

Important! – Ambulance Claim Denials

Issue 1 – Ambulance Claims and WATRS Report

As a reminder, all ambulance services billed to Wyoming Medicaid with trips originating or ending in Wyoming **require** a WATRS report.

For Wyoming Medicaid to be able to view the report, Emergency Medical Services (EMS) Providers or billing agents **must** select either the “Primary Method of Payment” or “Insurance Company Name” in the drop box selection as **WYOMING MEDICAID**. Failure to select the proper data element will prohibit Wyoming Medicaid staff from being able to review the entered information, and claims will be denied for not having a Trip Report.

Common issues seen on WATRS reports:

- Provider submitted the wrong date of service.
- Provider did not mark the record as Wyoming Medicaid.
- Provider submitted an incorrect name.

Wyoming Medicaid no longer accepts paper trip reports for any billed claim and will only review the data entered in WATRS.

Note: Claims submitted without the WATRS report on file will be denied on the initial review of the claim. There will no longer be a 30 day waiting period for submission of the WATRS report as these reports are required to be submitted prior to claims submission.

Please use the below link for more information regarding the WATRS System:

<https://health.wyo.gov/publichealth/ems/ems-program-2/watrs/>

Issue 2 – Ambulance Claim Denials – Common Denial Codes

The following claim denial codes are most common amongst ambulance claims:

- 1102 – Rendering provider not associated with billing provider
- 7183 – Medicare on recipient file, not on claim
- 1751 – Mileage on claim does not match WATRS report
 - Only whole numbers are allowed in the unit field. Partial units with a decimal point will cause the claim to be denied.

Reminder: Billing providers are responsible for inputting accurate and complete information. For any questions related to claim denials or if training is needed, please go to <https://wyomingmedicaid.com> or contact Provider Services at 1 (888) WYO-MCAD or 1-888-996-6223.

There is upcoming training in the first quarter of 2025.

Deployment Information

Deployment Date: October 10, 2024

Audiences: Ambulance