

Provider Portal

Frequently Asked Questions (FAQs)

Who will be working in the provider portal?

Currently, providers will be working in the provider portal. In the future, provider certification renewals will be conducted through the provider portal as well, which will require case managers to use the portal as well. However, any tasks case managers currently undertake in the Electronic Medicaid Waiver System (EMWS) will remain there.

Who should have login information for the provider portal?

The login information should be provided to necessary representatives within the provider organization.

What tasks will be conducted through the provider portal?

The primary task that is currently underway in the provider portal is the provider service referral process, which will replace the Provider Duty Sheet (PDS) form that case managers and providers use to agree upon services for a participant. Case managers will not need to log in to the portal to complete this task; however, providers will need to address tasks that come to them through the portal. In the future, provider and case manager applications and renewals will be conducted through the provider portal. Other tasks will also be developed, so please look for further communications from the Division on this topic.

Is the provider portal the same as the billing portal?

No. The billing portal is separate from the provider portal. Please continue to follow your current billing practices, as they will not change. The provider portal is where tasks related to services for participants will be housed.

What is the case manager's role in the provider portal?

Currently all case manager tasks related to plan of care development will be completed through EMWS. In the future, however, case managers will be required to use the portal as part of their certification to provide waiver services. Training on that process will be conducted prior to rollout. The Division encourages case management agencies to register and become familiar with the portal.

Is a new task required for each service listed on a plan of care?

Yes. As case managers develop a plan of care, each service added to the plan of care will create a task on the provider's task list. This task will require an exchange between the case manager and provider to assure services can be provided in accordance with the participants needs.

Can I see the tasks of the employees I supervise?

Designated representatives of the provider organization will be able to see tasks associated with their organization. Designated representatives of case management agencies will still be able to see the tasks of the case managers working for their agency in EMWS as this functionality has not changed.

Will providers be able to see the prior authorization (PA) number in the provider portal when it comes back from MMIS?

This element is currently under development. The Division will have further guidance when this element is ready for rollout.

Will the provider portal replace the skilled nursing request process?

The provider portal does not replace the skilled nursing request process. The request process for skilled nursing services will continue to be made through the IExchange.

Who do I contact if I have questions?

- Helpdesk email address: providerportal@gannettpeaktech.com
- Website link with training: <https://health.wyo.gov/healthcarefin/dd/compan sup training/>
- Email address for provider questions regarding credentialing: wdh-hcbs-credentialing@wyo.gov