



Wyoming
Department
of Health

myHealthPortal

Registration, Navigation, Self-Servicing

myHealthPortal

- This training provides instructions for registering, navigating, and self-servicing in myHealthPortal.
- You will learn how to:
 - Register for the first time
 - Navigate the portal
 - Perform Self-Service options such as:
 - Request a Medicaid Card
 - Check your eligibility
 - View copayment information
 - Track your doctor visits
 - Create a Transportation Request
- Logout of myHealthPortal



myHealthPortal Overview

The myHealthPortal is a one stop shop for your Medicaid healthcare coverage information. You can view real time information such as the services you are covered for, look up doctors, and much more, all at your fingertips. It's fast and simple! Register once and you will have access to all these great features.

You can access the myHealthPortal from Wyoming's Medicaid website.

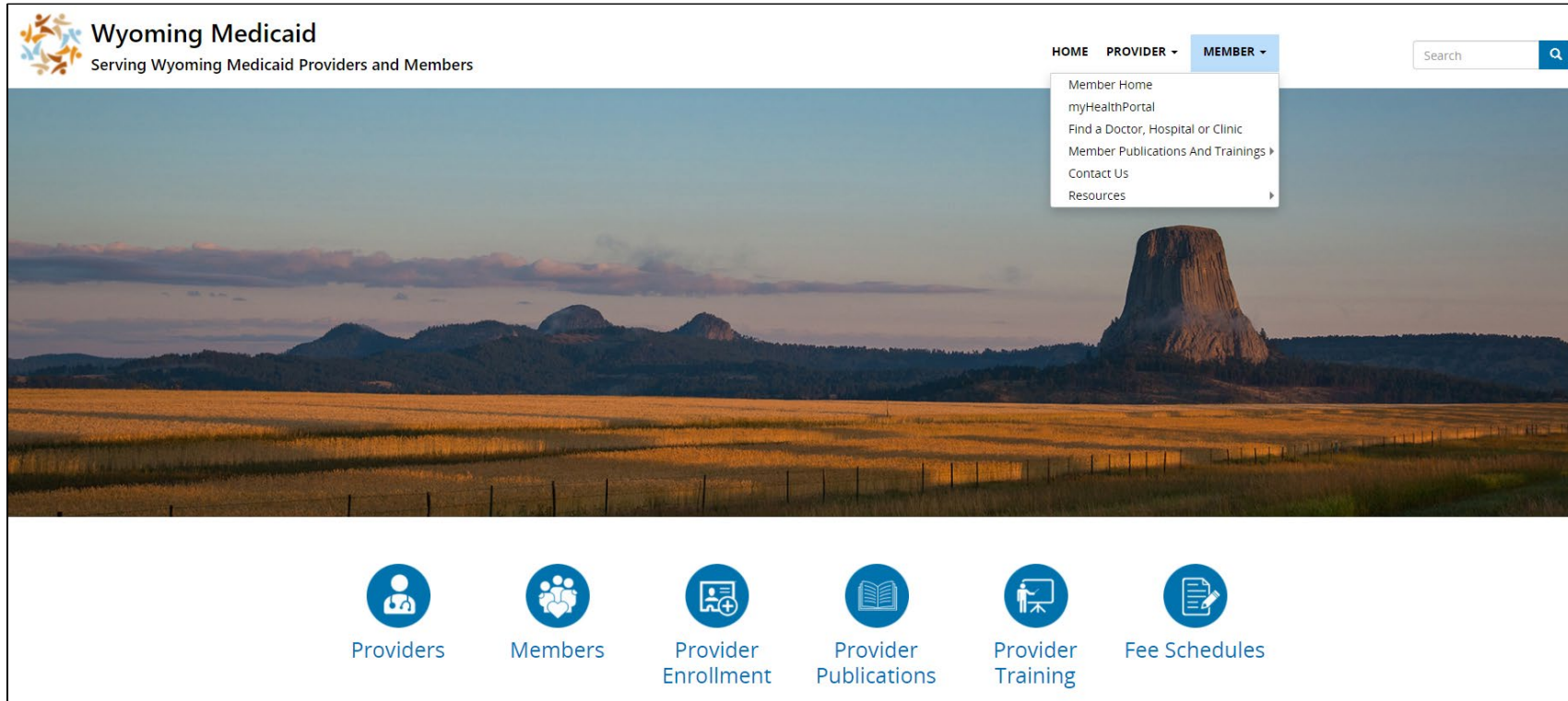


myHealthPortal Overview

Once you are a registered user, you will have the ability to:

- 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 the Member claims history information by date of service, claim number, and provider name.
- Record any appointments with a provider 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.

