

Revised Policy! Two (2) Emergency Room (ER) Visits Within 24 Hours

Attention All Hospitals

Wyoming Medicaid has opted to go back to the previous policy when Wyoming Medicaid members are seen in the emergency room (ER) more than once in 24 hours:

- If more than one (1) visit to an ER takes place on the same date of service, the second or subsequent visits to the ER must be for medically necessary services. Any same-day subsequent visits to the ER must have medical documentation, of all visits, attached to the claim to receive reimbursement.
 - All services provided to the Medicaid member by the hospital on the same day must be billed on a single claim.

Chapter 10.6 in the Institutional Provider Manual will be updated with the January 2024 version to reflect this updated policy and billing requirements. Providers are encouraged to review Chapter 10.6, *Emergency Department Services*, in its entirety.

For information on attaching medical documentation to a claim, please review Chapter 6.14, *Submitting Attachments for Electronic Claims*, or contact Provider Services at (888) 996-6223.

IMPORTANT – Provider Action Required!

- Please disregard the provider email communication sent on 9/25/2023. Providers do not need to submit appeals.
- Providers must resubmit any claims which previously were denied, for 2 ER visits within 24 hours, and attach supporting documentation. The claims' processing system has been updated to route these claims as appropriate.

We appreciate your feedback and patience while we resolved this situation in the best interest of our Providers.

Wyoming Medicaid

Deployment Information

Deployment Date: December 13, 2023

Audiences: Hospital Providers