IVR – Interactive Voice Response

Navigation Tips

Preparation:

- Having a clear understanding of why you are calling the fiscal agent for Wyoming Medicaid will help you navigate through the IVR
- Have your NPI or Medicaid provider number(s) at the time of the call. The IVR must validate that you are an active Wyoming Medicaid provider prior to providing health information
- Other important information to have prior to making your call would be
  - Client ID(s) and date(s) of service
  - SSN(s), date(s) of birth
  - TCN(s) (Transaction Control Number) from an RA (Remittance Advice)

**NOTE:** Keep in mind you may complete multiple inquiries in the IVR, so by having all the ID numbers and dates at the time of the call will save you time. Providers may remain in the IVR for up to 30 minutes before being disconnected.

Call Centers or Units:

- Depending on your location and selections within the IVR providers may be directed to one of the following Units:
  - Provider Relations
  - Third Party Liability
  - Medicare Buy-In
  - Estate and Trust Recovery
  - Medical Policy
Provider Main Menu:

- To verify client eligibility, claim status, prior authorization or obtain a provider check amount – Press 1 (Goes to Provider Validation)
- If you are not a Wyoming Medicaid Provider, Need Medicare, or Estate and Trust Recovery Assistance – Press 2 (Goes to the Provider Branch Menu)
- If you need electronic billing support – Press 3 (This is a direct transfer to EDI Services, which supports all providers with their electronic (WINASAP, Secure Provider Web Portal, etc.) billing inquiries and password resets)

Provider Sub Main Menu:

- For client eligibility – Press 1
- For claim status – Press 2
- To obtain information on a provider check amount – Press 3
- For prior authorization questions and cap limit waiver status – Press 4
- All other questions – Press 5 (Goes to Provider Main Menu II)

Note: If none of the options above apply or if your question cannot be addressed in the IVR then you will want to Press 5. This will take you to the Provider Main Menu II. You will hear additional menu options and if they do not apply, Press 0 to speak with a Provider Relations Agent.

Provider Main Menu II:

- For information on procedure codes – Press 1
- To receive direction where you can download forms such as the EDI applications, WOLFS 109B, sterilization consent, electronic claims attachment cover sheet, prior authorization, and adjustment or void forms – Press 2
- For information about filling adjustments or voiding claims – Press 3
- For existing Wyoming Medicaid providers needing to update their files – Press 4
- To end this call, please hang up. For the Main Menu, press the pound (#) sign.
• For additional information or to speak with an agent – Press 0 (Goes to Provider Relations Call Center)

**Provider Branch Menu:**

• If you would like to enroll as a Wyoming Medicaid provider – Press 1 (Goes to Become a Provider Menu)
• If you are with an insurance company, attorney’s office or child support enforcement office – Press 2 (Goes to Medicare Buy-In Unit)
• For Medicare and Medicare Premium Payments – Press 3 (Goes to Third Party Liability Unit)
• For Estate and Trust Recovery inquiries – Press 4 (Goes to Estate and Trust Recovery Unit)

**Become a Provider Menu:**

• If you would like to become a Wyoming Medicaid provider you will need to submit an on-line enrollment application. Once the complete application is submitted supplemental documents must be mailed to the fiscal agent for Wyoming Medicaid and must contain original signatures. Any omissions or missing forms will cause the application to be returned. Once your application is approved a welcome letter is sent.
  o For information on completing an on-line provider enrollment application – Press 1
  o If you do not have internet access – Press 2 (Goes to Provider Relations Call Center)
  o To repeat this message – Press 3
  o To end this call, please hang up.

**Wyoming Medicaid Provider Validation:**

• If you bill Wyoming Medicaid with a 10 digit National Provider Identifier (NPI) – Press 1
• If you bill Wyoming Medicaid with a 9 digit Provider Number – Press 2
• Example: Provider bills with NPI
  o Please enter your NPI followed by the pound (#) sign (if valid)
You have entered <repeat the number you entered>
  ▪ If this is correct – Press 1
  ▪ If this is incorrect – Press 2
After provider validation providers will be routed to the Provider Sub Main Menu

Verify Client Eligibility from the Provider Sub Main Menu (Last 365 days):

- To enter the client’s ID – Press 1
- Enter the client’s 10 digit number from the ID card followed by the pound (#) sign OR enter the client’s Social Security Number (SSN) – Press 2 (For this example provider entered client ID)
- Please enter the beginning date of service using the two-digit month, two-digit day, and four-digit year. To enter today’s date press the star (*) key.

NOTE: For this example the client is eligible for the DD Children’s Waiver benefit plan and the covered services and limitations are specific to this plan. For a complete listing of all the benefit plans visit the Wyoming Medicaid/EqualityCare website at: http://wyequalitycare.acs-inc.com. Go to Provider Manuals and Bulletins, select appropriate manual and scroll down to the Additional Links section and select Wyoming Medicaid and State Healthcare Benefit Plans.

- For <date> this client is eligible for the DD Children’s Waiver benefit plan.
  o For Covered Services – Press 1
  o For Plan Limitations – Press 2
  o To continue – Press 3
- Press 1: This plan covers dental, medical, vision and outpatient hospital services, waiver services, prescriptions, inpatient hospital stays and pays co-insurance and deductibles on Medicare claims.
  o To repeat this message – Press 1
  o For Plan Limitations – Press 2
  o To continue – Press 3
- Press 2: This plan does not cover nursing home services.
  o To repeat this message – Press 1
  o For covered services – Press 2
  o To continue – Press 3
• Press 3: (Specific to each individual client) you may hear provider lock-in, Medicare coverage, third party liability coverage, then you will hear the next menu options
  o To repeat the eligibility message – Press 1
  o To check cap limits for this client – Press 2
  o To hear the audit number for this client’s eligibility message – Press 3
  o To continue – **Press 4**

• **Press 4:**
  o To enter another client ID or SSN – Press 2
  o To enter another provider number – Press 3
  o To end this call hang up
  o For the Main Menu – Press the pound (#) sign

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**Verify Claim Status from the Provider Sub Main Menu:**

• Claim Status Information.
  o To enter a 17-digit TCN – **Press 1**
  o To enter a client’s ID – **Press 2**
  o For the Main Menu – Press the pound (#) sign

• **Press 1 (enter TCN for claim status):** Please enter the TCN followed by the pound (#) sign
  o You have entered <repeat TCN that was entered>
    ▪ If this is correct – Press 1
    ▪ If this is incorrect – Press 2

• Enter the client’s 10-digit number from the ID card followed by the pound (#) sign
  o You have entered <repeat client ID that was entered>
    ▪ If this is correct – Press 1
    ▪ If this is incorrect – Press 2

• The claim for the client ID <repeat client ID that was entered> and then will provide one of the following messages
  o Was voided on <date>
  o This claim is to be voided
  o The claim was paid in the amount of <reimbursement amount> on <date>
  o Was processed for payment on <date> in the amount of <reimbursement amount>
- Was denied on <date>
- This claim is to be denied
- TCN <TCN number> is currently in process
  - To repeat this information – Press 1
  - To hear the audit number for this claim – Press 2
  - To enter another date of service – Press 3
  - To enter another client ID or TCN – Press 4
  - To enter another provider number – Press 5
  - To end this call, please hang up.
  - For the Main Menu – Press the pound (#) sign

- **Press 2 (enter client ID for claim status):** Enter the client’s 10 digit number from the ID card followed by the pound (#) sign

- Please enter the beginning date of service using the two-digit month, two-digit day, and four-digit year