



### AGENDA

- **Program Updates & Reminders**
  - Rights Restrictions Reminder
  - Tier Rate Modifications for IBA Alignment
  - Provider Services to Participants on Vacation
  - Vendor Transition Shutdown
  - WYSERVES
  - DD Waiver Amendment Update
- **Training**
  - WYABLE Accounts presented by Penny Davis with the Wyoming Governor's Council on Developmental Disabilities (WGCD)

### TOPICS

#### **Rights Restrictions Reminder**

DD waiver providers are required to comply with Wyoming Medicaid Chapter 45, Section 4 which establishes the rights of participants receiving services. This section of rule outlines the parameters in which a participant's rights may be limited or restricted. Typically, rights are only restricted when the health or safety of a participant cannot be supported through other supports or interventions.

While providers are required to comply with this requirement, guardians are not obligated to do so. As such, this difference in role and responsibility can, at times, cause conflict and the inappropriate restriction of a participants' rights by providers. Requests from guardians to limit such things as a participant's access to soda, using their iPad past 10:00 pm or watching R-rated movies, may seem understandable and reasonable. However, unless a rights restriction exists to limit access to those things, the provider must comply with Chapter 45 waiver requirements rather than the guardian's request.

#### **Tier Rate Modifications for IBA Alignment**

The recent end of the Case Management Tier Rate may require adjustments to service plans that were automatically modified by the system so that plans of care remain within the Individual Budget Amount (IBA). If plan services or units are altered, providers should anticipate requests from case managers to sign a new Team Signature form. Additionally, if plan services are being over-utilized, the participant, guardian, case manager, and other provider team members are expected to collaborate to ensure the IBA adequately supports the participant and will sustain the chosen services for the entire plan year. The Division cannot increase IBAs. We ask that providers are responsive to case managers' requests as they work to address plans over the IBA.

#### **Provider Services to Participants on Vacation**

The Division would like to remind providers about Community Living Services (CLS) and Personal Care Services (PCS) being provided during client vacations.

- **CLS while on Vacation**

The HCBS Section wants participants to live full and engaged lives, and strongly encourages them to take vacations and experience other recreational pursuits. However, we are also obligated to ensure that everyone complies with federal and state authorities, and must work within the constraints of the HCBS program budget. There will be cases in which the participant can receive CLS during vacation; however, each situation is different and will need to be closely examined.

Each tier of the CLS Service lists general supervision requirements, and each participant's individualized plan of care (IPC) lists the participant's specific supervision requirements. If the participant's plan of care team determines that CLS is the most appropriate service option while a participant is on vacation, the participant's supervision requirements, as well as the overall CLS definition, must be met. For example, CLS continues to be a 24-hour service, so the provider must be available at all times of the day. If the participant needs one-on-one support during the day, a staff member must be present specifically for that participant. They cannot go on vacation with another participant and just one staff member.

In order to discuss these situations and the most appropriate billing options, please contact the area Benefits and Eligibility Specialist (BES) to discuss the details of the IPC and the necessary levels of support. Regardless of the service being billed, if a provider is supporting a participant while they are on vacation, the provider must ensure the participant's health and safety throughout the vacation.

- **PCS while on Vacation**

PCS cannot be provided while a participant is traveling away from home while on vacation. This is in accordance with the service definition located in the DD Waiver Service Index which states the service must be provided in the participant's home or on their property.

We hope this answers any questions when providing CLS or PCS, while a participant is on vacation. We recognize that every situation is different, and encourage you to reach out to your area BES or Provider Support Specialist with questions.

## **Vendor Transition Shutdown**

As you likely know, our applications including the Wyoming Health Provider (WHP) portal and Electronic Medicaid Waiver System (EMWS) were recently shut down so that our vendors could transition hosting capabilities. Please note the following reminders:

- **Login Details** - When logging into the system for the first time, users with a federate login (like "Sign-in with Google" or "Continue with Google") will need to authorize the applications. Users that have separate usernames and passwords will need to select the "Forgot Password" button and follow the password reset instructions.
- **Incidents and Complaints** - If you emailed to notify your area Incident Management Specialist of any incidents or complaints during the outage, please be sure to log into the system to formally complete and submit a full report.
- **Help Desk Information** - New help desk addresses for reporting technical issues and system errors have been updated on our website and provided in previous emails. Please note that the old addresses will not work and any bookmarks you have saved may need to be updated. Visit the [Current Providers](#) webpage or [HCBS Sites and Email Quick Reference](#) document for exact addresses. Please direct other, non-technical questions to our HCBS Credentialing, Incident Management, or Benefits and Eligibility Specialists as assigned. Addresses for all HCBS Specialists are available on the HCBS [Contacts](#) page.

## **WYSERVES**

The Division is pleased to currently be working with a vendor on the development of WYSERVES - the Wyoming System for Enhanced Resources, Verification, Enrollment, and Services. Thank you to all providers that recently participated in the WYSERVES Provider Survey. We had a fantastic response rate and we look forward to working with you all throughout the WYSERVES development process. WYSERVES will replace legacy systems like WHP/IMPROV and EMWS with a singular integrated system. The new system is a user-centered, cloud-based system designed to support day-to-day operations while improving participant outcomes. Please keep an eye on your inbox as the Division will be sending additional information on WYSERVES in the next 3-4 weeks.

We will periodically send out the survey we sent earlier this month as a tool to monitor our progress and ensure that everyone is well-informed and prepared. Please visit the [WYSERVES](#) project page on our HCBS website for more information, or contact Matt Crandall, Policy and Communications Unit Manager, at [matthew.crandall2@wyo.gov](mailto:matthew.crandall2@wyo.gov) if you have any questions.

## **DD Waiver Amendment Update**

Last Monday, June 23rd, the public comment period for the proposed DD Waiver Amendment effective September 1, 2025, closed. We are currently working to summarize the comments received and will send out a notification once the summary and Division response is published, and the amendment application is submitted to the Centers for Medicare and Medicaid Services. The Division thanks all those that participated in the public comment process.

## **WRAP UP**

The next DD Provider Support Call is scheduled for  
***August 25, 2025***

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## QUESTIONS AND ANSWERS

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

**Response:** [ltcunit@wyo.gov](mailto:ltcunit@wyo.gov)

**If a participant goes on vacation outside of their home or state, can the provider bill their usual CLS?**

**Response:** Community Living Supports (CLS) may be provided during a vacation out of their home or state if the participant's team determines it is appropriate and the supervision requirements are met for the level of CLS they receive. The HCBS Section encourages participants to take vacations and pursue recreational activities, but must also ensure compliance with federal and state regulations and budget constraints. CLS is a 24-hour service, requiring the provider to be available at all times and provide one-on-one support if specified in the IPC. For specific inquiries on support levels and billing for services during vacation, please contact the area [Benefits and Eligibility Specialist \(BES\)](#).

**Is WYSERVES just a case manager app?**

**Response:** WYSERVES is not just for case managers. WYSERVES will replace the Electronic Medicaid Waiver System (EMWS), Wyoming Health Provider (WHP) Portal, and IMPROV. The new system will streamline daily operations, improve access for staff, case managers, and providers, and offer easier access for participants and their families.