accurate
- Claim details:
  - Header coverage dates: 11/01/2022 – 11/30/2022
  - Line 1 (routine home care services):
    - Revenue code: 0651
    - Procedure code: Do **NOT** enter a procedure code
    - Dates of service: 11/01/2022 to 11/15/2022
    - Units: 15
    - Submitted charges: Enter usual and customary charges
  - Line 2 (61 days and beyond - skilled services)
    - Revenue code: 0651

- Procedure code: G0493 (RN) OR G0494 (LPN)
- Dates of service: 11/16/2022 to 11/30/2022
- Units: 15
- Submitted charges: Enter usual and customary charges

**Billing Example 2:**

- Coverage from/to date span (header): 11/01/2022 – 11/25/2022
- Member reaches 61 days: 11/16/2022
  - 61 days and beyond G0493 (RN) or G0494 (LPN)
- Date of death on file for member: 11/25/2022
  - Service Intensity Add-On (SIA) services for the last 7-days of a member's life: G0162
- Submit one claim with three (3) lines and appropriate service dates on each line
- Claim details:
  - Header coverage dates: 11/01/2022 – 11/25/2022
  - Line 1 (routine home care services):
    - Revenue code: 0651
    - Procedure code: Do **NOT** enter a procedure code
    - Dates of service: 11/01/2022 to 11/15/2022
    - Units: 15
    - Submitted charges: Enter usual and customary charges
  - Line 2 (61 days and beyond - skilled services)
    - Revenue code: 0651
    - Procedure code: G0493 (RN) OR G0494 (LPN)
    - Dates of service: 11/16/2022 to 11/25/2022
    - Units: 10
    - Submitted charges: Enter usual and customary charges
  - Line 3 (SIA services for the last 7-days)
    - Revenue code: 0651
    - Procedure code: G0162
    - Dates of service: 11/19/2022 to 11/25/2022
    - Units: 112
    - Submitted charges: Enter usual and customary charges

**Billing Example 3:**

- Coverage from/to date span (header): 11/01/2022 – 11/25/2022
- Date of death on file for member: 11/25/2022
  - Service Intensity Add-On (SIA) services for the last 7-days of a member's life: G0162
- Submit one claim with two (2) lines and appropriate service dates on each line
- Claim details:
  - Header coverage dates: 11/01/2022 – 11/25/2022
  - Line 1 (routine home care services):
    - Revenue code: 0651
    - Procedure code: Do **NOT** enter a procedure code
    - Dates of service: 11/01/2022 to 11/25/2022
    - Units: 25
    - Submitted charges: Enter usual and customary charges
  - Line 2 (Service Intensity Add-On (SIA) services for the last 7-days)
    - Revenue code: 0651
    - Procedure code: G0162
    - Dates of service: 11/19/2022 to 11/25/2022
    - Units: 80
    - Submitted charges: Enter usual and customary charges

## How to Submit a Referral To Wyoming Medicaid's Health Management Program, WYhealth

### What is WYhealth?

WYhealth is a free health management program through the Wyoming Department of Health to improve the prevention, screening, diagnosing, and management of acute and chronic disease. The program also supports Wyoming Medicaid members' compliance with national preventive medicine recommendations. The goal is for members to take responsibility for their health through support, education, and prevention.

The WYhealth care management program is designed to provide clinical support for Medicaid members through individualized care plans, regular check-ins and screenings. WYhealth combines physical and behavioral health interventions to holistically care for each member.

The WYhealth Program integrates:

- Complex care management
- Population-based preventive care programs
- Behavioral and medical screenings
- Social determinants of health (SDoH) support
- Community-based engagement

### To Refer a Patient to WYhealth:

If you have any patients that would benefit from getting connected with a Registered Nurse Care Manager for ongoing care management support, please submit a web referral by visiting: <https://tinyurl.com/w9k4zznf>.

**Please note:** WYhealth does not provide care management or placement support for members in a nursing home, skilled nursing facility, and those in long term care.

Questions regarding the WYhealth Program or how to make a WYhealth referral can be directed to [WDH-WYhealth@wyo.gov](mailto:WDH-WYhealth@wyo.gov).

## Submit a Referral To Project Juno

### What is Project Juno?

Wyoming Medicaid has partnered with a company named Syllable on a pilot project called Project Juno, which will run through August 31, 2023. Juno is the Roman goddess of childbirth.

The program was designed for Medicaid members experiencing a high risk pregnancy or identified as high risk during the postpartum period, but any pregnant or postpartum person is welcome to participate at any point in their journey. The complete program is available in both English and Spanish.

The program consists of periodic educational messages (around physical and mental health), depression screening, screening for social determinants of health, and an adverse childhood experiences (ACEs) screening - to help ensure a healthy pregnancy, postpartum recovery, and beyond.

For any "positive" screenings, the member is escalated to the WYhealth Care Management Program and assigned to a nurse for outreach and assistance.



The goal of Project Juno is to improve maternal health and severe maternal morbidity.

**How does a member participate in Project Juno?**

All of the interactions with Juno will be done asynchronously utilizing a secure website that is accessed via text message. Any members that would like to participate will be sent a general invite text. If they participate, they will initially set up a username and password to access a secure portal. All future texts will point them back to the portal to log in so they can access new messages, see educational content, and answer screening questions.

**To Refer a Patient to Project Juno:**

If you have any patients that would benefit from participating in the program, please email: [WDH-WYhealth@wyo.gov](mailto:WDH-WYhealth@wyo.gov) and include the member's name, Medicaid ID, and current phone number. After WYhealth receives your email, a text invitation will be sent to the member.

**Questions Regarding Project Juno:**

If you have questions, contact [WDH-WYhealth@wyo.gov](mailto:WDH-WYhealth@wyo.gov).