

HCBS Provider Communication & Resources Quick Reference



Provider and Case Manager Support Call Dates, Notes, & Recorded Trainings:

From the HCBS menu, select either the **CCW or DD Providers and Case Managers** page nested under Current Providers:

- <https://health.wyo.gov/healthcarefin/hcbs/ccw-providers-and-case-managers/> - CCW
- <https://health.wyo.gov/healthcarefin/hcbs/dd-providersandcasemanagers/> - DD
- Once on the page, visit the **Case Manager or Provider Support Call** tab for details.

Benefits Management System (BMS):

Billing steps and contact information can be found on the Wyoming Department of Health webpage. Select the **Wyoming Medicaid Division** from the drop-down menu. Then select **Medicaid Provider Enrollment and Billing** from the left-hand side. Alternatively, click the link below and select the *Steps to Bill for Claims* toggle.

- <https://health.wyo.gov/healthcarefin/medicaid/for-healthcare-providers/>
- Provider Services: 1-(888) WYO-MCAD or 1-888-996-6223
- Help Desk: Wyprovideroutreach@cns-inc.com

Electronic Visit Verification (EVV):

Information and links to training videos can be found on the HCBS website **Current Providers** page on the *EVV* tab.

- <https://health.wyo.gov/healthcarefin/hcbs/current-providers/>

Provider Recertifications:

Provider recertifications are completed in the Wyoming Health Provider Portal (WHP). A link to this along with **Tips, Best Practices and FAQs** is can be found on the HCBS website **Current Providers** page, *System Sites & Emails* tab.

- <https://health.wyo.gov/healthcarefin/hcbs/current-providers/>

Medicaid Enrollment: The steps to enroll can be found on the Wyoming Department of Health webpage. Select the **Wyoming Medicaid Division** from the drop-down menu. Then select the **Medicaid Provider Enrollment and Billing** from the left-hand side. Chose the *Steps to Enroll* toggle for contact information and instructions. Wyoming Medicaid Provider enrollment should be completed after HCBS Waiver Provider Enrollment.

- <https://health.wyo.gov/healthcarefin/medicaid/for-healthcare-providers/>

Participant Individualized Plans of Care:

- For CCW providers, information on participant IPC is found through the portal. This information is provided automatically.
- For DD providers, this is not a current functionality. However, the department is working on getting IPC access through the portal for DD providers as well. At this time, DD providers with questions about an IPC should contact the case manager.

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Department of Health Medicaid Rules:

A direct link to the chapters that govern DD or CCW waivers can be found on the HCBS website, **Services and Regulations** page. To find other rules visit the Administrative Rules website and select the current rules option. Under agency, select Health Department (048).

- <https://rules.wyo.gov/>

Public Notices, Engagement Groups & Projects:

Public notices, opportunities for public comment and information on relevant stakeholder engagement groups can be found on the HCBS website **Public Notices** page. Information on the Department of Health Developmental Disabilities Advisory Council is posted here along with links to ongoing HCBS projects.

- <https://health.wyo.gov/healthcarefin/hcbs/hcbs-public-notice/>

HCBS Waiver Forms and Documents:

Forms and documents are posted on the HCBS website, **HCBS Document Library** page and are categorized in the following tabs: CCW, DD, Workflow Tools & Logs, Participant-Direction, Web Portal Guides,, Certification & Renewals

- <https://health.wyo.gov/healthcarefin/hcbs/document-library/>

Provider Trainings:

Provider and Case Manager trainings are located on the HCBS website. These trainings are required for initial waiver applications and for new employees of any waiver provider. Select either the **DD or CCW Initial Certification** page nested under the **Become a Service Provider** page of the HCBS website.

- <https://health.wyo.gov/healthcarefin/hcbs/becomeaprovider/dd-cert/>
- <https://health.wyo.gov/healthcarefin/hcbs/becomeaprovider/ccw-cert/>

Provider Certification Expiration Date & Information:

The expiration date on your current certification can be found on the provider portal. Once logged into your account, select the *Resources* tab along the left hand side. It will list the current expiration, DD or CCW, the provider WY number, provider NPI number (when applicable), and the services on the current certification.

- <https://www.wyoproviderportal.com/>

Provider Change Requests:

Provider change requests are input through the provider portal. Once logged into your account, select the *Provider Change Request* tab along the left-hand side and begin a new change request. Once submitted, your change request will be assigned to an HCBS credentialing team member.

- <https://www.wyoproviderportal.com/>