Accessing myHealthPortal



To access myHealthPortal:

1. Visit the Wyoming Medicaid website at <https://www.wyomingmedicaid.com/>.
2. Select the Member tab.
3. Click myHealth Portal.

Registering in myHealthPortal

The screenshot shows the myHealthPortal registration interface. The header includes the myHealthPortal logo and the Wyoming Department of Health. The main content area is titled "Registration" and features a list of required fields marked with an asterisk (*). The fields are: Relationship to Member? (a dropdown menu with "Self" selected), Member First Name, Member Last Name, Member Date of Birth (MM/DD/YYYY), Member Zip, and Member ID. A "Next" button is highlighted in green, and a "Clear" button is in grey. To the right of the form is a yellow informational box with a welcome message and a disclaimer. The footer contains copyright information and contact details for the Beneficiary Help Line.

myHealthPortal
Wyoming Department of Health

Registration

* = Required Fields

* Relationship to Member ?
Self

* Member First Name

* Member Last Name

* Member Date of Birth
(MM/DD/YYYY)

* Member Zip

* Member ID

» Next

Clear

Welcome to myHealthPortal!

The myHealthPortal is a one stop shop for your Medicaid healthcare coverage information. You can view real time information such as the services you are covered for, look up doctors, and much more, all this at your fingertips. It's fast and simple, register once and get instant access to both applications!

You are 3 easy steps away from accessing your healthcare coverage information-

1. Provide Registration Details
2. Accept User Agreement
3. Set your personal PIN

Once registered you can access both applications myHealthPortal at any time.
Let's get started!

⚠ Disclaimer: For questions or problems with registration, or if you have not received your PIN, please contact the myHealthPortal team at: [\[Agency/Department\] @ \[Agency/Department\].gov](#). You can also report problems to the Beneficiary Help Line at [Toll Free Number]/ [Phone Number] (TTY: [Toll Free Number]/ [Phone Number]) Monday through Friday 8 a.m. to 7 p.m.

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[\[Agency/Department\] @ \[Agency/Department\].gov](#)
Beneficiary Help Line : [Toll Free Number]/ [Phone Number]
TTY : [Toll Free Number]/ [Phone Number]

Medicaid and Non-Medicaid members can register in myHealthPortal. To do this complete the form, including:

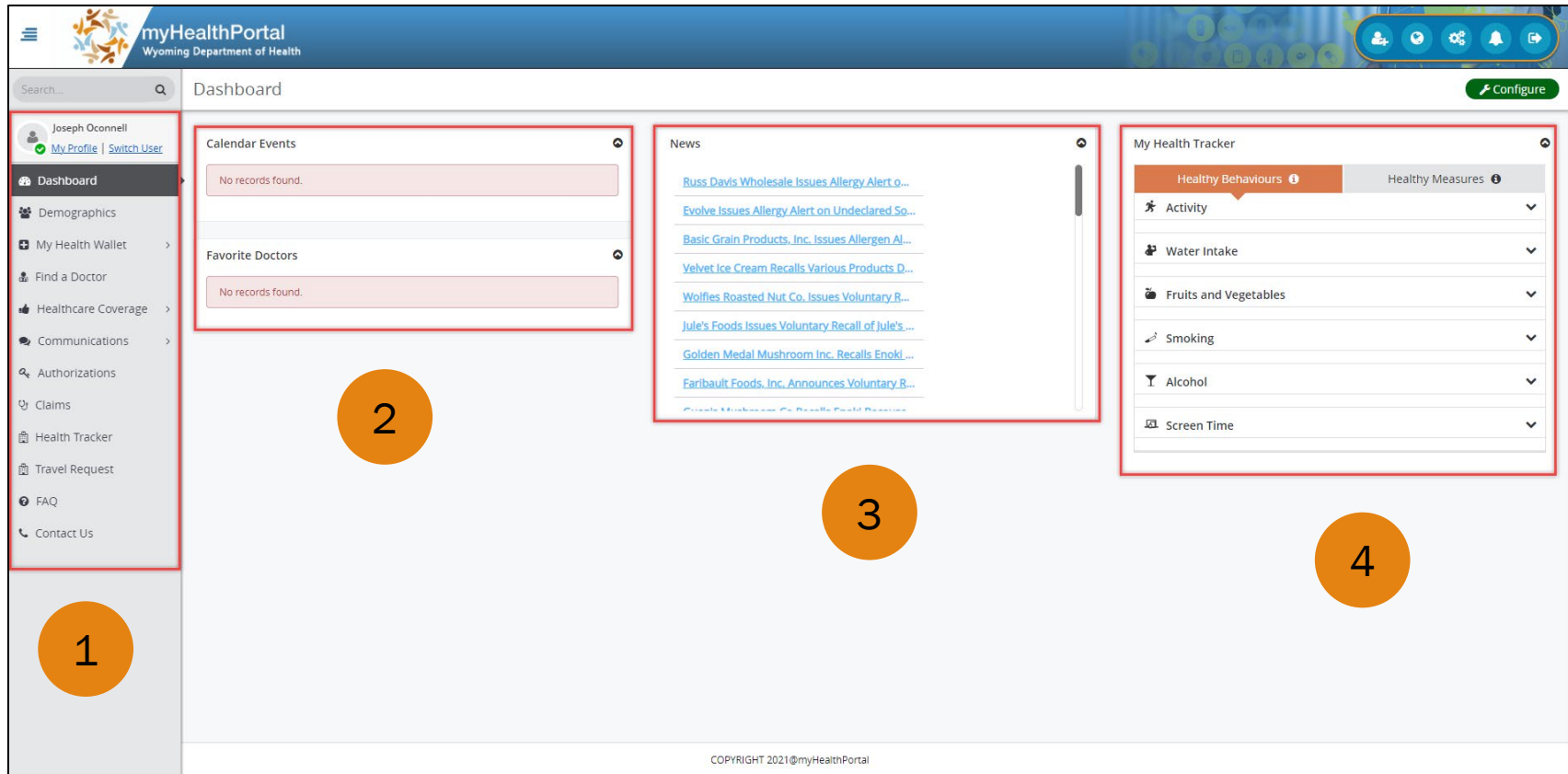
1. Relationship to Member
2. Member First Name
3. Member Last Name
4. Member Date of Birth
5. Member Zip
6. Member ID

Once you have entered all required information, click Next.

To complete your registration, you will need to provide additional details, accept the user agreement, and create a Personal Identification Number (PIN).

For questions or problems with registration contact Customer Service at email Wymemberservices@cns-inc.com.

Navigating Your myHealthPortal Dashboard



Navigating myHealthPortal is simple! It has been designed to provide you easy access to your details. Here are some basic navigation tips:

1. The left side navigation bar allows you to quickly access different parts of your account.
2. Calendar Events are displayed on your Dashboard.
3. News is available through hyperlinks.
4. My Health Tracker allows you to manage your health and reach your goals!

Self-Service Options in myHealthPortal

What can I do in myHealthPortal?

Self-Service Options in myHealthPortal

One of the key benefits of myHealthPortal is your ability to self-service. This means that you can perform certain tasks without the help of customer service. Some of these tasks include:

- Requesting a Medicaid Card
- Checking your eligibility
- Viewing copayment information
- Tracking your doctor visits
- Creating a Transportation Request

As you become more comfortable using myHealthPortal, you will find many more uses for this application.

Let's take a look at the functions you will use most frequently!

