

# Web Portal Registration Tutorial

Revised 2/18/19



**Contents**

Registering for the Web Portal ..... 3

Setting Permissions..... 8

Creating a new user ..... 10

## Registering for the Web Portal

To register for the Web Portal, you will need your EDI Welcome Letter. This letter is sent to you once you have enrolled in Wyoming Medicaid EDI. If you are not currently enrolled in EDI, go to the forms section on the website <https://wymedicaid.portal.conduent.com/forms.html> and complete the EDI Enrollment Application and Agreement.



### 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

Provider

If you are an individual receiving Wyoming Medicaid services select

Client

For Information on Utilization and Care Management select

WYhealth

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

- Select Provider Portal from the left hand navigation bar.

- Under New Providers, click on Web Portal link

### Web Registration

Wyoming Medicaid requires registration for use of its secure functions. Step one is a verification process and step two is the creation/selection of your first Office Administrator (OA\*).

Please enter the following information and click 'Continue.' This information will be used for verification purposes only.

\* denotes required field(s)

\* Provider ID:  \* EIN/SSN:

\* Trading Partner ID:  \* Trading Partner Password:

\* Please have the following information available to create your OA: User ID, Last Name, First Name, Phone Number and E-mail. It is recommended you make yourself the first OA of your organization.

- Complete: Provider ID (use the Trading Partner/Submitter ID indicated on the Welcome Letter), EIN/SSN, Trading Partner ID (use the same number as in the Provider ID box) and the Trading Partner Password. Click Continue.

### Login Information

|                                       |                                  |
|---------------------------------------|----------------------------------|
| <b>Trading Partner Category</b>       | <b>Individual Provider</b>       |
| <b>Trading Partner Name</b>           | EDI TEST                         |
| <b>Trading Partner / Submitter ID</b> | [REDACTED]                       |
| <b>User Name</b>                      | [REDACTED]                       |
| <b>Password/User ID</b>               | [REDACTED]                       |
| <b>Submission Telephone Number(s)</b> | 1-800-334-2832 or 1-800-334-4650 |

### Web Registration - Confirm Profile

The information you provided retrieved this profile. If this is you, click 'Continue.' If this is not you, click 'Re-enter Information' below.

Organization: [REDACTED]      Provider Number: [REDACTED]  
 EIN: [REDACTED]      Trading Partner ID: [REDACTED]  
 NPI:  
 Address: 504 W 17th Street  
 STE 100  
 Cheyenne, WY 82001

          

- Verify Registration information is correct. Click Continue

### Web Registration - Add Additional Trading Partner IDs

The following list displays the Trading Partner IDs added to your organization profile. Only Trading Partner IDs in your profile will be used to reference transactions. If additional Trading Partner IDs need to be entered, please enter a Trading Partner ID and password and click 'Verify.' Repeat as necessary. When the list below represents all of your Trading Partner IDs, click 'Continue.'

\* denotes required field(s)

\* Trading Partner ID:       \* Trading Partner Password:            

#### Verified Trading Partner IDs

145527

    

- If you have additional Trading Partner IDs they can be entered here. If no additional information needs to be added, Click Continue.

## Serving Wyoming Medicaid Providers

### Web Registration - Create Your First Office Administrator

You must now create your first Office Administrator (OA) by creating a new user or assigning this privilege to an existing user.

An OA will have the authority to create/edit/delete the portal users within your office staff. Every organization must have at least one OA at any given time. If your sole OA is no longer a member of your staff, you must contact the Provider Relations Unit and have them assign you another OA. It is recommended you make yourself the first OA of your organization.

Please select one of the following options.

[Create a new user to be your first Office Administrator.](#)

[Assign an existing user to be your first Office Administrator.](#)

Cancel

- If you already have an Office Administrator for a different Trading Partner ID and would like to link the log ins, you can click on Assign an existing user to be your first Office Administrator.
- For a new Office Administrator, Click on Create a new user to be your first Office Administrator

### Web Registration - Create A New User As Your First Office Administrator

Enter the information below for your first Office Administrator (OA) and click 'Continue.'

Please follow the rules below for creating a unique User ID for the first OA in your organization. It is recommended that you create a User ID that can be easily remembered by you and your OA. If the User ID already exists in the Conduent Web Site, you will be prompted to create a different User ID.

- A User ID must have a minimum of 6 and a maximum of 14 characters.

\* denotes required field(s)

\* User ID:

\* Last Name:

\* E-mail:

\* Phone Number:

\* First Name:

\* Confirm E-mail:

Continue

Cancel

Reset

- Complete all fields. The User ID can be anything, please ensure to create one that is easy for you to remember. Click Continue.

## Web Registration - Confirm Your First Office Administrator

Please confirm the information entered for your Office Administrator (OA). If there is an error, click 'Re-enter Information.' If everything is correct, click 'Submit.'

