



HOME AND COMMUNITY- BASED SERVICES

WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

Wyoming Health Provider (WHP) Portal Tips, Best Practices, and FAQs

Created 07/26/2021

Last updated 06/27/2025

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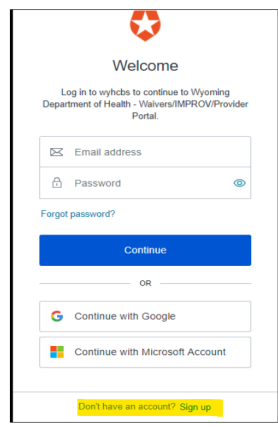
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General

1. There are 3 systems that are used for the different HCBS Waivers:
 - a. Electronic Medicaid Waivers System (EMWS) – this is for participant plan creation and modification. Access granted for case managers and state staff
 - b. Information Management for Providers System (IMPROV) – this is for provider certification, incident, complaint and compliance monitoring. Access granted for state staff only. **A provider user should not request access to this system**
 - c. Wyoming Health Provider (WHP) Provider Portal System – this is for IMPROV related Developmental Disabilities (DD) waiver initial and renewal online application submissions, DD Corrective Action Plan (CAP) submissions and monitoring, DD and Community Choices Waiver (CCW) incident submissions, EMWS service plan referrals, and Behavioral Division (MHSA) online application and change requests. Access is to any user required to complete any of these processes
2. Each system has a separate registration process. If you have registered in one system doesn't mean you have access to any of the other systems
3. The help desks for the different systems are not manned 24/7.

Registration to the Provider Portal

1. If you have not completed an initial or renewal DD application, completed a service plan referral or a CAP submission in the Provider Portal you will most likely need to register your email to become a registered portal user
2. To register, you must click on the 'sign up' link at the bottom of the page



3. For assistance with the registration process, please see the [guidance document](#).
4. As a user you may be linked up to 1 DD provider, 1 CCW provider and 1 MHSA provider.
5. A user may NOT be linked to multiple providers of the same section i.e. 3 CCW providers

6. Each user may or may not have access to the portal until they have been associated with their appropriate provider. This will include remaining in the 'redirecting' status or having access to the task page but no links on the left, no tasks or no participants
7. Staff only checks requests for access once or twice a day. Please allow up to 24-48 business hours to have staff approve your request and associate your user account with your provider. User requests that require additional research or provider approval will take longer to approve.
8. If you have technical issues with your registration, please email providerportal@happyjacksoftware.com
9. If you have programmatic questions with your registration, please email wdh-hcbs-credentialing@wyo.gov

Logging into the WHP Portal

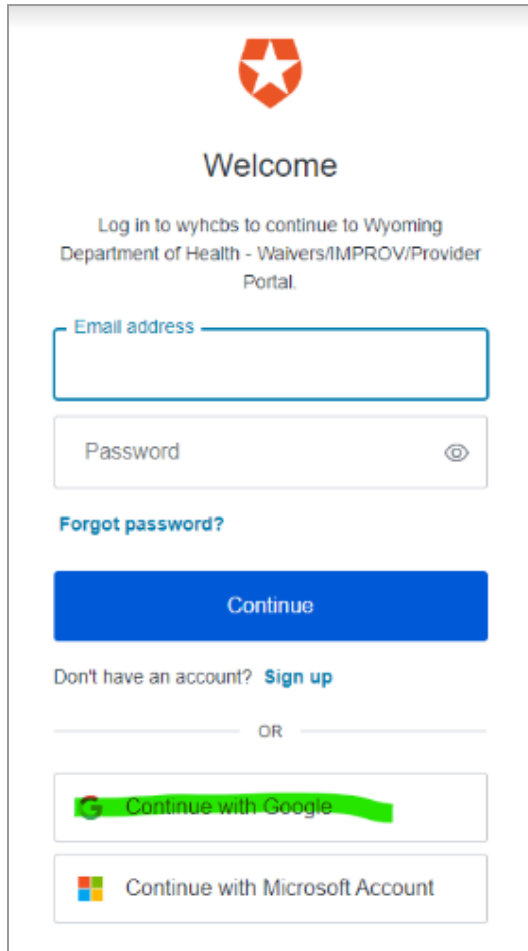
1. If you used the 'Continue with Google' button when registering, you must continue to use that button when logging into the Portal
 - a. The 'forget password' option will not work if you registered with this option. You will have to go through your Google account directly to change your password.
2. If you used the email and password option, you must continue to use that option when logging into the Portal
 - a. The section will not reset your password with this option, you must use the 'forget password' link on the login page
3. If you have technical issues with your login, please email providerportal@happyjacksoftware.com

Reset the Provider Portal Password for Gmail Accounts

To change your password through the 'Continue with Google' option.

