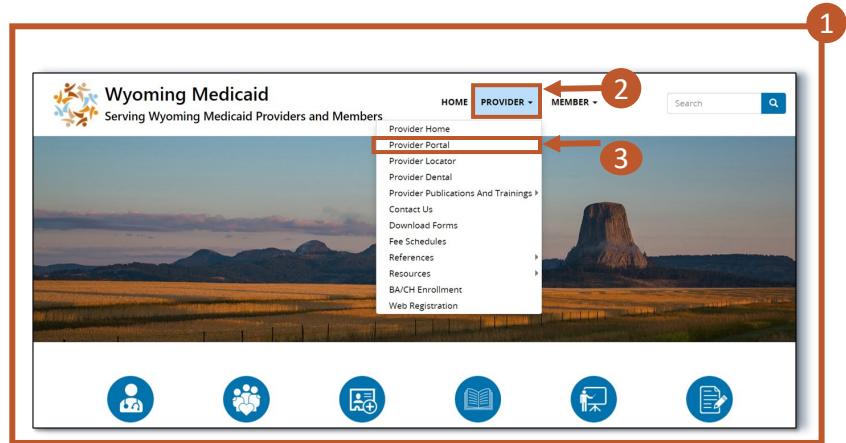
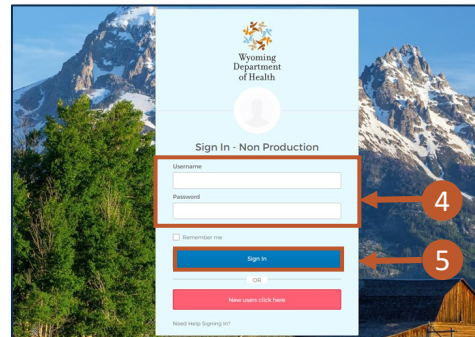


Accessing the Provider Portal

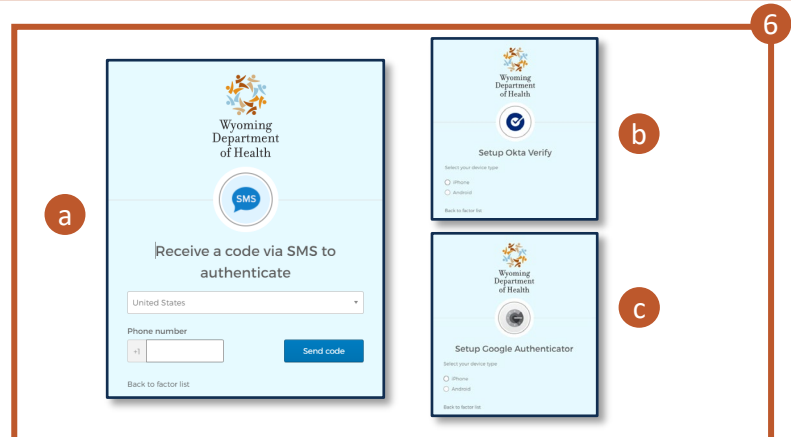
1. Use the following link to access the Medicaid website at:
<https://www.wyomingmedicaid.com>
2. Select **Provider**.
3. Select **Provider Portal**.



4. Log in to the Provider Portal with your Single Sign-On (SSO) **Username** and **Password**.
5. Select **Sign In**.

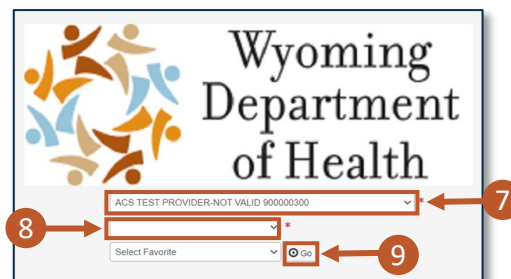


6. Verify authentication based on your setup selection:
 - a) For SMS, select **Send code**
 - b) If you selected an OKTA push, accept the push
 - c) If you chose Google Authenticator, enter that code



Note: If you have multiple Provider IDs, select the Provider ID.

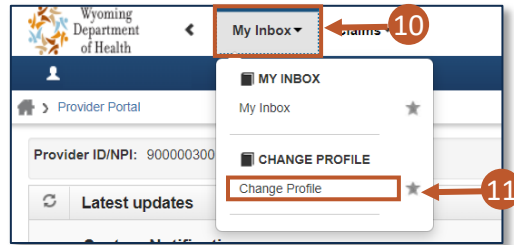
7. Select the domain you want to work in from the **Domain** drop-down list.
8. Select **Claims Inquire** or **Claims Inquiry only**.
9. Select **Go**.



