

Prior Authorization Inquiry Web Portal Tutorial

Revised 2/18/19



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Prior Authorizations Inquiries

This tutorial is for ALL providers. All providers have the ability to search Approved, Denied and Pending PAs. Once a PA status has changed to “Used”, it will no longer be posted. If a web user is not able to access “Prior Authorization Inquiry”, their security rights may need to be reviewed and updated. The user should contact their Office Administrator (OA). The OA can review and update security access as appropriate.

Office Administrator – to verify a user’s access from the “Home” page select:

- Manage Users
- Update or Remove Users
- Search by Under ID, or Last Name and First Name
- OR select “Submit” with empty search boxes to get a list of all users.
- Select the user needing reviewed
- Add a check mark if the user does not have “Claims Submitter and Prior Authorizations Inquiry” access and “Submit”.

NOTE: If you do not know who the OA is, or there has been a change to the OA, call EDI services at 1-800-672-4959 and press 3.

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HOME | INQUIRIES | SUBMISSIONS | RETRIEVALS | MANAGE USERS | Ask Wyoming | MY ACCESS

Home > Manage Users > Update or Remove Users - Search > Update User

Update User

To update this user, change the information below and click 'Submit.' If this is not the correct user, click 'Cancel' and try your search again.

User ID: [redacted] Last Name: [redacted] First Name: [redacted]

* denotes required field(s)

* E-mail: [redacted] * Confirm E-mail: [redacted]

* Phone Number: [redacted]

Security Privileges

<input checked="" type="checkbox"/> Ask Medicaid	<input checked="" type="checkbox"/> Claim Status Checker	<input checked="" type="checkbox"/> Claims Submitter and Prior Authorization Inquiry
<input checked="" type="checkbox"/> Eligibility Checker	<input checked="" type="checkbox"/> Download Files	<input checked="" type="checkbox"/> Upload Files
<input checked="" type="checkbox"/> LT101 Inquiry	<input checked="" type="checkbox"/> Office Administrator	<input checked="" type="checkbox"/> Create PASRR
<input checked="" type="checkbox"/> Prior Authorization Submitter	<input checked="" type="checkbox"/> Provider Warrant Viewer	<input checked="" type="checkbox"/> Remittance Advice Viewer

Note: Office Administrator privilege is required to access 'Update Provider Demographics' function.

Submit Cancel Reset Password Reset



State Agency Responsibilities

The Division of Healthcare Financing administers the Medicaid Program for the Department of Health. They are responsible for financial management, developing policy, establishing benefit limitations, payment methodologies and fees, and performing utilization review

Fiscal Agent Responsibilities

Conduent is the fiscal agent for Wyoming Medicaid. They process all claims and adjustments. They also answer provider inquiries regarding claim status, payments, client eligibility and known third party insurance information. They provide on-site visits to train and assist your office staff on Wyoming Medicaid billing procedures or to resolve claims payment issues. They also answer client inquiries regarding eligibility, benefits, Wyoming Medicaid Client ID Cards and the Transportation Program.

For Provider specific information select

If you are an individual receiving Wyoming Medicaid services select

For Information on Utilization and Care Management select

Provider



Client

WYhealth

- Navigate to <https://wymedicaid.portal.conduent.com> and select Provider

Wyoming Medicaid

Serving Wyoming Medicaid Providers

Welcome Medicaid Providers!

[Wyoming Medicaid Budget Reduction Plan](#)




[Payment Exceptions 2017](#)

[Active Provider NPI List as of 05/05/17](#)

For all the latest news and updates surrounding the Wyoming Medicaid program, please visit our [Whats New](#) page.

- Home
- Provider Welcome
- Provider Portal
- Provider Manuals and Bulletins
- Provider Enrollment
- Provider Locator

- Select Provider Portal from the left hand navigation bar.

