

Provider Single Sign-On Registration User Guide

Prepared for:

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Security: N = No Restriction

Table of Contents

Purpose and Scope.....	3
Browser Compatibility	3
Document Conventions	3
Chapter 1 – Registering Your Provider Account	5
Chapter 2 – Single Sign-On.....	14
Chapter 3 – Navigating the SSO Landing Page.....	15
Chapter 4 – Updating an SSO Account.....	16

Figures

Figure 8. SSO Landing Page	12
Figure 3. SSO Landing Page	15

Tables

Table 1. Acronyms.....	18
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Purpose and Scope

Wyoming Medicaid is a federal and state program that provides health and long-term care coverage to low-income children, parents, seniors, and people with disabilities living in Wyoming. You can find Information about the Wyoming Medicaid program at <https://www.wyomingmedicaid.com/>.

You'll find a **Providers** quick access link on the Wyoming Medicaid Home page. It gives you access to both information related to Medicaid service providers and the Provider Portal. After registering with Wyoming Medicaid, you can sign into the Provider Portal and view information about your provider account and perform various actions, such as enrolling a Billing Provider/Clearing House.

Wyoming Medicaid provides the option to sign into your application(s) on the Provider Portal using a single sign-on (SSO) username and password. Once you sign in, the landing page displays your application(s). Select the icon for the desired application, and the application opens in a new browser window where you're automatically signed in. There is no need to sign into each application separately.

Before you can register for the Provider Portal, you must have received the following two emails from Wyoming Medicaid:

- Welcome email containing your Provider ID and temporary ID for registration.
- Security email containing your Provider ID and temporary key needed for registration.

You will not be able to use this document or proceed with the registration process without those two emails. This document provides the instructions you need to register the sign-in credentials from these letters with Okta, the management service that processes SSO user credentials. You will also need your Tax ID (EIN or SSN).

Browser Compatibility

The security features of the Wyoming Medicaid website require that you use one of the following web browser versions or later:


- Google Chrome Version 90.0.4430.212 (64-bit)
- Firefox Version 88.0.1
- Microsoft Edge Version 90.0.818.62 (64-bit)

Document Conventions

This document uses the following conventions:

- The terms "you" and "user" in this document refer to the Provider Administrator who registers the Provider account for access to the Provider Portal.

- An **Important Note**, presented in the following style:

 Provides important information the user needs to observe or act upon.

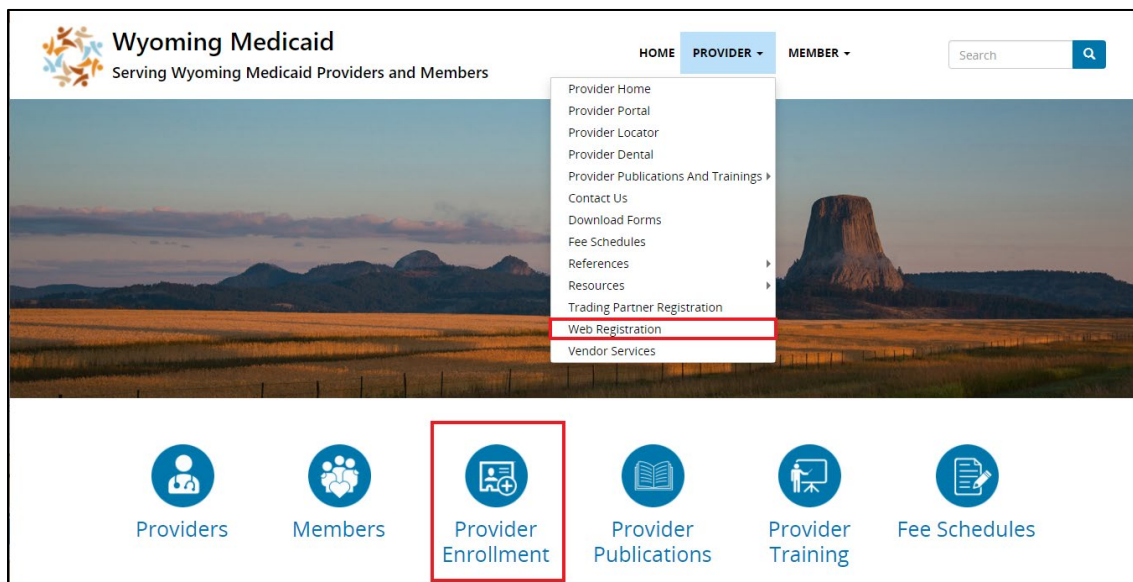
Chapter 1 – Registering Your Provider Account

The Wyoming Medicaid website at <https://www.wyomingmedicaid.com> provides two options for accessing the **Wyoming Department of Health Sign In** page where you will begin your registration for the Provider Portal.

