



AGENDA

Program Updates & Reminders

- Documentation Requirements
- Provider Recertification Timeline Reminder
- Reminders About Accepting New Service Referrals
- Case Manager Transitions to New Agencies
- Background Screening Reminders
- Required Provider Policies for Certification
- Assisting CCW Participants with Eligibility Requirements (ALFs)
- Communication with the Division
- Changes to HCBS Personnel

Training- Wyoming Institute for Disabilities (WIND) Programs

TOPICS

Documentation Requirements

As a reminder, Community Choices Waiver (CCW) providers are required to make service documentation available to case managers each month, and CCW case managers are required to review that documentation and address any concerns that they may find.

Chapter 34, Section 20(g) further establishes that providers must make service documentation available to the case manager by the tenth business day of the month following the date that the services were provided. The documentation that needs to be shared varies depending on the service provided; the list of requirements can be found on page 18 of the [CCW Provider Manual](#).

Documentation for most direct services should include the **date, name of the service provided, number of units utilized, and the locations if the service was outside of the participant's home.**

Please note that documentation on employee hours does not equate to participant service documentation, and is not acceptable.

Provider Recertification Timelines

As established in Chapter 34 of Wyoming Medicaid rule, if your recertification is not completed at least 45 days prior to your certification expiration date, the Division will start the decertification process. If you are decertified due to your failure to complete your provider recertification, this will be considered a

voluntary decertification, which is not subject to due process or a fair hearing. **It is important to note the word "completed" that is identified in rule. Completed means that the renewal application has been submitted by the provider, reviewed by the Provider Credentialing team, has been updated by the provider as requested, and has been marked approved and in place for the coming certification period.**

Our Information Management for Providers (IMPROV) system will send the provider an automatically generated email, to the email address we have on file, 120 days prior to the expiration date, and a reminder email 90 days prior to the expiration date. This early notification is extended to allow providers plenty of time to submit their application and go through the sometimes back and forth process that is needed. Our Credentialing Specialists are working on many applications for the Community Choices Waiver, and Comprehensive and Supports Waiver programs, at any given time. Each time your application is rolled back to you, and you resubmit it, it goes to the bottom of the Specialist's task list, and may not be reviewed again for several days. Please be aware of the requirements and ensure your first submission is complete.

If you, as a provider, haven't kept your contact information up to date, or procrastinate in getting your recertification application complete, this could lead to unfortunate circumstances. We, as a Provider Support Unit, take our name, and our responsibility to support providers, very seriously. However, we will not work in crisis mode just because providers do not follow through with their responsibilities until the last minute.

Reminders About Accepting New Service Referrals

When making a service referral for a CCW participant, case managers should be including participant specific information in the referral. Before accepting the referral, providers should ensure that they read this information and take the needs and preferences of the participant into consideration before accepting the referral. This information serves as the participant specific training for the provider. If participant specific information is not included in the referral, providers should reach out to the case manager for the information and training.

Case Manager Transitions to a New Agency

When a CCW case manager leaves one case management agency and transitions to another, the anticipated transition date must be communicated to the Benefits and Eligibility Specialist (BES) of the assigned county.

As we remind providers in every support call, the Community Choices Waiver is a waiver of choice which in this instance means that case managers are required to offer all participants choice of case management agencies. If the participant chooses another case management agency, a signed and complete Case Management Agency Change form must be uploaded in

EMWS. Case managers cannot be associated with two separate case management agencies. This means that all cases will need to be transitioned to the new agency at the same time on the first of the month.

Background Screening Reminders

Background screening requirements for CCW providers are set forth in a straightforward manner in Chapter 34, and are also outlined in the [CCW Provider Manual](#). Any person who may have unsupervised access to participants during the course of providing identified services must complete and pass:

- A Wyoming Department of Family Services Central Registry screening;
- A United States Department of Health and Human Services, Office of Inspector General's Exclusions Database search;
- A national, name, and social security based criminal history database screening **(It is important to note that the requirement is for the criminal history screening to be based on both a name and social security number)**; and
- A United States Department of Justice, National Sex Offender Public Website search.

Knowing that circumstances can change over time, all providers and associated staff are required to complete a full subsequent background screening every five years, calculated from the date the last background screening results were issued.

These requirements are specific to CCW certification and service delivery, and may not encompass background screening requirements for licensing agencies.