Requesting a Medicaid Card

The screenshot shows the myHealthPortal interface for the Wyoming Department of Health. The left sidebar contains a navigation menu with items: My Health Wallet, Health Card, Insurance, Financial, Health Coverage, Communications, Authorizations, Claims, Health Tracker, Travel Request, FAQ, and Contact Us. The 'Health Card' item is highlighted with an orange circle labeled '1'. The main content area displays a 'Health Card' section with a card image for Joseph Oconnell (ID: 0600372186) and a 'Request Card History' table. The table has columns for Card Status, Issue Count, Modified Date, Start Date, and End Date. The first row shows 'R-Replacement' with an issue count of 0, modified on 08/17/2021, starting on 08/17/2021, and ending on 12/31/2999. An orange circle labeled '2' points to the 'Health Card' link in the sidebar. Another orange circle labeled '3' points to the card image. A fourth orange circle labeled '4' points to the 'Print' and 'Request a Card' buttons in the top right corner, which are highlighted with a red box and a red arrow.

Card Status	Issue Count	Modified Date	Start Date	End Date
R-Replacement	0	08/17/2021	08/17/2021	12/31/2999

Life happens! We understand when you misplace your Medicaid Health Card. Printing or requesting a new card is easy. Follow these steps to replace your card:

1. Using the left side navigation bar, select My Health Wallet.
2. Next, click on Health Card.
3. Your Health Card displays.
4. Choose Print or Request a Card in the top right corner.

It's that simple!

Checking Eligibility and Copayment

Wondering what benefits you are eligible for? To look up your eligibility, follow these steps:

1. Using the left side navigation, select Healthcare Coverage.
2. Next, select Benefits.
3. Your Benefit Plans are displayed.
4. Click on the Details hyperlink for the plan details you want to view.

The screenshot shows the myHealthPortal interface for the Wyoming Department of Health. The left navigation menu is visible, with 'Healthcare Coverage' and 'Benefits' highlighted. The main content area displays a table of benefit plans. The table has columns for 'Benefits Plan Name', 'Start Date', 'End Date', and 'Details'. Two plans are listed: 'Medicaid Comprehensive Child Waiver' and 'Medicaid Child Standard Full Coverage'. The 'Details' column for each plan contains a 'Click to view details' link. A yellow banner at the bottom of the table states 'Eligibility is determined on a month to month basis.' The footer of the page reads 'COPYRIGHT 2021@myHealthPortal'.

Benefits Plan Name	Start Date	End Date	Details
Medicaid Comprehensive Child Waiver	10/01/2019	12/31/2999	Click to view details
Medicaid Child Standard Full Coverage	10/01/2019	12/31/2999	Click to view details

Checking Eligibility and Copayment

Your plan details are now displayed on the screen.

You can click on any of the Services Covered hyperlinks to view your:

- Copayment amount.
- Benefit start date.
- Benefit end date.

When you are done viewing your benefit eligibility, simply click the Back button in the top right corner or use your left navigation to move to a different area of myHealthPortal.

myHealthPortal
Wyoming Department of Health

Search... Benefits » Medicaid Comprehensive Child Waiver

Joseph Oconnell
My Profile | Switch User

Dashboard
Demographics
My Health Wallet
Find a Doctor
Healthcare Coverage
Benefits
Cost Share
Benefits Utilization
Communications
Authorizations
Claims
Health Tracker
Travel Request
FAQ
Contact Us

Services Covered

- [Home Health Care](#)
- [General Benefits](#)
- [Respite Care](#)
- [Non-Medical Equipment \(non DME\)](#)
- [Health Benefit Plan Coverage](#)
- [Pre-Admission Testing](#)
- [Home Health Visits](#)
- [Social Work](#)
- [Medically Related Transportation](#)

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« 1 »

⚠ If you have any questions about your coverage information or would like to select or change your health plan, please click on the link and follow the steps