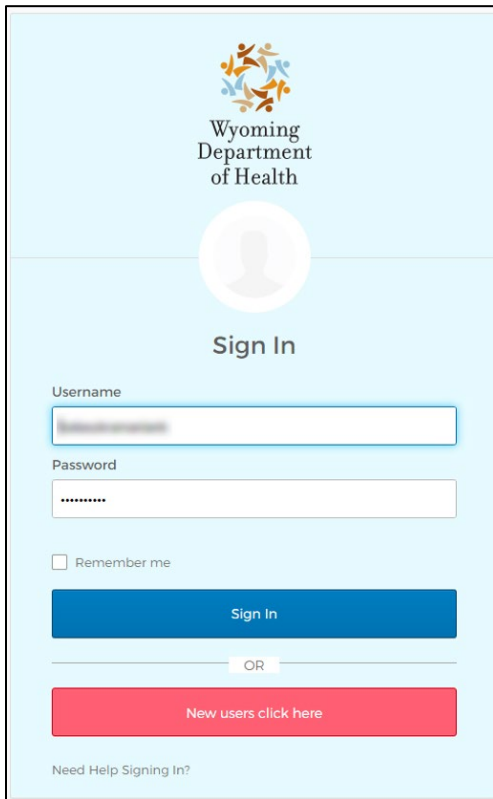
1. Do one of the following:
 - Select the **Provider Enrollment** quick-access icon on the Wyoming Medicaid web page.

OR

- Select the **Provider** tab at the top of the Wyoming Medicaid web page and select **Web Registration** from the menu.



The **Wyoming Department of Health Sign In** page displays.



The screenshot shows the 'Sign In' page for the Wyoming Department of Health. At the top is the department's logo and name. Below that is a circular placeholder for a user profile picture. The main heading is 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A blue 'Sign In' button is positioned below the checkbox. Underneath the button is the word 'OR' in a small box. Below 'OR' is a red button labeled 'New users click here'. At the bottom left, there is a link that says 'Need Help Signing In?'.

2. Enter the **Username** and **Password** fields with the sign-in credentials you received from the Agency and select **New users click here**.

The **Create Account** page displays.



The screenshot shows the 'Create Account' page for the Wyoming Department of Health. At the top is the department's logo and name. Below that is the heading 'Create Account'. There are five input fields: 'Username *', 'First name *', 'Last name *', 'Email *', and 'Mobile'. At the bottom of the form are two buttons: a blue button with a left arrow labeled 'Back to Sign In' and a blue button with a right arrow labeled 'Register'.

3. On the **Create Account** page, create and enter a new username in the **Username** field, enter your first name, last name, email, and mobile phone number (optional) in the appropriate fields, and select **Register**.



