

AGENDA

- Program Updates
 - Electronic visit verification (EVV)
 - Identifying individuals in incident reports
 - Provider certification renewals and email reminders
 - Participant access to the community during COVID-19
- Monthly Training Session - Provider Training Series Module #4 - Standards for Home and Community Based Services - [Sliddeck](#)

TOPICS

Electronic Visit Verification

The Division of Healthcare Financing (Division) would like to remind employers of record (EORs) and employees of participants who self-direct services that electronic visit verification (EVV) will be required beginning December 1, 2020. ACES\$, the Division's Fiscal Management Service agency, has been offering trainings on the use of the program. The EVV training provided by ACES\$ is **mandatory** for EORs and employees, and can be counted toward the required training for all employees and EORs. The recordings and user guides, as well as other resources, are available on the ACES\$ website at www.mycil.org/resources/aces-wyoming-evt-resources/.

If you know an EOR or employee of a participant who self-directs, please be sure to pass this information along to them.

Identifying individuals in incident reports

During the Provider Support Call held on August 31, 2020, the Division conducted a training on the incident reporting process. We received a question related to using the names of other individuals in incident reports, and wanted to follow up with our providers in order to alleviate any confusion.

When completing an incident report, you should use the names of everyone involved in the incident. Avoid pronouns; if there are three females involved in the incident, and you use *she* in your explanation, it is difficult to determine to which *she* you are referring. When using names, list the person's full name the first time it is used, and then the person's first name for all following referrals. You can also use the person's initials for subsequent references. This applies to everyone who is involved, including direct support professionals and participants.

Provider certification renewals and email reminders.

Provider certification renewals will resume beginning October 1, 2020. During the public health emergency, the Division will conduct virtual site inspections rather than in-person site inspections. As in the past, providers will receive notification through the provider portal that their expiration is upcoming. Providers are required to upload the appropriate documentation and information into the portal. The area PVS will contact providers regarding virtual support throughout the certification renewal process.

As mentioned in previous Provider Support Calls, the Division is moving toward more online support in our processes, so it is critical that providers and case managers check and respond to emails from the Division. Not checking your email or having an incorrect email address is not an acceptable reason to miss a deadline or fail to meet a requirement. Division 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.

Participant access to the community during COVID-19

The Division would like to remind providers, case managers, and legally authorized representatives that participants have access to the community to the same degree as people who are not receiving home and community-based waiver services, even during the COVID-19 health emergency. It is important that all citizens follow health orders that are established by their county of residence; however, 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, such as wearing masks, social distancing, and frequent hand washing.

The Division has offered temporary flexibilities as a result of COVID-19, which are still in place and will remain in place through the end of the public health emergency. 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, and providers of DD Waiver Services are expected to maintain compliance.

WRAP UP

Next call scheduled for October 26, 2020