

Frequently Asked Questions

(FAQ's)

Q: What happens when I go to a doctor that is not in Wyoming? Am I covered?

A: If the doctor is enrolled with Wyoming EqualityCare and the services being provided are covered by EqualityCare, then the services will be covered. This policy is not limited to doctors but applies to all types of provider, such as hospitals, ambulances, dentists, etc.

Q: My doctor does not take EqualityCare; do I have to change doctors?

A: EqualityCare is not able to pay a provider (doctor, dentist, hospital, etc.) if they are not enrolled with EqualityCare. You may ask your provider to enroll with EqualityCare. If the provider does not enroll and you continue to go to him/her you will be responsible for the medical bills.

Q: I am getting billed. What do I do?

A: First, you must contact the provider (doctor, hospital, dentist, etc.) who is billing you and make sure they have your EqualityCare Client ID number and that they have it correct. Find out why the doctor is billing you. If they tell you the medical claims they are billing are denying and they have your client ID correct, have the provider call ACS Provider Relations at 1-800-251-1268 for help. If you continue to receive bills call ACS Client Relations at 1-800-251-1269 for assistance. You will need to give the Client Relations phone agent your client ID, the provider's name and the dates of service. The phone agent will let you know if you need to do anything further.

Q: The Department of Family Services (DFS) has changed my eligibility date. It now covers past months and I have medical bills. Do I still have to pay these bills?

A: You need to contact the providers (doctor, dentist, hospital, etc.) and notify them that your EqualityCare eligibility dates have changed. It is up to the provider if they choose to bill EqualityCare for these claims or not.

Q: What are my EqualityCare benefits?

A: There are many EqualityCare benefit plans and they are all different. To find out your benefits you may either go to the Secured Client Web Portal or call ACS Client Relations at 1-800-251-1269.

Q: Who can receive information regarding my EqualityCare benefits or payment of claims?

A: ACS Client Relations can only give information to you (the client) or legal guardian of a client. ACS Client Relations follows strict verification rules to ensure personal health information is not provided to persons not authorized on the case established by DFS.