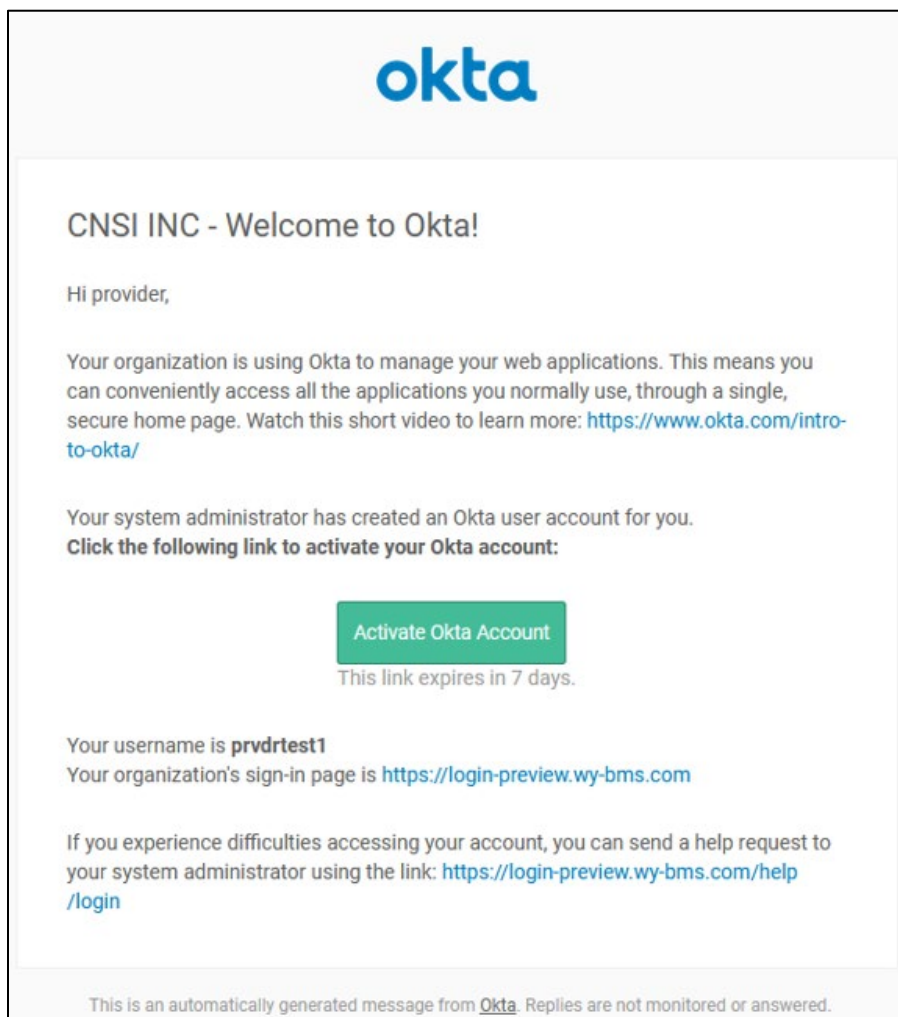
The username you enter is your personal ID. Usernames are unique to each user.

The **Registering as** pop-up message displays.

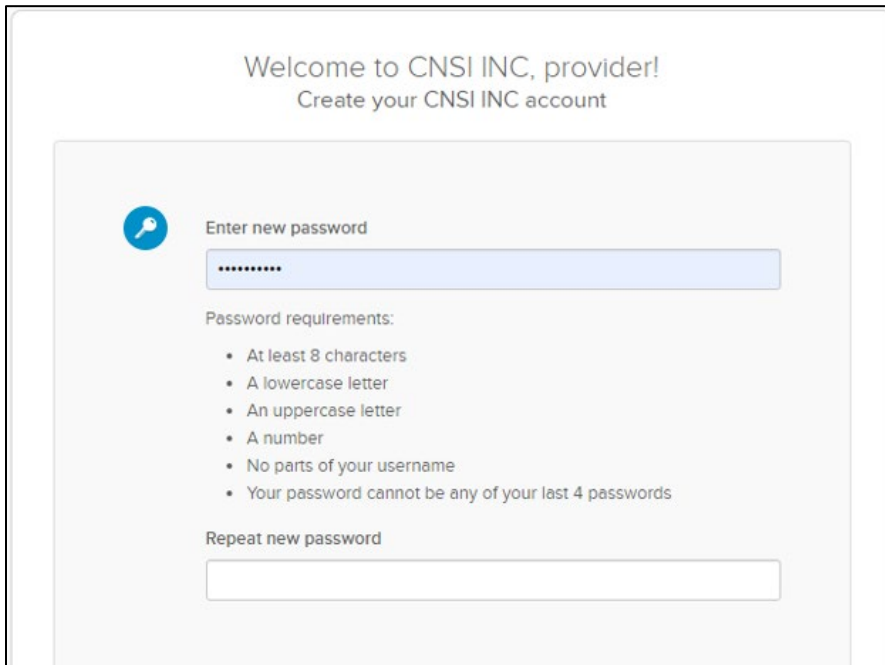
4. Select the **Provider** option and select **Register**.