Required Provider Policies for Certification

CCW providers are required to maintain policies and procedures as outlined in Appendix A of the [CCW Provider Manual](#). Appendix A outlines for providers the required provider policies, and the respective service requirements for the services they provide. Providers are required to maintain current copies of all of the requirements, and these documents will be reviewed during the provider's recertification.

Assisting CCW Participants with Eligibility Requirements (ALFs)

CCW waiver participants are required to complete financial eligibility paperwork on a yearly basis to retain their Medicaid benefits. As you can imagine, some participants may find this process overwhelming and/or confusing, and may benefit from assistance. We would appreciate any assistance providers can give to the CCW participants to ensure that they do not lose their benefits, and subsequently, their needed services and home, Assisted Living Facilities (ALFs) should guide or help participants with completing the required financial eligibility paperwork, when needed.

Communication with the Division

In the CCW Provider Manual, providers are reminded that they are required to respond to Division inquiries in a timely manner. Communication is essential to what all of us do everyday, and impacts the effectiveness of the services that are provided to participants. Please make it a point to respond promptly to all communications from Division staff.

Changes in HCBS Personnel

After almost 40 years working in the disabilities field, and 34 years working with Wyoming waiver programs, Shirley Pratt, Provider Support Unit Manager, will be hanging up her hat and heading into the world of retirement. Her last day in the office will be March 28, 2025. The HCBS Section is working through the process of filling the Provider Support Unit Manager position. After March 28th, and until the position is filled, please contact Alice Esquibel (alice.esquibel@wyo.gov), Provider Credentialing Assistant Manager, Wendy Hoover (wendy.hoover@wyo.gov), Incident Management Assistant Manager, or Elizabeth Forslund (elizabeth.forslund1@wyo.gov), HCBS Section Administrator, with any questions you would normally send to Shirley. Please continue to contact our knowledgeable Incident Management team and Provider Credentialing team with any questions specific to these areas.

WRAP UP

The next call is scheduled for March 31, 2025

QUESTIONS & ANSWERS

Our organization uses an Electronic Health Record. Could you please clarify the process for sending documents?

Response: The Division does not have a working knowledge of EHR systems or how information is shared through or from these systems. The CCW Provider Manual (page 18) lists the specific documentation that providers must share with case managers, so providers are encouraged to review that information and determine if your EHR has a report that would meet the requirements. All emailed reports and documents that contain protected health information (PHI) should be sent through secure channels.

If a provider requires additional information from the case manager before accepting a service referral, is there a way EMWS can alert the case manager that a request has been made? As it is now, a referral may sit a day or two before the case manager questions the delay of acceptance and opens it back up only to find that the provider needed some additional info. Modifications already require a week to be accepted. Sometimes an extra day or two can make a significant difference to the client.

Response: Thank you for your question. The essence of home and community based waivers is that all work is person centered. The Division expects that ongoing communication would be occurring between the case manager and providers on the plan. If this is something that needs to be pushed through we will ask that teams communicate. We are unable at this time to change the time required to complete modifications.

Will the list of the background screenings be included in the email?

Response: Information on background screenings can be found at:

<https://health.wyo.gov/healthcarefin/hcbs/current-providers/ccw-providers-and-case-managers/background/>

Additional Links and Resources from WIND

The Division wants to thank the Wyoming Institute for Disabilities (WIND) for sharing their resources. While WIND offers programs for children and people with developmental disabilities, they also offer resources for Wyoming's aging population. We encourage providers to reach out to WIND to learn more about resources that could help the CCW participants that you serve.

- <https://www.uwyo.edu/wind/>
- Resource for people to use when finding, signing up for, and accessing any of the free Training offered through WIND on the WyoLearn Catalogue. The catalog can be found at: wyolearn.uwyo.edu
- If you have an interest in improving healthcare outcomes through research - check out the ESRN. You do not need to have current knowledge or background in this work to participate! <https://www.uwyo.edu/wind/esrn/index.html>
- Learn more about telehealth in Wyoming: <https://wyomingtelehealth.org/>
- UW ECHO: <https://www.uwyo.edu/wind/echo/index.html>
- Act Early: www.uwyo.edu/wind/wyactearly Free books and materials are available through our online order form.
- WATR program <https://www.uwyo.edu/wind/watr/index.html>
- Sign up for the Community Living Newsletter: <https://www.uwyo.edu/wind/community-living/signup-form.html>