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Searching for a Doctor

The screenshot shows the myHealthPortal interface for finding a doctor. On the left, a navigation menu has 'Find a Doctor' highlighted with a red box and a large orange circle with the number '1'. The main content area is titled 'Find a Doctor' and contains search criteria sections. The 'Search by Name' section has a text input field and a 'Search by Type' dropdown menu, both enclosed in a green box with an orange circle '2'. The 'Search by Specialty' section has a text input field. The 'Location' section includes radio buttons for 'Profile', 'Current Location', and 'Other', followed by input fields for 'Door No., Street Name', 'City', 'State', and 'Zip Code', and a 'Radius within' dropdown menu. This entire location section is enclosed in a green box with an orange circle '3'. At the bottom, a red arrow points to a green 'Search' button, which is also highlighted with an orange circle '4'. A 'Clear' button is next to it. The footer shows 'COPYRIGHT 2021@myHealthPortal'.

myHealthPortal allows you to search for a doctor using the following search simple steps:

1. From the left side navigation, select Find a Doctor.
2. On the Find a Doctor page, enter search criteria. You can search by:
 - Name
 - Type
 - Specialty
3. Select your location. myHealthPortal will find doctors within a specified distance from your location.
4. Click Search and you are on your way to finding a doctor.

Searching for a Doctor - Results

The screenshot displays the myHealthPortal interface for the Wyoming Department of Health. The user is logged in as Joseph Oconnell. The left sidebar contains navigation links: Dashboard, Demographics, My Health Wallet, Find a Doctor (highlighted), Healthcare Coverage, Communications, Authorizations, Claims, Health Tracker, Travel Request, FAQ, and Contact Us. The main content area is titled "Doctor Results" and shows "1 Matched Doctors". A search bar at the top right of the results section includes "Modify Search" and "Start Over" buttons. Below the search bar, a "Save this Search Criteria" button is visible. A disclaimer states: "Provider information displayed came from the provider. If this information is incorrect, the provider must follow proper procedures to update this." The doctor's profile for "Joan Health Care" is displayed, including their name, type (PHYSICIANS), and specialty (Internal Medicine, Pulmonary Disease; Radiology, Diagnostic Radiology). The primary address is 4263 Nunancleo Dr, 100 E B St Fl 3, Casper, Wyoming 82601, and the telephone number is 345-432-3442. Action buttons for "Add to Favorites", "Add to My Calendar", and "Email" are located at the top right of the doctor's profile card. A pagination control at the bottom of the results section shows "1" of 1 results.

Your doctor search results are then displayed. Here, you can:

- Add to Favorites
- Add to your Calendar
- Email the doctor's office

You can use the doctor's contact information from this screen to schedule an appointment.

Tracking Doctor Appointments

Add to My Calendar

* = Required Fields

Title

* Date
(MM/DD/YYYY)

* Start Time
(hh:mm AM/PM)

09:18 AM

End Time
(hh:mm AM/PM)

09:18 AM

Description

Email Alert

Select Days

⚠ Disclaimer: The calendar is for your personal use. Adding an event to the calendar does not schedule an appointment. Please call the doctor's office if you wish to make an appointment.

✔ Submit

↺ Clear

✖ Cancel

Once you have scheduled your appointment directly with the doctor's office, you can track your appointments using myHealthPortal. From the Find a Doctor search results page:

1. Click Add to My Calendar.
2. Enter the Title, Date, Start Time, Description, and Email Alert options.
3. Click Submit to add to your calendar.

Calendar events are displayed on your Dashboard page.

Tracking Doctor Appointments - Calendar

The screenshot displays the myHealthPortal interface for the Wyoming Department of Health. The user is logged in as Joseph Oconnell. The dashboard is divided into several sections:

- Calendar Events:** A section on the left showing a calendar for May 2021. A specific event is highlighted: "Dr. Appointment" on May 12, from 09:43 AM to 09:43 AM. A green button labeled "More Events" is visible below the event.
- Favorite Doctors:** A section below the calendar events, currently showing "No records found."
- News:** A central section displaying a list of news articles with blue links, including "Hershey Voluntarily Recalls Hershey's Choc...", "Frito-Lay Issues Voluntary Allergy Alert on U...", "Russ Davis Wholesale Issues Allergy Alert o...", "Evolve Issues Allergy Alert on Undeclared So...", "Basic Grain Products, Inc. Issues Allergen Al...", "Velvet Ice Cream Recalls Various Products D...", "Wolfies Roasted Nut Co. Issues Voluntary R...", "Jule's Foods Issues Voluntary Recall of Jule's...", and "Golden Medal Kitchens for People Food".
- My Health Tracker:** A section on the right with two tabs: "Healthy Behaviours" (selected) and "Healthy Measures". Under "Healthy Behaviours", there are several categories with expandable dropdown menus: Activity, Water Intake, Fruits and Vegetables, Smoking, Alcohol, and Screen Time.