Your registration is sent to Okta. Shortly, you will receive a no-reply “Welcome to Okta” activation email.


5. Select the **Activate Okta Account** link in the email.



The **Create Your CNSI INC Account** page displays.



6. Select and enter a new password for your account and confirm the password in the **Repeat New Password** field.

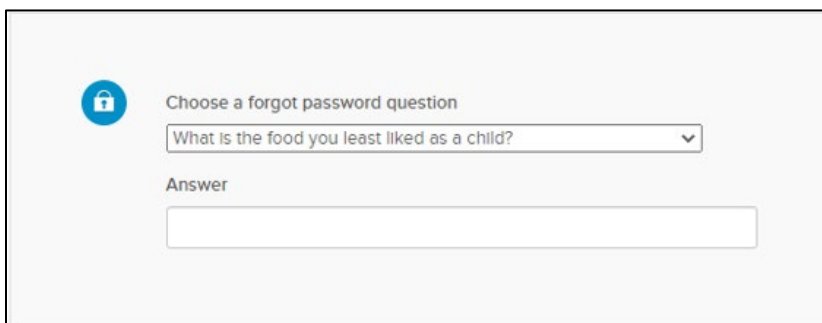


Your password requirements must be at least 8 characters with at least one each of the following:

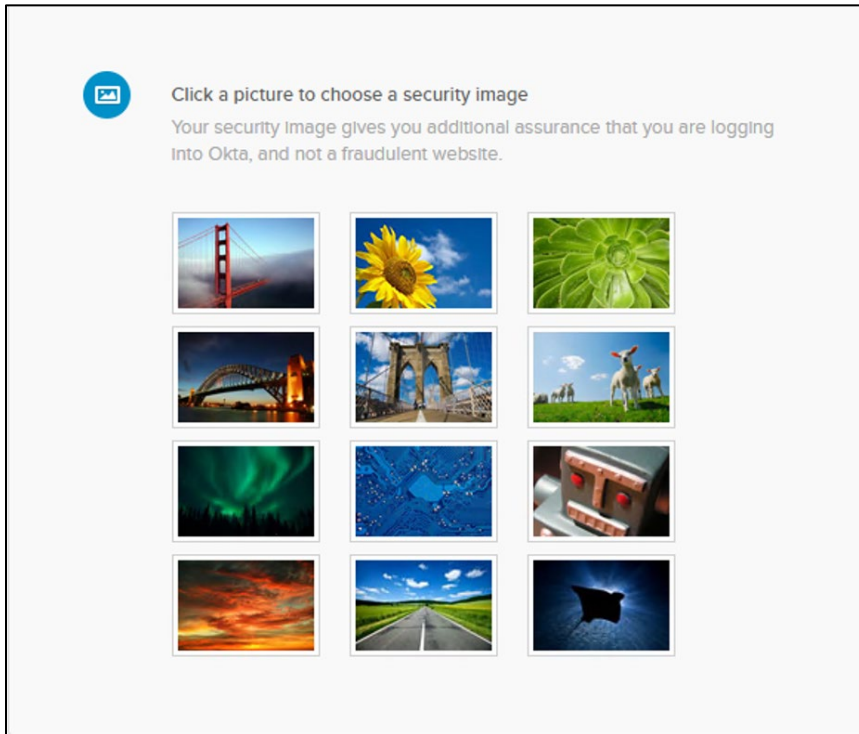
- A lowercase letter
- An uppercase letter
- A number

No part of your username can be used.

7. In the next section, select a security question from the drop-down list and enter your answer in the **Answer** field.