This option does not request an email except for the verification code, which should have been set up when you made the Google account.

On the login screen, click the 'Continue with Google' option





Welcome

Log in to wyhcbts to continue to Wyoming
Department of Health - Waivers/IMPROV/Provider
Portal.

Email address

Password

[Forgot password?](#)

[Continue](#)

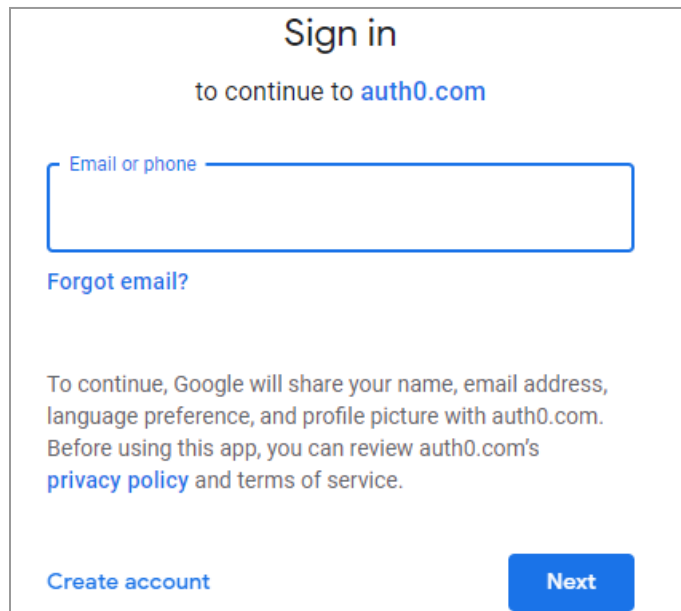
Don't have an account? [Sign up](#)

OR

[Continue with Google](#)

[Continue with Microsoft Account](#)

Enter your Google email, click next:



Sign in

to continue to [auth0.com](#)

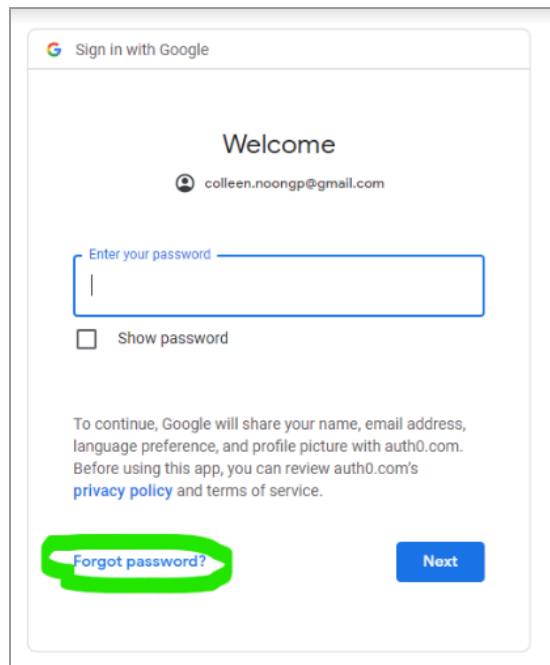
Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address,
language preference, and profile picture with auth0.com.
Before using this app, you can review auth0.com's
[privacy policy](#) and terms of service.

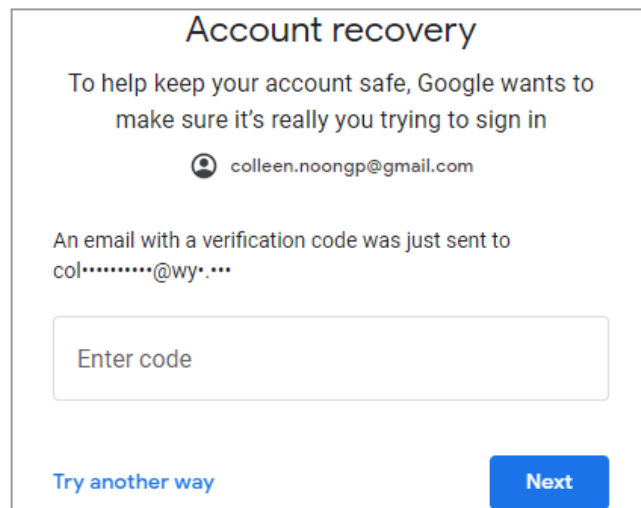
[Create account](#) [Next](#)

Enter the password you remember. If you don't remember the password, click on the “Forgot Password” button.



