

## **WYSERVES Provider Update November 18, 2025**

Greetings Providers and Case Managers,

Thank you for your continued partnership and engagement with **WYSERVES**, the care and case management system designed to streamline and strengthen collaboration across Wyoming's provider network. We appreciate your feedback and participation as we continue to enhance the platform to better support your daily work with participants. We have made tremendous progress in our endeavour and we'd love to share some of that with you.

### **WYSERVES Overview**

WYSERVES is Wyoming's integrated case management and service coordination solution developed to improve efficiency, data accuracy, and service delivery across programs. Through WYSERVES, providers and case managers can:

- Enroll and manage their certification status.
- Submit and manage services electronically
- Track the status of applications and renewals
- Communicate securely to different groups
- Access participant information and documentation in one centralized location

Our shared goal is to simplify your administrative processes so you can focus more of your time on direct service delivery and participant support.

### **What We Have Built So Far**

As part of our ongoing development cycle, the WYSERVES team continues to release system updates and feature enhancements through regular sprints. Below are a few highlights relevant to provider and case management activities:

1. **Automated Workflows:** Streamlined certification, recertification, and renewal processes reduce administrative effort and ensure timely updates.
2. **Integrated Communication:** Secure collaboration tools enhance coordination among providers, participants, and case managers.
3. **Smart Digital Platform:** Personalized dashboards and e-signature-enabled documentation provide real-time insights and a fully paperless experience.

### **Upcoming Updates:**

- **Search and Query Functions:** Expanded search options across applications and referrals to quickly locate records by participant name, program type, or status.
- **Notifications and Alerts:** Upcoming notifications will help ensure timely follow-up on pending tasks or documentation requests.

These updates are guided by provider/case manager feedback and ongoing collaboration with program teams to ensure the system continues to evolve in alignment with your needs.

## **Additional Information and Resources**

For ongoing updates, training materials, and user guides, please visit the **WYSERVES Public Portal**  
**Page:**<https://health.wyo.gov/healthcarefin/hcbs/hcbs-public-notices/wyserves/>

The public page contains instructions, FAQs, and release notes to help providers stay informed and supported as the system continues to evolve.

We appreciate your partnership and commitment to improving outcomes for Wyoming's participants and families. The WYSERVES team remains dedicated to ensuring providers have the tools, training, and support needed for success.

If you have any additional questions please reach out to Matt Crandall, Policy and Communications Unit Manager, at [matthew.crandall2@wyo.gov](mailto:matthew.crandall2@wyo.gov)