

HCBS Sites & Emails Quick Reference



- Wyoming Health Provider Portal (WHP): This portal facilitates the submission of both initial and renewal waiver provider applications as well as critical incidents, change requests and complaints.
 - <https://www.wyoproviderportal.com/>
 - Emails sent from the WHP will come from improvproviderportal@wyo.gov. This may include any emails about portal tasks, renewals/expiration, reported incidents or other Division requests. These are automated emails, please do not respond to this address.
 - For technical assistance the WHP Help Desk can be contacted at providerportal@gannettpeaktech.com. When submitting a ticket to the helpdesk, please try to provide as much detail as possible. Give a full description of the problem including steps you took to get there, what you expected that is not occurring, any specific buttons that were pushed prior to the error. If there is an error message, please send the URL (web address) of the page where you got the error along with a screenshot of the error message.
- HHS Technology Group Provider Enrollment (PRESM): This site facilitates Medicaid enrollment and re-enrollment every five (5) years. Additionally, this site must be updated if provider contact or banking information changes.
 - <https://wyoming.dyp.cloud>
 - PRESM assistance can be reached at WYEnrollmentSvcs@HHS TechGroup.com
- Wyoming Medicaid Provider Portal (CNSI or BMS): This portal facilitates waiver billing.
 - <https://www.wyomingmedicaid.com/portal/>
 - For questions regarding claims, payment inquiries, member eligibility or other claim submission questions, assistance can be reached at Wyprovideroutreach@cns-inc.com
- CareBridge Health Electronic Visit Verification (EVV): This site is required for billing specific services on both the DD and CCW waivers.
 - *For DD Waiver: Personal Care, Child Habilitation, Companion, Respite, Skilled Nursing*
 - *For CCW Waiver: Personal Support Services, Home Health Aid, Respite, Skilled Nursing*
 - <https://www.carebridgehealth.com/wyevv>
 - EVV can be contacted at wyevv@carebridgehealth.com for questions about EVV, EVV claim submissions, and technical assistance requests.
 - If EVV has been contacted directly and no resolution has been provided, a state help desk can be reached at w dh-hcf-evv-support@wyo.gov.

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- **Electronic Medicaid Waiver System (EMWS):** This site facilitates case management participant documentation.
 - *Providers not offering Case management services do NOT need access to this system*
 - <https://www.wyowaivers.com>
 - For technical assistance with EMWS contact emws-helpdesk@wyo.gov. For any other questions please contact your [Benefits and Eligibility Specialist](#) (BES).
- **Important Emails:**
 - Wyoming Department of Health emails will come from wyohealth@public.govdelivery.com. These will contain information about the waiver(s), updates, meeting dates and times for provider calls, etc.
 - To contact the HCBS team, visit our [Contacts and Important Links](#). HCBS specialists by county with their contact information are available.
 - For providers not receiving Division communications, contact dawn.walsh@wyo.gov to request to have your email address added. Please indicate which waiver (CCW or DD) you need communications for, and if you are a case manager, service provider, or administrator..