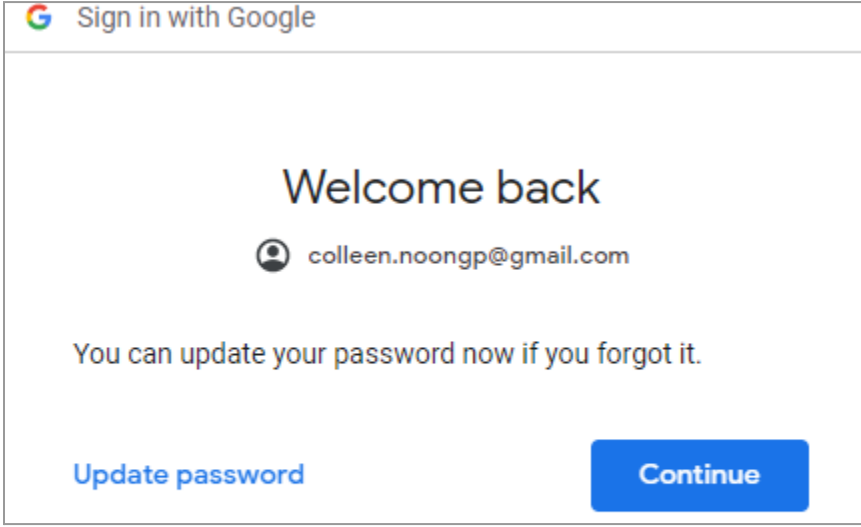
The image shows a Google sign-in interface. At the top, it says "Sign in with Google". Below that, it says "Welcome" and shows the email address "colleen.noongp@gmail.com". There is a password input field with the placeholder text "Enter your password". Below the input field is a checkbox labeled "Show password". A paragraph of text explains that Google will share information with auth0.com and provides links to the "privacy policy" and "terms of service". At the bottom, there is a "Forgot password?" link circled in green and a blue "Next" button.

You will have to enter the code sent to the email you provided for account recovery. We do not have access to that email account and cannot provide any assistance with this process. If you don't remember your recovery email, click on the 'try another way' link to choose a different option. This will take you through all of the emails or phone numbers you included when setting up your gmail account. Without one of these options this isn't a way to change your password.



The image shows a Google account recovery screen. It has the title "Account recovery". Below the title, it says "To help keep your account safe, Google wants to make sure it's really you trying to sign in". It shows the email address "colleen.noongp@gmail.com". A message states "An email with a verification code was just sent to col.....@wy....". There is a text input field with the placeholder "Enter code". At the bottom, there is a blue link "Try another way" and a blue "Next" button.

Once that code is provided and you hit next, click continue

A screenshot of a Google sign-in window titled "Sign in with Google". The main heading is "Welcome back" in a large, dark font. Below it is a small profile icon followed by the email address "colleen.noongp@gmail.com". A line of text says "You can update your password now if you forgot it." At the bottom, there are two buttons: "Update password" in blue text on the left, and a solid blue button with the word "Continue" in white text on the right.

Sign in with Google

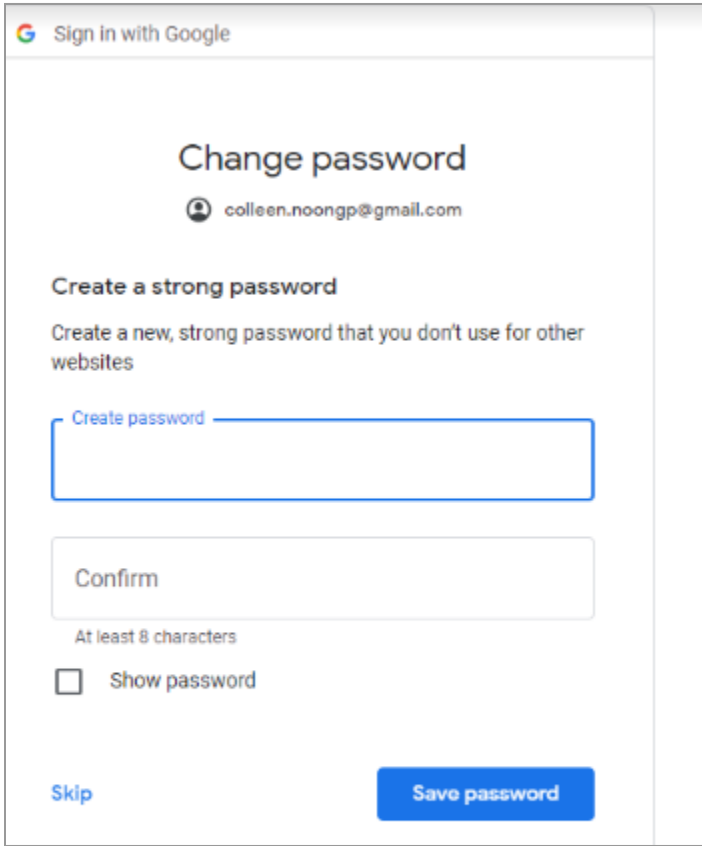
Welcome back

 colleen.noongp@gmail.com

You can update your password now if you forgot it.

