



July 6, 2021

Attention Wyoming Medicaid Providers

Failure to register with iExchange could impact your Prior Authorization requests, which in turn could impact your Wyoming Medicaid claims payments.

As identified in the Wyoming Medicaid Provider Bulletins issued on July 1, 2021, WYhealth will be the new vendor reviewing Prior Authorizations (PA) for **Dental** services:

Dental prior authorizations must be submitted electronically via the iExchange portal. Prior Authorizations will not be issued after a procedure is complete. The provider must obtain a PA prior to rendering services.

The following services, which are listed in the Wyoming Medicaid manual, require a PA. The Wyoming Medicaid manual may be found here:

https://wymedicaid.portal.conduent.com/manuals/Manual_Dental_04.01.2021.pdf

- Cone Beam CT Capture and Interpretation
- Specialized Denture Services
- Implant Services and Fixed Prosthesis (Bridges)
- Oral and Maxillofacial Surgery
- Orthodontics/Severe Malocclusion Program

Please check the Wyoming Medicaid Website at https://wymedicaid.portal.conduent.com/fees/Fee_Schedule/index.asp to verify the procedure code you are submitting requires a prior authorization. Services that do not require prior authorization should not be submitted.

Register for iExchange here: <https://www.medecision.com/sign-up-today>

Follow the steps and complete all required fields for easy registration. Select "WYhealth" as the health plan for access.

Please watch for email communications to come from Medecision regarding your iExchange log-in credentials. Please make sure you check your spam folder.



iExchange trainings

Please make sure you register to gain access to the iExchange portal prior to attending one of the trainings below:

July 20, 2021 12:00-1:00 PM MST

July 28, 2021 1:00-2:00 PM MST

August 5, 2021 7:00-8:00 AM MST

August 11, 2021 5:00-6:00 PM MST

August 18, 2021 12:00-1:00 PM MST

August 27, 2021 7:00-8:00 AM MST

Sign up for an iExchange/Prior Authorization training by contacting WYhealth at wyhealth@optum.com.

Calendar invites will be sent for each training to the email address provided by your facility/practice during provider enrollment with Wyoming Medicaid. Wyoming Medicaid's provider enrollment system can hold up to 5 email addresses in the provider file. If the email addresses that you provided need updating, please visit the online portal at <https://wyoming.dyp.cloud/> or email WYEnrollmentSvc@HHSTechGroup.com.

Have questions? Email WYhealth Provider Relations: wyhealth@optum.com.