



Wyoming Health Provider (WHP) portal

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, please submit tickets to the WHP Help Desk at <https://happyjacksoftware.atlassian.net/servicedesk/customer/portal/35>.
 - When submitting a ticket, please provide as much detail as possible by completing the form in its entirety and providing details about the steps you took, what you expected that is not occurring, and specific buttons pushed prior to the error. If an error message is received, please send the URL (web address) of the page along with a screenshot of the 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 WYEnrollmentSvc@HHS TechGroup.com or dial 1-877-399-0121 (*choose option 9 to speak directly to a representative*)



Wyoming Medicaid Provider Portal (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@acentra.com



CareBridge Health Electronic Visit Verification (EVV)

This site is required to bill specific services on both the DD and CCW waivers.

- <https://evv.carebridgehealth.com/wy-about-carebridge>
 - For DD Waiver: Personal Care, Child Habilitation, Companion, Respite, Skilled Nursing
 - For CCW Waiver: Personal Support Services, Home Health Aid, Respite, Skilled Nursing
- Contact wyevv@carebridgehealth.com for questions about EVV, EVV claim submissions, and technical assistance requests.

HCBS Sites & Emails Quick Reference



HOME AND
COMMUNITY-
BASED
SERVICES

WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

- If EVV has been contacted directly and no resolution has been provided, a state help desk can be reached at wdh-hcf-evv-support@wyo.gov.



Electronic Medicaid Waiver System (EMWS)

This site facilitates case management participant documentation.

- <https://www.wyowaivers.com>
 - *Providers not offering Case Management services do NOT need access to this system.*
- For technical assistance with EMWS please contact the [Benefits and Eligibility Specialist \(BES\)](#) assigned to your county.



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](#) page:
<https://health.wyo.gov/healthcarefin/hcbs/contacts-and-important-links/>
 - HCBS Benefits and Eligibility, Incident Management, and Provider Credentialing Specialists are assigned by county and current contact information is available for download. Providers not receiving Division communications can also subscribe to our email distribution lists or leave feedback through the buttons at the bottom of this page.