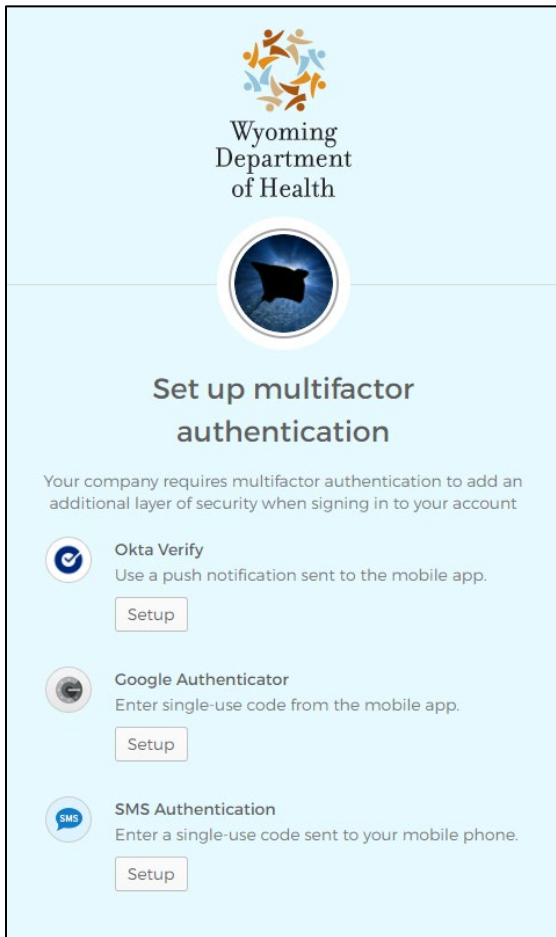


8. In the next section, select a picture to select your security image. This is the image that will appear on the **Wyoming Department of Health Sign In** page.



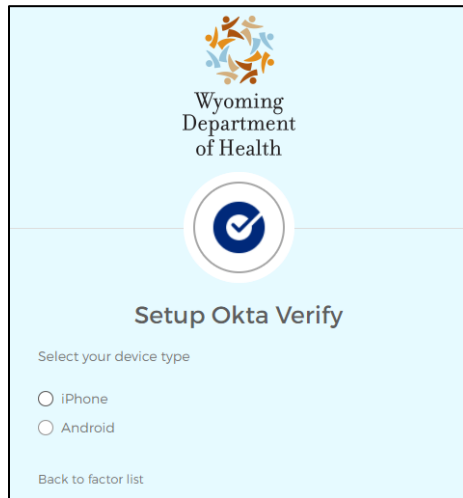
9. Select the **Create My Account** button.

The **Multifactor Authentication Page** displays.

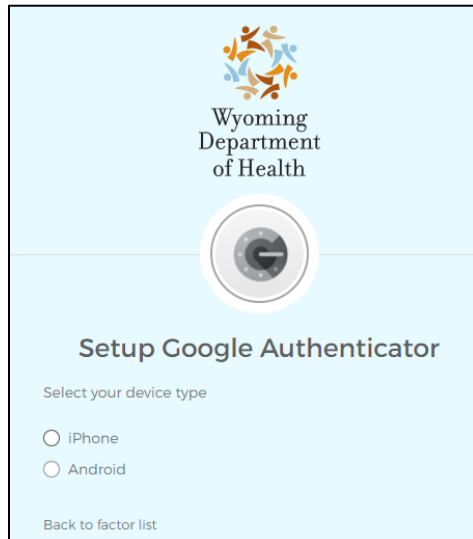


10. Choose a multifactor authentication method and follow the onscreen instructions. You can choose from **Okta Verify**, **Google Authenticator**, or **SMS Authentication**. You can set up more than one verification, but only the Google Authenticator works on a personal computer (PC).

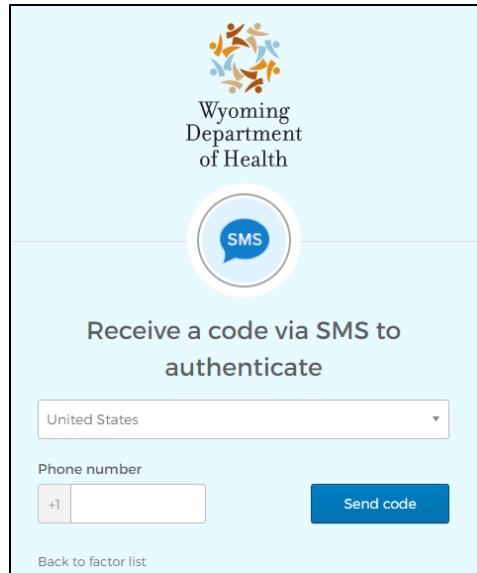
- **Okta Verify:** requires a smart phone app for use.




