



AGENDA

- **Program Updates & Reminders**
 - Certificate Tier Rate & EMWS Shutdown for Modifications
 - Case Management Changes within an Agency
 - Medicaid Renewals
 - Benefits and Eligibility Unit Caseload Assignments
 - CCW Rate Study Survey
 - World Elder Abuse Awareness Day Webinar
- **Training on Wyoming Relay Service with Lori Cielinski, M.S., CRC, TRS/Deaf Services Manager - DVR**

TOPICS

Certificate Tier Rate & EMWS Shutdown for Modifications

The Home and Community-Based Services Section would like to remind all case managers that the Case Management Certificate Tier rates will officially sunset June 30, 2025. The regular case management rates will be effective beginning **July 1, 2025**.

As previously communicated, the Electronic Medicaid Waiver System (EMWS) has a stop in place that will not allow Case Management Certificate Tier rates (T2022UB and T1016UB) to be added to plans beginning July 1, 2025. When completing initial and renewal plans, or a modification in which there is a change in case management, the case management line must be split to use the tier rate through the end of June, and the regular rate beginning July 1st.

Any plan that does not include one of the circumstances, as stated above, will be modified automatically by the EMWS programmers to update case management service lines. The EMWS programmers will also adjust Individual Budget Amounts (IBA) to reflect the termination of the tier rate.

In order for EMWS to complete these modifications, the system programmers will be turning off the ability to modify plans of care **beginning June 9th through June 13th, 2025**.

- Any modifications that were in-progress and not submitted **prior to June 7th have been deleted**.
- Please **do not complete modifications just to change the case management tier rate service line** as this will cause issues when the modifications are completed by the system.
- While modifications will not be allowed during this time, all **other system functionalities will be available**.

The HCBS Section appreciates your cooperation and understanding as we move through this transition period. Please contact the assigned county [Benefits and Eligibility Specialist \(BES\)](#) with any questions.

Case Management Changes within an 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 CM agency and need to be notified of who the newly assigned case manager will be. The COA form allows the BES to verify that the participant has been offered the choice to change to a new case management agency or to stay with the newly assigned case manager at the current agency. Regardless of whether or not a case manager transition is taking place within the same agency, it is **NOT** appropriate to switch the case managers in EMWS prior to the official transition start date. The

Division must authorize such a change in advance and for emergency purposes only. Case manager changes/transitions must occur on the first of the month as case management services are billed as a monthly unit.

Medicaid Renewals

Please do **NOT** submit new Medicaid applications in place of the renewal forms for participants that are on Waiver services. If you are concerned, or have questions regarding the renewal date in EMWS, please reach out to the Medicaid Long Term Care (LTC) eligibility worker to confirm the renewal date.

Benefits and Eligibility Unit Caseload Assignments

As communicated by email, the Home and Community-Based Services (HCBS) Section, Benefits and Eligibility Unit is experiencing a staffing change. Benefits and Eligibility Specialist (BES), Adrienne Rosenberg has been promoted to the HCBS Policy Analyst position within the Policy and Communications (PAC) Unit. Congratulations, Adrienne!. Her last day with the Benefits and Eligibility Unit Section was Friday, May 30th.

The Benefits and Eligibility Specialist (BES) county assignment list has been updated to reflect this change and can be found on the [Contact Staff](#) page of the HCBS Section website. This document is updated each time there are changes to BES caseloads.

It is critical that this assignment list is reviewed thoroughly especially for those cases in Converse County and Laramie (M-Z) County. This new assignment list became effective **June 1, 2025**. Please ensure you contact the correct BES assigned to the participant to avoid having to make additional contacts.

The HCBS Section would like to extend a thank you to providers and case managers for their collaboration, ongoing partnership, and the incredible work you do to support our program's participants. During the next few months, we request your understanding as response times may be delayed while we work to fill the vacant BES position. We will continue to strive to provide quality customer service to our stakeholders and appreciate your patience during this time.

CCW Rate Study Survey

The CCW Rate Study Surveys for providers and case managers is now open. It is important that as many providers as possible fill out the survey so the Division can get an accurate and complete picture of the true costs providers experience when delivering services. Submissions will be accepted through **June 30, 2025**. The surveys are available on the [CCW Rate Study](#) page of the HCBS Section's website. If you were unable to attend one of the instructional training sessions offered at the end of May, a recording is available on the [CCW Rate Study](#) page in the *Survey Completion Training* toggle.

World Elder Abuse Awareness Day Webinar

A World Elder Abuse Awareness Day webinar is taking place June 13th, 1:00-3:00 p.m. via Google Meet. World Elder Abuse Awareness Day (WEAAD) was launched by the International Network for the Prevention of Elder Abuse and the United Nations World Health Organization. The purpose is to promote a better understanding of abuse and neglect of older persons by raising community awareness of the cultural, social, economic and demographic factors impacting elder abuse and neglect. In this webinar you will learn to spot the most common signs of elder abuse, the correct way to report it, and how to prevent it. No registration necessary.

Meeting ID meet.google.com/mcd-bmcy-uoo

Phone Number (US)+1 316-413-3826

PIN: 938 559 728#

WRAP UP

The next CCW Case Manager Support Call is scheduled for

August 11, 2025