

# CCW Case Management Agency Case Manager Requirements Checklist



HOME AND  
COMMUNITY-  
BASED  
SERVICES  
WYOMING MEDICAID  
DIVISION OF HEALTHCARE FINANCING

**This checklist is intended to be used when adding a case manager (CM) to an agency. It is designed to ensure that all required documentation is submitted. Please complete the checklist and submit the checklist items to [wdh-hcbs-credentialing@wyo.gov](mailto:wdh-hcbs-credentialing@wyo.gov)**

- CCW Provider Update Form, located in the [HCBS Document Library](#)
  - Includes the new CM name, email, phone number, and address.
- All required training is located on the [HCBS Training page](#): Evidence of Initial Case Management training for the following topics. *Employers must also maintain this evidence in their employment records.*
  - HCBS Settings Rule and Community Membership
  - Participant Assessments
  - Service Plan Development
  - Ageism, Disability, and Cultural Awareness
  - Effective Communication
  - Identifying and Reporting Abuse, Neglect, and Exploitation
  - Person-Centered Planning – Basic Concepts
  - Person-Centered Planning – Process Overview
  - Person-Centered Planning – Supported Decision Making

Once added to the Information Management for Providers (IMPROV) system, new case managers will need to request access to the [Electronic Medicaid Waiver System \(EMWS\)](#) and the [Wyoming Health Provider \(WHP\) Portal](#).

CCW case management agencies are also required to maintain employment records that demonstrate compliance with additional requirements, such as:

- Education and experience requirements:
  - Master's Degree in one of the following related human services fields:
    - Counseling;
    - Education;
    - Gerontology;
    - Human Services;
    - Nursing;
    - Psychology;
    - Rehabilitation;
    - Social Work;
    - Sociology; or
    - A related degree, as approved by the Division.

- Bachelor's Degree in an above named human services field **and** one (1) year work experience as a case manager or in a related human services field.
- Associates Degree in an above named human services field **and** four (4) years work experience as a case manager or in a related human services field.
  
- Successful criminal history and background investigation screening, including:
  - Evidence (screenshot) of absence on the exclusions list of the United States Department of Health and Human Services, Office of Inspector General (OIG) <https://exclusions.oig.hhs.gov> (annually)
  - Successful Central Registry of Abuse and Neglect check, as maintained by the Wyoming Department of Family Services (DFS) <https://dfsgovcloud.my.site.com/wydfs/s/>
  - Evidence (screenshot) of absence from the United States Department of Justice, National Sex Offender Public Website [www.nsopw.gov](http://www.nsopw.gov)
  - Successful Name and Social Security Number based Criminal Background Screening confirming that individuals have not been convicted of, or plead no contest to, any barrier crimes listed in Wyoming Statute Title 6, Chapters 2 and 4.