



HOME AND  
COMMUNITY-  
BASED  
SERVICES

WYOMING MEDICAID  
DIVISION OF HEALTHCARE FINANCING

## WYOMING DEPARTMENT OF HEALTH WYSERVES (CCMS)

### Provider and Case Manager WYSERVES Updates Webinar

Jan 12th, 2026



# Team Cardinality



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# Agenda

- **Introduction**
- **About WYSERVES: Background slide**
- **Upcoming Provider Support Calls: WYSERVES UPDATES**
- **Participant Outreach Kicking off In January**
- **KWL Activity**
- **WYSERVES UPDATES - What has changed?**
- **Demo 5-10min**
- **Training Outreach and Expectations / Prepare to engage participants about WYSERVES**
- **Next Steps**
- **Q&A**

# Intro to Wyoming System for Enhanced Resources, Verification, Enrollment, and Services (WYSERVES)



This outreach session is designed to help providers get familiarized with **WYSERVES**, Wyoming's new Care and Case Management System (CCMS), and prepare you for a successful transition. During this session, you will:

- Understand **WHY WYSERVES is being introduced** and how it improves upon current systems.
- Learn **WHAT updates are introduced** and how it supports the services you deliver.
- Explore **WHERE key benefits and enhancements** to simplify and improve your coordination are situated,
- Know **HOW to get the right information** on timelines, training, and transition support.
- Engage in **open discussion**, ask questions, and share feedback to help shape ongoing improvements.



# Wyoming System for Enhanced Resources, Verification, Enrollment, and Services (WYSERVES) Overview



**WYSERVES** is Wyoming's new **Care and Case Management System**, developed to modernize and bring together capabilities that previously existed across the Participant & Provider Portals, EMWS, and IMPROV legacy systems. As those systems evolved independently over time, it became harder to support consistent workflows and a shared view of participant information statewide. That is where we come in!

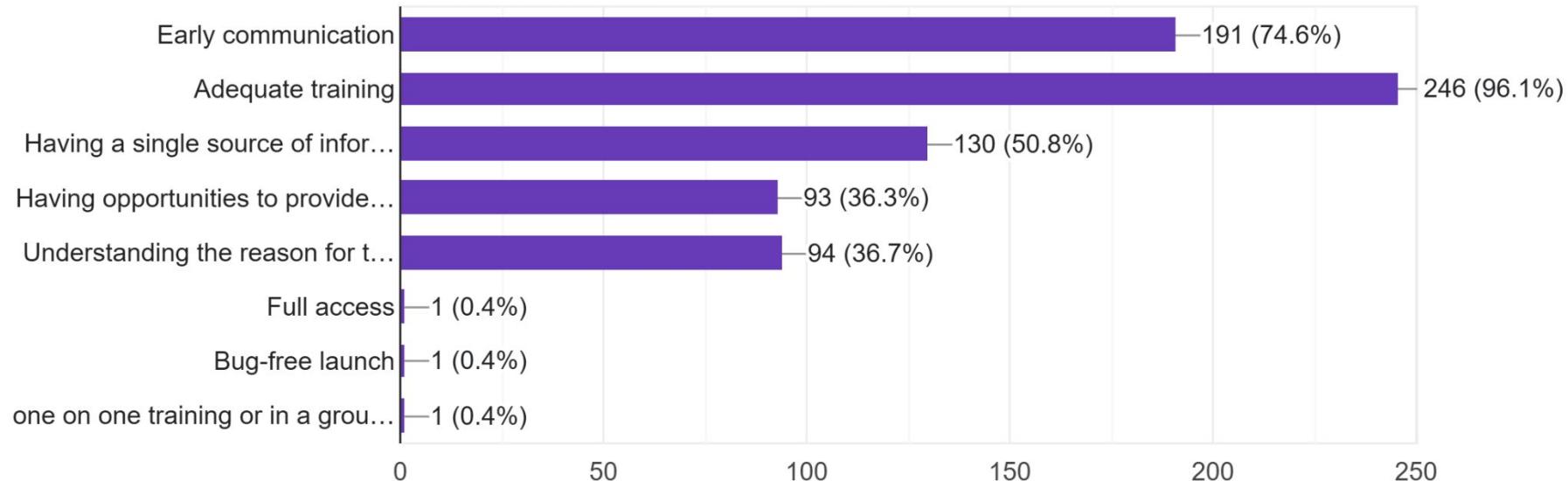
**WYSERVES** was designed to consolidate core functions—such as eligibility support, case management, service planning, authorizations, and reporting—into **one coordinated system**. By creating a shared platform for state staff, case managers, and providers, WYSERVES supports more consistent workflows, improved data quality, and better visibility across programs, while providing a foundation that can evolve with future policy and program changes.

