

Web Browsers, Pop-Ups and Settings

Attention Wyoming Medicaid Providers:

Acentra Health is aware that some providers experienced issues when entering a claim through DDE (Direct Data Entry). This is the result of pop-up blockers being enabled when submitting claims and data being transferred from previous submissions.

Reminder: For the Provider Portal (BMS) to function correctly, pop-ups must be allowed. Compatible Web Browsers are as follows:

- Google Chrome
- Firefox
- Microsoft Edge

For full details, please view the [Browser Compatibility web page](#) on the Wyoming Medicaid website.

Provider Action:

Providers need to allow pop-ups and resubmit claims for payment. Please use the instructions below:

To allow pop-ups on Chrome

- Select the ellipses (3 dots on the top right corner of the web browser).
- Select “Settings” located at the bottom of the options.
- Select “Privacy and Security” located on the left side of the screen.
- Select “Site settings” and then “Pop-ups and redirects.”
- Select “Sites can send pop-ups and use redirects.”

To allow pop-ups on Edge

- Select the ellipses (3 dots on the top right corner of the web browser).
- Select “Settings” located at the bottom of the options.
- Select “Cookies and site permissions” located on the left side.
- Select “Pop-ups and redirects.”
- Select the “Unblock” button located at the top.

To allow pop-ups on Firefox

- Select the 3-line option (3 lines located on the top right corner of the web browser).
- Select “Settings” located on the left side of the screen.
- Select “Privacy & Security” located on the left side.
- Scroll down to “Permissions” and uncheck “Block pop-up windows.”

If providers require additional assistance, please call or email Acentra Health:

Provider Relations Call Center: 1-888-996-6223

Email: wyprovideroutreach@acentra.com

Deployment Information

Deployment Date: December 13, 2024

Audiences: All Providers