

ATTENTION ALL PROVIDERS –

Discontinuance of Call Center Services for Billing Agents/Clearinghouses and their Third-Party Vendor Calls

Effective July 1, 2023, billing agents/clearinghouses and their third-party vendor representatives calling to obtain basic claim status information will be referred to the provider (*you*) that they are billing for to obtain 835 details or access to the Provider Portal if the representative does not have access to the Provider Portal (user name).

Initial claim status information must be provided by the provider to their associated vendors. Wyoming Medicaid Provider Services Call Center will no longer assist third-party vendor agents with initial claim status.

Note: If the vendor has a legitimate question regarding an edit, a denial reason, or an issue with the Provider Portal, they will still be able to obtain assistance through the Call Center.

Billing Provider's Responsibilities

To ensure there is no delay in receipt of claims processing information, please ensure that your office has completed the following:

- **Billing Provider Contact Information – Wyoming Medicaid Requirement**
 - At a minimum, one (1) email contact and phone number for the individual/clinic/facility needs to be on file for the actual enrolled provider's office. It is critical that the contact listed for the provider routes to the appropriate billing supervisor/manager or department.
 - Medicaid notifications are delivered **only** via email to providers. These emails communicate Medicaid Policy changes, payment exceptions, and billing requirement changes, etc. Failure to maintain a current email address results in your office missing critical information, outreach attempts and trainings.
 - Providers can list multiple emails within HHS Tech Group to indicate appropriate contacts for enrollment credentialing, billing, Medicaid policy, or office managers.
 - *Updates to contact information must be completed via HHS Tech Group:* <https://wyoming.dyp.cloud>
 - Providers are responsible for communicating Wyoming Medicaid changes and to ensure their third-party vendors are updated and trained appropriately.

- **Providing Claims Details and Granting Access**
 - Providers are required to grant their third-party vendors with the resources to complete their job functions. Provider resources may include:
 - Paper Remittance Advice (RA) / 835s
 - Provider Portal Claims Access
 - Billing Providers have the ability to grant Provider Portal access to individuals employed by their third-party vendors. Refer to the 'Quick Reference Guide: Creating

New Profiles and Adding New Users to the Provider Portal' for instructions.

NOTE: If the billing provider does not wish to grant Provider Portal access to their vendor, then the billing provider is responsible to provide all necessary materials to their vendor.

- **Providers Responsibility to Update and Maintain Billing Agent Information**
 - **'Associate Billing Agent' Details**
 - The Division of Healthcare Financing is requiring all providers to access the Provider Portal under the 'Provider Access' profile and add end dates to all **inactive** Billing Agent /Clearinghouse relationships (Step 9).
 - Refer to the '[Provider Tutorial: Provider Web Registration](#)', page 17-20. You will be updating 'Step 9: Associate Billing Agent' for instructions.

Effective July 1, 2023, third-party vendors calling for assistance on claim status will be required to have a username associated to the Provider Domain they are calling on behalf of. If the caller does not have an active profile, they will be referred to your office for additional assistance. Wyoming Medicaid Provider Services is prohibited from distributing provider paper RAs to third-party vendors.

Deployment Information

Deployment Date: April 14, 2023
Audiences: All Providers