



## Provider Frequently Asked Questions (FAQ)

**Q: What is the purpose of the Wyoming System for Enhanced Resources, Verification, Enrollment, and Services (WYSERVES)?**

**A:** The Wyoming Department of Health Home and Community-Based Services (HCBS) Section is developing a new WYSERVES to 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.

**Q: What problems are staff and partners currently experiencing with the existing systems?**

**A:** While EMWS and IMPROV remain functional, users have reported ongoing challenges, including poor system usability, outdated technology, lack of automation, and limited integration with other Medicaid IT systems. These issues make the platforms difficult to navigate, reduce efficiency, and create barriers to accessing and verifying data. Additionally, stakeholders and partners face limited system access, which hinders coordination and service delivery.

**Q: What is missing in the current systems, and how will the new WYSERVES system solve these issues?**

**A:** The current systems lack responsiveness, ease of use, and efficiency. The new WYSERVES system will address these gaps by simplifying access, enabling faster internal updates, and improving the quality of support. It will provide accurate information quickly, reduce time spent on system fixes, and allow users to focus on their core responsibilities. Overall, WYSERVES will promote a more productive, satisfying, and efficient work environment.

**Q: How will the new WYSERVES system improve the work of HCBS staff, providers, and case managers?**

**A:** The system will streamline access to participant information, reduce time spent resolving data quality issues, and support faster, more informed decision-making. By minimizing administrative burden, it allows providers to spend more time focusing on serving participants and HCBS staff to spend more time supporting providers to deliver person-centered services.

**Q: What benefits will WYSERVES provide to participants, guardians, and their families?**

**A:** The new WYSERVES system will offer participants and their families access to a personalized platform where they can securely view their own information. They will be able to communicate directly with their case managers and providers, increasing transparency and responsiveness. This access supports greater independence and self-advocacy.

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**Q: What is the timeline for the new WYSERVES project, and how will providers stay informed and supported throughout the process?**

**A:** The new WYSERVES system will be developed over the next 12 months with a target launch date in late summer of 2026. The project will follow two parallel development paths:

1. **System Development Path:** includes design sessions, sprint cycles, demos, retrospectives, and user testing to ensure the system meets staff needs.
2. **Communication & Training Path:** features provider surveys, ongoing communication, and tailored, targeted training.

**Q: Who are the key project players involved in the development of WYSERVES?**

**A:** The WYSERVES project is a collaborative effort between several key partners working together to design, build, and implement the new WYSERVES system:

- **Cardinality.ai** – The technology partner responsible for developing and customizing the WYSERVES system to meet the needs of Wyoming’s HCBS programs.
- **Wyoming Department of Health Staff** – HCBS leadership, assistant managers, and staff working with Cardinality to provide information, feedback on system design, workflow, and more. The HCBS Section partners with WINGS (Wyoming Integrated Next Generation Services) on the overall project strategy, ensuring alignment with state goals, and receiving support throughout implementation.
- **Project Managers** – Dedicated team members from both Cardinality and the State of Wyoming who oversee the timeline, coordinate activities, and serve as direct points of contact for project updates, training, and support.

**Q: How will WYSERVES improve the user experience for providers and partners?**

**A:** WYSERVES will streamline daily operations by automating tasks that are currently manual and time-consuming. Features like automated credentialing, integrated messaging, built-in tutorials and help menus will make it easy to navigate the system, complete tasks quickly, and get support when needed. The system will support providers from their initial certification all the way through participant/agency interactions, service referrals, and everything in between with a more intuitive and efficient user experience.

**Q: Where can I find project updates, timelines, and resources?**

**A:** You can access the latest WYSERVES project updates, timelines, training schedules, FAQs, and key resources by visiting the [WYSERVES](#) project page on the HCBS website. Regular updates will also be shared through **bimonthly support calls**, **email communications** and WYSERVES information flyers with QR codes posted throughout providers offices. We encourage all providers to check the project page weekly for new announcements, important documents, and upcoming training opportunities.

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### Training Overview:

- **Time Commitment:** Approximately 3–4 hours (*may vary based on your role*)
- **Training Schedule:** Training will begin **Spring 2026**
- **Led By:** Cardinality.ai Training Team — experienced system experts
- **Support:** Clear instructions and continuous support throughout the process

***Stay engaged, stay informed, and get ready to lead confidently with WYSERVES!***