



AGENDA

- **Program Updates**
 - Timely Incident Reporting
 - Timely Provider Certification Renewals
 - Governing Document, Training, and other CCW Resources
- **Monthly Training Session** - Complaints, CAPs, and Adverse Actions - [Sliddeck](#)

TOPICS

Timely Incident Reporting

Over the past few months, the Home and Community-Based Services (HCBS) Section has received several incident reports that did not meet the reporting requirements established in the Community Choices Waiver (CCW) agreement approved by the Centers for Medicare and Medicaid Services (CMS). As a reminder, providers of CCW services must report critical incidents of suspected abuse, neglect, exploitation, unexpected death, the use of restraint, and unauthorized uses of restrictive interventions. Providers must use the Wyoming Health Provider (WHP) portal to report incidents as soon as practicable after assuring the health and safety of the participant, or in the case of a participant death, as soon as practicable after they are made aware of the situation.

In addition to HCBS Section requirements, the Wyoming Adult Protective Services Act [W.S. §35-20-101, et seq.] requires that, "any person or agency who knows or has reasonable cause to believe that a vulnerable adult is being or has been abused, neglected, exploited, intimidated or abandoned or is committing self neglect shall report the information immediately to a law enforcement agency or the Department of Family Services." CCW providers that are licensed by the Wyoming Department of Health, Aging Division must also report incidents and occurrences as required by the applicable licensing regulations.

For information on how these critical incident categories are defined, please review Appendix G-1-b of the CCW, which can be found on the [Public Notices, Regulatory Documents, and Reports](#) page of the HCBS Section website, under the *Current Waivers* tab.

Timely Provider Certification Renewals

In accordance with the CCW agreement approved by CMS, providers must renew their certification as a CCW provider on a regular basis. The HCBS Section notifies providers at least 60 days prior to that provider's waiver certification expiration. Although the HCBS Section provides this advance notice, providers often procrastinate and then fail to submit their certification renewal documentation before their certification expires.

In order to avoid last minute delays or problems that may arise, providers should start the renewal process as soon as they receive the notification that their certification is going to expire, rather than waiting until the 11th hour. 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. If the provider misses their deadline, they must start the process for becoming a certified provider over again, 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.

Governing Document, Training, and Other CCW Resources

The HCBS Section maintains a comprehensive website that contains many resources for CCW providers, stakeholders, and other interested parties. Providers are strongly encouraged to visit <https://health.wyo.gov/healthcarefin/hcbs/> to view many resources intended to support providers in doing their jobs.

Homepage: The HCBS Section website homepage houses the critical incident and complaint submission links. You can find the guidance manual on how to submit an incident report through the WHP portal, as well as links to the WHP, the page used to submit incidents related to participant-direction, and the complaint submission portal for the general public. You can also find the CCW searchable provider and case manager list on the homepage.

Public Notices, Regulatory Documents, and Reports: In addition to notices for public comment related to waiver amendments and rules, the Public Notices, Regulatory Documents, and Reports page contains the most current waiver documents and chapters of Medicaid Rules that affect the CCW programs. This page also contains a Reports section, which includes the most recent Community Choices Waiver Provider Rate Study and HCBS Section Annual reports.

CCW Participant Services and Eligibility: Providers and case managers can refer applicants of the CCW program to the CCW Participant Services and Eligibility page. This page houses the Participant Handbook, explains the CCW application process, and has resources on participant rights and the participant-directed service delivery option.

CCW Providers and Case Managers: Providers and case managers are strongly encouraged to visit the CCW Providers and Case Managers page on a regular basis. This page contains resources, program bulletins, past support call notes, and helpful links.

Service Definitions and Rates: The CCW Service Index and fee schedule can be found on the [Service Definitions and Rates](#) page. The Service Index is intended to be a one stop shop for information about service definitions, billing codes, and rates. It is a guide for case managers, providers, and participants to use so they can understand the requirements and limitations of each service, as well as qualifications, required documentation, and other expectations that are specific to each service. Provider documentation must demonstrate that the provider is meeting service definitions when delivering services.

Training: The HCBS Training page contains the required initial and ongoing trainings for all CCW providers and case managers. To the extent possible, the recorded trainings and corresponding written scripts for all recent trainings conducted during provider and case manager support calls are also published to this page. The HCBS Section tries to review trainings on an annual basis in order to ensure that trainings remain relevant.

Other pages of the website include information on the American Rescue Plan Act, LT101 assessments, and the ever popular HCBS Document Library.

If you have questions about finding information on the HCBS website, please reach out to Theresa Cain (theresa.cain2@wyo.gov) or Shirley Pratt (shirley.pratt@wyo.gov).

WRAP UP

Next call is scheduled for July 25, 2022