



AGENDA

Program Updates

- Wyoming Health Provider Portal Naming Conventions
- Incident Reporting Requirements
- Homemaker Services
- Wyoming Medicaid Chapter 34 Implementation Requirements

Training - Provider Agreement and Chapter 3

TOPICS

Wyoming Health Provider Portal Naming Conventions

Effective January 1, 2024, the Home and Community-Based Services (HCBS) Section began enforcing a requirement that all documents uploaded on the Wyoming Health Provider (WHP) portal must follow the WHP Portal Naming Convention Guidelines, which can be found on the [CCW Providers and Case Managers](#) page of the HCBS Section website, under the *Case Manager and Provider References* toggle. As you know, the HCBS Section requires a number of documents to be uploaded as part of a provider certification renewal, and up until January, each provider named documents a little differently, and sometimes didn't name documents at all. The naming convention helps providers, HCBS Section staff members, and other state and federal agencies to locate important documents.

The HCBS Section has been returning new provider applications and provider recertification applications when documents are not named correctly. This isn't intended to be punitive, but is necessary in order for us to ensure that documents are easily accessible in the future. We appreciate your conformance to this requirement, as well as your understanding if something is returned.

Incident Reporting Requirements

As mentioned in previous Provider Support Calls and trainings, each provider is required to submit incident reports in accordance with the requirements established in Wyoming Medicaid Chapter 34. Each provider is responsible for using the WHP portal to report incidents that occur while they are providing services. Providers cannot delegate incident reporting responsibilities to the case manager.

The HCBS Section would like to remind all providers that all participant deaths must be reported through the WHP portal. Unexpected death must be reported immediately as a critical incident. Unexpected death includes death as a result of an unexpected natural cause, illness, or disease; death as a result of neglect or trauma inflicted by another person; death as a result of a medication error; or death as a result of an accident, suicide or unknown cause. Other deaths that are not considered unexpected, and are a result of an expected medical prognosis, must be reported within three business days. Please remember that, if you serve a participant who dies, you may receive a records request from the Department of Health contractor Telligen. You are required to release the records they request as part of their mortality review.

We would like to thank providers and case managers for reporting participant medical and behavioral admissions. Although not a required reporting category, this reporting has helped the HCBS Section to respond to other state and federal agency inquiries, including those related to mortality review.

Homemaker Services

Homemaker services are indirect, chore-type services that must be completed for the benefit of the participant, but do not require the participant to be present while the service is being provided. Examples of covered tasks include but are not limited to meal preparation, shopping for groceries and personal items, laundry and ironing, and household cleaning to include regular home maintenance and more involved cleaning tasks such as cleaning appliances and washing windows.

Homemaker Services can be delivered by any agency that is certified for the service by the HCBS Section. Providers that are interested must obtain certification as a Homemaker provider through the HCBS Credentialing process. However, if you are already a CCW provider, this process will be expedited.

If you are interested in becoming a CCW Homemaker provider, please contact your area [Provider Credentialing Specialist](#).

Wyoming Medicaid Chapter 34 Implementation Requirements

Chapter 34 of Wyoming Medicaid Rules, which was last updated almost 30 years ago in 1995, has been revised and went into effect on January 3, 2024. This chapter establishes requirements for the Community Choices Waiver, including rules related to participant eligibility and rights, provider qualifications, and ongoing provider certifications.

The HCBS Section conducted an initial training to review the changes and implementation of this Chapter on January 23, 2024. The recorded training and slide deck can be found on the [Training](#) page of the HCBS Section website.

As mentioned during the January 23rd training, the HCBS Section is committed to working with all providers during this time of transition. From now until June 30, 2024 if a rule violation is discovered, technical assistance will be provided. Effective July 1, 2024, the expectation is that Chapter 34 rules will be followed as written. With these dates in mind, the HCBS Section is diligently working to update the provider manual and develop needed checklists and resources to help providers come into and remain in compliance with this Rule.

One of the biggest concerns we have heard centers around the requirement for providers to make service documentation available to case managers. The documentation standards that are specified in Chapter 34 are the same documentation standards that have always been required in Chapter 3 of Wyoming Medicaid Rules. Specifically, all providers must document the location, date, and time services were delivered, as well as an initial or signature of the staff member and a detailed description of the services provided.

This requirement does not need to result in documentation being printed on reams of paper. Although the HCBS Section cannot require providers to allow case managers to access their systems, we are aware of home health agencies that have given case managers access to specific individuals within their documentation system. This has allowed the case managers to have the access they need, and has

alleviated any additional monthly reporting requirements on the part of the home health agency. This may be something for providers that have this type of technology to consider.

Due to the Memorial Day holiday, our next CCW Provider Support Call is scheduled for May 20, 2024, which is a week earlier than we typically meet. During that call we will review the updates to the CCW Provider Manual, as well as the resources that will support all providers with the documentation and participant specific training requirements. We anticipate releasing these sooner than May 20th, but will have this time set aside to review the resources and be available for questions.

WRAP UP

Next call is scheduled for May 20, 2024