



AGENDA

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- **Training: ACES\$ Enrollment Process for Participant Direction**
 - Paige Crawford, Wyoming Program Director, ACES\$

TOPICS

Email Communication about Participants

To ensure clarity and avoid any potential mix-ups or lost documents, please do not use a previous email thread when inquiring about a different participant or situation. Instead, please use a new email for each new inquiry.

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 on the Office of Inspector General's List of Excluded Individuals and Entities. It is a federal waiver requirement to verify their status annually on the OIG website. If a listing is found, it is the Participant Direction Employer's responsibility to notify ACES\$ and HCBS for additional guidance.
- 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). Participant Direction Employers receive notifications letting them know if they are out of compliance with the exception limits. When a PD Employer receives their fourth consecutive violation notice, case managers will now also be copied on the notification. After four months of consecutive violations, retraining on the proper use of EVV will be required.

Verify Application Information

When submitting applications to the Division for processing, please ensure that the applicant has a confirmed/verified social security number so as to ensure proper processing and billing. Even if a case manager does not collect copies of a social security card during intake processes for new clients, the social security number should be verified by viewing some official documentation prior to submitting the application. By not verifying social security numbers cases may not be associated properly with their LT101, and billing may be denied in BMS/WES for incorrect information.

Case Management Agency Changes

When a participant chooses to work with a different case management agency it is important that the outgoing agency and the incoming agency work together to complete the change with respect to the participant's chosen date for the change, and in accordance with the Division's required timelines. This includes completing and submitting modifications within modification timelines, uploading the Change of Agency form and Transition Checklist to the document library and ensuring all CMMRs are complete and current so that the change may occur on the participant's chosen date. We ask that the case managers work together and contact the assigned BES with questions or concerns.

Rollbacks and Plan Comments

Please remember when a BES rolls a plan or plan modification back to the case manager for corrections, you must click the plus sign at the top of the plan screen where it says "*Show Comment History*" to see the reason the plan was rolled back and make the changes. Doing so will avoid additional rollbacks and delays.

Ongoing Case Manager Reminders

You may have heard these reminders multiple times in the past, but we want remind all case managers of these three most prevalent issues:

1. Please do not submit a case manager change without uploading the Transition Checklist and Change of Case Management Agency Form.
2. It is critical that case managers have their name, phone number and current email listed in the contacts section for each of their cases in EMWS. Outgoing case managers should update the case manager and backup case manager contact lines on the *Contacts* screen when possible.
3. Please ensure all information is (and remains) up-to-date for both the current and back-up case manager.

Adherence to Naming Convention Standards

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. If the exact document name is not listed, please label the document according to its type and/or subject. For example: CCW.Doe.Jane.TransitionChecklist.2025.7.1

- [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.

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.

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 Case Manager Support Call is scheduled for

October 13, 2025

(Our last scheduled support call of the year for CCW Case Managers)

QUESTIONS AND ANSWERS

I have a question about the budget for calculating hours. Why is there a difference between the total billed hours under the total monthly expenditures and the section below employee monthly expenditures? Those totals often do not match.

Response:

Without reviewing a specific example, differences may stem from employer taxes paid from the budget, payroll timing, or variations in each category total. Please note that updates were recently made to the ACES\$ Online budget tab to improve layout and visibility. If questions persist after reviewing these updates, please contact ACES\$ directly to discuss specific concerns.