- **Google Authenticator:** Smart phone or on a PC using the Chrome browser.



- **SMS Authentication:** Requires a phone or phone system that can receive text messages.



 **For authentication using a PC, you'll need to set up the Google Authenticator.** Refer to the *Multifactor Authentication User Guide* for detailed instructions on how to complete any or all of these three MFA choices. You can find those instructions on the Tutorials Page and on the Provider Home Page in the same location as this document.

11. Your account dashboard displays once you complete the MFA steps.

Your Provider account is now registered and your access to the Provider Portal is now activated. The SSO landing page displays.

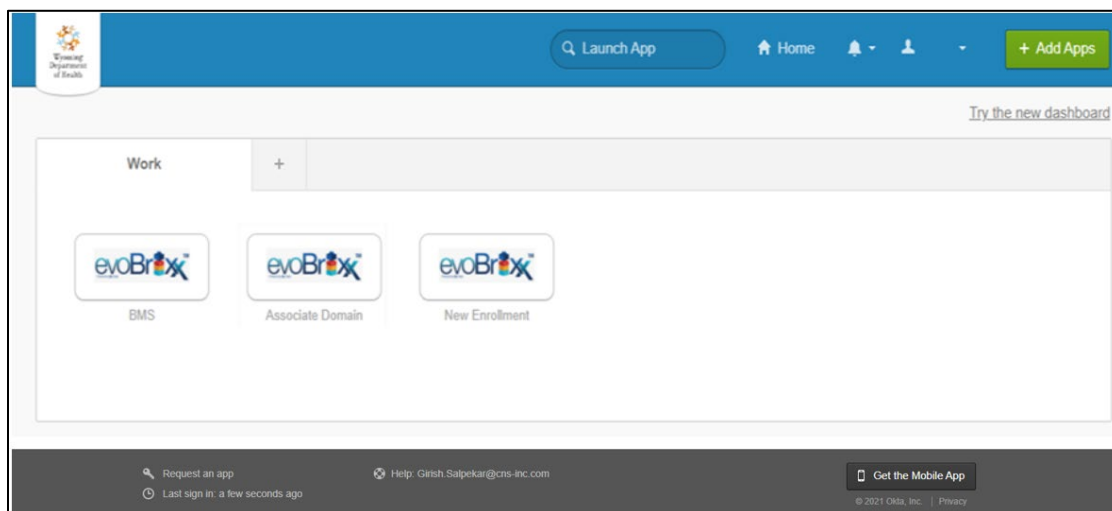



Figure 1. SSO Landing Page

12. Select the **evoBrix X™ BMS** icon.

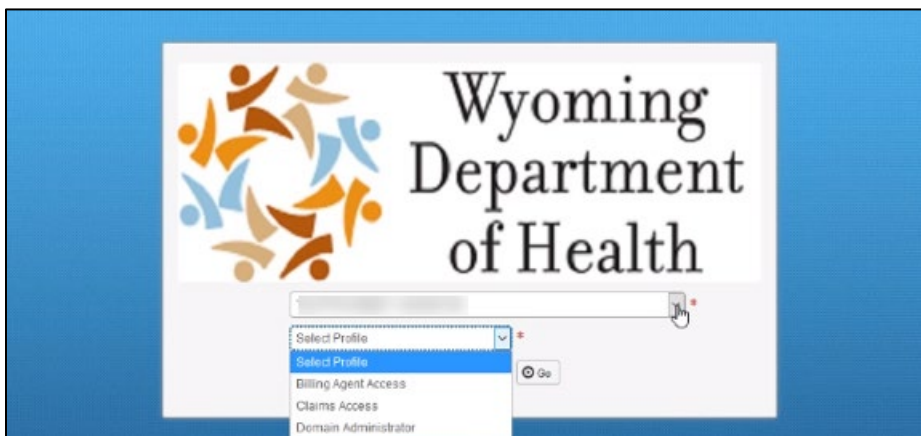
For the first time entering evoBrix X, the **Provider ID Association** page displays.



13. Enter your Provider ID along with the temporary ID and temporary key you received in the Welcome and Security emails, and your SSN or Tax ID in applicable fields.

