

# myHealthPortal Single Sign-On Registration User Guide

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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>.

The Agency provides users of Medicaid services (aka, members) web access to the myHealthPortal website where you can verify your eligibility, request travel assistance, ask Medicaid questions, request or print a Member ID card, and more. You should have received a new Wyoming Medicaid Member ID card from the Agency and instructions for accessing the new member portal.

This document gives you detailed instructions to set up your login credentials so you can access the myHealthPortal.

## 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 users of the WY Medicaid Management Information System (MMIS).
- An **Important Note**, presented in the following style:

 Provides important information the user needs to observe or act upon.
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# Chapter 1 – Accessing the Sign-In Page for myHealthPortal

The Wyoming Medicaid website at <https://www.wyomingmedicaid.com> gives you two options for accessing the **Wyoming Department of Health Sign In** page, which gives you access to the myHealthPortal.

1. Do one of the following:
  - Click the Members tab at the top of the Wyoming Medicaid web page and select myHealthPortal from the menu.

OR

- Click the **Members** quick-access icon on the Wyoming Medicaid web page. The **Members Home** page displays.
  - New Members – Click the **myHealthPortal** link under the **New Members – Register for secure myHealthPortal** section.
  - Returning Members – Click the **myHealthPortal** link under the **Returning Members** section.

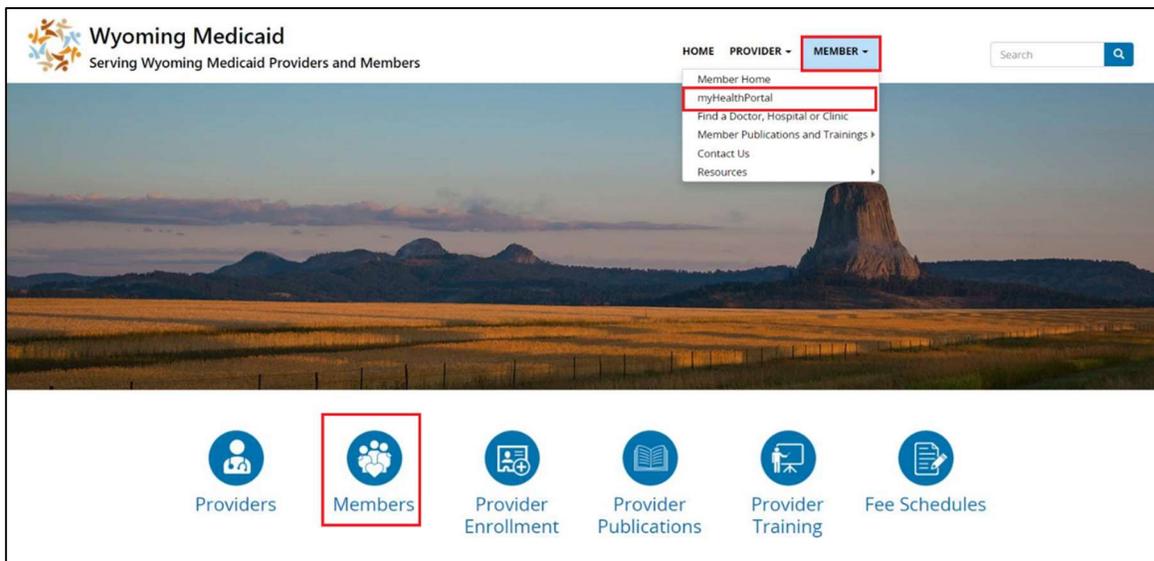
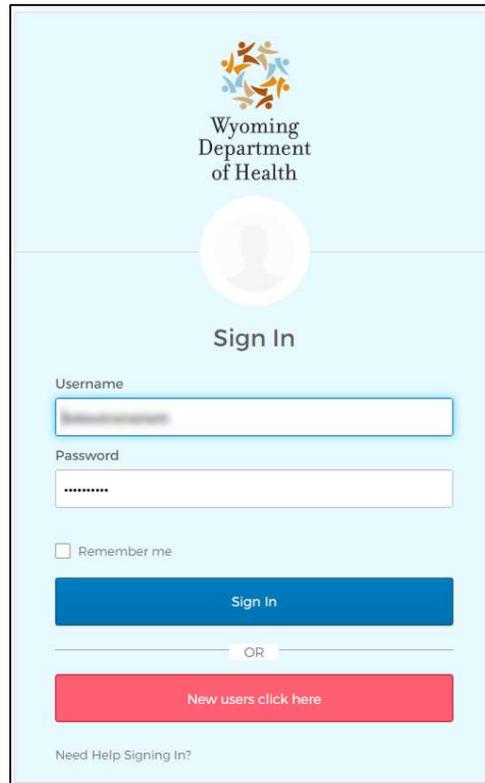


