



AGENDA

- **Program Updates & Reminders**

- Welcome and Introductions
- CMMR
- NCI-AD Survey
- WYSERVES
- Thank You

- **Training**

- Age-Friendly Healthcare and Communication with Sabine Schenck, M.S., Program Manager, GWEP at the Wyoming Center on Aging

TOPICS

Welcome Hannah Ostheimer, HCBS Provider Support Unit Manager

The Home and Community-Based Services (HCBS) Section is delighted to announce the appointment of Hannah Ostheimer as our new Provider Support Unit Manager. Hannah joins us from the Public Health Division, where she distinguished herself as the Performance Improvement Manager. Her extensive experience includes leading a diverse range of projects aimed at supporting vulnerable populations throughout the state. Hannah brings a robust background in performance management and quality improvement initiatives, only further enhanced by her prior experience as a direct support professional. Hannah can be reached at hannah.ostheimer1@wyo.gov or by calling (307) 777-2525.

Welcome Eric Lippold, HCBS Quality Assurance Specialist

We are also pleased to announce the latest addition to our Quality Improvement Unit, Eric Lippold. In his vital role as our Quality Assurance Specialist, Eric will be responsible for addressing claims and billing issues that impact both HCBS providers and case managers. Eric can be reached at eric.lippold@wyo.gov or by calling (307) 777-5600.

CMMRs

Case Managers need to ensure that all Case Manager Monthly Reviews (CMMRs) are completed and submitted in a timely manner. The CCW Case Manager Manual, which is an extension of Wyoming Administrative Rule, states the following:

*“The CMMR **cannot** be submitted prior to the last day of the month, but **must be** submitted no later than the tenth (10th) business day of the month following the date of service.”*

This is the Division’s expectation regarding the timeline case managers should follow. Consistent adherence to this timeline is crucial for maintaining up-to-date information within EMWS and ensuring that all participants receive essential case management services each month as required. CMMRs are reviewed during the recertification process and the QIR process. Corrective action may be issued if consistent adherence to this timeline is not met. Case management is the one required service for **all participants** and must be delivered monthly to ensure that participants' needs are met. We thank all providers for their hard work and diligence in fulfilling tasks within the required timeframe.

NCI-AD Survey

The Wyoming Department of Health wants to know how well our services are meeting the needs of Wyoming residents. The Healthcare Financing Division is conducting interviews to ask CCW participants about their experiences with HCBS services. The Division is working with Vital Research, an independent research firm, to conduct interviews. Please note this survey is *voluntary* and services will not be enhanced or reduced based on a participant's decision to participate.

1,600 participants were randomly selected to be invited to participate in the survey. Letters have been sent to the selected participants and their guardians. We apologize that prepaid return envelopes were inadvertently omitted from the mailing. Participants concerned about postage should coordinate with their case managers to fax completed surveys to (307) 777-8685.

The survey will officially begin October 15th and conclude after we have completed 400 interviews, or May 31, 2026, whichever comes first. For questions about the survey, please contact Dillion Johnson at (307) 777-8760.

WYSERVES

For those who were unable to attend the WYSERVES kickoff meeting on August 29th, a recording of the event and a concise one-minute demonstration video can be accessed on the [WYSERVES](#) project page of our website. We highly encourage all providers to familiarize themselves with this valuable source of information for this exciting and important initiative.

Thank You!

The Division extends our sincere gratitude to all providers and case managers for your patience as we diligently worked to resolve the outstanding issues concerning initial and renewal plans of care, as well as plan modifications that were stuck pending in BMS during the past few weeks. We appreciate all that you do.

WRAP UP

This is the last CCW Provider Support Call of 2025. The next CCW Provider Support Call is scheduled for ***January 26, 2026***