

Community Choices Waiver Provider Training Provider Portal Online Renewal

Wyoming Department of Health
Division of Healthcare Financing
Home and Community-Based Services Section
November 17, 2021



Welcome to the Division of Healthcare Financing (Division), Home and Community-Based Services (HCBS) Section provider training regarding the Online Renewal Process for Community Choices Waiver providers.

Purpose of This Training



- Explain the reason for moving to an online renewal process
- To provide details about the process
- To understand the timing of the online renewal process

The purpose of this training is to explain the reason for moving to an online renewal process, detail the steps that are required and the timeline for rolling out the online renewal process.

Training Agenda

- Discussion of online renewals
- Walk-through of process
- Q&A

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During this training we will discuss the requirements of the CCW provider renewal. Providers will be required to engage as necessary in the renewal process to continue to receive payments through the CCW. The HCBS Section and Gannett Peak development team will provide a step-by-step walkthrough of the process. This training will be recorded and available as a point of reference. Additionally, we will be offering a question and answer session for any outstanding questions or concerns not covered in this training.

Another Provider Portal??

- Medicaid provider portals
 - Benefits Management System (BMS)- Claims portal
 - wyomingmedicaid.com
 - HHS Technologies (PRESM)- Enrollment portal
 - <https://wyoming.dyp.cloud/landing>
- HCBS provider portal
 - wyoproviderportal.com



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Before we get started, let's take a moment to talk about the "Provider Portal." The Division acknowledges there are a few provider portals that require some attention daily, annually, or even less frequent timeframes. We would like to take this opportunity to provide further clarification of the alternate "Provider Portal" references with other Medicaid activities.

For billing claims, the Benefits Management System (BMS) provider portal is located at wyomingmedicaid.com. This is where claims are filed, adjusted, and reviewed, and where members (participants) can be verified.

For initial Medicaid enrollment and 5 year re-enrollment, the Provider Enrollment, Screening, and Monitoring system (PRESM) is located at wyoming.dyp.cloud. This is the system that generates the Wyoming provider number, or WY#, and requires a renewal at least every 5 years.

For the purposes of this training, when we reference the provider portal we are talking about the portal specific to the HCBS waiver section - wyoproviderportal.com. You may already use this portal regularly to accept or reject requests for services and file critical incidents. Moving forward, the list of activities available through this portal will increase, starting with the addition of CCW online provider renewals.

Waiver Obligations: CCW Agreement

- The CCW program must abide by the terms of the current waiver agreement
- Appendix C discusses provider qualifications for CCW services
- The HCBS Section verifies provider qualifications



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In accordance with Federal guidelines, the Division submitted an application to Centers for Medicaid and Medicare Services (CMS), that has been approved, authorizing the CCW waivers. This application provides the specific details of the CCW program. The approved application is available on the [Public Notices, Regulatory Documents, and Reports page](#) of the Division's website.

The application is broken down in topics, or appendices. Appendix C discusses the required qualifications of each provider and service type. This CMS approved waiver agreement requires that the HCBS staff verify provider qualifications on an ongoing basis, which will be completed through Online CCW Provider Renewal process.

Another License Expiration Task?

- In October, the CCW implemented the License and Certification task in the Provider Portal
- Licensure and Certification tasks are associated with license expiration dates issued by other agencies
- Licensure and Certification task submission is included in the CCW Online renewal process
- The Division has assigned All CCW providers have been assigned an expiration date for the renewal process

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During the September 2021 CCW Provider support call, the Division introduced the License and Certification task in the Provider Portal. Beginning October 1st the Provider Portal began to generate tasks for service providers to upload their most recent licensure and certifications. This included, but was not limited to facility licenses, CPR/First Aid certifications, and national accreditation certifications. These tasks will continue to generate and populate based on the expiration dates provided with the licensure.

The Online Renewal process will include the information uploaded through the Licensure and Certification task if it has been completed. However, the Online Renewal Process is associated with a Division assigned expiration date.

Online Renewals

- Work is done through the Provider Portal
- Licenses, training material, and other documents will be uploaded by the provider
- The provider will need to read and accept the disclosures prior to submitting the renewal application
- Review is performed by the HCBS Credentialing Team

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The online renewal process will require the provider to demonstrate their ongoing compliance with the federal and state requirements as outlined in the CCW agreement. This will include providing evidence of the required licensure, training material, and other documents. The process will be tailored to the service provider and type regarding the required documents and training.

As an example, a provider of Adult Day Services is required to be licensed by the Wyoming Department of Aging. The license, if not previously submitted through a renewal task, will need to be provided. There will be a field for the provider to upload the document. In contrast, a case manager is not required to be licensed, and therefore will not be required to upload a license. Instead, case managers are required to complete an annual training series, documentation of which will be submitted through the online renewal process.

After uploading all of the required documents, providers will be required to review and agree to a series of disclosures. These disclosures are relevant to the relationship between the Division and the provider, and outline some of the expectations and agreements to which the provider must agree in order to provide CCW services. Once the provider has agreed to the disclosures, the provider will submit the application for renewal CCW program.

Division staff review the application and documents after they have been submitted. The assigned Credentialing Team member will contact the provider with any questions or requests

for clarification. Please work with the Credentialing Team if you have any questions or concerns during the process. The credentialing team is always available by email wdh-hcbs-credentialing@wyo.gov

Timeline

- Notification sent to provider 60 days prior to the expiration date
- Provider uploads information--please do not procrastinate!
- Process will begin for providers with a January 31, 2022 or later expiration date
- Notifications will begin in December 2021

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The Division will be sending electronic notification to providers for the Online Renewal Process 60 days prior to their CCW expiration.

As the online renewal process is new, providers are strongly encouraged to start the process immediately rather than procrastinating. Information will only be accepted through the Provider Portal. Division staff cannot complete this process, as the provider must accept the disclosure statements. Any documentation that is sent hard copy or via email will be returned. The credentialing team will be available to answer questions and provide guidance for the process.

All providers have been assigned an expiration date associated with the physical locations. The first round of notifications will be sent out on December 1, 2021, requiring providers with January 31, 2022 expiration to complete their first renewal. All CCW provider expiration dates can be viewed on the Division's [CCW Providers and Case Managers page](#)

Online Renewal Walk Through

Demonstration of Online Renewals

Questions???

Contact the Provider Credentialing Email
wdh-hcbs-credentialing@wyo.gov

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