User ID: 11111111  
Last Name: Johnson  
First Name: Joe  
E-mail: rachelj20@hotmail.com  
Phone Number: 7777777777

Submit

Cancel

Re-enter Information

- Confirm information entered is correct. Click Submit.
- You will be emailed a temporary password and will be required to log in and create a new password.

# Setting Permissions

After registering for the Web Portal and creating a new password, you will need to set your permissions for the website. Follow these steps to set your permissions.

## 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                                    |
|--|--|-------------------------------------|---|--|--|
| <a href="#">Eligibility Inquiry</a>      | <a href="#">Prior Authorization</a>    | <a href="#">View/Download Files</a> | <a href="#">Add New User to Organization</a>      | <a href="#">Ask Wyoming Medicaid Inquiry</a> | <a href="#">My Profile</a>                   |
| <a href="#">Claim Status Inquiry</a>     | <a href="#">Upload Files</a>           | <a href="#">RA Reports</a>          | <a href="#">Add Existing User to Organization</a> |  | <a href="#">Update Provider Demographics</a> |
| <a href="#">Provider Warrant Summary</a> | <a href="#">Claims</a>                 |                                     | <a href="#">Update or Remove Users</a>            |  | <a href="#">Change Organization</a>          |
| <a href="#">Provider Locator</a>         | <a href="#">Electronic Attachments</a> |                                     | <a href="#">Reset Password</a>                    |  | <a href="#">Change Password</a>              |
| <a href="#">LT101 Inquiry</a>            | <a href="#">PASRR Level 1</a>          |                                     |   |  | <a href="#">Manage Proxies</a>               |
|  |  |                                     |   |  | <a href="#">Manage Trading Partner IDs</a>   |

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.

- Under Manage Users click on Update or Remove Users

## Update or Remove Users - Search

To update or remove a user from your organization, first search for the existing user. You may reset a user's password from the Update User page. Please search for users by following the guidelines below.

- Enter partial information followed by "\*" to submit a wildcard search.
- Click 'Search' to view all users in your organization.

User ID:  Last Name:  First Name:

- Enter your User ID – these instructions can be used to update any user ID affiliated with your Trading Partner ID.

## Update or Remove Users

[<< Back to Update or Remove Users - Search](#)

Click the 'User ID' link to update that user's profile or reset his/her password. To remove one or more users, select the associated checkbox(es) and click 'Remove Users.'

### User List

| Last Name | First Name | User ID | Role | Remove |
|-----------|------------|---------|------|--------|
|           |            |         | OA   |        |

- Click on the User ID



**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                         |

**Submit**

**Cancel**

**Reset Password**

**Reset**

- Put a check mark in all appropriate boxes

Note: Office Administrator box will already be chosen. If choosing rights for another individual to review the RAs, ensure to put a check in both the Remittance Advice Viewer and Download Files.

- Click Submit. Ensure to log off, then log back in for all changes to become effective.

# Creating a new user

## 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                                    |
|--|--|-------------------------------------|---|--|--|
| <a href="#">Eligibility Inquiry</a>      | <a href="#">Prior Authorization</a>    | <a href="#">View/Download Files</a> | <a href="#">Add New User to Organization</a>      | <a href="#">Ask Wyoming Medicaid Inquiry</a> | <a href="#">My Profile</a>                   |
| <a href="#">Claim Status Inquiry</a>     | <a href="#">Upload Files</a>           | <a href="#">RA Reports</a>          | <a href="#">Add Existing User to Organization</a> |  | <a href="#">Update Provider Demographics</a> |
| <a href="#">Provider Warrant Summary</a> | <a href="#">Claims</a>                 |                                     | <a href="#">Update or Remove Users</a>            |  | <a href="#">Change Organization</a>          |
| <a href="#">Provider Locator</a>         | <a href="#">Electronic Attachments</a> |                                     | <a href="#">Reset Password</a>                    |  | <a href="#">Change Password</a>              |
| <a href="#">LT101 Inquiry</a>            | <a href="#">PASRR Level 1</a>          |                                     |   |  | <a href="#">Manage Proxies</a>               |
|  |  |                                     |   |  | <a href="#">Manage Trading Partner IDs</a>   |

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.

- Under Manage Users click on Add New User to Organization

|                 |                      |                   |                      |
|-----------------|----------------------|-------------------|----------------------|
| * User ID:      | <input type="text"/> |                   |                      |
| * Last Name:    | <input type="text"/> | * First Name:     | <input type="text"/> |
| * E-mail:       | <input type="text"/> | * Confirm E-mail: | <input type="text"/> |
| * Phone Number: | <input type="text"/> |                   |                      |

### Security Privileges

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

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

- Complete all fields including security privileges and click submit
- A temporary email will be emailed to the new user added