

Provider Training Calendar 2025

July – September

How To Register for Provider Training

Wyoming Medicaid providers are encouraged to register for provider training via the GoTo Webinar application as soon as possible.

To register, complete the following:

1. View the Provider Training Calendar.
2. Select the training you wish to register for and attend. The GoTo Webinar page opens in a browser window displaying the selected training, selection for dates and times available, and requested information required to complete registration.
3. Select the applicable date and time from the available options in the drop-down list.
4. Enter the provider's First Name, Last Name, and Email Address in the applicable fields.
5. Select **Register**.

Upon completion of the online registration, Providers receive a confirmation email from the GoTo Webinar application. The confirmation email contains key information, including:

- Date and time of the selected Provider training
- Join Webinar link – At the specified date and time, select this link to join the online Provider training
- A link for to check your computer system to ensure there are no connection issues during the online webinar (this checks your Operating System [OS], web browser, and internet connection strength)
- Options for audio during the webinar (computer audio or telephone)
- Webinar ID Number
- Option to cancel registration for the online Provider training

Provider Training Calendar 2025

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July

*Refer the *Provider Training Table* at the end of this document for additional information such as training descriptions, audiences, and estimated training duration.

Monday	Tuesday	Wednesday	Thursday	Friday
	01	02	03	04
07	08	09	10	11
				New Provider Training 1:00pm – 2:30pm
14	15	16	17	18
Waiver Open Session 1:00pm – 2:00pm				
21	22	23	24	25
		New Provider Training 10:00am – 11:30am		
28	29	30	31	
	Waiver Open Session 11:00am – 12:00pm			

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August

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Monday	Tuesday	Wednesday	Thursday	Friday
				01
04	05	06	07	08
	New Provider Training 1:00pm – 2:30pm		New IVR Training 9:30am – 11:00am	
11	12	13	14	15
	New IVR Training 2:00pm – 3:30pm	Domain Admin & User Training 10:00am – 11:00am		
18	19	20	21	22
		New IVR Training 10:30am – 12:00pm	New Provider Training 10:00am – 11:30am	
25	26	27	28	29
Domain Admin & User Training 11:00am – 12:00pm				



Provider Training Calendar 2025

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September

**Refer the Provider Training Table at the end of this document for additional information such as training descriptions, audiences, and estimated training duration.*

Monday	Tuesday	Wednesday	Thursday	Friday
01	02	03	04	05
		New Provider Training 10:00am – 11:30am		
08	09	10	11	12
		DME Billing & Denials Training 10:30am – 12:00pm		
15	16	17	18	19
	New Provider Training 1:00pm – 2:30pm			
22	23	24	25	26
			DME Billing & Denials Training 2:00pm – 3:30pm	
29	30			
	DME Billing & Denials Training 1:00pm – 2:30pm			

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Provider Training Table

Training	Provider Type	Description	Length
Waiver Open Session	Providers that bill Professional Claims	Training on common claim denials, how to resolve, web portal functions and wyomingmedicaid.com. After the training there will be a dedicated time for Q&A	1 Hour
New Provider Training	New Providers	An overview of the Wyoming Medicaid website and the Provider portal and the functions that can be used.	1.5 Hours
New IVR Training	All Provider Types	Training on new IVR system changes, navigation, and required info found in the Provider Portal. Q&A to follow.	1.5 Hours
Domain Admin & User Training	All Provider Types	Training on managing Domain Admin and User access—how to add, remove, or update users, assign roles and permissions, and update Domain Admins. Q&A to follow.	1 Hour
DME Billing & Denials Training	DME Providers	Training on DME billing processes, common denial reasons, how to resolve them, and invoice handling. Q&A to follow.	1.5 Hours