Accessing the Provider Portal Cont'd

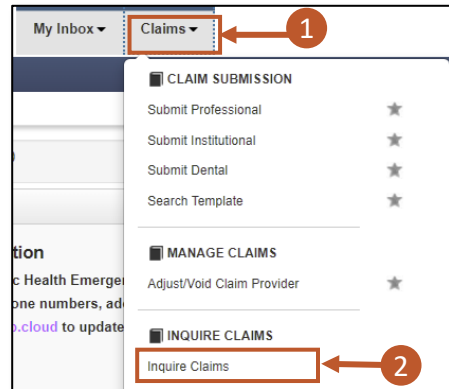
If you are already logged into the Provider Portal, you can change your profile:

10. Select **My Inbox**.
11. Select **Change Profile**.

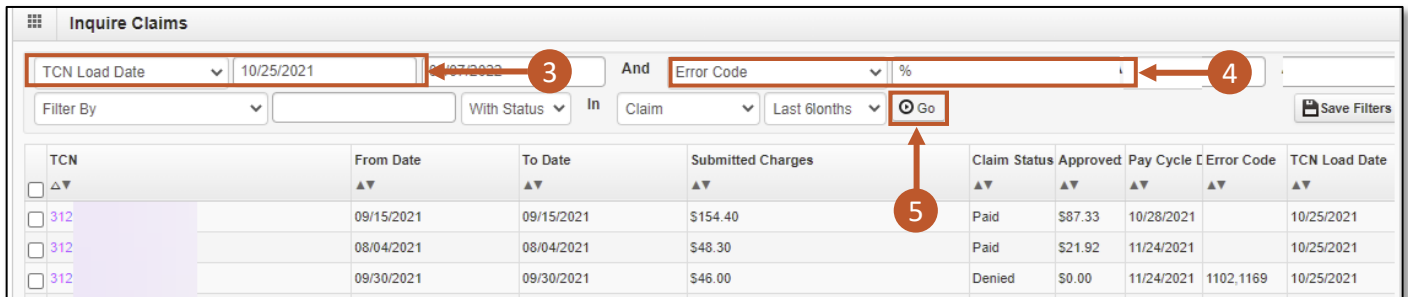


Finding Your Claims

1. Select **Claims**.
2. Select **Inquire Claims**.



3. Select the **first filter criteria** from the drop-down list, such as TCN Load Date, would be the day the claim was submitted.
 4. Select **Error Code** from the second drop-down list.
- Note:** Use the percent (%) sign as a wild card feature to search any error code. This can be used on several filter options. It adds that column to your search results.
5. Select **Go**.



6. Select the appropriate **TCN** (the TCNs contain a link to the header level details of the claim). A window opens with the header level details of the claim.



Reading the Error, Reason, and Remark Codes

Note: Error, Reason, and Remark codes are hidden as shown below.

1. Select the down arrow to open the **Error, Reason, and Remark Codes** grid to reveal the codes.



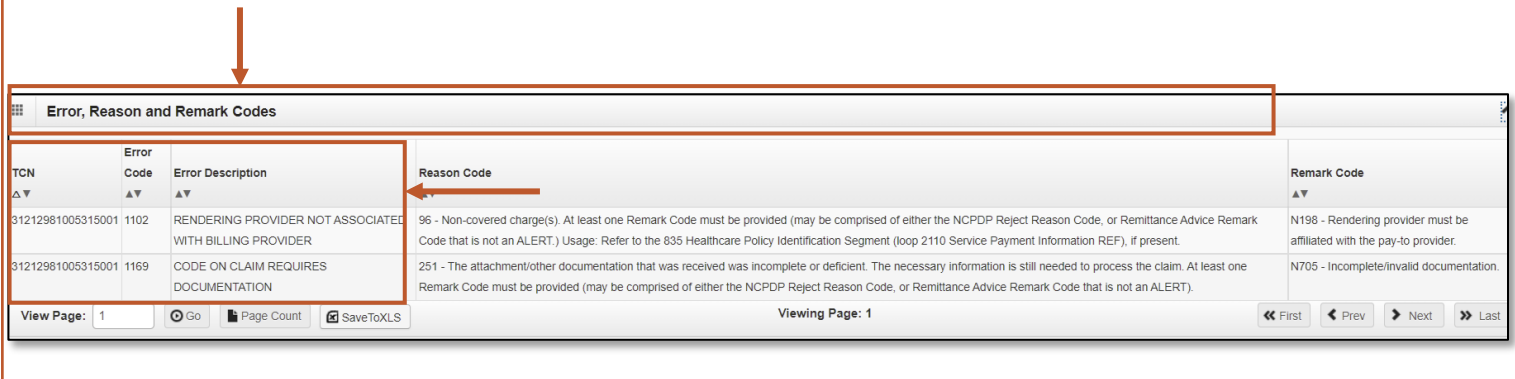
Header TCN: 31212981005315000
 Beneficiary ID: 192074140 Name: Breckay, Inekafaz

Error, Reason and Remark Codes (collapsed)

Header Details

2. Locate the specific line of the claim that each error code (**Error Code** column) is associated with along with the error description (**Error Description** column).

Note: The Reason Codes and Remark Codes are also listed in this grid.



TCN	Error Code	Error Description	Reason Code	Remark Code
31212981005315001	1102	RENDERING PROVIDER NOT ASSOCIATED WITH BILLING PROVIDER	96 - Non-covered charge(s). At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Usage: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.	N198 - Rendering provider must be affiliated with the pay-to provider.
31212981005315001	1169	CODE ON CLAIM REQUIRES DOCUMENTATION	251 - The attachment/other documentation that was received was incomplete or deficient. The necessary information is still needed to process the claim. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT).	N705 - Incomplete/invalid documentation.

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