

AGENDA

- **Program Updates**
 - Electronic filing of complaints
 - Helpdesk email addresses
 - Enrollment updates
 - Hot and cold meal providers
 - Timely incident reports
- **Monthly Training Session** - Medicaid Provider Agreement - [Slidedeck](#)

TOPICS

Electronic filing of complaints

The Division would like to thank providers for the increase in timely and appropriate incident reporting that has occurred since the last Provider Support call.

As a reminder, the Home and Community Based Services (HCBS) Section also maintains electronic complaint reporting. If any participant, provider, family member, or member of the public has a concern regarding the Community Choices Waiver (CCW) or about a specific participant, they can file a complaint by visiting the homepage of the HCBS Section website at <https://health.wyo.gov/healthcarefin/hcbs/>. In the middle of the page, there is a link to the CCW complaint portal, which allows complaint information to be entered and submitted to the Division. While the Division encourages you to include your contact information, you may also submit a complaint anonymously.

After clicking "Submit," the complaint is routed to the Provider Support Unit, and will be reviewed by Division staff. Submitting a complaint through the website is often more timely and efficient than calling in a complaint, as the electronic complaints are routed directly to staff members responsible for review. Please utilize this electronic option if you have a complaint, and pass the link and information on to other interested parties.

Helpdesk email addresses

With several changes to processes underway, the Division would like to remind providers and case managers of the appropriate place to direct technological questions. For issues related to accessing the provider portal, please contact providerportal@gannettpeaktech.com. For issues related to accessing the Electronic Medicaid Waiver System (EMWS), please visit <https://wyoimprov.com/HCSComplaintReport.aspx>. You may always contact the Provider Support Unit with questions and concerns, but please note that for technical access issues, you may be directed to the appropriate helpdesk for further assistance.

Enrollment updates

HHS Technology Group is the new contractor that oversees Medicaid enrollment and re-enrollment. Providers will use the Provider Enrollment, Screening, and Monitoring (PRESM) system, which is a self-service, web-based portal, to conduct all Medicaid enrollment and re-enrollment activities. The portal can be accessed at <https://wyoming.dyp.cloud/>. If you have questions or concerns related to Medicaid enrollment or re-enrollment, please contact HHS Technology by calling (877) 399- 0121 or emailing

wymenrollmentsvcs@HHSTechGroup.com. Providers will still use the Conduent provider portal at https://wymedicaid.portal.conduent.com/provider_home.html to submit claims for payment.

Hot and cold meal providers

As a reminder, there will be new CCW services and rates in effect as of July 1, 2021. Among other changes, new services will include hot or frozen meal options for home-delivered meals. If a provider elects to provide the hot meal option, they should contact Gannett Peak in order to ensure that this option has been enabled for the provider. Please contact the Provider Support Unit if you have not completed this step.

Please note that the hot meal service delivery option includes an in-person delivery component, while frozen meals do not. Please consider this element when determining what service you choose to provide. Additional guidance will be forthcoming regarding the difference between hot and frozen meal service options.

Timely incident reports

As a reminder from our previous CCW Provider Support Call, all individuals in Wyoming are required to report suspected abuse, neglect, or exploitation of children or vulnerable adults if they have reasonable cause to believe that it may be occurring. Wyoming law (W.S. 14-3-205 and W.S. 35-20-103) requires this mandatory reporting.

Additionally, Waiver providers, including case managers, are required to report incidents promptly and accurately to the Division. Incident reporting is key to ensuring the ongoing health and welfare of participants. Training on incident reporting can be found on the [Training](#) page of the Division website, under the *Provider Support Call Trainings* toggle.

WRAP UP

Next call scheduled for July 26, 2021