[Update password](#) [Continue](#)

You will get the screen to change your password. Click the 'save password' button

A screenshot of a Google "Change password" window. The title is "Change password" in a large, dark font. Below it is a small profile icon followed by the email address "colleen.noongp@gmail.com". The section is titled "Create a strong password" with the instruction "Create a new, strong password that you don't use for other websites". There are two input fields: the first is labeled "Create password" and the second is labeled "Confirm". Below the "Confirm" field, it says "At least 8 characters". There is a checkbox labeled "Show password" which is currently unchecked. At the bottom, there are two buttons: "Skip" in blue text on the left, and a solid blue button with the text "Save password" in white on the right.

Sign in with Google

Change password

 colleen.noongp@gmail.com

Create a strong password

Create a new, strong password that you don't use for other websites

Create password

Confirm

At least 8 characters

☐ Show password

[Skip](#) [Save password](#)

It will then provide a window telling you you have completed the password update. This is all done through Gmail and **not** the portal.

Provider Portal Incident Submissions

1. After clicking the 'add new incident' button, you must enter the following to return a participant,
 - a. Last name (this can be a partial name. One character is enough)
 - b. First name (this can be a partial name. One character is enough)
 - c. **One** of the following - it is not necessary to enter all 3
 - i. DOB
 - ii. Last 4 of participant's SSN
 - iii. Medicaid ID
2. Don't put extra spaces at the end of the names. This will affect the search if there is an extra space after the first or last name
3. Put spaces where there should be. If the first name is Betty Jo or last name is Van Buskirk, be sure to put the spaces where appropriate
4. Make sure you are putting the names in the right fields It is easy to put the last name in the first name field and vice versa
5. There is not auto save functionality, so be sure to save your incident frequently
 - a. Uploading documents does an automatic update to the screen and any unsaved information will be deleted.
 - b. The page has an automatic refresh after a certain time and when you try to submit/update the status, any unsaved information may be lost
6. If you are very detailed in your descriptions, it is recommended that you type your descriptions in Word or another word processing software then copy and paste into the appropriate description. This will save time and allow you to have another copy of your information
7. To submit your incident, update the status field at the bottom of the page
8. If you have technical issues with your incident submission, please email providerportal@happyjacksoftware.com
9. If you have programmatic questions with your incident submission , please email the assigned area [Incident Management Specialist](#).

Corrective Action Plans (CAPs)

1. Always be aware of deadlines and due dates for your responses. Delays in responses will automatically move to a sanction. Completing your response the day before the due date doesn't allow the provider specialist to roll back the CAP should there be questions or additional information is required
2. Keep in mind how long you wish to continue with a CAP response. Make sure you have a finite number of instances of a recurring CAP mitigation response
 - a. If you are submitting your response and action one time, use option 'one time' and not another option and 1

3. If you have technical issues with your CAP response, please email providerportal@happyjacksoftware.com
4. If you have programmatic questions with your CAP response , please email the [specialist](#) requesting the CAP.

Troubleshooting Issues- Submitting a Help Desk Ticket

1. When there are issues with any system, contact the associated help desk.
 - a. EMWS (*case managers only*) - please contact the [Benefits and Eligibility Specialist \(BES\)](#) assigned to your county and they will submit a ticket. (Use this email for WHP Portal service plan issues as well.)
 - b. WHP Portal and IMPROV (*Only state staff have access to the IMPROV system*) - <https://happyjacksoftware.atlassian.net/servicedesk/customer/portal/35>
2. When submitting a ticket to either help desk, try to provide as much information as possible:
 - a. Complete the form with a full description of the error. Include the steps you took to get to the error, why it is not behaving as expected, what buttons were pushed prior to getting the error, if the error occur in the WHP Portal or in IMPROV, etc.
 - b. Include the URL (web address) of the page where you get the error
 - c. A screenshot of the error. Include the URL (web address) in the screen shot.
Screenshots can be done by many methods
 - i. <wndw key>+<shift> key+ S key
 - ii. print screen button
 - iii. Snipping Tool or Snip & Sketch software - Snip & Sketch is an updated version of the Snipping Tool. Most state machines have one, if not both, of these tool
 - iv. Third party software
3. Allow 24-28 business days for help desk staff to provide feedback to your issue. If you have not heard back in that time frame, please respond to the automatic email to request an update of your issue.

Miscellaneous Tips

While we do not have a 'check all' button if you need to remove services that were entered incorrectly, there is a google extension that allows you to check the entire page at one time. The google extension '[Automatic Checker](#)'