14. Select **Login**.

The evoBrix X profile page displays.



15. Select your profile from the drop-down list and select **Go**.

evoBrix X BMS opens to your **My Reminders** page.

Chapter 2 – Single Sign-On

Once you have registered with Okta, you can then sign in at any time by following these steps:

1. On the **Wyoming Medicaid** website (<https://www.wyomingmedicaid.com>), select the **Providers** quick access icon.
2. Under the **New/Returning Providers** section, select the **Click here** link.
3. On the **Sign In** page, enter your user name and password, and then select **Sign In**.

Chapter 3 – Navigating the SSO Landing Page

The SSO landing page displays the applications available to you and the activities you can perform as a Provider user. Select the appropriate icon for the application you want to access. To navigate to the Provider Portal, select the **BMS** icon.

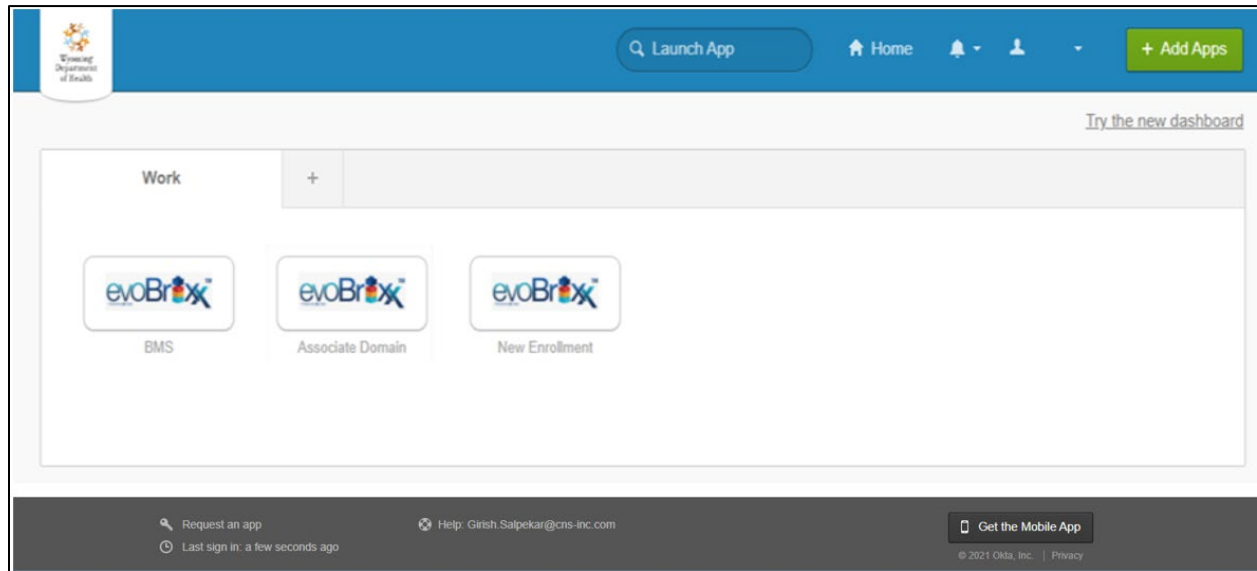


Figure 2. SSO Landing Page

The following navigation tools appear on this page:

- The **Launch App** enables you to search for a specific application.
- The **Home** link enables you to return to the portal **Home** page from anywhere in the portal.
- The bell drop-down list displays your notifications.
- The **Account Name** drop-down list enables you to sign out or to edit your account settings.
- The **Add Apps** button is not operational.
- The **Recently Used Applications** displays recently used applications for easy access.
- **Request an app** sends your request for access to an application.
- **Help** enables you to access the CNSI support team for assistance.

The applications are located on work tabs which are simply folders you can use to organize your applications. The following tools enable you to manage the applications.

- Rename a tab name: Select the tab, select **Edit**, enter the new tab name, and then select **Save**.
- Create a new tab name: Select the **Plus (+)** symbol on a blank tab, enter the tab name, and then select **Save**.
- Move an application: Drag and drop the application into the desired tab.

