



Wyoming Medicaid

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IMPORTANT NOTICE

Attention Dental Providers!

As part of the transition to the new Medicaid Benefits Management System, **Prior Authorization (PA) services for dental requests and the Severe Malocclusion Program will be transitioned to our current Utilization Management vendor.**

Optum, the contractor that runs the WYhealth program for Wyoming Medicaid, will be conducting all of these reviews starting September 1, 2021. PAs originally issued by the current fiscal agent, Conduent, should be followed up on with Conduent until the end of their contract, currently anticipated to be 9/13/21. After which, modifications or issues concerning Conduent initiated PAs should be directed to the Utilization Management Coordinator, Amy Buxton, at amy.buxton@wyo.gov.

Please watch for communications to come from Optum WYhealth on or near July 6th regarding registration for the web portal where you will submit reviews, training on the use of the portal, and information on where to seek help and review requirements and documents.

Wyoming Medicaid will be working closely with WYhealth to ensure the transition process is as smooth as possible for all of our providers and clients.

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



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

WYhealth is a Medicaid health management and utilization management program offered by the Wyoming Department of Health through Optum. Medicaid clients and providers will benefit from a wide array of programs and services offered and coordinated by Optum. Visit <https://www.wyhealth.net/tpa-ap-web/> for more information



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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, Dental Services, 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 Dental Services at 1-888-863-5806

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

Deployment Information:

- Deployment Date: 7/1/2021
- Deployment Time: 10:00 AM
- Audience: Dental Service Providers
 - Taxonomies: 1223G0001X, 122300000X, 1223X0400X, 1223P0221X, 1223P0300X, 1223S0112X, 1223E0200X, 261QF0400X, 261QP0904X