

Attention FQHC/RHC and IHS/638 Tribal Facilities:

In an effort to eliminate any barriers to care that might exist in relation to the COVID 19 virus, Medicaid is going to temporarily allow providers to use telehealth and telephonic services during this time. Please add the GT modifier to any services that are provided via telehealth or telephone. All documentation and requirements still apply to services per the provider manuals.

Claims that are submitted for payment may be reviewed through our utilization management vendor. Please follow the telehealth policy in the CMS 1500 Provider Manual, https://wymedicaid.portal.conduent.com/manuals/Manual_CMS1500_01_01_20.pdf, using the GT modifier to identify the claims.

Provider Communication Information:

- Emails sent directly to providers from the WYCUSTOMERSVC@conduent.com email.
- Email date: 3/20/20
- Approximate time: 10:00 am MT
- Audience:
 - 261QP0904X, 101Y00000X, 101YA0400X, 364SP0808X, 2084N0400X, 2084P0800X, 261QF0400X, 261QR1300X