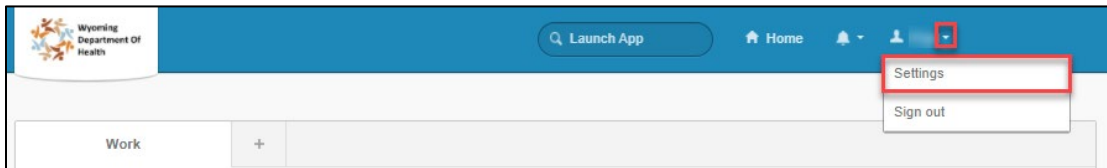
Chapter 4 – Updating an SSO Account

The SSO landing page displays the applications available to you and also enables you to edit any of the following categories in your Single Sign On account:

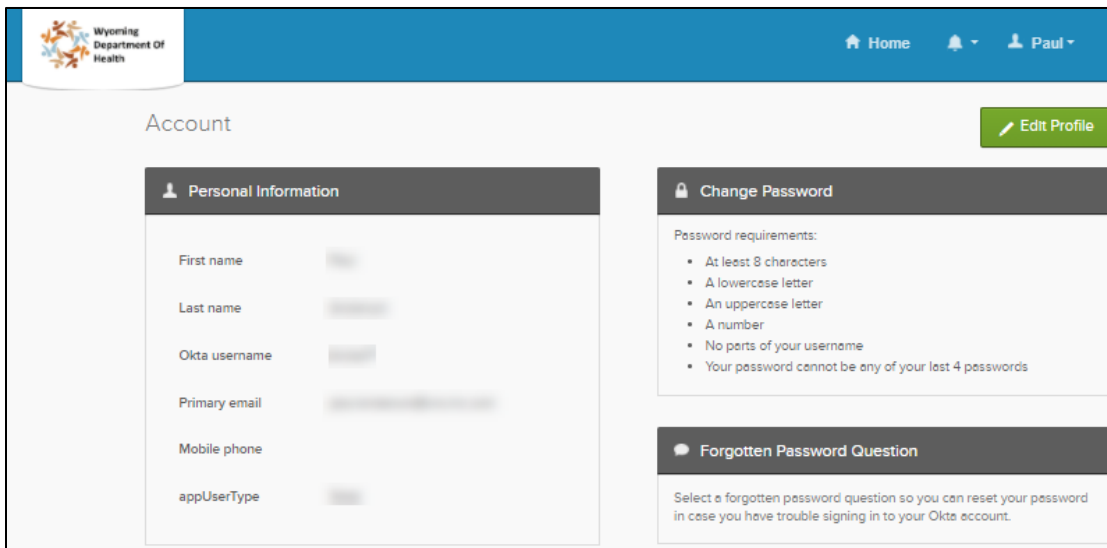
- Personal Information
- Password
- Security Question
- Security Image
- Language
- Extra Verification
- Enable Apps

To update your account, follow these steps:

1. In the top banner, select the drop-down arrow next to your name and select “Settings.”



Your current account settings display.



2. On the **Account** page, select **Edit Profile**.
3. On the **Verify Password** page, enter your password and select **Verify**.
4. Account settings can now be modified. Select the category you wish to change.

- a. For **Personal Information**, select **Edit**, make the relevant changes, and then select **Save**.
- b. For **Change Password**, enter both old and new passwords, and then select **Change Password**. Verify your password by entering your current password and then selecting **Verify**.
- c. For **Security Image**, select **Edit**, then select a new image, and then select **Save**.
- d. For **Forgotten Password Question**, select **Edit**, select a question or create your own question, enter the answer to the question, and then select **Save**. Then, verify your password by entering your password and selecting **Verify**.
- e. For **Display Language**, select **Edit**, then select the desired language from the drop-down list, and then select **Save**.
- f. For **Extra Verification**, Okta offers an option for you to set up another layer of security if desired. This option is not required for providers.
- g. For **Recently Used Apps**, select **Edit**, then select or deselect the Enable checkbox, and then select **Save**.
- h. To exit **Settings**, select **Home**.

Appendix A – Acronyms

Table 1. Acronyms

Page Element	Description
EIN	Employer Identification Number
SSN	Social Security Number
SSO	Single Sign-On