



### AGENDA

- **Program Updates & Reminders**
  - ACES\$ Improvements
  - CCW Rate Study
  - Naming Conventions for All Documents
  - WYSERVES Introduction
- **Training**
  - Environmental Modifications with Maraia Rubin, Health Program Specialist, Wyoming Department of Health Aging Division

### TOPICS

#### ACES\$ Update for Participant Direction

Our Financial Management Service (FMS), ACES\$, is making several enhancements to support Employers with maintaining compliance, meeting program requirements and preventing service lapses.

- First, case managers will be copied on notifications sent to Employers 45 days before an employee's CPR or first aid certification expires.
- ACES\$ will also send annual OIG check notifications to Employers with instructions on viewing their OIG status via the US Department of Health and Human Services, Office of Inspector General (OIG), List of Excluded Individuals/Entities. Verifying their status annually on the OIG website is a federal waiver requirement. If a listing is found, it is the PD Employer's responsibility to notify ACES\$ and HCBS for additional guidance and information.
- Next, to increase compliance with federal EVV requirements, the Division has coordinated with ACES\$ to tighten the exception policy and reduce the number of EVV exceptions (manual edits to EVV entries) being monitored each month. Participant Direction Employers receive notifications letting them know if they are out of compliance with the exception limits. At the point where a PD Employer receives a fourth consecutive violation that requires retraining on the proper use of EVV, case managers will now also be copied on the notification.

#### CCW Rate Study

Thank you to all of the providers who completed the CCW Rate Study Provider Survey. We are pleased to announce that we had a **38%** response rate from providers. The Division is currently working with Guidehouse on compiling the data received. Once the data is put together, a rate model will be developed, analyzed, and published in a final report that will be made available to the public. Please continue to monitor your inbox as we will continue to provide important updates.

## Naming Conventions for All Documents

Please adhere to file naming conventions for all uploaded files, not solely those submitted for renewal applications. Do not include multiple documents within a single file, but instead upload each document as an independent file using the Naming Convention guidance.

- [WHP Portal Naming Conventions](#) can be found under the *Certifications and Renewals* tab of the [HCBS Document Library](#).
- [EMWS Document Naming Conventions](#) (specifically for case managers) can be found on the CCW tab of the [HCBS Document Library](#).

Failing to properly name files leads to unnecessary delays and increased workloads for all involved so your attention to these details is greatly appreciated.

## WYSERVES Introduction

The Division is inviting all providers to attend a virtual public meeting to introduce the new WYSERVES application. WYSERVES stands for the Wyoming System for Enhanced Resources, Verification, Enrollment, and Services. The application is currently in development and is anticipated to go live Summer 2026.

WYSERVES will replace current legacy systems like WHP, IMPROV and EMWS with a singular, integrated, user-centered, cloud-based system designed to support daily operations and improve participant outcomes. The virtual meeting will cover system expectations, anticipated training timelines, and how the Division plans to keep providers updated. The Zoom meeting is scheduled for August 29th at 11:00 AM. Please watch your email for meeting reminders or visit our [WYSERVES](#) project webpage for the meeting link.

We would also like to thank all providers that participated in the WYSERVES Provider Survey. We had a fantastic response rate and look forward to working with you all throughout WYSERVES' system development and implementation.

## WRAP UP

The next CCW Provider Support Call is scheduled for  
***September 29, 2025***

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## QUESTIONS AND ANSWERS

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### What can a Durable Medical Equipment (DME) company bill for?

**Response:**

Information on services and equipment covered by the Medicaid State Plan can be found in the [DME Manual and Bulletins](#).

### What counties participate in the Nation Family Caregiver Program?

**Response:**

The program is available in all Wyoming counties *except* Albany, Niobrara, Park, Platte, Sublette, Washakie and Weston Counties. Please visit the Aging Division's [National Family Caregiver Support Program](#) webpage for more information on the National Family Caregiver Support Program.

### Can you go over the manual entry and write up what was discussed at the beginning of the meeting?

**Response:**

The Division has collaborated with ACES\$ to increase compliance with the federal Electronic Visit Verification (EVV) requirements. The goal for EVV exceptions is always zero, as they are intended to support instances where individuals have an allowable reason or need to make an adjustment to the EVV shift information being submitted. However, it has been noted that in some cases, EVV exceptions are being used inappropriately.

The number of EVV exceptions (shifts that contain manual edits to EVV-required information) that a PD Employer/Employee can have before being notified of non-compliance is 15 per month. PD Employers will receive notifications letting them know if they or their Employee(s) are out of compliance with the exception limits after both pay cycles for the month have been submitted for payment.

If a PD Employer reaches four months of non-compliance in a row, retraining on the proper use of EVV will be required by the PD Employer and/or Employee. Case managers will receive a courtesy copy of the fourth consecutive notification to ensure they can support PD Employers/Employees in knowing what they need to do to come into compliance with the EVV exception policy. The number of allowable EVV exceptions will continue to be reviewed regularly to ensure appropriate EVV use to meet federal compliance with EVV requirements.

### What is the process of utilizing environmental mods through the Waivers?

**Response:**

Please work with the assigned [Benefits and Eligibility Specialist](#) when considering environmental modifications. The [CCW Service Index](#) offers guidance on the process and required documents. The need for the environmental modification must be outlined in the participant's person-centered plan of care. An assessment by a licensed occupational or physical therapist is required to demonstrate the need for the environmental modification. A third party liability form must be completed to ensure the Medicaid State Plan or other party is not responsible for the modification. The scope of the project must be approved by the Division before quotes are obtained from the certified CCW environmental modification providers.

**Do we have any Medicaid providers that will provide the services for home modifications under the CCW?**

**Response:**

Providers can be found by selecting the service and county on the [CCW Provider Search](#) page. There are currently no CCW providers for environmental modifications, however.

**Resources:**

Dr. Bernard Steinman, gerontologist at the University of Wyoming: [bsteinm1@uwyo.edu](mailto:bsteinm1@uwyo.edu)