



## AGENDA

- **Program Updates**
  - Submitting Incident Reports and Complaints
  - Benefit Management Service Concerns
  - Provider Certification Renewal
  - Division Contacts and Responding to Division Emails
- **Monthly Training Session** - Home and Community Based-Settings Final Rule - [Slidedeck](#)

## TOPICS

### Submitting Incident Reports and Complaints

In accordance with the Community Choices Waiver (CCW) agreement with the Centers for Medicare and Medicaid Services (CMS), case managers and other providers of CCW services are required to submit identified incidents within established timeframes. Critical incidents that require review and follow-up action include abuse, neglect, exploitation, unexpected death of a participant, use of restraint, and the unauthorized use of restrictive interventions.

Providers are required to report Incidents through the Division of Healthcare Financing's (Division's) Provider Portal. The Division conducted training on how to register and use the Provider Portal on June 15, 2021. To view the recording of this training, please visit the [Training](#) page of the Division website, under the Combined HCBS Program Trainings section. The Division has developed the Incident Submission Guidance Document, which outlines the step-by-step process for submitting incidents through the Provider Portal. This document can be found on the homepage of the Division website at <https://health.wyo.gov/healthcarefin/hcbs/>. If you have further questions or need assistance, please contact the [Incident Management Specialist](#) in your area. If you experience technical difficulties with the Provider Portal, please contact [providerportal@gannettpeaktech.com](mailto:providerportal@gannettpeaktech.com).

It is imperative that, once the provider starts an incident report in the portal, the report is either submitted or deleted. Unfinished incident reports should not linger on a provider's task list.

Providers are also required to submit complaints using the on-line complaint form. Complaints should only be submitted for circumstances over which the Division has authority, such as participant health and safety concerns that don't fall within the scope of an incident report, policy and process violations, and violations of a participant's rights. The Division will not follow-up on complaints that are outside of Division authority, such as those related to personality issues within a service plan team, or between providers, case managers, and other entities. The Division expects all parties to behave professionally, and will not serve as mediator when problems arise.

When a complaint or incident report is submitted, the Division will follow its internal processes for review and additional follow-up. The Division may or may not investigate a complaint or incident, depending on the initial review of the incident or complaint.

If the provider is not sure if an incident or complaint should be filed, they should submit the incident or complaint. It is better to report something than not to report something that should have been reported. Please remember that failure to report incidents or complaints in accordance with Division requirements could result in the provider receiving corrective or adverse action, including suspension of payments or waiver provider decertification.

## **Benefit Management Service Concerns**

The Division recognizes that there are ongoing concerns with the implementation of the new Benefit Management System, or BMS. If you have continued issues with this system, please contact CNSI directly at 1-888-996-6223. The Division is able to provide limited troubleshooting if the provider supplies the TCN number, but the provider should contact CNSI first for assistance.

## **Provider Certification Renewal**

In accordance with the CCW agreement approved by CMS, providers must renew their certification as a CCW provider annually. The Division provides at least 60 days notice that a provider's waiver certification is expiring. Although the Division provides this advance notice, providers often wait until the 11th hour to submit their certification renewal documentation.

Providers must not procrastinate. They should start the renewal process as soon as they receive the notification that their certification is going to expire in order to avoid last minute delays or problems that may arise. It is important to note that decertification as a result of a provider's failure to meet the timeline requirements for certification renewal is not considered an adverse action, so the provider is not entitled to an administrative hearing. Once the provider is decertified, they must start the process for becoming a certified provider all over, and are not eligible to provide services or receive payment in the interim.

For a list of CCW provider certification renewal dates, please visit the HCBS Section website at <https://health.wyo.gov/healthcarefin/hcbs/ccw-providers-and-case-managers/>. For questions or concerns related to provider certification renewal, please contact the Provider Credentialing Team at [wdh-hcbs-credentialing@wyo.gov](mailto:wdh-hcbs-credentialing@wyo.gov).

## **Division Contacts and Responding to Division Emails**

The Division regularly receives emails and phone calls from providers stating that they have not received important communications regarding changes to processes, upcoming meetings, and other important information that impacts their business.

The Division regularly sends information to waiver providers, and often forwards information that may impact waiver providers but is sent from other entities in order to keep providers of the CCW program informed. However, that is the extent of what the Division can do to keep providers informed. It is up to the provider to receive the communication, read the communication, and ask questions if they don't understand the communication.

In order to be as informed as possible, providers should:

- Sign up for Division emails by contacting [theresa.cain2@wyo.gov](mailto:theresa.cain2@wyo.gov).
- Notify the Division of changes to their email address as soon as possible. Notification should occur by submitting a CCW Provider Update Form to to [wdh-hcbs-credentialing@wyo.gov](mailto:wdh-hcbs-credentialing@wyo.gov).

- Ensure that wyo.gov and wyohealth@public.govdelivery.com are added to their contact list so important emails don't get sent to a spam or junk folder. They should look through their spam or junk folders regularly to ensure that important information isn't being sent there.
- Take time to read the information that is sent by the Division. Failure to receive or read important information does not relieve providers of their obligation to act on that information as required, and could result in the provider being subject to corrective or adverse action.
- Respond to email requests as soon as they are received.
- Send questions to the appropriate contact, which will be listed in the email. Sending all questions to the Provider Support or Benefits and Eligibility staff is not appropriate, as they may not be the people with the most knowledge of the subject matter. Providers should use the contact information provided in the email to submit questions or concerns.

## **WRAP UP**

***Next call is scheduled for March 28, 2022***