



## AGENDA

- **Program Updates**
  - Provider Certification Renewals
  - Electronic Process for Corrective Action Plans
- **Question and Answer Session**

## TOPICS

### Provider Certification Renewals

The Home and Community-Based Services (HCBS) Section would again like to remind Community Choices Waiver providers that they cannot be certified to provide services until all renewal information has been reviewed, which typically takes the Provider Credentialing Team 30 calendar days. Providers are strongly encouraged 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.

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).

### Electronic Process for Corrective Action Plans

On May 23, 2022, the HCBS Section conducted a training to CCW providers regarding corrective action plans (CAPs). That training is available for your review on the Training page of the HCBS Section website.

The HCBS Section is pleased to announce that the CAP process will be moving online as of October 1, 2022. This process will follow the same steps outlined in the May 2022 training, but will be made available as a task on the provider's task list rather than in paper format. A CAP Guidance Document as well as a video walk-through of the electronic CAP process is available on the HCBS website. In addition, if you are issued corrective action, the HCBS Section staff member who issues the corrective action will provide one-on-one intensive assistance to help you through the process. Please note that there will not be a task on your provider task list for a CAP unless you are issued one by the HCBS Section after October 1, 2022.

Please take the opportunity to review the CAP guidance document and the video walk-through. If you are required to complete this process and still have questions, please contact your area [Incident Management Specialist](#).

## WRAP UP

*Next call is scheduled for January 30, 2023*