Figure 1. Wyoming Medicaid Website

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



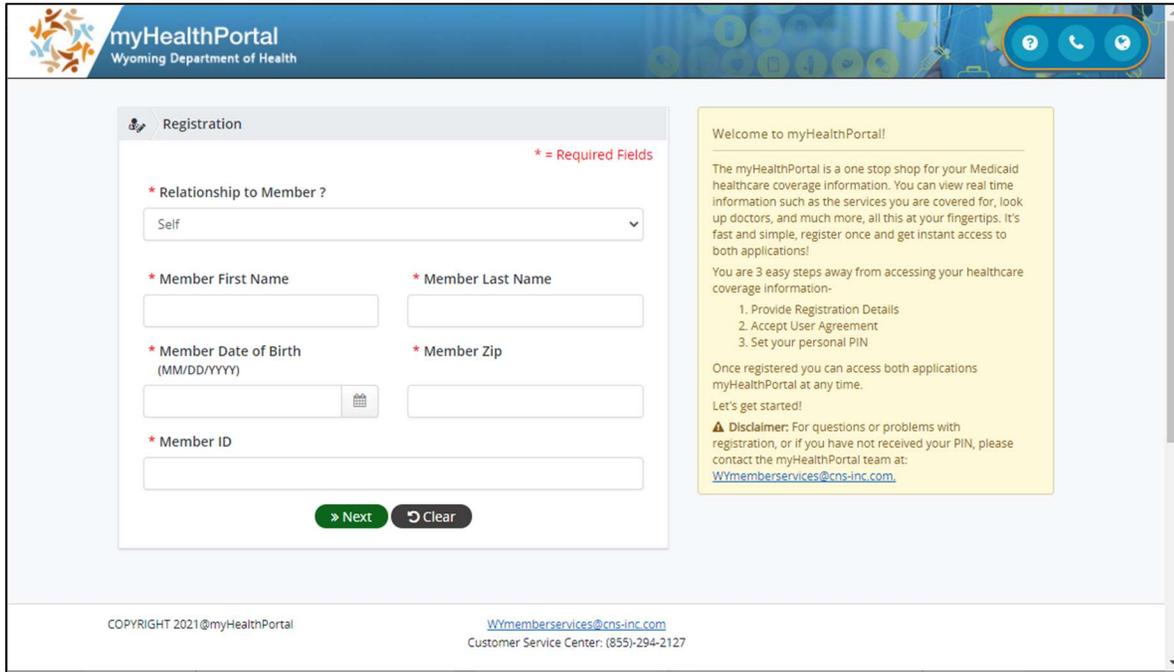
**Figure 2. Wyoming Department of Health Sign In Page**

2. Perform the action below that applies to you:
  - If you are a new member registering for the first time, click **New users click here** and then proceed to the next chapter to complete your registration.
  - If you are a returning member, enter your login credentials in the **Username** and **Password** fields, click **Sign In**, and proceed to Chapter 3 to complete your registration.

## Chapter 2 – New Member Registration

1. At the **myHealthPortal Registration** page, select your relationship to the member from the **Relationship to Member** drop-down list and enter your information in the remaining fields.

 All fields are required.



The screenshot shows the myHealthPortal Registration page. The header includes the myHealthPortal logo and the Wyoming Department of Health name. The main content area is titled "Registration" and features a form with the following fields:

- \* Relationship to Member ?**: A dropdown menu with "Self" selected.
- \* Member First Name** and **\* Member Last Name**: Text input fields.
- \* Member Date of Birth (MM/DD/YYYY)**: A date picker field.
- \* Member Zip**: A text input field.
- \* Member ID**: A text input field.

At the bottom of the form are "Next" and "Clear" buttons. A yellow informational box on the right contains the following text:

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: [WYmemberservices@cns-inc.com](mailto:WYmemberservices@cns-inc.com).

At the bottom of the page, there is a copyright notice: "COPYRIGHT 2021@myHealthPortal" and contact information: "WYmemberservices@cns-inc.com" and "Customer Service Center: (855)-294-2127".

**Figure 3. myHealthPortal Registration Page**

The **Confirm Details** page displays.

