

## AGENDA

- Program Updates
  - Email updates for Developmental Disability email lists
  - Case manager obligation to file complaints and submit incident reports
  - Medicaid re-enrollment process
  - Weekly COVID-19 updates
- Monthly Training Session - Disease Prevention and General Health Best Practices - [Sliddeck](#)

## TOPICS

### **Email updates for Developmental Disability email lists**

Chapter 45, Section 5(a)(iv) of the Department of Health's Medicaid Rules states that providers must have a valid email address. In this electronic age, email is one of the easiest ways for the Division of Healthcare Financing (Division) to communicate with providers, so it is imperative that the most current email address is on file with the Division and Conduent. To update your email address with the Division, use the Provider Portal at [www.wyoproviderportal.com](http://www.wyoproviderportal.com). To update your email address with Conduent, use the Wyoming Medicaid Provider Portal at <https://wymedicaid.portal.conduent.com/>.

If you currently receive email blasts from the Division and you change your email address, you will need to notify Shirley Pratt at [shirley.pratt@wyo.gov](mailto:shirley.pratt@wyo.gov). Notification should include your old email address, and the new address at which you wish to receive Division emails.

### **Case manager obligation to file complaints and submit incident reports**

The Division expects all providers to behave professionally in all interactions with other team members, including case managers. In the past year the Division has clarified with case managers their role as the coordinator of the Individualized Plan of Care (IPC), and their responsibilities in monitoring the IPC. This clarification has included the Division's expectation that case managers must report identified rule violations through the Division's complaint system and must file incidents, as established in Chapter 45, Section 20 of the Department of Health's Medicaid Rules, if they occur. If a case manager files a complaint or incident that involves a provider, the provider is expected to behave in a professional manner regardless of the issue, and should understand that submission of complaints and incidents is part of the case manager's responsibilities. In order to ensure the best possible support for the participant, all team members must be professional and work together.

### **Medicaid re-enrollment process**

This topic will be tabled until a later date.

### **Ongoing Coronavirus Disease 2019 (COVID-19) Updates**

In an effort to be responsive to ongoing questions and concerns surrounding the COVID-19 crisis and its impact on Developmental Disabilities Waiver services, the Developmental Disabilities Section will be holding regular calls to discuss rapidly changing guidance, provide clarification, and answer questions. These calls, which began on March 26th, will be held weekly on Thursdays at 3:00pm. These calls will be held until such time as they are no longer necessary. Please use the information provided to join the call.

# DD Waiver Provider Support Call Notes | 3/30/2020

---

<https://uwyo.zoom.us/j/988578187>

Meeting ID: 988 578 187

(669) 900-6833 or

(646) 558-8656

DD Section staff will accept questions through the chat box feature, so you will need to log in to the Zoom meeting in order to ask questions.

The DD Section has set up email addresses, which should be used to submit COVID-19 specific questions:

- [dd.providers@wyo.gov](mailto:dd.providers@wyo.gov) - Providers should use this email address to submit questions related to provider concerns and challenges related to COVID-19.
- [dd.casemanagers@wyo.gov](mailto:dd.casemanagers@wyo.gov) - Case managers should use this email address to submit questions related to participant and team concerns and challenges related to COVID-19.
- [dd.waivers@wyo.gov](mailto:dd.waivers@wyo.gov) - General questions related to COVID-19 may be submitted to this email address. Please remember that the Public Health Division is the State of Wyoming expert related to COVID-19.

Please visit the Developmental Disabilities COVID-19 webpage at <https://health.wyo.gov/healthcarefin/dd/covid-19-updates-for-dd-waiver-services/> for the most current guidance that directly affects participants and providers of the Supports and Comprehensive Waiver.

## WRAP UP

***Next call scheduled for April 27, 2020***