

!!! IMPORTANT UPDATE AND FISCAL AGENT ANNOUNCEMENT !!!

Providers, Billing Agents & Clearinghouses (BA/CH)

To protect provider and member data, the Agency has added an additional security feature, multi-factor authentication (MFA), when logging into the secure Provider Portal.

Initial set up: When users enter their username and password and select “Sign In”, the “set up multifactor authentication” screen will populate. At this point the user will make a choice of how they want to receive their authentication, via mobile app or Google Chrome:

- Okta Verify – mobile app (cell phone only)
 - Google Authenticator – short term option only
 - mobile app (cell phone only)
 - Google Chrome Authenticator add-on (computer).
 - SMS Authentication – cell phone only
- Note:** Please only use if other options are not possible for your organization.

You will receive a confirmation email from Okta confirming your 2-step verification has been enabled.

Cell phone based 2-step verification (SMS-text, Okta mobile app) is recommended, if possible, for your organization, as these are the most secure options and will be supported for the longest periods of time into the future.

Once the user selects the “Set up” button for their choice, additional information and instructions will appear. A detailed instruction guide on how to complete any or all three MFAs has been created for users and is available on the following web pages:

- [Provider Home](#)
- Provider Publications and Training > Provider Training, Tutorials and Workshops > Provider Tutorials > [WY BMS Multifactor Authentication User Guide](#)

The Provider Services Call Center is available starting Monday, 10/25/21, from 7 a.m. to 6 p.m. MST, (888) WYO-MCAD or 1-888-996-6223.

New Fiscal Agent Assumes BMS Operations on October 25, 2021

Effective October 25, 2021, CNSI has assumed operations as the new fiscal agent for the Benefits Management System and Services (BMS) portion of the Wyoming Medicaid program.

In conjunction with the Wyoming Department of Health (WDH), CNSI will now deliver the following operations-based functions on behalf of the State of Wyoming, its Medicaid system, and its providers located throughout Wyoming’s 23 counties:

- Claims Processing

- BMS Provider Relations and Member Claims Call Center
- Provider Outreach and Training
- Provider Publications and Communications
- Third Party Liability (TPL)

Navigating the New Wyoming Medicaid Website

As part of this completed transition to a new fiscal agent, a [new Wyoming Medicaid website](#) has been established. The new website offers a spectrum of key informational areas, content, documents, links, and web pages, in addition to access points to both the secure Provider Portal and secure Member Portal (myHealthPortal).

The new website's home page offers six (6) quick access icons, including direct access to [HHS Provider Enrollment](#), Provider Publications, [Provider Training](#), Fee Schedules, and both the Provider Home and Member Home pages.

In addition, the new website's home page includes three (3) tabs located at the top of each web page that offer access to an array of important areas, including:

- Secure Provider Portal
- Provider Locator
- Provider Publications and Trainings ([What's New](#), FAQs, Provider Manuals, Provider Bulletins, [Provider Training and Tutorials](#))
- Contact Us
- References (COVID-19, HIPAA 5010, and OPSS)
- Provider Resources (Browser Compatibility and Related Links)
- Secure myHealthPortal
- Member Publications and Trainings (Member Newsletters, FAQs, Member Training and Tutorials)
- Member Resources (Helpful Links, Office Outpatient, Wyoming Medicaid Handbook, and Wyoming Travel Assistance Guide)

Lastly, the new website offers a Search Bar and a Site Map. Each is designed to help providers, members, and additional website visitors find information easier and quicker. The Search Bar is located in the top right corner of the home page. The Site Map link is included in the website's footer located at the bottom of each web page.

New Web Registration Required for Providers

Providers, trading partners, billing agents and clearinghouses are all reminded that a new web registration is required for access to the BMS and to be setup for payment within the new claims processing system. In addition to the web registration, completion of the Trading Partner Agreement will be critical to initialize ability to submit EDI transactions.

Upon completion of the web registration, Providers will have access to the secure Provider Portal, to submit claims (direct data entry or upload files), to receive acknowledgements, to download Remittance Advices (RAs), view PAs, to verify member eligibility and more.

Registration letters have been mailed out to all active pay-to Wyoming Medicaid Providers that were enrolled between 9/22/21 and 10/22/2021. Providers that become approved as a Wyoming Medicaid Providers after 10/25/2021, will be mailed the Web Registration letters as new providers are enrolled as a provider with the [provider enrollment vendor, HHS](#). Refer to the Provider Home page on the new Wyoming Medicaid website for additional information.

For any questions, please contact Provider Services at 1-888-WYO-MCAD or at 1-888-996-6223.

Medicaid for Members

Members are invited to view and register for the new secure myHealthPortal, as outlined below. A Member Training, titled “myHealthPortal - Registration, Navigation, Self-Servicing,” is located on the new Wyoming Medicaid website. It is housed within the Member Training and Tutorials area. To navigate to this area, please select Member Tab, then select Member Publications and Trainings, and then click Member Training and Tutorials.

Members – Register for Secure myHealthPortal

In order for Members to register for the new secure Member Portal, myHealthPortal, they should follow these steps online:

1. Visit the new [Wyoming Medicaid website](#)
2. Click on **Member** tab
3. Select **myHealthPortal**
4. Click on **New Users Click Here**

If this is a member’s first time visiting the new secure Member Portal, they will need to be a Medicaid member to register. To fulfill this requirement, members must complete the required form, which includes the following information:

1. Relationship to Member
2. Member First Name
3. Member Last Name
4. Member Date of Birth
5. Member ZIP code
6. Member ID

Note: Once all required information has been entered, click Next. To complete registration, members must provide additional details, accept the user agreement, and create a Personal Identification Number (PIN).

For questions or assistance with registration, please contact the Customer Service Center (CSC) at 1-855-294-2127 and select the myHealthPortal option. If you are not a member but would like to apply, please visit <https://www.wesystem.wyo.gov>.

We look forward to working with you.

- Provider Services

Please be sure to add WYproviderservices@cns-inc.com to your address book to ensure proper delivery of your Wyoming Medicaid email notifications.

Please do not reply to this email with any customer service matters.

Deployment Information

Deployment Date: October 24, 2021

Audience: All Providers