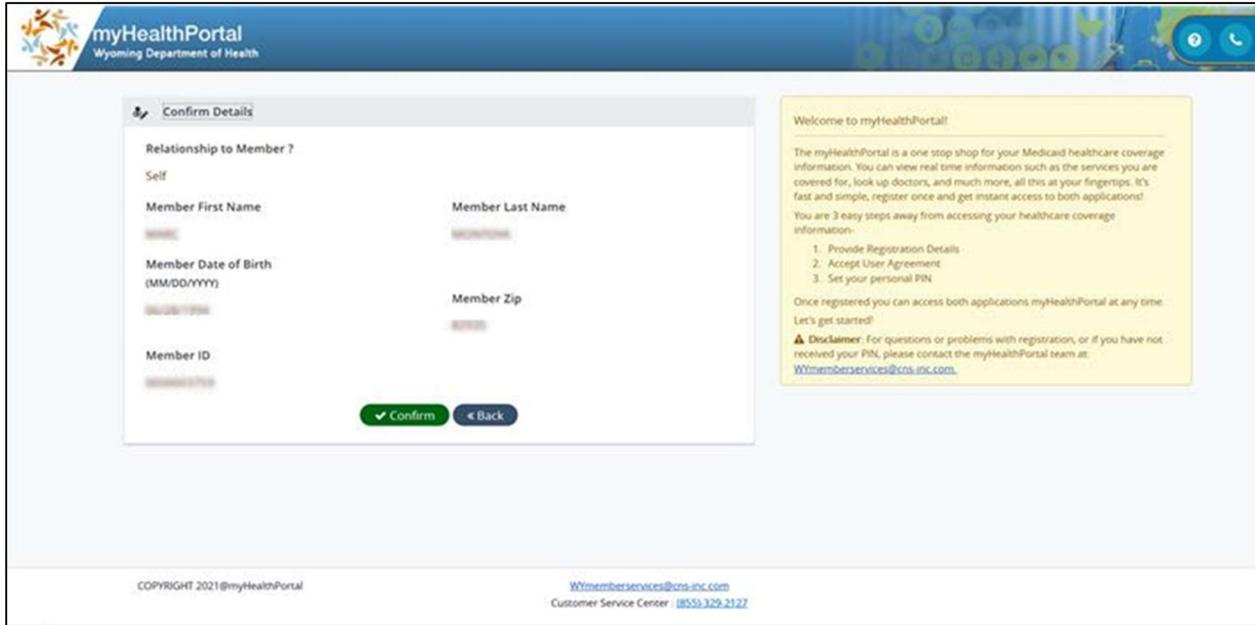


Figure 4. Confirm Details Page

2. Verify the information on the page and click **Confirm**.

The **myHealthPortal Agreement** page displays.

