

Update: Electronic Claims Submission Policy

Due to provider feedback received regarding mandatory paper claims billing November 1, 2022, the following updates and additional guidance is being provided:

1. 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/Other Insurance Electronic Billing Requirements:
 - Indicate claim requires supporting documentation – triggers attachment indicator as Y
 - Submit claim to Medicaid as **secondary** – enter appropriate Payer ID (list is available on the [TPL and Medicare Payer IDs web page](#) on the [WY Medicaid website](#))
 - Enter TPL paid amount \$0.00
 - At the line enter full billed dollar amount and enter Claim Adjustment Reason Code (CARC) code 204

204 This service/equipment/drug is not covered under the patient's current benefit plan
Start 02/28/2007

- Attach either the blanket denial letter on the primary payers letterhead or the primary insurance Explanation of Benefits (EOB).
2. Providers who must have Out of Policy exceptions done for certain nursing home Durable Medical Equipment (DME) items may continue to bill on paper.
 3. Providers who have a Letter of Agreement (LOA) with the Wyoming Department of Health (WDH) may continue to bill on paper.
 4. Providers who are working with a WDH or CNSI representative 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 clients with Cigna coverage that is primary to Medicaid.

Please note: The previous list of items may be updated in the future to require electronic billing. A notification will again be provided when those changes are made.

For questions, please contact Provider Services at 1-888-WYO-MCAD or 1-888-996-6223.

Thank you for your attention to this matter.

Deployment Information

Deployment Date: September 19, 2022

Audiences: All Providers