



**HOME AND
COMMUNITY-
BASED
SERVICES**

WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

Community Choices Waiver

CCW Provider Manual

Wyoming Department of Health
Division of Healthcare Financing
Home and Community-Based Services Section
March 27, 2023



Wyoming
Department
of Health

Training Agenda

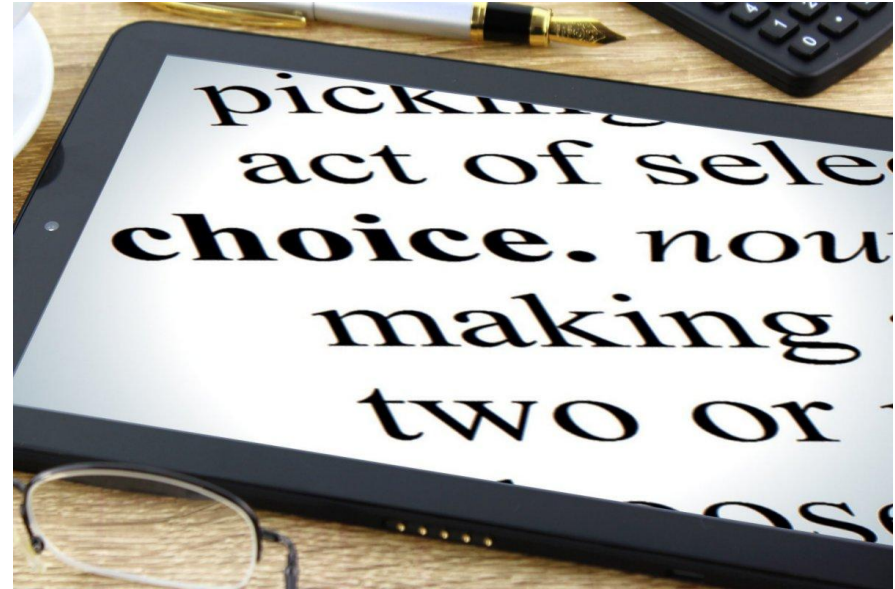
This training will discuss

- Purpose of the CCW Provider Manual
- Provider Feedback Process
- Sections of the Manual
- Highlights from each Section



Choice

Participants have the right to choose who provides their services and when.



W H Y ?

Provider Feedback

- Draft of Provider Manual was drafted and distributed for informal feedback
- Feedback accepted from June 2 - June 30, 2022
- Comments received from a variety of provider types
- Division responses posted from January 13 - February 15, 2023



Other Available Resources



- CCW Case Management Manual
- CCW Provider Training
- CCW Provider and Case Manager Support Call Notes
- Administrative Rules
- CCW Agreement with CMS

Provider Manual Sections

1. **Overview**
2. Services and Provider Qualifications
3. Case Management Agency Administration
4. Service Planning and Delivery
5. HCBS Final Rule: Services and Settings
6. Provider Support and Oversight
7. Fraud, Waste, and Abuse



Section 1 Highlights

- Program philosophies
 - Person-centeredness
 - Participant Choice
- Who is who, and where are resources
- Rights and responsibilities
- HCBS Setting Requirements

SECTION 1

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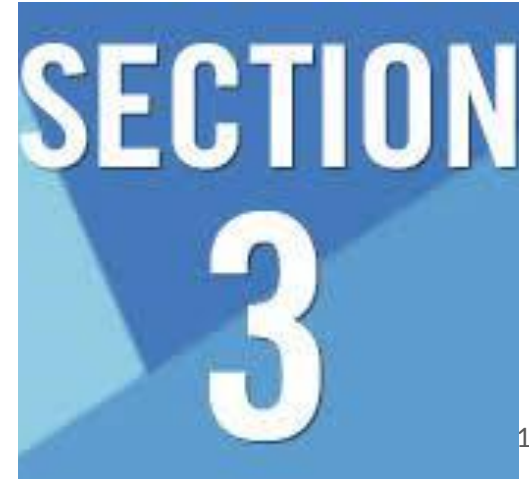
Section 2 Highlights

- Traditional services, also called agency-based services
- Participant-directed services
- Provider Qualifications
- What are my obligations as an employer
- Reimbursement:
 - How to get there
 - Rate information
 - Billing for services



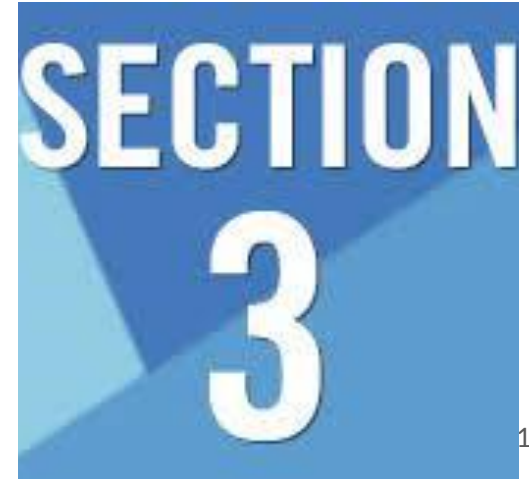
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Section 3 Highlights

- Case Management Agency Administration
 - Does not take the place of the Case Manager Manual
 - Outlines qualifications, because case managers are providers
 - Conflict of interest



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Section 4 Highlights

- Prior authorizations
- Plan of care development
 - What does the provider do?
- Service modifications
- Termination of services
 - Things to consider
 - Steps to take



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Section 5 Highlights

- HCBS Settings
- Rights
- Restraints
- Seclusion



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Section 6 Highlights

- Incidents
 - Requirements
 - Follow up and process
- Complaints
 - Requirements
 - Follow up and process
- Division Supports



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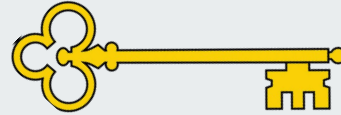


Section 7 Highlights

- Fraud, Waste, and Abuse
 - What is it?
 - What are our obligations?
 - How do we report it?
- Other important financial considerations



Key Takeaways



- The CCW Provider Manual supplements the requirements established in the CCW agreement with CMS
- The CCW Provider Manual is located on the CCW Providers and Case Managers page of the HCBS Section website
- Other resources not covered by the Provider Manual are available on the HCBS Section website
- Provider Manual includes the “why” and the “how,” but also links to various resources available to providers
- Additional feedback and suggestions on the Provider Manual are welcome for future updates



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Thank you!

For additional questions or concerns, contact:

Credentialing Team

wdh-hcbs-credentialing@wyo.gov

OR

Incident Management Specialists

<https://health.wyo.gov/healthcarefin/hcbs/contacts-and-important-links/>