The bottom of the page includes a copyright notice: "COPYRIGHT 2021@myHealthPortal".

Once you have successfully added your appointment to your calendar, you can use your Dashboard to view Calendar Events.

The calendar is for your personal use. Adding an event to the calendar does not schedule an appointment. Please call the doctor's office if you wish to make an appointment.

Creating a Travel Request

myHealthPortal
Wyoming Department of Health

Search...

Joseph Oconnell
My Profile | Switch User

Dashboard
Demographics
My Health Wallet
Find a Doctor
Healthcare Coverage
Communications
Authorizations
Claims
Health Tracker
Travel Request
FAQ
Contact Us

Wyoming Medicaid - Travel Request Information

Travel Request Form

3

Create Travel Request

In some cases, Wyoming Medicaid may provide assistance for costs associated with travel to medical appointments. Review the [Wyoming Member Travel Assistance Reference Guide](#). If you would like to request travel assistance for private automobile transportation, you can do so by entering your request online. [Submit Personal Travel Request](#)

For other types of travel requests, or if you need assistance, please contact the Customer Service Center (855)-294-2127 and select Travel Assistance.

* Search by Date Range (MM/DD/YYYY) Start 06/25/2021 End 08/24/2021 Range Q Search

Requested Travel List

Request ID	Type of Travel	Status	View/Upload Documents
75000643	Personal car	Initial Validation Completed	Click here to View/Upload Documents

Showing 1 - 1 out of 1

2

1

As a Wyoming Medicaid Member, you may request assistance for the costs associated with travel to your medical appointment.

You can create a Travel Request in myHealthPortal in a few simple steps!

If you require assistance with your request, please contact the customer service line at 1-855-294-2127.

1. From the left navigation, select Travel Request.
2. From the Travel Request page, you can view existing requests.
3. You can also submit a personal travel request form for a new request.

Completing the Travel Request Form

The screenshot shows the myHealthPortal interface for a Travel Request form. The form is titled "Travel Request" and includes a search bar and a user profile for Joseph Oconnell. The form is divided into sections, with "SECTION 1- Travel Information" highlighted. The form includes fields for Member Name, Medicaid ID Number, Age, Date of Travel (Leaving/Returning), Appointment Date, Appointment Time, and a section for Doctor/Office Visiting (Name, Address, City, State, Zip). A "Validate Address" button is located below the address fields, and a "Next" button is at the bottom right. Four orange circles with numbers 1 through 4 are overlaid on the form to indicate the steps: 1. Date of Travel and Appointment Date; 2. Name of Doctor/Office you are visiting and the Doctor's Address; 3. Click Validate Address; 4. Click Next.

myHealthPortal
Wyoming Department of Health

Search... Joseph Oconnell
My Profile | Switch User

Dashboard
Demographics
My Health Wallet
Find a Doctor
Healthcare Coverage
Communications
Authorizations
Claims
Health Tracker
Travel Request
FAQ
Contact Us

Travel Request

SECTION 1- Travel Information

Disclaimer: A Travel Request submission does not guarantee payment.

Member Name: Joseph Oconnell
Age: 20
Medicaid ID Number: 0600372186

Date of Travel (leaving/returning):
Leaving: [Date Picker] Returning: [Date Picker]

Appointment Date: [Date Picker] Appointment Time (hh:mm): [Time Picker]

Please indicate travel type:
☒ Personal car ☐ Driven by family/friend

Name of Doctor/Office Visiting:
[Text Field]

Doctor's Address:
[Text Field]

City: [Text Field] State: [Dropdown] Zip: [Text Field]

Enter Address and 5-digit Zip code to Validate the Address.

