



Wyoming Health Provider Portal Administration Guidance Manual

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To Begin

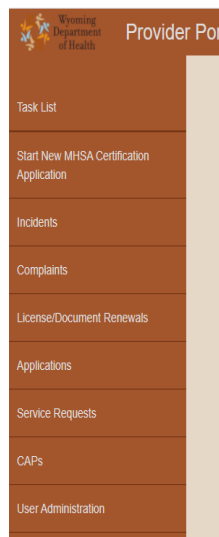
This guidance document is the general document for both the Healthcare Financing Home and Community Based Services (HCBS) Waivers and the Behavioral Health Division (MHSA) providers.

All users must request access to the Provider Certification Portal (Portal). This document assumes the user has gone through the Auth0 login process and has been approved to access the provider portal. If not, they will need to follow the steps outlined in this [document](#).

User requests are checked at least once a day but may be checked periodically throughout the day. At the present time there is no notification functionality for user requests.

Provider Access

When a user requests access to the provider portal they will receive access to all links and tasks in the Portal. These links will be located on the brown left hand navigation



Larger agencies with multiple users may need to limit access to staff based on agency policy, HIPAA regulations, staff responsibilities, etc. Thus the access 'Provider Administration' was created for agencies that need to limit staff access.

Reminder: ALL staff will be given all rights when the system is updated and new users are added. Failure to have a provider administrator to monitor user access will allow all staff to have access to all the organization's information within the portal.

Responsibility of Provider Administration Access

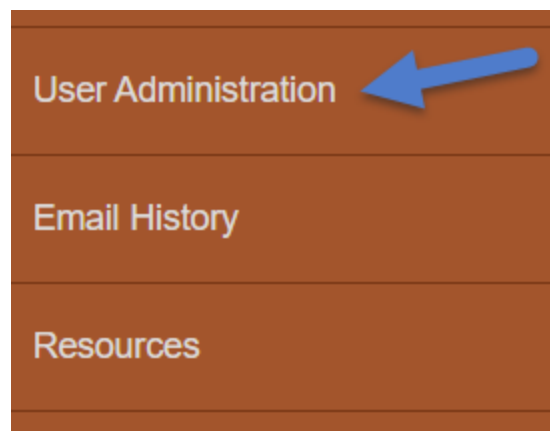
Users with provider administration access are responsible for:

- Giving and revoking access to different links and tasks in the portal
- Monitoring new users and their access after they register, get approved and linked to their provider
- Revoking total access of users who have left the employ of said agency
- Notifying the State that users have left the employer to coordinate any additional requirement to remove a user from the Portal.

Provider Administration- Modifying Role Access

Every user will have 'provider administration' upon registering, receiving approval, and being linked to their Wyoming Medicaid provider number, which we will refer to as WY#. Providers who do not have multiple portal users will not need to do anything further. Providers that have multiple staff or users can limit what their staff can see. To limit each user:

Click on the 'user administration' link on the left hand navigation



This will take you to the user administration page. Enter the provider WY number and click search. This will provide a list of the users that are linked to the same WY number that the provider administrator is linked to.

User Administration

Username

Provider Wy Number

Division

Role

Is Active
☒

Search

Edit	Username	Role
	colleen.noon	CCW (Administrator, Administrator Application Submitter, Provider), DD (Administrator, Dev Administrator, Provider), Initial (Administrator, Provider), MHSA (Administrator, Provider)

While troubleshooting, state staff may have linked their user name to your provider name. If there is a user with the email @wyo.gov, do nothing with those users

Click on the 'edit' icon (pen and pad) to open the specific user to modify access.

This example is a CCW user only

Username

colleen.noon

First Name

Colleen

Last Name

Noon

Phone

3077776492

Email

colleen.noon1@wyo.gov

Is Active

☒

CCW Provider:

CCW Provider Administrator ☒

Edit CCW Provider Incident Submissions ☒

Edit CCW Provider License Renewals ☐

View CCW Provider Emails ☐

CCW Test Provider

View CCW Provider Application ☐

Edit CCW Provider Complaints ☒

Edit CCW Provider Service Requests ☒

DD and CCW providers have their own set of access permissions. If no access permissions are checked, the user will not be able to see anything in the task list or any of the links. Options that can be checked are:

- DD
 - o DD provider Administrator – When checked, the user can see the 'provider administration' link which allows a user to administer access for other users. **By**

clicking this option, the other choices do not need to be checked. Checking other options will be optional

