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

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](https://attendee.gotowebinar.com/rt/7823181810634619992)1:00pm – 2:30pm  |
| 14 | 15 | 16 | 17 | 18 |
| [Waiver Open Session](https://attendee.gotowebinar.com/rt/5677122030192663648)1:00pm – 2:00pm |  |  |  |  |
| 21 | 22 | 23 | 24 | 25 |
|  |  | [New Provider Training](https://attendee.gotowebinar.com/rt/7823181810634619992)10:00am – 11:30am  |  |  |
| 28 | **29** | **30** | 31 |  |
|  | [Waiver Open Session](https://attendee.gotowebinar.com/rt/5677122030192663648)11:00am – 12:00pm |  |  |  |

August

\*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 |
|  |  |  |  |  |
| 04 | 05 | 06 | 07 | 08 |
|  | [New Provider Training](https://attendee.gotowebinar.com/rt/852187930581414237)1:00pm – 2:30pm |  | [New IVR Training](https://attendee.gotowebinar.com/rt/2827528739601975381)9:30am – 11:00am |  |
| 11 | 12 | 13 | 14 | 15 |
|  | [New IVR Training](https://attendee.gotowebinar.com/rt/2827528739601975381)2:00pm – 3:30pm | [Domain Admin & User Training](https://attendee.gotowebinar.com/rt/8458092601070840406)10:00am – 11:00am |  |  |
| 18 | 19 | 20 | 21 | 22 |
|  |  | [New IVR Training](https://attendee.gotowebinar.com/rt/2827528739601975381)10:30am – 12:00pm | [New Provider Training](https://attendee.gotowebinar.com/rt/852187930581414237)10:00am – 11:30am |  |
| 25 | 26 | 27 | 28 | 29 |
| [Domain Admin & User Training](https://attendee.gotowebinar.com/rt/8458092601070840406)11:00am – 12:00pm |  |  |  |  |

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](https://attendee.gotowebinar.com/rt/3882649784429893982)10:00am – 11:30am |  |  |
| 08 | 09 | 10 | 11 | 12 |
|  |  | [DME Billing & Denials Training](https://attendee.gotowebinar.com/rt/6480634132655581017)10:30am – 12:00pm |  |  |
| 15 | 16 | 17 | 18 | 19 |
|  | [New Provider Training](https://attendee.gotowebinar.com/rt/3882649784429893982)1:00pm – 2:30pm |  |  |  |
| 22 | **23** | **24** | **25** | **26** |
|  |  |  | [DME Billing & Denials Training](https://attendee.gotowebinar.com/rt/6480634132655581017)2:00pm – 3:30pm |  |
| 29 | 30 |  |  |  |
|  | [DME Billing & Denials Training](https://attendee.gotowebinar.com/rt/6480634132655581017)1:00pm – 2:30pm |  |  |  |

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 |