



AGENDA

- **Program Updates & Reminders**
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- **Training on Wyoming 211 with Olivia Schon, Deputy Director**

TOPICS

Collaboration with Assisted Living Facilities

As established in the CCW Service Index, case management services include service coordination, referrals, and other related activities, including activities that link the participant with medical, social, and educational providers or other programs and services that address the participant's identified needs and achieve the goals specified in the participant's service plan. When participants reside in assisted living facilities, there are many opportunities for collaboration between the case manager and the ALF staff in order to ensure that participants are accessing the services they need. Please remember to work with ALF representatives, so that together you can ensure that participants have access to the services and supports they need.

30-Day Notices for ALF Participants

When a Participant moves into an ALF and they are receiving waiver services as well, they are not exempt from providing a 30-day notice to the ALF before moving out. Please ensure the participant understands what they are signing for and agreeing to on the lease document prior to moving in. If the lease agreement states that a 30-day notice is required prior to moving out, the participant must adhere to the agreed-upon terms and notify the ALF accordingly.

LTC Notification of Updated Contact Information

When a participant moves, please update their physical *and* mailing address in EMWS and notify the Long-Term Care Unit so the participant's WES file is updated accordingly. This is critical so that Division correspondence is delivered to the correct location.

Case Manager Contact Information

We are again reminding case managers to update contact information on the *Contacts* screen in EMWS before submitting any renewals and modifications. This includes current information for both the case manager *and* the backup case manager. Please be sure to list each by name and include a phone number and email addresses for each. When the BES has to roll-back a participant renewal or modification due to incorrect contact information for the case manager and/or backup case manager, the participant's service start date could potentially be delayed. Please keep contact information current.

Case Manager Transitions to a New Agency

In the instances in which a case manager is leaving one case management agency and transitioning to another, please ensure that you are communicating your anticipated transition date with the assigned County BES. It is required that you

offer the participant a choice to select another case management agency and that a signed and complete Change of Agency Case Management (COA) form is uploaded to each case in EMWS. It is important to know that 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.

Case Manager Transitions within an Agency

When there is a change in case manager requested within the same agency, please ensure that a signed and complete Change of Case Management Agency (COA) form and Transition Checklist are uploaded to the document library of the case in EMWS. These documents are required to be complete and uploaded even if the change is within the same case management agency. Participants must be offered a choice of case management agency and must be notified of the newly assigned case manager. The COA form allows the BES to verify that the participant has been offered the option to change to a new case management agency, or to stay with the current agency and a newly assigned case manager within that agency.

7-Day Modification Timelines

Please remember that modifications to a participant's PCSP must be submitted in EMWS at least seven (7) calendar days prior to the date that the modification is to take effect. Submitted refers to the completed plan being submitted to the Division for review. The case manager must ensure that they account for this timeline when they establish the effective date of the modification. The modification effective dates must be established in order to allow the provider two (2) business days to accept the referral and the additional seven (7) days from the date of submission. The seven (7) day timeline allows time for the BES to review the modification, roll it back, and receive any requested corrections if needed before the modification becomes effective. If you are working with a participant to modify the PCSP regarding an urgent situation and have questions about the timeline, please contact your assigned County BES for guidance.

CCW Forms

Please ensure that you are using the most recent version of the CCW forms which can be found in the Document Library on the Division's website. BES' will roll back any plans or modifications that do not have the up-to-date forms included.

Guardianship Documents

Please ensure guardianship documents for CCW participants are kept up to date in the EMWS Document Library. Guardianship documents need to be dated within the last five years to ensure the guardianship is still in place.

New BES Caseloads

The BES County Assignments list was updated and a number of changes took effect January 1st. To avoid making multiple contacts, please be sure to review the document and contact the correct, newly assigned BES for the participant's location. The list was emailed on December 26th and can also be found on the [Contact Staff](#) page of the HCBS website.

WRAP UP

The next CCW Case Manager Support Call is scheduled for

April 14, 2025

QUESTIONS AND ANSWERS

When is the 211 call center available?

Response: Monday-Friday, 8:00 a.m. - 5:00 p.m. Dial 211 or 1-888-425-7138, or text your zip code to 898211.

What email should we use for the LTC Unit to update demographics?

Response: ltcunit@wyo.gov

If we are hiring new case managers, who do we send their licenses, transcripts, and resumes to, to see if they qualify to be a case manager for the CCW?

Response: This should be completed through a provider change form in the Wyoming Health Provider (WHP) portal. If you have questions, you can contact your [Area Credentialing Specialist](#).

If a case manager change is in agency, does the transition checklist still need to be completed?

Response: Yes, we still require that a transition checklist be completed even if the transition is happening within the same agency.

Is the correct BES updated in the associated users section in EMWS per client?

Response: Yes, this section was updated with the new caseloads assignments in January. The [BES County Assignments](#) list is also available on the [Contacts page](#) of the HCBS website.

We noticed that we are needing to modify payrates. Can you go over that?

Response: EMWS has a stop in the system now and does not allow the tier rate to be added to plans beginning July 1, 2025. If you are completing a new plan, or if you are doing a modification involving case management, the system will prompt you to split the rate and return to the regular case management rate beginning July 1st. Any plan that does not have a change as stated above will be modified automatically by the system. Case managers should not need to do manual modifications when we revert back to regular case management rates.

When does the tier rate expire and the regular case manager rate take effect?

Response: The case management tier rate expires June 30, 2025. The regular case management rates will be effective **beginning July 1, 2025**. This applies to both CCW and DD Waiver Programs.

If we start doing modifications now to take effect on 7/1, will that mess up any needed plan modifications in the meantime?

Response: Please **do not** do modifications now just to change the case management tier rate. This will cause issues for future modifications. We will be deploying system assistance and ensure that we communicate details mid-March. Our developers are making adjustments on the backend. The only time the regular rate would need to be entered manually is if you are entering a new plan or have a change in case manager. In those instances, the case management line must be split to use the tier rate through the end of June and the regular rate beginning July 1st.

With the modifications to go back to the regular case management rate, do all the participants have to sign like the other modifications we do?

Response: No, they will not need to sign if that is the only change occurring. Since the participant is already signing-off and agreeing to 12 units of case management, you do not need to get their signature if the only change is moving from the tier rate back to the original case management rate.