



Wyoming Medicaid

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ATTENTION NURSING HOME PROVIDERS

ACTION NEEDED - WINASAP

In the fall of 2021, a new billing system will be introduced to providers. WINASAP, which was previously provided to providers and is a Windows-based electronic claims entry application used by some nursing facilities, is not compatible with the new system. Providers who are using WINASAP will need to discontinue use of this product when the new billing system is launched.

Currently, many providers submit claims through the existing provider portal and receive payment similar to WINASAP. All providers will be able to submit claims through the new provider portal.

If you have any questions about submitting claims through the current portal not using WINASAP, please feel free to contact Conduent at 1-800-251-1268. There are tutorials on the website that can assist you at the following link:

https://wymedicaid.portal.conduent.com/WP_Tutorials.html.

Training will also be announced later in the year for the new billing system. It is highly recommended to attend training when it becomes available.

PAYMENT ERROR RATE MEASUREMENT (PERM) AUDIT

On a three year rotation, the Centers for Medicare and Medicaid requires states to complete a Payment Error Rate Measurement Audit or PERM Audit. This audit measures improper payments in Medicaid and CHIP to determine error rates for each program. During the 2019 PERM cycle, there were several nursing homes cited for failure to meet

requirements. Below are the requirements that were cited during the 2019 PERM cycle to assist facilities with the current PERM cycle.

Errors Which Resulted in Recoveries

Error #1: The provider did not submit the **physician's visit progress note written within 60 days before or during** sampled dates 06/01/2017 – 06/30/2017 to support 30 units of revenue code 0100 - room and board, private. The provider submitted progress notes for nursing and social services, medication and treatment administration records, physician orders and a physician progress note dated 07/28/2017, one month after the sampled dates. Per RULES AND REGULATIONS FOR LICENSURE OF NURSING CARE FACILITIES, CHAPTER 19, Section 16. Medical Records - (a) Maintenance of Clinical Record.

Error #2: The provider did not submit **signed physician orders** for all medications and treatments in effect for sampled dates 06/01/2017 - 06/30/2017 to support 30 units of revenue code 0100 - all-inclusive room and board. The provider submitted physician progress notes, a census, medication and treatment administration records, staff notes, a health summary and a physician order for one medication. Per RULES AND REGULATIONS FOR LICENSURE OF NURSING CARE FACILITIES, CHAPTER 19, Section 16. Medical Records - (a) Maintenance of Clinical Records.

Citation

Citation: Code of Regulations, 42 CFR 483.40 - Physician services. (b) Physician visits. The physician must - (1) Review the resident's total program of care, including medications and treatments, at each visit required by paragraph (c) of this section;(2) Write, sign, and date progress notes at each visit; and (3) Sign and date all orders. (c) Frequency of physician visits. (1) The resident must be seen by a physician at least once every 30 days for the first 90 days after admission, and at least once every 60 days thereafter.

1. **Rules and Regulations for Licensure of Nursing Care Facilities, Chapter 19, Section 16, Medical Records**
 - a. Maintenance of clinical records – The facility shall maintain a separate and complete medical record for each resident admitted with all entries kept current, dated and signed.
 - i. The medical record shall include:
 - A. Physician's orders, including all medications, treatments, diet, rehabilitative and special medical procedures required for safety and well-being of the resident.
 - B. Physician progress notes describing significant changes in the resident's condition, dictated or written at the time of each visit.

2. Per Wyoming Administrative Rules, Chapter 11: Program Administration of Nursing Care Facilities, (p. 18), Section 16. Medical Records.

- a. Maintenance of Clinical Records. The facility shall maintain a separate and complete medical record for each resident admitted with all entries kept current, dated and signed.
 - i. The medical record shall include:
 - A. Physician's orders, including all medications, treatments, diet, rehabilitative and special medical procedures required for the safety and well-being of the resident.
 - B. Physician's progress notes describing significant changes in the resident's condition, dictated or written at the time of each visit.

TIPS

- Make sure that you periodically review all NH CFRs and Wyoming Rules and Regulations for Nursing Homes
- Make sure all documentation is signed by appropriate individual
- Complete quarterly self-audits of client files to make sure that you have required documentation in place
- Respond and send in any documentation requested for a review or an audit
- Ask questions if you don't understand what is being requested



Help identify and combat Medicaid Fraud by visiting the website or contacting the Fraud Hotline:

• <https://health.wyo.gov/healthcarefin/program-integrity/>

• 1-855-846-2563

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Be sure to add wycustomersvc@conduent.com to your address book to ensure the proper delivery of your Wyoming Medicaid updates and weekly payment summary information.

Wyoming Medicaid, Provider Relations, PO Box 667, Cheyenne, WY 82003

Please do not reply to this email with any customer service issues. Specific account inquiries will not be read. For assistance, contact Provider Relations at 1-800-251-1268

<https://wymedicaid.portal.conduent.com/>

Deployment Information:

- Deployment Date: 5/3/2021
- Deployment Time: 10:30 AM
- Audience: Nursing Home Providers
 - Taxonomies: 314000000X & 275N00000X