

## Changes to Remittance Advice

### Attention Wyoming Medicaid Providers:

On December 16, 2024, the information supplied on the provider Remittance Advice (RA) has been updated to provide additional details. Updates included:

- Checks received by Acentra Health
- Claim number(s) the checks were applied to
- Payment after TPL (Primary insurance) is applied
- Patient Pay Amount (nursing home only)
- Total claim amounts with the claim status listed on the RA for the pay cycle

This new look will appear for providers on the RAs provided on and after December 20, 2024. The RA location will remain the same in the provider portal.

To support providers' understanding of these changes, Acentra Health will conduct virtual provider trainings in January 2025. These provider trainings will be conducted via the GoTo Webinar platform and links will be made available on the provider training tab of the Wyoming Medicaid website: [Provider Training, Tutorials and Workshops](#)

For questions before the provider training occurs, please contact Provider Services at 1-888-996-6223 or via email at: [wyprovideroutreach@acentra.com](mailto:wyprovideroutreach@acentra.com)

### Deployment Information

**Deployment Date:** December 19, 2024

**Audiences:** All Providers