



April 25, 2022

Attention Wyoming Medicaid Providers

As identified in the Wyoming Medicaid Provider Bulletin issued on 03/01/22, WYhealth Utilization Management (UM) Services including prior authorizations will be transitioned from the current vendor, Optum, to a new vendor, Telligen, effective 07/01/22. Health Management functions under the WYhealth program will be transitioning to a hybrid State-run program in cooperation with Telligen and Mountain-Pacific.

The Utilization Management services include prior authorizations for:

- Physical/Occupational/Speech Therapy over threshold limits
- Outpatient Behavioral Health Services over threshold limits
- Home Health Services
- Durable Medical Equipment and Prosthetics and Orthotics (DMEPOS)
- Skilled Nursing Services for Waiver Plans
- PRTF Admissions and Continued Stay Reviews
- Dental Services including Severe Malocclusion Program
- Surgical Procedures
- Transplants
- Genetic Testing
- Title 25 Inpatient Stays
- Inpatient Behavioral Health Admissions and Continued Stay Reviews
- Vision Services
- Unlisted Procedure Codes

Additional Utilization Management Services transitioning to Telligen also include:

- Post Pay Claims Reviews
- Mortality Reviews
- Inpatient Census Reports
- PASRR II Evaluations
- Disability Determinations

In preparation of the upcoming transition of WYhealth from Optum to Telligen, will institute the following:

- **Prior Authorization (PA) Blackout Period Effective June 16, 2022**
 - A two-week blackout period starting 6/16/22 5:00 pm MTN at which point the current vendor, WYhealth, will cease in accepting Prior Authorizations.
 - Emergent/urgent requests for Acute I/P BH and PRTF admissions and CSRs, PASRR, and SNF ECC requests received through iExchange and fax will be processed until 6/27/22 at 5:00 pm MTN.
 - WYhealth will discontinue enrolling providers in the iExchange system starting 6/13/22
- Last day to submit Inpatient Census Reports (ICRs) to WYhealth is 6/17/22
- WYhealth customer service toll free number 1-888-545-1710 will transition to WDH on 6/30/22 5:00pm MTN
- The provider and member website, WYhealth.net, will shut down on 6/30/22 at 5:00 pm MTN
- Mail received after 5:00 pm MTN on 6/16/22 will be returned to the sender
- WYhealth email addresses, wyhealthinfo@optum.com and wyhealth@optum.com will be turned off at 5:00 pm MTN on 6/30/22
- WYhealth fax 1-888-245-1928 will be shut down at 5:00 pm MTN on 6/30/22

Please watch for communication from WDH/Telligen, or you can visit: wymedicaid.telligen.com which will be coming soon, regarding Utilization Management and Health Management services explaining processes effective 7/1/22.

If you have any questions regarding the Utilization Management transition, please contact Amy Buxton, Utilization Management Coordinator and Contract Manager for Wyoming Medicaid via email at amy.buxton@wyo.gov.

Questions regarding the Health Management functions or the WYhealth program transition can be directed to Sarah Hoffdahl, Health Management Coordinator and Contract Manager for Wyoming Medicaid via email at sarah.hoffdahl@wyo.gov.

WYhealth • 888-545-1710 • www.wyhealth.net • P.O. Box 30536 Salt Lake City, UT 84130-0536 WF1029660
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