

## **Wyoming Medicaid Contact Information Changes**

Wyoming Medicaid has consolidated the contact phone numbers for members to one number. This number is to the Customer Service Center (CSC) at 1-855-294-2127. Please be sure to listen to the available options for Travel Assistance, Eligibility, myHealthPortal, and reporting other insurance.

## **Medicaid Members – Register for New Secure Member Portal**

Wyoming Medicaid's new secure Member Portal, called myHealthPortal, is a one-stop shop for all member-specific Medicaid healthcare coverage details. Members can view their real-time information, find a doctor, and more within the myHealthPortal.

In order to access the secure myHealthPortal, members should first visit the new Wyoming Medicaid website at: <https://wyomingmedicaid.com/>

The secure myHealthPortal offers a series of online informational options for members, including the following:

- View member healthcare information, including demographic, eligibility, enrollment, other insurance, and cost share information for members registered to the account
- Search paid claims by date of service, claim type, provider name, or health plan
- Search member claims history information by date of service, claim number, and provider name
- Record any appointments with providers and send email alerts
- View the appointment calendar at any time
- Maintain a list of favorite providers to quickly access the provider information from the dashboard
- Search for providers based on multiple criteria

One of the primary benefits of the secure myHealthPortal is your ability to self-serve. The myHealthPortal allows members to perform certain tasks without the help of customer service. Some of these tasks include the following:

- Requesting a Medicaid card
- Checking member eligibility
- Viewing copayment information
- Tracking doctor visits
- Creating a transportation request

## **Registration Steps for Secure myHealthPortal**

In order to register for the new secure myHealthPortal, follow these steps online:

1. Visit the new [Wyoming Medicaid website](https://wyomingmedicaid.com/)
2. Click on **Member** tab
3. Select **myHealthPortal**

A Member Training, titled "myHealthPortal - Registration, Navigation, Self-Servicing," is located on the new Wyoming Medicaid website. It is housed within the [Member Training and Tutorials](#) area of the new website. To navigate to this area, please select Member Tab, then select Member Publications and Trainings, and then click Member Training and Tutorials.

If this is a member's first time visiting the new secure Member Portal, they will need to be a Medicaid member to register. To fulfill this requirement, please complete the required form, which includes the following information:

1. Relationship to Member (self, child, spouse, guardian)
2. Member First Name
3. Member Last Name
4. Member Date of Birth
5. Member ZIP code
6. Member ID

**Note:** Once all required information has been entered, click Next. To complete registration, members must provide additional details, accept the user agreement, and create a Personal Identification Number (PIN).

If you are not already a member with Wyoming Medicaid but would like to apply, please visit <https://www.wesystem.wyo.gov>.

For questions or assistance with registration, please contact Customer Service Center (CSC) at 1-855-294-2127 and select the myHealthPortal option.