

AGENDA

- Program Updates
 - Developmental Disabilities Section provider rate study
 - Timely team meetings
 - Relative providers
 - COVID-19 flexibilities
 - NCI Staff Stability Survey
 - Checking and responding to email
- Monthly Training Session - Provider Training Series Module #1 - Introduction to Rules and Resources - [Slidedeck](#)

TOPICS

Developmental Disabilities Section provider rate study

The Division of Healthcare Financing (Division), in conjunction with Guidehouse Consulting, is embarking on a rate study for the Comprehensive and Supports Waiver (DD Waiver) programs. This rate study supports Wyoming Statute 42-4-120 (g), which requires the Division to rebase provider rates every two to four years, and will be used to inform the Division's rate setting and budgeting activities. Any recommended rate changes as a result of the study may be accepted in accordance with the Division's ability to implement those changes within the funding appropriated by the Wyoming Legislature and upon approval by the Centers for Medicare and Medicaid Services.

A critical component of the rate study is provider cost reporting. Chapter 45, Section 11(c) of Wyoming Medicaid Rules establishes that, upon request, providers shall submit cost data, claims data, and participant needs assessment data to the Division. In July 2020, providers, including case managers, will be requested to complete a survey to report their costs related to the provision of waiver services. Completion of this survey is a required function of DD Waiver providers, and is your opportunity to provide important information to the Division regarding provider costs. A strong provider response is critical to the development of reimbursement rates that accurately reflect provider costs and to assess funding for these important services.

Guidehouse Consulting, the Division's contractor for this project, will be conducting trainings about the cost survey and will be available to answer questions during the survey process. More information on these trainings will be forthcoming.

Please be on the lookout for further information on the cost surveys, and be prepared to submit the requested information within the timelines established.

Timely team meetings

The Division would like to remind all providers and case managers that communicating concerns about health and safety needs of the participant, or concerns about individualized plan of care (IPC) implementation, should not wait for months. If additional team meetings are needed to discuss these concerns, please make time to meet as a team, even if by phone. Team meetings, which can be called by any team member, should be held in a timely fashion in order to address issues promptly.

Relative providers

In recent weeks, the Division has received a number of questions regarding relative providers. Please be sure to review the requirements for relative providers, which can be found in Chapter 45, Section 31 of Wyoming Medicaid Rules. Additionally the Comprehensive and Support Waiver Service Index, found on the [Service Definitions and Rates](#) page of the Division website, provides further specificity regarding relative providers. In summary, relatives, defined as biological, step, or adoptive parents, who are also legally authorized representatives may not receive compensation for DD Waiver services. The only exception to this requirement is for relatives providing personal care to a minor child who meets certain requirements. Please ensure that you understand these requirements.

COVID-19 flexibilities

During the ongoing COVID-19 public health emergency, the Division has been diligent in reviewing and updating the guidance and flexibilities offered for providers. A document that lists these flexibilities is located on the [COVID-19 Updates for DD Waiver Services](#) page of the Division website. The flexibilities that we have provided regarding Rule and regulation are limited to those found in the written guidance. The Division has worked with Department Leadership, and sought federal exceptions where relevant and appropriate. Please ensure that you are familiar with the flexibilities listed in the document. All Wyoming Medicaid Rule and regulation not cited in the document remains in place and effective for the entirety of the public health emergency.

National Core Indicators Staff Stability Survey

The Division is participating in the 2019 National Core Indicators (NCI) Staff Stability Survey. This survey was originally distributed in April 2020 to 67 DD Waiver provider organizations. Wyoming currently has too few surveys to be included in the final report. As of June 26, 2020, only 13 of the 67 providers who were asked to complete the survey had done so.

The Staff Stability Survey is intended to examine the landscape of the Direct Support Professional (DSP) workforce and to inform policy discussion regarding what has been described as a workforce crisis. This survey can be compared to previous surveys to highlight promising trends and identify concerning changes to the DSP workforce in Wyoming, and compare the data on a national scale.

The Staff Stability Survey seeks to collect information regarding DSPs who provided direct support to participants who are 18 or older with intellectual and developmental disabilities during the reporting period of January 1, 2019 through December 31, 2019. Residential, in-home, and non-residential supports are addressed in this survey. Independent providers are not included in this survey.

The survey will be sent out one final time on Tuesday, June 30th. The Division strongly urges providers that were selected to complete this survey to do so no later than July 31st, 2020. We hope to have enough surveys completed to be included in the final report, so that we may have more comprehensive data regarding the DSP workforce in Wyoming.

Checking and responding to email

The Division is moving towards more online support in our processes, so it is imperative that providers and case managers check and respond to emails from the Division. In future Provider Support Calls, we will be discussing the online Corrective Action Plan process, virtual on-site visits, and certification renewals. These processes are dependent on timely email correspondence with all providers. Please

be sure your email address is up-to-date with the Division, and make sure to review emails on a frequent basis.

WRAP UP

Next call scheduled for July 27, 2020