



Healthcare Financing Division
Wyoming Medicaid
122 West 25th Street, 4 West
Cheyenne, WY 82002
(307) 777-7531 • 866-571-0944
Fax (307) 777-6964 • www.health.wyo.gov



Stefan Johansson
Director

Mark Gordon
Governor

June 14, 2024

Dear Pharmacy Provider,

UPDATED COVERED NDCs AND DRUG PRICING

As of 6/8/2024, Wyoming Medicaid has loaded and updated drug products and drug pricing in the Point of Sale (POS) system. Any claims that may have previously been rejected with NCPDP Reject Code 70, Product/Service Not Covered may now be eligible for payment. Keep in mind that new products and pricing have been added in accordance with existing Preferred Drug List placement, please refer to the PDL for product coverage and associated criteria and/or limits. The PDL can be found at <https://health.wyo.gov/healthcarefin/medicaid/pharmacy-services/>. For more information or support with resubmitting claims that may be eligible for payment, please contact the Pharmacy Helpdesk at 877-209-1264.

PHARMACY REQUESTS BY AUDITORS

To comply with CMS and State regulations, Wyoming Medicaid Pharmacy claims adjudications and payments are subject to regularly scheduled reviews such as the PERM (Payment Error Rate Measurement) audit. These audits are performed by third party agencies authorized to review and investigate pharmacy claims that were paid by the State of Wyoming to ensure proper payment and resource utilization. It is possible that your pharmacy may be contacted by auditors representing Empower AI formerly known as NCI Information Systems, or AdvanceMed, an NCI company. Please comply with any claims or pharmacy-related requests with these auditors, as this process is a requirement of compliance with CMS. These queries may be specific to records requests, pharmacy or facility information verification, or contact verification.

USE AS DIRECTED REMINDER

Wyoming Medicaid has determined that there is an increase in prescriptions with “Use as Directed” instructions. Please refer to page 11 of the Medicaid Pharmacy Provider Manual under the “Dispensing Limitations” section:

“All prescriptions written with PRN dosing or use as directed must be verified with prescribing entity in order to obtain an actual dosing regimen for days supply calculation. This must be documented on the prescription hard copy or documented properly on the electronic prescription.”

For specific questions regarding claims and/or payments, please contact the Pharmacy Helpdesk at 877-209-1264.

REIMBURSEMENT BELOW COST REQUEST UPDATES

OptumRx and Change Healthcare are continuing to work through restoration of services impacted by the cyberattack in February 2024. As part of this restoration, disputes for prescriptions that were reimbursed at the State Maximum Allowable Cost (SMAC) rate, but that were reimbursed below cost are being re-implemented on Monday June 17, 2024 by means of a different mechanism to support pharmacies who may deal with pricing issues. See the end of this fax for an updated form to request research into a specific product, and submit the completed form with copies of the invoice for the claim in question, as well as claim RX#, NDC#, date of service, and amount paid. All requests must be submitted via email to smacdisputes@optum.com. For specific questions regarding this process SMAC-related questions, please contact the Wyoming SMAC Helpdesk at 877-206-4714.



Prescriptions Reimbursed Below Cost Research Request Form

This form is to be completed by the pharmacy and emailed along with a copy of the invoice directly to smacdisputes@optum.com. Optum will research the “underpaid” claim and correspond back to the pharmacy all findings upon completion of research.

NPI #: _____

Pharmacy Name: _____

Contact Name: _____

Pharmacy Phone #: _____

Pharmacy Fax #: _____

Drug Name: _____

NDC #: _____

Please include:

- Copy of recent Invoice for the claim in question. (All invoice information must be seen)
- Copy of the Claim initiating the inquiry for reimbursement review. (Claim must show RX#, NDC#, DOS and Amt paid).

Thank you,

Wyoming SMAC Helpdesk
1-877-206-4714 Phone
smacdisputes@optum.com