

AGENDA

- Program Updates
 - Reinstatement of provider certification renewals
 - Developmental Disabilities Provider Rate Rebasing Project
 - Compliance with county health orders during COVID-19 emergency
 - Checking and responding to email
 - Provider requirements for certification documentation
 - Deadline extension for NCI Staff Stability Survey
- Monthly Training Session - Provider Training Series Module #2 - Rights of Participants Receiving Services - [Slidedeck](#)

TOPICS

Reinstatement of provider certification renewals

Conducting onsite inspections is the primary means that the Division of Healthcare Financing (Division) uses to identify, remediate, and prevent the recurrence of conditions that could result in harm to participants of the Comprehensive and Supports Waiver (DD Waiver) programs. However, conducting onsite inspections during the COVID-19 pandemic could also expedite the spread of the virus, putting participants and providers of DD Waiver services at higher risk of illness or death.

In an effort to practice social distancing guidance and follow established guidelines for public health and safety, the Division has implemented virtual site inspections, in lieu of, or in addition to, onsite inspections during the COVID-19 pandemic. The Division will temporarily offer this virtual option, and will evaluate the success of this process once the public health emergency ends. In August 2020, Provider Support Staff (PVS) will be contacting providers with October certification renewal expirations for a pre-conference meeting in order to discuss the virtual inspections and the certification renewal process.

Developmental Disabilities Provider Rate Rebasing Project

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.

The Division released survey documents on Wednesday, July 15th. All providers, including case managers and sole proprietors, are required to submit the information requested in this survey by Wednesday, August 26, 2020. 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. 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 is conducting trainings about the cost survey and will be available to answer questions during the survey process. More information on these trainings is available on the [Providers and Case Managers](#) page of the Division website, under the *Developmental Disabilities Provider Rate Rebasng Project* toggle.

Please visit the survey website at <https://public.navigant.com/sites/wyddccwsurvey> for additional information about the survey. If you have questions about the survey, please contact Guidehouse at wyddccwsurvey@guidehouse.com. If you have questions about the DD Rate Rebasng project or did not receive a survey, please contact Shirley Pratt at shirley.pratt@wyo.gov. Thank you in advance for your participation in this important survey.

Compliance with county health orders during COVID-19 emergency

The Division would like to remind all providers that the temporary flexibilities offered as a result of COVID-19 are still in place. These flexibilities can be found on the [Coronavirus Disease 2019 \(COVID-19\) Updates for DD Waiver Services](#) page of the Division website. All other standards established in the Comprehensive and Supports Waiver Service Index, Wyoming Medicaid Rules, and the waiver agreements approved by the Centers for Medicare and Medicaid Services are in place, with the expectation that providers of DD Waiver Services maintain compliance.

The Division has received several questions about assuring the health and safety of participants during this public health emergency. There has been an increase in COVID-19 cases throughout Wyoming, and it is important that all citizens follow health orders that are established by their county of residence. In addition to following county health orders, providers and plan of care teams should work with participants to follow [established guidelines for health and safety](#), implement social distancing, and exercise caution when in the community. Providers who are supporting participants in the community should exercise these cautions as well.

Participants have access to the community to the same degree as people who are not receiving home and community-based waiver services. Unless a community stay at home order is in place, participants have the right to access their community. Providers and plan of care teams should ensure that these opportunities are available, while encouraging practices that promote individual and community health and safety.

Checking and responding to email

As mentioned during June's Provider Support Call, the Division is moving towards more online support in our processes, so it is critical 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.

Provider requirements for certification documentation

Chapter 45 of the Wyoming Medicaid Rules requires that all service providers have CPR and First aid training, as well as medication assistance and crisis intervention certification if applicable, available for review upon request. The Division does not keep staff information on file for distribution to a new employer.

The Division no longer requires Medication Assistance Training rosters and tests to be mailed to the Division. Please discontinue the practice of mailing them to the Division, but continue to keep them on file to demonstrate compliance with recordkeeping requirements and demonstration of staff certification. The Division may request to view the information, but is not responsible to maintain or provide it to other providers. If the provider does not have documentation of the necessary certifications on file, the Division must take corrective action up to and including a referral to Program integrity.

Deadline extension for the 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.

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 deadline for this survey has been extended to August 31, 2020. The Division strongly urges providers that were selected to complete this survey to do so. We would like to have Wyoming included in the final report, so that we may have more comprehensive data regarding the DSP workforce.

WRAP UP

Next call scheduled for August 31, 2020