- o View DD Provider Application - When checked user will be able to complete and submit an initial or renewal application
- o Edit DD Provider CAPs - When checked the user will be able to complete and submit any CAP
- o Edit DD Provider Incident Submission – When checked the user will be able to complete and submit any Incident
- o Edit DD Complaints - When checked the user will be able to complete and submit any complaints
- o Edit DD Provider License Renewals – When checked the user will be able to complete and submit any license, document, or certification required by the HCBS section
- o View DD Provider Emails - A list and view of all provider emails sent by the state

- **CCW**

- o CCW provider Administrator - When checked, the user can see the ‘provider administration’ link which allows a user to administer access for other users. **By clicking this option, the other choices do not need to be checked. Checking other options will be optional**
- o View CCW Provider Application - When checked user will be able to complete and submit an initial or renewal application
- o Edit CCW Provider Incident Submissions - When checked the user will be able to complete and submit any Incident
- o Edit CCW Complaints - When checked the user will be able to complete and submit any complaints
- o Edit CCW License/Document Renewals - When checked the user will be able to complete and submit any license, document, or certification required by the HCBS section
- o Edit CCW Service Plan Requests When checked the user will be able to approve and participant service plan
- o View CCW CAPs - When checked the user will be able to complete and submit any CAP
- o View CCW Provider Emails - A list and view of all provider emails sent by the state

- **MHSA**

- MHSA provider Administrator - When checked, the user can see the 'provider administration' link which allows a user to administer access for other users. **By clicking this option, the other choices do not need to be checked. Checking other options will be optional**
- View MHSA Provider Application - When checked user will be able to complete and submit an initial or renewal application
- View MHSA Provider Emails - A list and view of all provider emails sent by the state

The provider administrator will check none or all options for the user. Which options check will determine what a user can see on the task list page. (MHSA is not included only because of screenshot size)

EXAMPLES

No access checked -

Provider Administration

DD Provider:	Testing forever	Set	Remove
DD Provider Administrator	☐	View DD Provider Application	☐
Edit DD Provider CAPs	☐		
Edit DD Provider Incident Submissions	☐	Edit DD Provider Complaints	☐
Edit DD Provider License Renewals	☐		
DD Initial Provider:	Not Set	Set	
CCW Provider:	CCW Test Provider	Set	Remove
CCW Provider Administrator	☐	View CCW Provider Application	☐
Edit CCW Provider Incident Submissions	☐	Edit CCW Provider Complaints	☐
Edit CCW Provider License Renewals	☐	Edit CCW Provider Service Requests	☐

Portal View

All access checked

Provider Administration

DD Provider:

DD Provider Administrator

Edit DD Provider CAPs

Edit DD Provider Incident Submissions

Edit DD Provider License Renewals

View DD Provider Emails

Testing forever

☒

☒

☒

☒

☒

Set

Remove

View DD Provider Application

Edit DD Provider Complaints

☒

☒

DD Initial Provider:

Not Set

Set

CCW Provider:

CCW Provider Administrator

Edit CCW Provider Incident Submissions

Edit CCW Provider License Renewals

View CCW Provider Emails

CCW Test Provider

☒

☒

☒

☒

Set

Remove

View CCW Provider Application

Edit CCW Provider Complaints

Edit CCW Provider Service Requests

☒

☒

☒

Portal View

DD Operational Re...

Kronos Workforce...

Boards | Trello

JIRA

GH emms

GH - wyoimprov

GH Provider Portal

test IMRCOV

Test Provider Portal

Test-emms

System Request Form

Wyoming Department of Health

Provider Portal

Current User Email: colleen.noon1@wyo.gov

Current Role: Provider

User Agreement

Change

Task List

Start New MHSA Certification Application

Incidents

Complaints

License/Document Renewals

Applications

Service Requests

CAPs

User Administration

Email History

Resources

Current Tasks

Filter by Task Type:

Filter by Status:

Filter by Division:

Submit Clear

View	Task Type	Name	Status	Status Modify Date
	License/Document Renewal - Transportation	Testing forever	Pending Initial Entry	9/22/2021
	Complaint Submission #1025	Testing forever	Request Additional Information	2/22/2022
	Complaint Submission #1026	Testing forever	Pending Initial Entry	2/22/2022
	Complaint Submission #1029	Testing forever	Pending Initial Entry	2/23/2022
	License/Document Renewal - Aging Division Adult Day Agency License	CCW Test Provider	Pending Initial Entry	9/27/2021
	License/Document Renewal - Aging Division Home Health Agency License	CCW Test Provider	Pending Initial Entry	9/27/2021
	License/Document Renewal - Aging Division Adult Day Agency License	CCW Test Provider	Pending Initial Entry	9/27/2021

Partial access checked

Provider Administration

DD Provider:	Testing forever	Set	Remove
DD Provider Administrator	☐	View DD Provider Application	☐
Edit DD Provider CAPs	☒		
Edit DD Provider Incident Submissions	☒	Edit DD Provider Complaints	☐
Edit DD Provider License Renewals	☐		
View DD Provider Emails	☐		

