ONLINE RENEWAL

WDH Behavioral Health Division
Developmental Disabilities Provider
Certification Renewal Process
Why Online?

- Streamline Process
- No Third Party Involvement
- Reliable Timeline Information
- Provider Information Storage
Getting Started

- Renewal Notice Letters are sent to providers between 90 and 120 days prior to Expiration.
- The Letter contains the URL (link) to access the Provider Portal:
  - https://improvproviderportal.health.wyo.gov/
- Click “Create Account” located just under the Login button
- Case Managers (or former Case managers): If you already have a username and access to the Portal (CCW, EMWS, MHSA etc.), do not create another username. Please send your existing username to BHD.Cert.Renew@wyo.gov and it will be linked.
Creating a Username

• Username Field:
• Select a username familiar to you (or your business). Ex. “Suzy.Test” “SuzyTest”
• Click “Check Username”
• You will be notified if the Username is available, if the username is unavailable please select a new username and click “Check Username”
• Complete the First name, Last Name, and Email fields, then click “Submit”
Email Notifications

First email:

• From noreply.wdh@wyo.gov
• Titled: IMPROV Provider Portal Login Instructions
• Confirming Username and providing login instructions

Second Email

• From noreply.wdh@wyo.gov
• Titled: [GSECURE] IMPROV Portal Password Reset
• Gsecure Login required
Logging in to [Gsecure]

- Register your Email Address
- Reset your password
- Login
- Emails appear in InBox Tab
- [Gsecure] Guidance
Temporary Password Login

- It is recommended that the password is copied and pasted from the email to the password field of the portal.
- Be careful not to include any unnecessary characters and/or spaces.

Your new password is: XMSCW2Tj7xbw4pFz
Please login with this password, and change it to a more secure password once you have logged in.
Creating a Password

• Once you have entered your username and temporary password on the portal login screen, you will be immediately directed to change your password.

• Please select a password of at least 9 characters, including at least one symbol, number, lowercase letter, and uppercase letter.
Linking Username to Provider

- Email your username and provider name to the BHD.Cert.Renew@wyo.gov email address.

- A Provider Support Unit member will link your username to your provider name in the portal.

- Please do not send your password.
Renewal Application

• Once Username is linked to Provider a renewal task will appear on your task list

• Click the Icon to access the Application
Demographics Information

• Provider name listed in the “Provider/Agency Name”

• Please enter all applicable information in the provided fields

• If you have questions about what information belongs in each field, please click Provider guidance at the top of the page where it says “For application guidance Click Here: Provider Guidance.”
Adding Addresses

- Click “Add Address” to enter addresses.
- A minimum of one physical AND one mailing address is required.
- Please be sure to add all addresses and label them accordingly, including group homes.
- Group homes and other locations that are owned, leased, operated, or otherwise controlled by a provider where services are provided should be listed as “Physical” or “Physical, non-Public.”
- Please be sure to provide accurate information.
- If you have questions about what information belongs in the each field, please click Provider guidance at the top of the page where it says “For application guidance Click Here: Provider Guidance.”
Adding Phone Numbers

- Click “Add Phone” to add phone numbers.
- Each phone number submitted must be linked to a physical address and should be the most appropriate address for the phone number.
- Please do not include a 1 before the area code.
- DO NOT put all the phone numbers under one address if you have more than one physical address.
- If you have questions about what information belongs in the each field, please click Provider Guidance at the top of the page where it says “For application guidance Click Here: Provider Guidance.”
Adding Email Addresses

- Click “Add Email” to add email

- The format must be `XXX@XXX.com` (org, .edu, .gov, etc) and must be a valid email address, as is required by Chapter 45 section 5(a)(iv).

- Failure to have a valid email may delay the application and/or Certification renewal.

- Each email address submitted must be linked to a physical address and should be the most appropriate address for the email.

- If you have questions about what information belongs in the each field, please click Provider Guidance at the top of the page where it says “For application guidance Click Here: Provider Guidance.”
Adding Case Management Staff

- Click “Add Case Management Staff” to add Case Management Staff
- Only Case Management Staff should be listed
- NPI numbers are required
- No documents are required for Case Managers at Renewal
- If you have questions about what information belongs in the each field, please click Provider Guidance at the top of the page where it says “For application guidance Click Here: Staff Guidance.”
Additional Information

- Selections here will identify documentation required later in application.
- Certificates are required at time of application.
- If you have questions about how to answer these questions, please click Provider Guidance at the top of the page where it says “For application guidance Click Here: Provider Guidance.”
HCBS Services

- If you have selected that you will be providing services at a location you/your business owns, leases, operates or otherwise controls you will see a tab appear titled “HCBS.”

- Click Add HCBS Location

- The Drop down box that will display all of the physical addresses entered on the demographics page

- Please select the address and click “Add HCBS Location

- Only one service can be selected at a time, so if you have a location that provides more than one service, you will need to repeat this step for each service provided at that location.

- If you need further guidance, please use the guidance at the top of the page where it says “For additional guidance Click Here: HCBS Guidance.”
Adding Services

• Click “Add services” to see the pop up listing available services

• If you wish to be able to serve any participant on the waiver, be sure to select all three waivers. (ABI, COMP, Supports)

• Identify the area you plan to provide these services, by city or county

• The listed address, in the drop down, does not indicate that you intend to provide services at this location.

• If you need further guidance, please use the guidance at the top of the page where it says “For Additional Guidance Click Here: Service Guidance.”
Docs and Disclosures

- All forms, documents, and/or templates can be found on the Division website in the Forms and References Library.

- Please read and click each disclosure as an acknowledgement of your understanding of the Provider’s responsibilities and expectations of the program.

- For a list of acceptable document formats and further assistance, please use the guidance at the top of the page where it says For Additional Guidance Click Here: Documents and Disclosures Guidance.
Submitting Application

- Check the box certifying that you are authorized to perform Provider Administration duties for this provider.

- Type your name in the Electronic signature field. The person providing the signature needs to be an authorized representative for the provider.

- Click “submit Signature and Exit Application.”

- The Division recommends electronically signing and submitting your application before downloading your copy.

- Notes left on this page are temporary and will not be available once the application advances to the next phase.

- If you need further guidance, please use the guidance at the top of the page where it says “For Additional Guidance Click Here: Application Confirmation Guidance.”
What to expect After Submission

- An email from noreply.wdh@wyo.gov confirming submission
- If for any reason the Provider Support Staff requires information to be corrected/updated on the application, an email from noreply.wdh@wyo.gov will be received advising that there is a new task on the task list that needs attention.
- Please login, go to the assigned task, and review the note from the Provider Support staff, make the adjustments and resubmit the application as described above.
- Please Contact your Provider Support Specialist if you have any Further Questions or Concerns