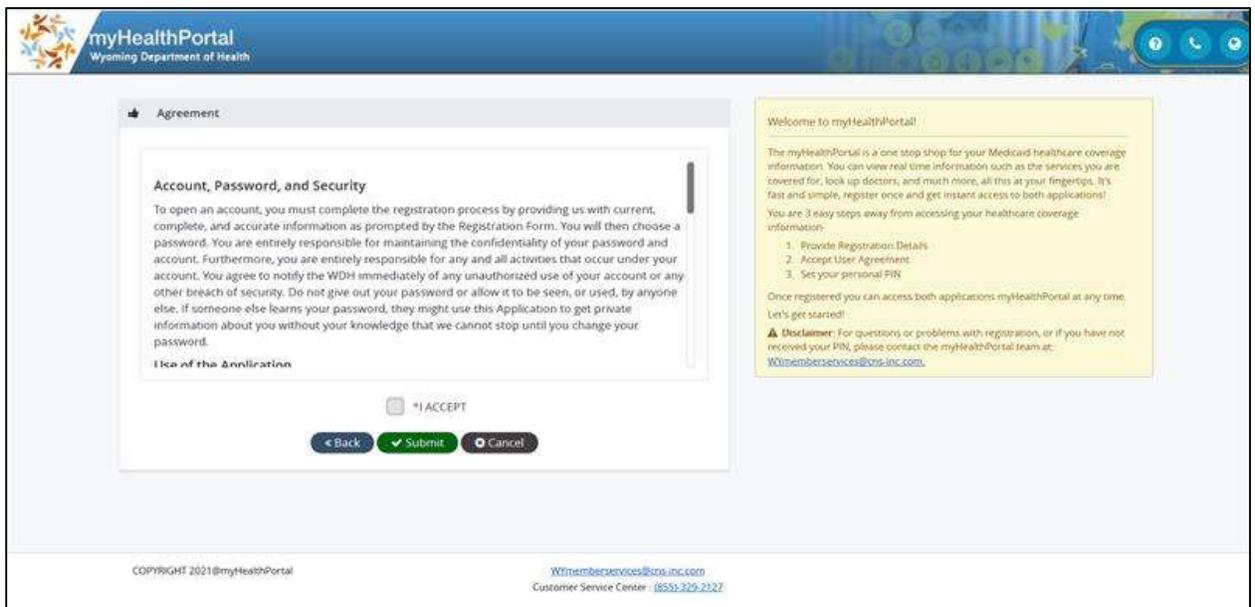


Figure 5. myHealthPortal Agreement Page

3. Select the **I ACCEPT** checkbox and select **Submit**.

Your registration for the portal is submitted and shortly you will receive a Welcome email and a personal identification number (PIN) email for you to enter on the next page. The PIN is an added security measure that authorizes the computer you are using to access the portal.

- At the **myHealthPortal PIN** page, enter the PIN you received in the Welcome email and select **Submit**.

 The PIN you receive is temporary and expires after a short time. If you need to request a new PIN, click **Request a new PIN**.

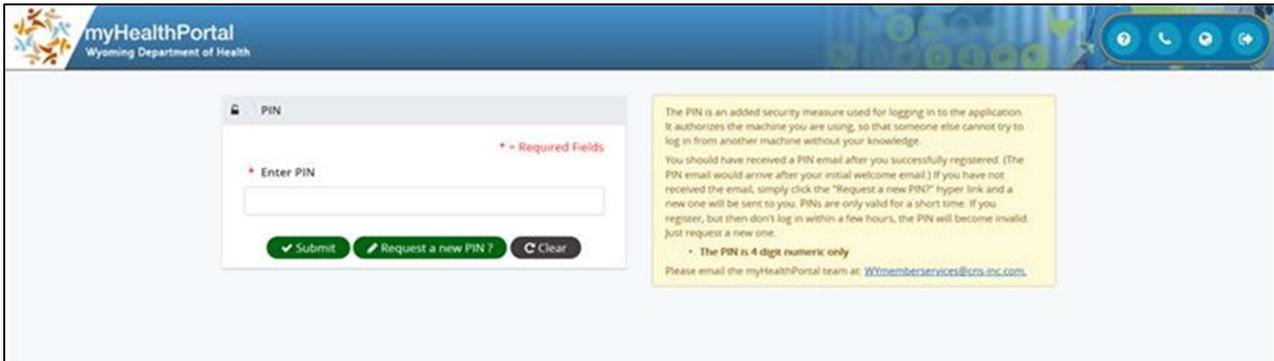


Figure 6. myHealthPortal PIN Page

The **myHealthPortal Change PIN** page displays.

- Create and enter a new PIN in the **New PIN** field, re-enter the PIN in the **Confirm New PIN** field, and click **Submit**.



Figure 7. myHealthPortal Change PIN Page

Your new PIN is recorded.

 You will use this PIN to log in to the myHealthPortal.

The **Settings** page displays with your email address pre-populated in the **Email** field.

## Settings

\* = Required Fields

**Notification Alerts**  
Please select your notification preferences

**Email \***

**Verify**

**\* Verification Code**

**Mobile**

**⚠** The above details have been pre-populated from your WY Login registration account. Please note that updating your details here will not affect the WY Login account.

6. If needed, correct the email address listed in the **Email** field. Otherwise, click **Submit**.  
If you updated the email address, the **Verify** button is activated.
  - a. Click **Verify**.  
Check your inbox for a no-reply email that contains a verification code.
  - b. Copy the verification code from the email and paste it in the **Verification Code** field on this page and click **Submit**.

Your registration is complete and you now have access to the myHealthPortal. The **myHealthPortal Dashboard** page now displays.