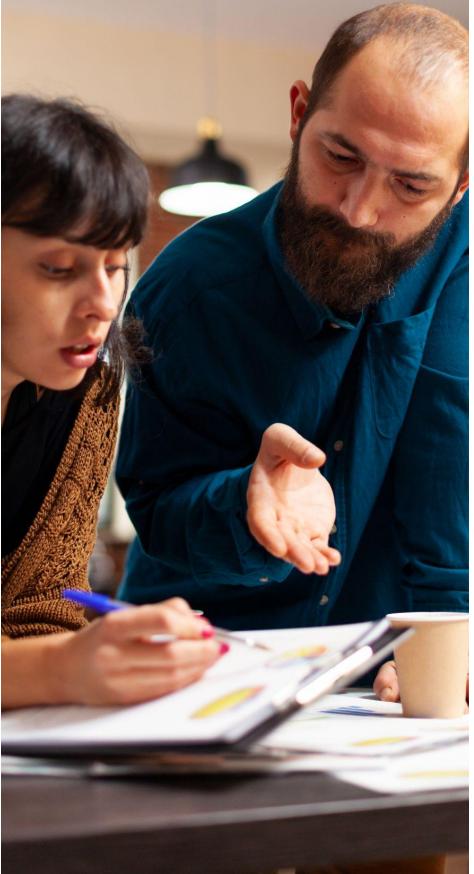


**What are the most significant factors that must be present for this transition to be successful?**

## What are the most significant factors that must be present for this project to be successful? Choose your top three selections.

256 responses





## WYSERVES KWL



## What I Know About **WYSERVES**



## What I Wonder About **WYSERVES**



## What I Learned About **WYSERVES**

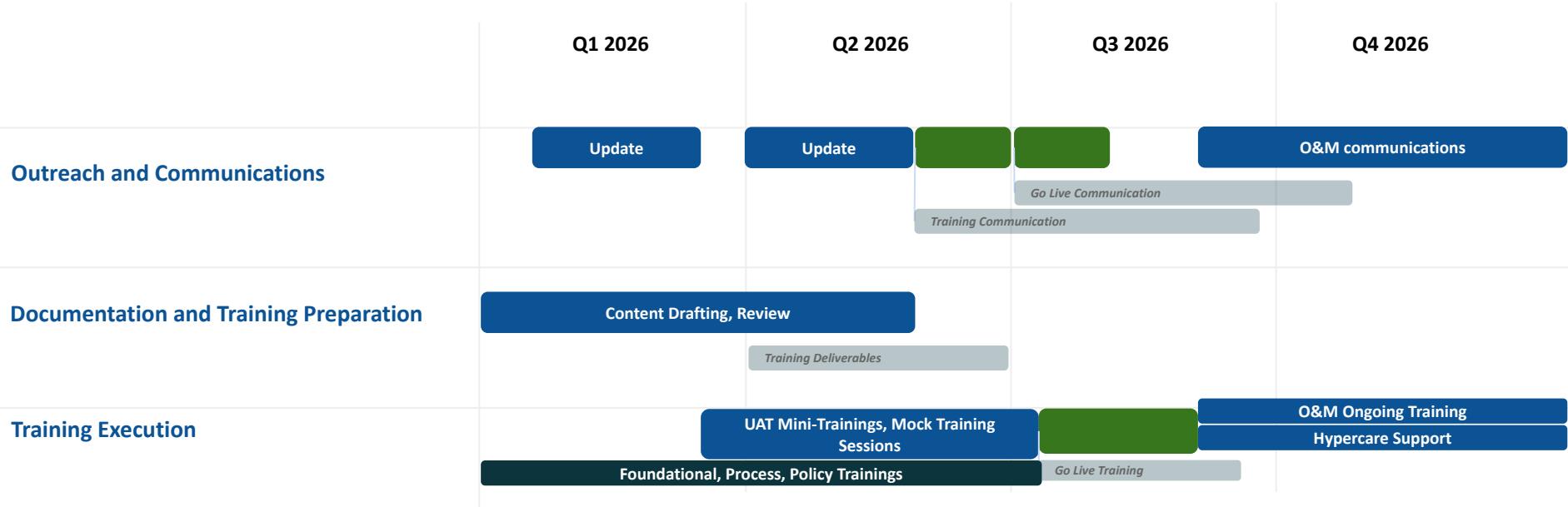




## Recent Updates



# Project Timeline



# Upcoming Provider Outreach Calls: WYSERVES UPDATES

 **12 Jan. and 13 July**

DD Case Managers

 **9 Feb. and 8 June**

CCW Case Managers

CCW Providers

 **26 Jan. and 27 July**

DD Providers

 **23 Feb. and 29 June**

- How can you stay updated on our Provider Outreach calls?
- Who can you reach out to for more questions? -Matt Crandall, Policy and Communications Unit Manager ([mattthew.crandall2@wyo.gov](mailto:mattthew.crandall2@wyo.gov))



## Participant Outreach

### Kicking off in January 2026



Outreach is critical to building awareness, setting expectations, and supporting successful participation



Providers will play a key role by contacting participants directly using aligned, consistent messaging



A coordinated participant messaging approach supports clarity and consistency across providers



Participant feedback will be collected through surveys, with results reviewed **April–May 2026**



Participant engagement activities continue through **June 2026** to support sustained involvement



## WYSERVES Updates

What we have, and what we are improving on constantly!