-  [Home](#)
-  [Provider Welcome](#)
-  [Contact Us](#)

Secured Provider Web Portal

The secured portal is set up specifically for Wyoming Medicaid providers. The following actions can only be processed within the portal

- Ask Wyoming Medicaid
- Claims Submission
- Claim Status Inquiry
- RA Retrieval
- Upload Files
- Provider Update
- Provider Warrant Summary
- Prior Authorization
- LT101 Inquiry
- PASRR Level I
- Electronic Claim Attachments
- EDI Application

Returning Providers

To access the secured Provider Web Portal, enter your user ID and password and click 'Log In'.

User ID: Password:

[Forgot Your Password?](#)

New Providers

You will need your Trading Partner ID and Welcome Letter to complete the Web registration. You must register for the secured p

Many documents available through the Conduent Wyoming Medicaid Web Site are in PDF format. In order to view them, Adobe download this program by clicking on the Adobe Acrobat link.


- Enter your User ID and Password.
- Click on **Log In**

Note: If you have not yet registered for the Web Portal, you must do this first. Reference the Web Portal Registration Tutorial or contact EDI Services at 1.800.672.4959, press 3 for assistance.

Conduent Wyoming Medicaid Home

Navigate to any of the functions in the Web portal by clicking the following links or by using the top navigation bar. For information about each function, click the corresponding column header. Click on 'My Profile,' located in the 'My Access' section, to display your current Conduent Wyoming Medicaid profile. You will be able to perform only those tasks allowed by the user privileges assigned to you.

Site Contents

Inquiries	Submissions	Retrievals	Manage Users	Ask Wyoming Medicaid	My Access
Eligibility Inquiry	Prior Authorization	View/Download Files	Add New User to Organization	Ask Wyoming Medicaid Inquiry	My Profile
Claim Status Inquiry	Upload Files	RA Reports	Add Existing User to Organization		Update Provider Demographics
Provider Warrant Summary	Claims		Update or Remove Users		Change Organization
Provider Locator	Electronic Attachments		Reset Password		Change Password
LT101 Inquiry	PASRR Level 1				Manage Proxies
Prior Authorization Inquiry					Manage Trading Partner IDs

You've logged into the organization displayed under the navigation bar on the right. This organization will be used to determine the Provider Number and Trading Partner IDs you can use for your transactions (i.e., Inquiries, Submissions and Retrievals). To change this organization, click 'Change Organization' and follow the instructions.

- Select Prior Authorization Inquiry

Prior authorizations are searchable by Provider Number, Client ID and PA Number.

Use the radio button to choose which search method the user would like to use. Once chosen, a dropdown box appears with the different search criteria options.

Provider ID Search:

- Complete:
 - Provider ID
 - From DOS
 - To DOS
 - NOTE:** From and To DOS - searches are limited to a 6 month span.
 Example: Search 07/01/2018 - 01/01/2019
 or Search 01/01/2018 - 07/01/2018
 - Click Submit

When the client ID is not entered, a list of all client PAs for this provider will be returned. A client ID is not required in this search.

Auth Num	Client ID	Provider	NPI	Taxonomy	COS	Status Date	Expiration Date	Status	Earliest FDOS	Latest LDOS
8888888001	[redacted]	990013600	1999991205	283X00000X	REHUB	2013-01-03	2013-01-09	APPROVED	2014-03-27	2014-04-30
8888888002	[redacted]	990013600	1999991205	332B00000X	DNE	2013-03-01	2014-02-01	APPROVED	2013-03-01	2014-02-01
8086800001	[redacted]	990013600	1999991205	208600000X	ORTHOTICS	2014-03-27	2014-04-30	APPROVED	2014-03-27	2014-04-30
8886868000	[redacted]	990013600	1999991205	332B00000X	DNE	2014-06-10	2014-08-15	APPROVED	2014-06-10	2014-08-15
8887986020	[redacted]	990013600	1999991205	332B00000X	DNE	2014-06-12	2014-08-12	APPROVED	2014-06-12	2014-08-12

Click on the Auth Num to view the PA detail page

Once on the PA detail page, the user can click on the print button for a paper copy.

