

## Dental Frequently Asked Questions (FAQs)

### **Q: Where can I find the reimbursement rate for procedure codes?**

**A:** The dental fee schedule is located at [Wyoming Medicaid 2024 Dental Fee Schedule](#) and gives pricing, age limits and prior authorization requirements.

### **Q: Will Wyoming Medicaid pay for dentures?**

**A:** Wyoming Medicaid will not pay for a new pair of dentures. However, realigns and repairs are covered using procedure codes D5730 – D5767.

### **Q: When is member billing appropriate if Wyoming Medicaid does not cover the procedure code?**

**A:** If the provider informs the member of his/her financial responsibility prior to rendering services, and documentation provided in writing including services which are not covered, date of service and member specific information. Chapter 3 in the [Dental Provider Manual](#) has more details.

**Note:** Providers cannot bill a Member for billing errors or to bill the remaining balance due on a claim (balance billing).

### **Q: Who can I contact for help?**

**A:** The Provider Services Call Center is available Monday through Friday, 7 am-6 pm MST, and can be reached at 1-888-996-6223 (1-888-WYO-MCAD). This is your first contact for claim trouble shooting and issues.

The Field Representatives for Wyoming Medicaid monitor [wyprovideroutreach@cns-inc.com](mailto:wyprovideroutreach@cns-inc.com). This is used for complex claim denials and issues and provider support.

### **Q: How long do I have to file a claim?**

**A:** Timely filling is 365 days (1 year) from Date of Service. If an adjustment is needed the adjustment must be made within 6 months of the Date of Service. Wyoming Medicaid will accept a void at any time without timely filing limits. The Quick Reference Guide can assist with this process and is located here:

[Adjustments and Voids](#)

### **Q: How do I obtain a Prior Authorization?**

**A:** Prior authorizations can be obtained from Change Healthcare. The phone number is 1-877-207-1126 and the web address is <https://wymedicaid.telligen.com/>. This is a different website from the Wyoming Medicaid website.

**Q: Will Wyoming Medicaid cover Orthodontics?**

**A:** Orthodontics may be covered if the member meets the qualifications of the Severe Malocclusion Program.