

## AGENDA

- **Program Updates**
  - Rights Restrictions Requested by Legally Authorized Representatives
  - Online Medication Assistance Training
  - ARPA Staff Stabilization Funds Administered by the Wyoming Hospital Association
  - Communication with the Division
  - Wyoming Health Provider (WHP) Portal Login
  - Benefits Management system (BMS) Electronic Claims Submission Policy
  - DFS Central Registry Screening Process
  - Provider Question and Answer Session - October 31, 2022
- **Monthly Training Session** - Documentation Standards and Expectations - [Slide deck](#)

## TOPICS

### **Rights Restrictions Requested by Legally Authorized Representatives**

Chapter 45, Section 4 of Wyoming Medicaid Rules addresses the rights of participants served. Subsection (c) specifically states “...If the Division disallows a limitation of a right in an individualized plan of care, this decision will apply to any provider offering services to the participant...”

The Home and Community-Based Services (HCBS) Section has received several complaints from providers about legally authorized representatives (LARs) of participants who are requiring providers to restrict participant rights outside of what is authorized in state and federal law, under the threat of the LAR moving the participant to a different provider. As a reminder, providers cannot restrict a participant’s rights unless the provisions established in Section 4 are met, even if an LAR requests the restriction or threatens to move a participant. It is also important to note that, even if the LAR does choose a different provider, all providers are prohibited by law from restricting a participant’s rights outside of the provisions of Chapter 45, Section 4.

Should providers have questions regarding rights restrictions requested by LAR's, please contact your local Incident Management Specialist (IMS) for further guidance on what is and is not allowable through state and federal Rule. IMS county assignments can be found on the [Contact and Important Links](#) page of the HCBS Section website.

### **On-line Medication Training**

The HCBS Section is developing an online Medication Assistance Training that will replace the current train-the-trainer model of required medication assistant training. As established in Chapter 45, Section 5(a)(v), this online training will be required for any individual who assists participants with medications. Once this training is in place, providers will still be able to require provider training specific to their provider specific medication policies and procedures.

The HCBS Section will be requesting feedback on the content and format of the online training prior to its release, which is anticipated to occur in early 2023. In the meantime, flexibility allowed during the COVID public health emergency remains in place. Medication Assistance Training instructor certifications are considered valid. Individuals who have not received Medication Assistance Training

should not assist participants with medications until they have received the required training from a certified Medication Assistance trainer.

### **ARPA Staff Stabilization Funds Administered by the Wyoming Hospital Association**

In early July, many providers received a letter from the Wyoming Hospital Association (WHA) offering a one-time disbursement of federal funds (CDFA #21.027). This was a legitimate communication from the WHA. The State of Wyoming delegated the WHA to disperse these funds to identified providers for the purpose of addressing their staff retention efforts, per the American Rescue Plan Act (ARPA) appropriations made by the Wyoming Legislature in Senate Enrolled Act 20 from the 2022 Budget Session. While the HCBS Section did not directly administer these funds, the Section highly recommended that providers return the requested information so they could benefit from this one-time funding.

### **Communication with the HCBS Section**

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. The Section acknowledges that many providers have continuing challenges with workforce shortages; however, they must read and respond to communications from the Division.

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 Name and Address Change Form to [wdh-hcbs-credentialing@wyo.gov](mailto:wdh-hcbs-credentialing@wyo.gov).
- Ensure that [wyo.gov](http://wyo.gov) and [wyohealth@public.govdelivery.com](mailto: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 and/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.

### **Wyoming Health Provider (WHP) Portal Login**

When a provider initially registers on the Wyoming Health Provider (WHP) portal, they must choose to "Continue with Google" or enter a username and password. If the provider selected "Continue with Google" when they first registered, they must use this option every time they log into the WHP.

### **Benefits Management system (BMS) Electronic Claims Submission Policy**

Effective November 1, 2022, all original claims submitted to Wyoming Medicaid must be filed electronically. CNSI, the Fiscal Agent, will no longer accept paper claims for Medicaid services.

In the future, CNSI will require all claim adjustments to be filed electronically as well. However, more information and notices will be sent to providers before this occurs. For more information, please visit [www.wyomingmedicaid.com](http://www.wyomingmedicaid.com) or contact [wypvideroutreach@cns-inc.com](mailto:wypvideroutreach@cns-inc.com).

### **DFS Central Registry Screening Process**

On August 18, 2022 the HCBS Section sent a communication to all providers regarding the on-line process for the Department of Family Services Central Registry Screening. While DFS has moved to an on-line system, the Department of Health is still processing background screenings, so Comprehensive and Supports Waiver providers must follow Department of Health requirements for submitting background screening information. The Department of Health [Background Screening webpage](#) has been updated to reflect the updated process.

### **Provider Question and Answer Session - October 31, 2022**

Rather than a training session for the October Provider Support Call, the HCBS Section will be offering a Question and Answer session so providers have the opportunity to ask questions related to rules, requirements, Section processes, and other topics that providers would like to have addressed. In order for this session to be as meaningful as possible, the HCBS Section is asking providers to submit questions for consideration prior to the meeting. Please complete the [linked form](#) to submit your questions. Although the HCBS Section will entertain other questions on the call, we cannot guarantee an immediate answer since additional research may be required.

## **WRAP UP**

***Next call is scheduled for October 31, 2022***