Validate Address

Next

When you need to submit a new Travel Request, click the Submit Personal Travel Request Form hyperlink. This launches the form.

Complete the required fields including:

1. Date of Travel and Appointment Date
2. Name of Doctor/Office you are visiting and the Doctor's Address
3. Click Validate Address.

myHealthPortal only requires the Doctor's Address and Zip Code fields to be populated prior to clicking Validate Address. The system will display the message "Address validation successful."

4. Click Next.

Completing the Travel Request Form

The screenshot displays the 'myHealthPortal' interface for a 'Travel Request'. The user is logged in as Joseph Oconnell. The left sidebar contains navigation links: Dashboard, Demographics, My Health Wallet, Find a Doctor, Healthcare Coverage, Communications, Authorizations, Claims, Health Tracker, Travel Request (selected), FAQ, and Contact Us. The main content area is titled 'SECTION 2- Member Information' and contains several form fields:

- Preferred Contact:** Radio buttons for Phone (selected), Email, and Other.
- Phone:** Text input field.
- Email:** Text input field.
- Additional Person of Contact (if no personal email or phone):** Text input field.
- Phone:** Text input field.
- Email:** Text input field.
- Mailing Address:** 589 Michael Dr, Sheridan, WY, 82801.
- Is Physical Address Same as Mailing Address:** Radio buttons for Yes and No (No is selected).
- Full Physical Address:** Text input field.
- City:** Text input field.
- State:** Dropdown menu with 'Select'.
- Zip:** Text input field.
- Validate Address:** Green button.
- Person Requesting/Payee (receives payment for travel):** Text input field.
- Is Payee Address same as Physical Address:** Radio buttons for Yes and No (No is selected).
- Payee Address:** Text input field.

A yellow banner at the bottom of the form area reads: 'Enter Address and 5-digit Zip code to Validate the Address.' The footer of the page includes the copyright notice: 'COPYRIGHT 2021 @myHealthPortal'.

Next, you will be required to enter your Member information.

Complete the required fields indicated by an *:

- Preferred Contact Method
- Mailing Address
- Person Requesting/Payee

Click Submit to complete your Travel Request.

Click Next to continue for members who are 20 years or younger.

Completing the Travel Request Form

The screenshot shows the 'myHealthPortal' interface for the Wyoming Department of Health. The user is logged in as Joseph Oconnell. The 'Travel Request' form is displayed, specifically 'SECTION 3- Member 20 years or younger'. The form contains the following questions and options:

- Total mileage will be over 400 miles round trip *or* 150 miles round trip with multiple appointments on consecutive days:
☒ Yes ☐ No
- Member is inpatient at the facility:
☒ Yes ☐ No
- Does this travel request include an overnight stay?
☒ Yes ☐ No
- Lodging for appointment:
Select [dropdown menu]

At the bottom right of the form section, there are two buttons: '< Prev' and 'Submit'.

For members who are 20 years or younger, the final step is to answer three Yes or No questions about the travel request.

- Is total mileage over 400 miles round trip, or 150 miles round trip with multiple appointments on consecutive days?
- Is member inpatient at the facility?
- Does this travel request include an overnight stay?

Click Submit to complete your Travel Request.

Completing the Travel Request Form

Your Travel Request has been successfully submitted!

You can see that a new Request ID has been created, and you can view the request or upload documents by clicking on the hyperlink in the View/Upload Documents column.

You can visit this page anytime in myHealthPortal to view the status of your Travel Request.

Wyoming Department of Health

Travel details has been submitted successfully.

Wyoming Medicaid - Travel Request Information

Travel Request Form

Create Travel Request

As a Wyoming Medicaid Member you may request assistance for the costs associated with travel to your medical appointment. If you require assistance with your request, please contact the customer service line at 1-855-294-2127.

[Submit Personal Travel Request Form](#) to Request/Reimburse Travel Request.

