

MWMA RESOURCE INFORMATION

MWMA: As a reminder, if you are encountering technical issues, system errors messages, or have general questions about MWMA, please contact the MWMA/Partner Portal Contact Center. Representatives are available Monday- Friday from 8 a.m. to 5 p.m. Eastern Time and can be reached at 1-800-635-2570. (After the DMS welcome message plays, press "1", "6" and "2" to be transferred directly to the MWMA Contact Center.)

New MWMA Training Materials Now Available: Training materials covering new system functionality and updates to existing functionality are now available on the MWMA Training Portal. Materials include the MWMA User Guide, job aids, tip sheets and the web-based training courses. As a reminder, individuals must be registered TRIS users to access the training portal. **Access to the Training Portal can be requested by sending your name and email address to the MWMA mailbox at MedicaidPartnerPortal.info@ky.gov** or call (859) 622-8810. Access the Web Based Training modules at the TRIS site: <http://tris.eku.edu/MWMA/training.aspx>