



AGENDA

- **Program Updates**
 - Required Documentation
 - Responding to Division Emails
 - Ongoing Benefit Management Service Concerns
 - Electronic Visit Verification
 - Updates to the Wyoming Health Portal (WHP)
- **Monthly Training Session** - Provider Certification, Enrollment, and Renewals - [Slidedeck](#)

TOPICS

Required Documentation

In accordance with the Wyoming Medicaid Provider Agreement and the Community Choices Waiver (CCW) agreement with the Centers for Medicare and Medicaid Services (CMS), providers must submit pertinent documents to the Division of Healthcare Financing (Division) upon request. All providers are obligated to respond immediately and cooperate fully to any written requests for information from the Division. Failure or refusal to provide requested information may result in corrective or adverse action.

Responding to Division Emails

The Division continues to experience issues with providers responding to Division emails within established time frames. Providers should respond to email requests as soon as they are received. Failure to receive or read important information sent by the Division does not relieve providers of their obligation to respond or act on that information as required, and could result in the provider being subject to corrective or adverse action.

In order to ensure that you are receiving necessary information from the Division, providers should notify the Division of changes to their email address as soon as possible. Notification should occur by submitting a CCW Provider Update Form to wdh-hcbs-credentialing@wyo.gov. They should also ensure that wyo.gov and wyohealth@public.govdelivery.com are added to their contact list so that important emails don't get sent to a spam or junk folder.

Benefit Management Service Concerns

The Division recognizes that there are continuing concerns with the implementation of the new Benefit Management System, or BMS, and understands that these issues have been extremely frustrating for providers. We appreciate your patience as we continue to work directly with CNSI on resolving ongoing and new BMS concerns. 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, but providers should contact CNSI first.

Electronic Visit Verification

The Division would like to remind providers that beginning March 31, 2022, all providers that offer any of the listed services **must** utilize the Carebridge electronic visit verification (EVV) system to record their visits.

- S5125 - Personal Support

- T1004 - Home Health Aid
- T1002 - Skilled Nursing (RN)
- T1003 - Skilled Nursing (LPN)
- S5150 - Respite (In-Home, CNA)
- T1002 - Skilled Nursing

The Division is pleased with the initial implementation of the Carebridge EVV system, and believes that overall technical concerns have been minimal. Several providers that are currently using the EVV system have been able to identify service delivery and billing practices that do not align with service definitions and Division rules. The Division has been working with these providers to offer technical assistance and support in coming into compliance. We are happy to provide continued technical assistance and support to providers in navigating how the EVV system can work for them as they support participants.

For additional information, you can contact Carebridge.

- <http://resources.carebridgehealth.com/evv>
- wyevv@carebridgehealth.com
- (855) 912-3301

Updates to the Wyoming Health Portal (WHP)

Beginning April 1, 2022, the Division will roll out two very important updates to the [Wyoming Health Portal \(WHP\)](#), formerly referred to as the Provider Portal.

Providers will be able to submit complaints through the WHP using a process that mirrors the incident reporting process that is currently in place. The general public will still have the option to submit a complaint through the link located on the homepage of the Division website, but providers will use WHP to submit complaints. The provider support call training that will be conducted on May 23rd will address complaints in general, so this process will be discussed during this training. The Division is developing a guidance document to support providers in reporting complaints. If you have questions related to the complaint process, please contact your [Incident Management Specialist](#).

Providers will also be able to assign roles to staff, based on the information to which they need access within the WHP. For example, a staff member may only need access to report an incident, while another staff member may need access to corrective action or provider renewal information. Providers will be able to delegate these access levels for new staff members and staff members who are currently listed in the WHP. The process will be fairly intuitive, but the Division will post a tutorial video and guidance document to support providers with assigning staff roles.

For technical support related to the WHP, please contact providerportal@gannettpeaktech.com.

WRAP UP

Next call is scheduled for May 23, 2022