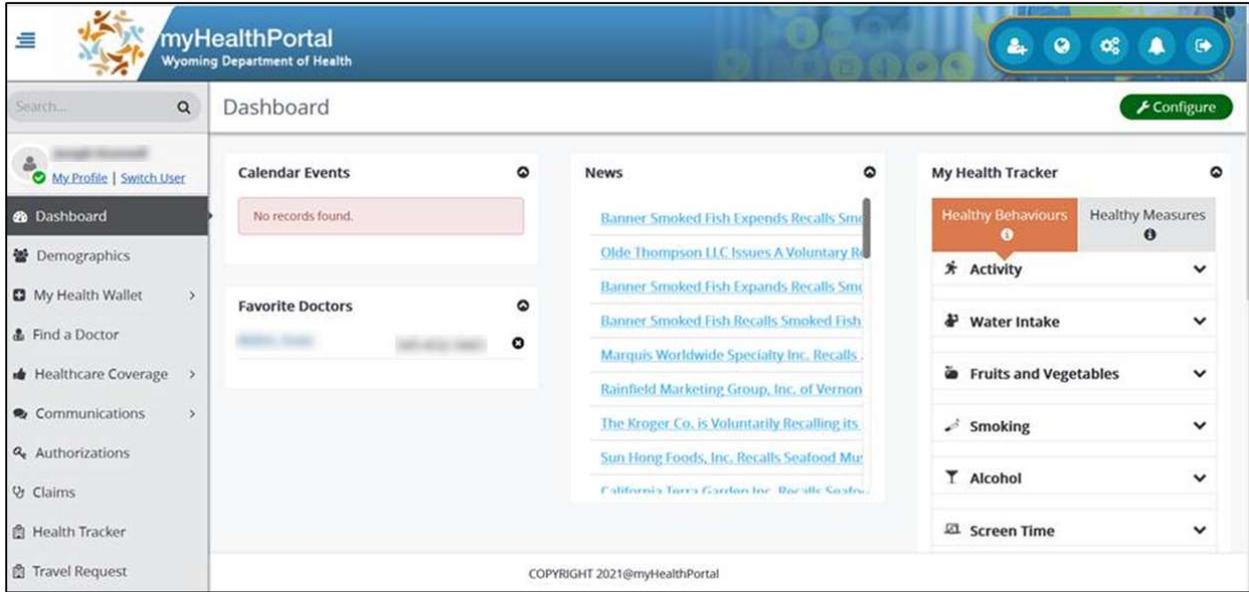


Figure 8. myHealthPortal Dashboard (Home) Page

## Chapter 3 – Returning Member Registration

For returning members, the myHealthPortal PIN page displays after you sign in. Enter your PIN and click **Submit**.

 If you need a new PIN, click **Request a new PIN**. A temporary PIN will be emailed to you and you can then reset your sign-in PIN.



Figure 9. myHealthPortal PIN Page

Your registration is complete and you now have access to the myHealthPortal. The **myHealthPortal Dashboard** page now displays.

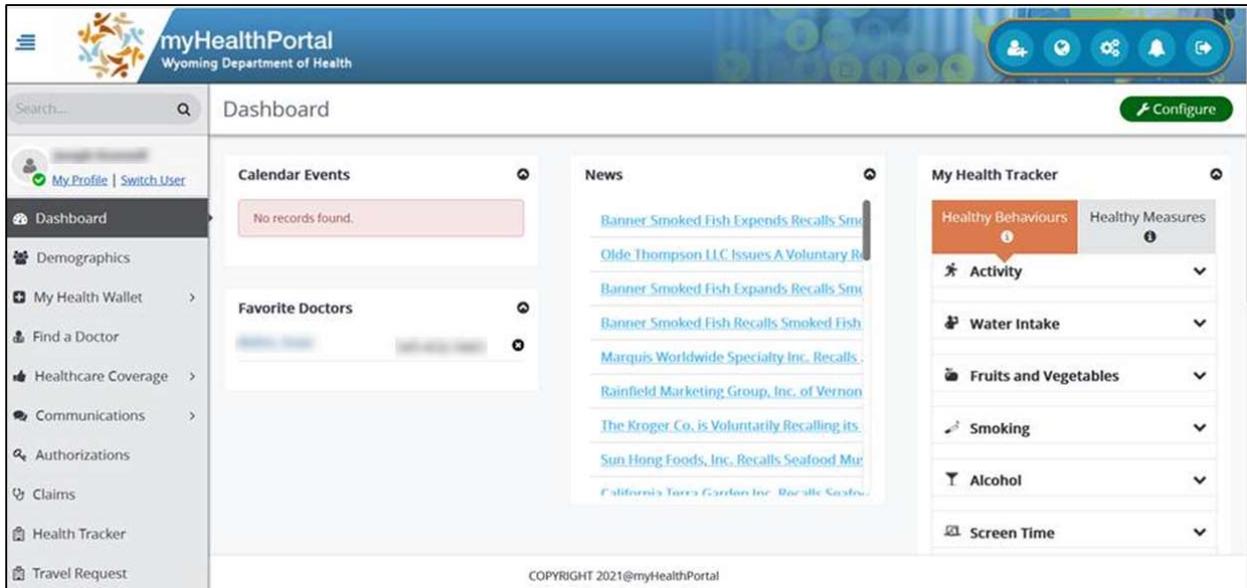


Figure 10. myHealthPortal Dashboard (Home) Page

## Appendix A – Acronyms

Table 1. Acronyms

Page Element	Description
MMIS	Medicaid Management Information System
PIN	Personal Identification Number
SSO	Single sign-on