Provider Portal Training
January 8, 2021 - 10:00AM

AGENDA

→ **Introductions**

→ **Provider Portal Background and Future Plans**

→ **Demonstration of Provider Portal**

Authority

→ Waiver Agreement provides the authority and responsibility to administer the Waiver programs

→ Waiver Agreement also creates the responsibility for monitoring and oversight

→ Obligation to be good stewards of State and federal funds

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Why We're Here

➜ Continue to work to improve support to providers and case managers

➜ Providing support throughout transitioning to electronic-based processes

➜ Ensuring multiple means of communication between providers and case managers with the Division

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Provider Portal

→ Place for providers and case managers to manage their collaborative tasks

→ In the future will be the place for providers to view Plan of Care and Prior Authorization (PA) details

→ In the future will have a variety of tasks, including things like:

◆ Application renewals

◆ Submitting licensure documentation

◆ Provider Duty Sheet (PDS)

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Provider Portal Login

→ You must register your email if you have not previously registered. This means if you have not ever logged or logged in since March 1st you will need to register your email

→ You do not need a google account to register. Any email will work. It is recommended you use an email listed in your provider certification

→ If you don't know if your email has been registered, contact the help desk.

→ Use the same email for accessing EMWS and the Portal. Do not make separate logins for each system

→ DO NOT use I.E. (Internet Explorer)
  for your browser all other browsers will work.

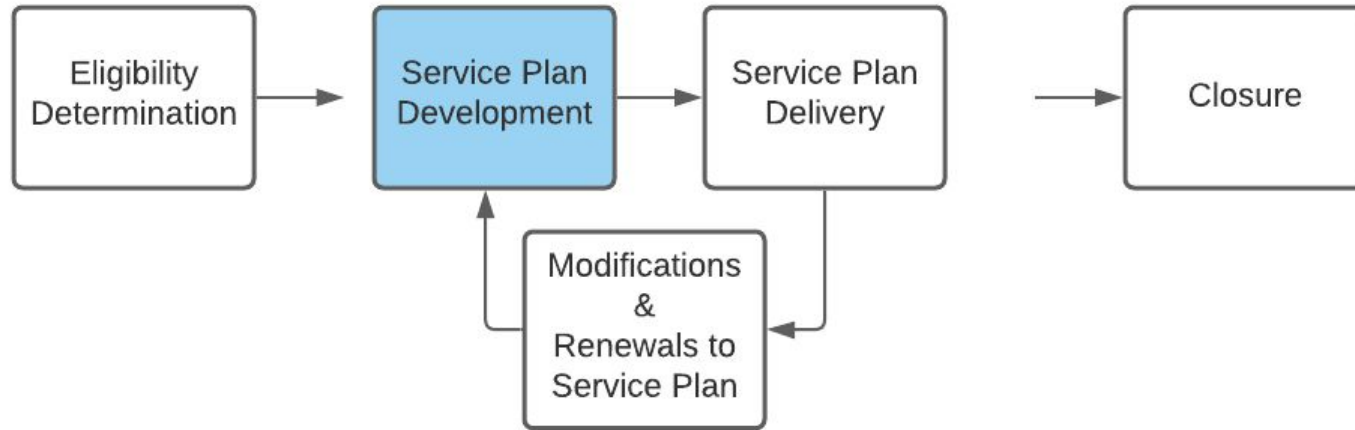→ Don't try to create multiple email addresses.

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Provider Portal Login

https://www.wyoproviderportal.com/

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Workflow High Level

Service Plan Elements

Service Task

Support After Go Live

➔ Help desk - providerportal@gannettpeaktech.com

➔ Contact your Provider Support Specialist

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