Search by Date Range (MM/DD/YYYY) Start 03/07/2021 End 05/06/2021 Range Search

Requested Travel List

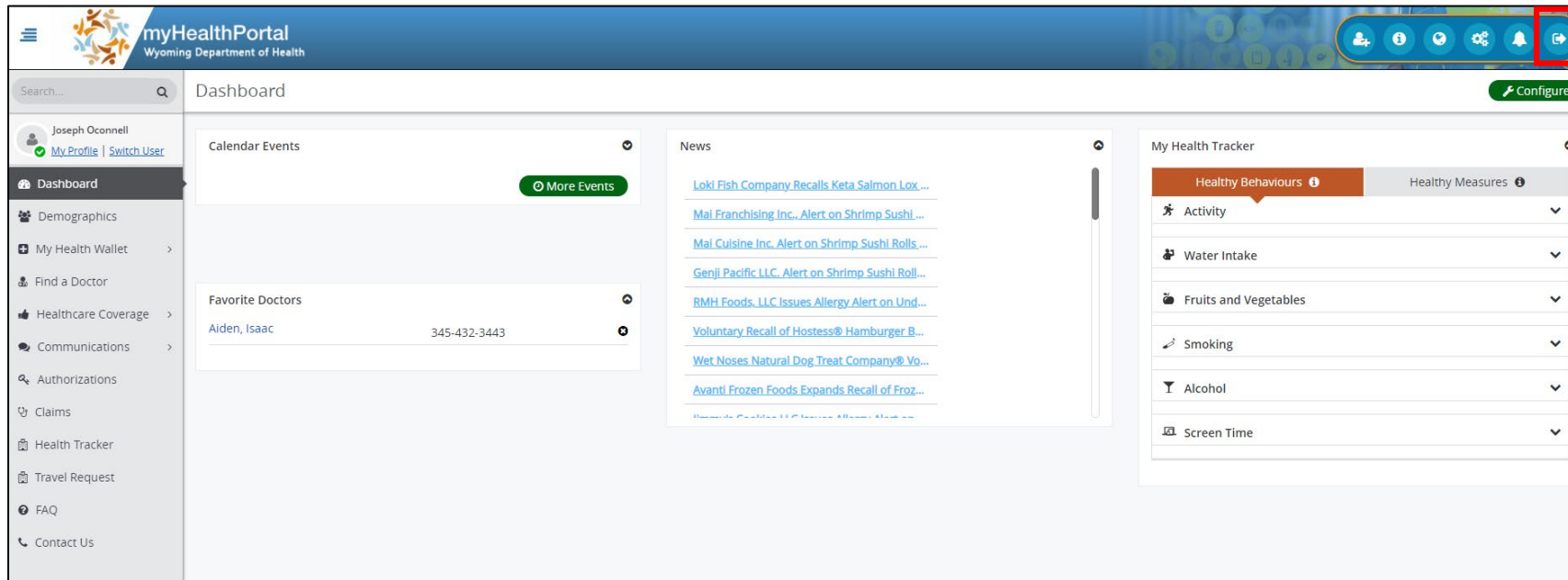
Request ID	Type of Travel	Status	View/Upload Documents
75000382	Personal car	Initial Validation Pending	Click here to View/Upload Documents
75000381	Personal car	Initial Validation Pending	Click here to View/Upload Documents
75000343	Driven by family/friend	Initial Validation Pending	Click here to View/Upload Documents
75000342	Personal car	Initial Validation Pending	Click here to View/Upload Documents
75000341	Personal car	Initial Validation Pending	Click here to View/Upload Documents

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Logout of myHealthPortal

To logout of the myHealthPortal, click the logout icon on the top right.



myHealthPortal - Summary

- In this training, you received instructions for registering, navigating, and self-servicing in myHealthPortal.
- You learned how to:
 - Register for the first time
 - Navigate the portal
 - Perform Self-Service options such as:
 - Request a Medicaid Card
 - Check your eligibility
 - View copayment information
 - Track your doctor visits
 - Create a Transportation Request
 - Logout of myHealthPortal





Wyoming
Department
of Health

Thank you

Registration, Navigation, Self-Servicing