Wyoming
Department
of Health

Division of Healthcare Financing

Medicaid Pharmacy News

Dear Providers: 6/11/2025

PROVIDER PORTAL UPDATES AND RESTORATION

   Effective June 11, 2025, Change Healthcare and Optum will deploy a recreated Provider Portal web application used for submitting electronic prior authorizations to our clinical team for review. Please visit https://providerportal-wygov.optum.com to access the portal using multi-factor authentication and your previously created One Healthcare ID account. To create a new One Healthcare ID, please register using the "Create One Healthcare ID" login screen, and please use the email address that you would have previously utilized with the Pharmacy Portal application. Additional One Healthcare ID support can be found from this login page if you experience any issues.

   The application has been recreated to fulfil the same functionality as was previously in place previously. Providers and their authorized agents can use the Provider Portal to view member, pharmacy, drug information, and complete electronic prior authorization forms that reflect preexisting fax forms. Upon submission of the electronic prior authorization, our PA team will review the request in real-time as they would a submitted fax prior authorization request. For medications that require additional clinical criteria to be met, as well as dose limits and preferred drug lists, please visit www.wymedicaid.org and utilize the "PDL/PA" dropdown to find more information.

   For any questions, please call the Change Healthcare/Optum Rx Pharmacy Help Desk at 877-209-1264.