Client ID Search:

- Complete:
 - Client ID
 - From DOS
 - To DOS

NOTE: From and To DOS - searches are limited to a 6 month span.

Example: Search 07/01/2018 - 01/01/2019

or Search 01/01/2018 - 07/01/2018

- Click Submit

LI	Status	From	To	LOC/PROC	M1	M2	M3	M4	Prov ID	NPI	Taxonomy	Requested Units	Requested Amount	Approved Units	Approved Amount	Used Units	Used Amount
01	APPROVED	2014-03-27	2014-04-30	11442					[redacted]	[redacted]	208600000X	1	\$475.00	1	\$475.00	0	\$475.00
02	APPROVED	2014-03-27	2014-04-30	11402					[redacted]	[redacted]	208600000X	3	\$345.00	3	\$345.00	0	\$345.00

Once on the PA detail page, the user can click on the print button for a paper copy.

Prior Authorization Number Search:

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Home > Inquiries > Prior Authorization Inquiry Detail

Prior Authorization Inquiry Detail

Prior Authorization Number: 8086800001 **COS:** ORTHOTICS
Client ID: [REDACTED]
Provider ID: [REDACTED] **NPI:** [REDACTED] **Taxonomy:** 208600000X
Status: APPROVED **Status Date:** 2014-03-27 **Expiration Date:** 2014-04-30
Diagnosis Codes:
Comments: PLEASE VERIFY DATES OF SERVICE NEEDED. HAD SEVERAL DIFFERENT RANGES. IF THE DATES LISTED ABOVE ARE NOT CORRECT, PLEASE SUBMIT A MODIFIED PA FORM WITH BOX #5 FILLED OUT WITH THE DATES NEEDED.

LI	Status	From	To	LOC/PROC	M1	M2	M3	M4	Prov ID	NPI	Taxonomy	Requested		Approved		Used	
												Units	Amount	Units	Amount	Units	Amount
01	APPROVED	2014-03-27	2014-04-30	11442					[REDACTED]	[REDACTED]	208600000X	1	\$475.00	1	\$475.00	0	\$475.00
02	APPROVED	2014-03-27	2014-04-30	11402					[REDACTED]	[REDACTED]	208600000X	3	\$345.00	3	\$345.00	0	\$345.00

Back New Search Modify Search Print

- Complete:
 - Prior Authorization Number
 - Click Submit

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Home > Inquiries > Prior Authorization Inquiry Detail

Prior Authorization Inquiry Detail

Prior Authorization Number: 8881904004 **COS:** PRO-AUTH
Client ID: [REDACTED]
Provider ID: [REDACTED] **NPI:** [REDACTED] **Taxonomy:**
Status: APPROVED **Status Date:** 2017-08-29 **Expiration Date:** 2017-09-28
Diagnosis Codes: C30.0 C30.0 C30.0 C30.0
Comments:

LI	Status	From	To	LOC/PROC	M1	M2	M3	M4	Prov ID	NPI	Taxonomy	Requested		Approved		Used	
												Units	Amount	Units	Amount	Units	Amount
01	APPROVED	2017-08-29	2017-09-28	78815					[REDACTED]	[REDACTED]	207RX0202X	1	\$2,290.93	1	\$2,290.93	0	\$2,290.93
02	APPROVED	2017-08-29	2017-09-28	70460					[REDACTED]	[REDACTED]	207RX0202X	1	\$203.28	1	\$203.28	0	\$203.28
03	APPROVED	2017-08-29	2017-09-28	70491					[REDACTED]	[REDACTED]	207RX0202X	1	\$231.04	1	\$231.04	0	\$231.04
04	APPROVED	2017-08-29	2017-09-28	70543					[REDACTED]	[REDACTED]	2085R0202X	1	\$662.28	1	\$662.28	0	\$662.28

Back New Search Modify Search Print

Once on the PA detail page, the user can click on the print button for a paper copy.