



## AGENDA

- **Program Updates**
  - Feedback on Draft Provider Manual
  - Partial Unit Claims
  - Free Training Offered by the Alzheimer's Association
  - Division Contacts
  - Timely Provider Certification Renewals
  - Contacting Appropriate Parties for Claim Denials and Questions
- **Monthly Training Session** - CCW Service Index and Definitions - [Slidedeck](#)

## TOPICS

### Feedback on Draft Provider Manual

On June 2, 2022 the Home and Community-Based Services (HCBS) Section released a draft Community Choices Waiver (CCW) Provider Manual in order to obtain feedback and suggestions for revisions prior to the manual's final release. The HCBS Section received several comments from various providers, and is very appreciative of the provider suggestions and engagement in this process. The HCBS Section is sorting through the feedback and suggestions, will make appropriate revisions, and intends to release the finalized manual later this summer.

### Partial Unit Claims

CNSI, the vendor that administers the Benefit Management System (BMS), has received a number of provider claims for partial units (e.g., 1.25 units or 4.5 units) through BMS.

Providers must not submit claims for partial units. Providers that have submitted claims for partial units should have adjusted these claims by July 15, 2022. BMS will void claims that were not adjusted by July 15th, and the voided amount will be subtracted from the provider's future payments. In the future, claims submitted for partial units will be denied by BMS.

### Free Training Offered by the Alzheimer's Association

The Alzheimer's Association offers free training modules on Alzheimer's and dementia issues. Providers that work with participants who are living with dementia or Alzheimer's disease are encouraged to visit <https://training.alz.org/home> to review these free training opportunities.

### Division Contacts

The HCBS Section continues to receive emails and phone calls from providers stating that the provider has not received important communications regarding changes to processes, upcoming meetings, and other information that impacts their business.

The HCBS Section regularly sends information to waiver providers, but 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 HCBS Section emails by contacting [theresa.cain2@wyo.gov](mailto:theresa.cain2@wyo.gov).

- Notify the HCBS Section 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 diverted.
- Take time to read the information that is sent by the HCBS Section. *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 *and* Benefits and Eligibility staff is not appropriate. Providers should use the contact information provided in the email to submit questions or concerns.

### **Timely Provider Certification Renewals**

The HCBS Section would again like to remind providers to start their provider certification renewal as soon as they receive the notification that their certification is going to expire. The HCBS Section notifies providers at least 60 days prior to their waiver certification expiration, but many providers still procrastinate and then fail to submit their certification renewal documentation before their certification expires.

Providers must understand that failure to submit their certification documentation before their certification expires will result in provider decertification. If a provider is decertified as a result of their failure to meet the timeline requirements for certification renewal, they are 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.

To see the date of your provider certification expiration, simply go to the left hand navigation bar in the Wyoming Health Provider (WHP) portal, select the Resources tab, and click on *User Information*. 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).

### **Contacting Appropriate Parties for Claim Denials and Questions**

The HCBS Section regularly receives questions related to billing claims that have been denied by CNSI or Carebridge. Rather than contacting the HCBS Section, providers must contact CNSI to resolve claim issues in BMS, and contact Carebridge to resolve claim issues related to electronic visit verification (EVV).

If a provider contacts the HCBS Section for help with a denied claim, they will be required to submit the following information:

- The date CNSI or Carebridge was contacted, and the entity's response;
- The Transaction Control Number (TCN) of the claim in question;
- The name of the participant associated with the claim; and
- The date of service.

Please use the following information to contact or learn more about CNSI and Carebridge.

#### **CNSI/BMS**

Website: <https://www.wyomingmedicaid.com/>

Email Address: [wyprovideroutreach@cns-inc.com](mailto:wyprovideroutreach@cns-inc.com)

Phone Number: (888) 996-6223

**CareBridge/EVV**

Website: <http://resources.carebridgehealth.com/evv>

Email: [wyevv@carebridgehealth.com](mailto:wyevv@carebridgehealth.com)

Phone: (855) 912-3301

**WRAP UP**

*Next call is scheduled for September 26, 2022*