**Unified CCMS Platform:** Established a single system supporting eligibility, case management, provider workflows, and reporting.

**Plans of Care & Services:** Implemented and refined Plans of Care, service referrals, authorizations, and ongoing monitoring processes.

**Provider Interactions:** Enhanced provider workflows for receiving referrals, submitting responses, and completing required forms within WYSERVES.

**Long-Term Services Support:** Expanded functionality for LT and waiver processes, including LT101s, reconsiderations, extensions, and tracking.

**Eligibility & Workflow Alignment:** Improved alignment between eligibility determinations and downstream case management and service activities.

**Reporting & Oversight:** Delivered on-demand and scheduled reports to support operational, compliance, and program oversight needs.

**Stability & Usability Improvements:** Addressed defects, refined workflows, and incorporated user feedback through ongoing sprint updates.



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Live Demo!



**Are you aware of where you can  
find information about the new  
WYSERVES implementation  
timeline, status, and information  
important to you?**

# Communication and Outreach



Emails



1 Page Flyer



Training  
Announcements



Provider  
Supports Calls



FAQ



## Next Steps

# Training/Outreach and Expectations



A formal training announcement will be distributed for WYSERVES implementations



Providers will receive a standardized email with training purpose, schedule, and registration details



Training is designed to prepare users before Go-Live with hands-on system experience



Sessions will include live Q&A to allow providers and staff to get answers to specific questions



Training will be delivered and tracked through the Learning Management System (LMS)



Providers will use the LMS to register, complete required courses, and track completion



Providers should keep an eye out for further communications and help spread the word internally



Early identification of required staff and participants to ensure timely registration are critical to readiness



Providers to Identify volunteers for UAT testing

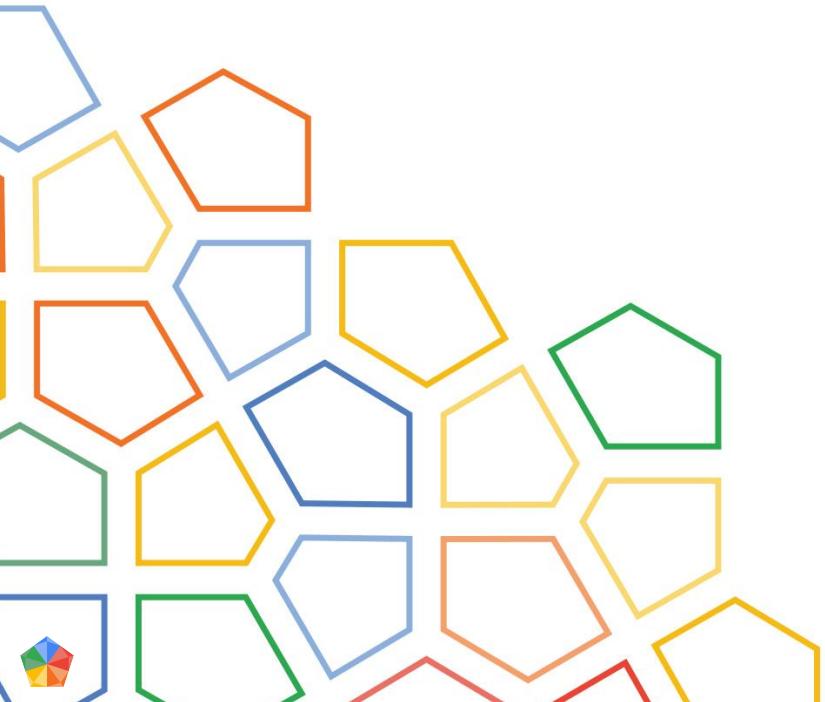


**Is there additional information you'd like to see regarding WYSERVES shared during provider support calls?**



**Open Up for Questions (Approx 10min)**





A decorative background on the left side of the slide consists of a cluster of overlapping hexagons in various colors, including blue, orange, yellow, green, and red, arranged in a hexagonal pattern.

**Thank You**

# WY Provider and Case Manager Survey Results

We are listening...

## What are the most significant factors that must be present for this project to be successful? Choose your top three selections

Early communication, Adequate training. Having a single source of information

Early communication, Adequate training. Having opportunities to provide input

Adequate training. Having a single source of information, Having opportunities to provide input

Early communication, Adequate training. Understanding the reason for change

Early communication, Adequate training

Adequate training. Having a single source of information, Understanding the reason for the change

Adequate training. Understanding the reason for change. Having opportunities to provide input

## What do you think would limit the success of this effort? Select all that apply

Lack of understanding of the reason for the change, Late or not enough communication , Not enough training

Not enough training. Too many sources of information

Too many sources of information

Lack of understanding of the reason for the change, Late or not enough communication, Not enough training

Not enough training, Competing priorities

Not enough training. Competing priorities. To many sources of information

Late or not enough communication, Not enough training, Too many sources of information, No opportunities to give my input

# Implementation Timeline

## Outreach to Providers and Case Managers