DD Initial Provider:	Not Set	Set
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CCW Provider:	CCW Test Provider	Set	Remove
CCW Provider Administrator	☐	View CCW Provider Application	☐
Edit CCW Provider Incident Submissions	☒	Edit CCW Provider Complaints	☒
Edit CCW Provider License Renewals	☐	Edit CCW Provider Service Requests	☒
View CCW Provider Emails	☐		

Portal View

The screenshot shows the 'Provider Portal' interface. On the left is a sidebar with links: Task List, Start New MESA Certification Application, Incidents, Complaints, Service Requests, CAPs, and Resources. The main area is titled 'Current Tasks' and includes filter dropdowns for 'Task Type', 'Status', and 'Division'. Below the filters are 'Submit' and 'Clear' buttons. A table displays the following tasks:

View	Task Type	Name	Status	Status Modify Date	Notes
	Complaint Submission #1025	Testing forever	Request Additional Information	2/22/2022	
	Complaint Submission #1026	Testing forever	Pending Initial Entry	2/22/2022	
	Complaint Submission #1029	Testing forever	Pending Initial Entry	2/23/2022	
	Service Plan	[REDACTED]	Referral Requested	2/24/2022	
	Service Plan	Woody, Lyle	Referral Requested	2/24/2022	

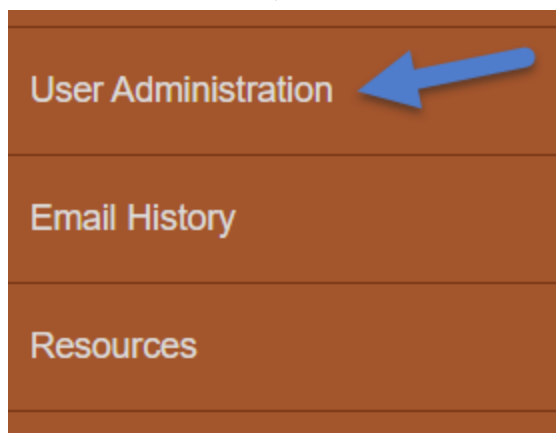
After the access required for the user has been checked, click the save button at the bottom of the page

A close-up of the bottom of the form shows a green arrow pointing to a blue 'Save' button, which is next to a red 'Cancel' button.

A user can have its access changed at any time the provider user administrator deems it necessary.

Provider Administration- Removing Role Access

When a staff member leaves a provider's employ, their access must be removed from the portal. To remove a user's access, click on the 'User Administration' link on the left hand navigation.



This will take you to the user administration page. Enter the provider WY# and click search. This will provide a list of the users that are linked to the same WY# provider administrator is linked to.

A screenshot of the 'User Administration' web page. At the top, the title 'User Administration' is centered. Below it are search filters: 'Username' (text input), 'Provider Wy Number' (text input with '544789631' entered), 'Division' (dropdown menu), 'Role' (dropdown menu), and 'Is Active' (checkbox, which is checked). A blue 'Search' button is located below the filters. Below the search area is a table with three columns: 'Edit', 'Username', and 'Role'. The table contains one row for a user named 'colleen.noon'. The 'Edit' column has a small icon of a pen and a notepad. The 'Role' column contains a long list of roles: 'CCW (Administrator, Administrator Application Submitter, Provider), DD (Administrator, Dev Administrator, Provider), Initial (Administrator, Provider), MHSA (Administrator, Provider)'.

Edit	Username	Role
	colleen.noon	CCW (Administrator, Administrator Application Submitter, Provider), DD (Administrator, Dev Administrator, Provider), Initial (Administrator, Provider), MHSA (Administrator, Provider)

Click on the 'edit' icon (pen and pad) to open the specific user to modify access.

This example is a CCW user only

Username	colleen.noon		
First Name	Colleen	Last Name	Noon
Phone	3077776492		
Email	colleen.noon1@wyo.gov		
Is Active	☒		
CCW Provider:	CCW Test Provider	View CCW Provider Application	
CCW Provider Administrator	☒	☐	
Edit CCW Provider Incident Submissions	☒	Edit CCW Provider Complaints ☒	
Edit CCW Provider License Renewals	☐	Edit CCW Provider Service Requests ☒	
View CCW Provider Emails	☐		

Uncheck the 'Is Active' check box and all checked access boxes for the user.

After the access required for the user has been unchecked, click the save button at the bottom of the page



If the provider and user is attached to more than one section (CCW, DD or MHSA), they will have to do this for each section. Once complete, email the help desk to complete the final pieces to the process at providerportal@happyjacksoftware.com.