



### AGENDA

- **Program Updates & Reminders**
  - CCW Rate Study Reminder
  - Provider Notification of Case Manager Transitions
  - Solicitation of Participants
  - Services on Hold
  - EVV Information & Provider Resources
- **Training with Patricia Hall, Wyoming Long-Term Care Ombudsman Program**

### TOPICS

#### CCW Rate Study Reminder

The Division sent out a communication this morning announcing the release of the CCW Rate Study Surveys for providers and case managers to complete. It is important that as many providers fill out the surveys as possible so we can get an accurate and complete picture of the true costs providers experience when delivering services.

We will be accepting survey submissions now through June 30, 2025. The surveys are available on the [CCW Rate Study](#) project page of the HCBS Section's website. We will facilitate two virtual training sessions presented by Guidehouse on how to complete the surveys. The training sessions are scheduled for May 22nd at 2:00pm, and May 28th at 11:00am and will give providers a chance to ask specific questions. A link to the calls can also be found on the [CCW Rate Study](#) project page. For those unable to attend the live session, a video recording will be posted to our website.

For any additional questions, please contact Matt Crandall, Policy and Communications Unit Manager, at [matthew.crandall2@wyo.gov](mailto:matthew.crandall2@wyo.gov) or (307) 777-7366.

#### Provider Notification of Case Manager Transitions

As mentioned in the April 14th Case Manager call, case managers must ensure that all providers are notified when they (the case manager) transitions to a new agency. Case managers must inform providers of their transition and include the name of their new agency. They must also provide their new email address (and other contact information) so that providers can send documentation to the correct agency.

#### Solicitation of Participants

Choice is a basic tenet of Home and Community-Based Services. Participants receiving services, along with their legal guardians, have the right to independently select service providers. Providers are prohibited from soliciting, actively seeking out or attempting to persuade participants who are already receiving services from another provider. Participant choice should be made freely and without external influence or pressure. Providers must ensure that their focus remains on the participant's needs and preferences, and that participant rights are protected.

#### Services on Hold

It is important for providers to check the Provider Portal daily and promptly acknowledge any notifications regarding services placed on hold. If these acknowledgments, for both holds and hold removals, are not

completed in a timely fashion, it creates system complications that make it difficult for case managers to modify participant service plans.

### **EVV Information & Provider Resources**

The Division would like to remind providers of the resources available on the [Current Providers](#) page of the Home and Community-Based Services website. When the website was refreshed last fall, additional information was added to the Electronic Visit Verification tab including links to CareBridges' training resources, [CCW Instructions for Generating EVV Visit Reports](#), and more. Electronic Visit Verification (EVV) is a federal requirement of the 21st Century Cures Act and is used to confirm service delivery information in real-time. It provides protection against fraud and improper spending by validating service hours billed and using technology to electronically capture when and where HCBS services begin and end. The Wyoming Department of Health has partnered with CareBridge to fulfill the federal EVV requirement - free of charge to Wyoming providers. Please take a look at the tabs in the center of our [Current Providers](#) page for this and other helpful resources, including a link to the NASDDDS podcast for Direct Support Professionals.

### **WRAP UP**

The next CCW Provider Support Call is scheduled for  
***July 28, 2025***

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## QUESTIONS AND ANSWERS

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### **If we only provide Homemaker services, do we complete the Cost Study or Rate Survey?**

**Response:** Yes! We are requesting that any provider who provides a service on the Community Choice Waiver to complete the rate survey. High survey response rates are critical to getting the data needed to inform the analysis. Assisted Living Facilities, Home Delivered Meals, and Case Managers have specific surveys. All other service providers should complete the survey found on the *Other Services* tab of the [CCW Rate Study](#) page.

### **Can you please clarify if the Division requires, or recommends, that providers utilize Carebridge for EVV reporting of units and time for Utilization Review each month?**

**Response:** 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 find. The Division does not require Carebridge reporting for all providers, but strongly encourages those providers who use Carebridge EVV to take advantage of the available reporting features.

Chapter 34, Section 20(g) 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.

**The Home and Community-Based Services (HCBS) Section has stated repeatedly that the intent is not for providers to bury case managers with reams of paper or the participant's entire medical record at the end of each month. For most direct services, a summary, which includes the date, time, name of the service provided, number of units utilized, and the location if it was outside of the participant's home, will suffice.**

**Several providers have used mechanisms other than individualized participant service documentation to fulfill this requirement, such as employee payroll or attendance records. Documentation on employee hours does not equate to participant service documentation, and is not acceptable.**

To make this requirement easier to fulfill, CareBridge has created an easy to navigate report that can be downloaded from the CareBridge Provider Portal. The reports can be run for any time period, and include all of the required components including the participant's name, service code, dates of service, time in and out of service, location of service, and number of units used. [Instructions](#) on how to generate the report have been linked for your convenience, and can also be found on the EVV tab of the [Current Providers](#) page of the HCBS Section website.

EVV reports are not available for services that don't require electronic visit verification, so providers of those services will still need to meet the documentation requirements on page 18 of the CCW Provider Manual. However, having this option available should alleviate most of the challenges that providers have experienced.