



### AGENDA

- **Program Updates & Reminders**
  - Continuity of Services and Backup Plans
  - CCW Rate Study
  - Tax Forms & PRESM Address Verification
  - HCBS Annual Report
  - Question & Answer Format
- **Training with Jane Carlson, Social Services Consultant from Adult Protective Services**

### TOPICS

#### Continuity of Services and Backup Plans

As noted in the [CCW Provider Manual](#), providers must maintain adequate staffing resources and emergency backup systems in order to render services in accordance with all state and federal requirements, and as described and agreed to in the participant's Person-Centered Service Plan (PCSP). Continuity in the delivery of services is critical to the health and welfare of participants, and providers must make all reasonable efforts to avoid disruptions to services they provide.

On occasion, the Division has received complaints reporting that participants are receiving inconsistent services that don't align with their PCSP. Often in these cases, providers cite staffing shortages as the reason for the disruption in services. To ensure continuity of services, providers are required to establish internal policies and procedures for responding to emergencies, including the creation of backup plans. These policies and procedures will be reviewed during a provider's renewal as outlined in Appendix A of the CCW Provider Manual.

#### CCW Rate Study

The Wyoming Department of Health, Division of Healthcare Financing is initiating a rate study for the Community Choices Waiver to conclude October 2025. This study will gather important information regarding expenses that Wyoming providers experience, and include discussions regarding rate buildup. This rate study will help to inform discussions of rate setting and budgeting activities, and will provide information regarding costs experienced by Wyoming providers to decision makers in the Wyoming Legislature and CMS.

The Division thanks all those who recently applied to fill positions on the Rate Study Stakeholder Team. Applicants who were selected to participate have been notified. We are currently working with our contractor on developing the provider survey and determining the launch date, and will keep you informed as information becomes available. For questions, please contact Matt Crandall, Policy and Communications Unit Manager, at [matthew.crandall2@wyo.gov](mailto:matthew.crandall2@wyo.gov) or (307) 777-7366.

#### Tax Forms & PRESM Address Verification

As we approach the April 15th tax deadline, we want to remind affected providers that 1099 forms were mailed in January to the provider's mailing address as listed on the Form W-9 on file with our Medicaid Provider Enrollment Vendor, HHS Tech Group.

When a 1099 form is returned to the State Auditor's Office (SAO) as undeliverable, the provider's Wyoming Medicaid payments will be placed "on hold" until a new W-9 form with the correct mailing address is completed and returned to HHS Tech Group for processing. Updated W-9 forms can be emailed to [wyenrollmentsvcs@hhstechgroup.com](mailto:wyenrollmentsvcs@hhstechgroup.com), or mailed to HHS Tech Group, 2515 Warren Ave., Ste. 503, Cheyenne, WY 82001.

If you have **not** received your 1099, please request a duplicate from the Wyoming State Auditor's Office. The SAO will not issue a duplicate Form 1099 unless they have already received your **new** W-9 with an updated address from HHS Tech Group.

The current version of Form W-9 is available at [IRS.gov](https://www.irs.gov). Remember that a new W-9 form must be completed whenever a change to your name, mailing address, tax ID, banking information, or tax classification occurs.

We also encourage you to take the time to review your provider record with HHS Tech Group to avoid delays in Medicaid payment. Please log into the Wyoming Medicaid Provider Enrollment portal (PRESM), <https://wyoming.dyp.cloud/>, to verify your addresses, phone numbers and emails. To do so, navigate to the Provider Data tab and ensure that all contact information is current and accurate. Any needed updates must be made by completing and submitting a Change of Circumstance or CoC.

Note that updating your W-9 form will not update your information in PRESM, and updating your information in PRESM will not automatically generate a new W-9 form.

### **HCBS Annual Report**

As communicated earlier this month, the Home and Community-Based Services (HCBS) Section recently released its State Fiscal Year 2024 Annual Report. This report provides statistical data on services provided, the number of people served, HCBS section projects, and more. The report can be found on the [HCBS Statistics & Reports](#) page of our website.

### **Question & Answer Format**

Going forward, we will be modifying the Q&A portion of our support calls slightly. In order to give accurate and consistent information, we ask that you post any questions you may have in the chat box during the call. We will then respond with written answers to your questions in the support call notes. The support call notes are emailed and posted on our website typically within a few days following the call. We hope this new format will help avoid confusion and ensure continuity in the information we provide.

## **WRAP UP**

The next CCW Provider Support Call is scheduled for  
***May 19, 2025***