



AGENDA

- **Program Updates & Reminders**
 - CCW Naming Conventions
 - License Renewal
 - Policy Requirements
 - Staff Rosters
 - Prior Authorization (PA) Guidance
 - Contact for Billing Issues
- **Training: WYSERVES Updates & Outreach** - *Derrick Stephens, Kera Morelock, and Chris Anthony of Cardinality*

TOPICS

CCW Naming Conventions

Please ensure that all documents submitted to the HCBS Section are named according to the HCBS naming convention guidelines, not just the documents uploaded for provider recertification. The guidelines can be found in the [HCBS Document Library](#) under the *Certification & Renewals* or *CCW* tabs.

License Renewal

The HCBS Section reminds providers to review your task list and update any documentation that is required as part of your recertification. This includes, but is not limited to, your Certificate of Good Standing, Case Management training records, and PERS authorizations. Please verify that the dates on all forms are current and correspond with the current due date. These are required yearly as part of the CMS Provider Agreement

Policy Requirements

To ensure a smooth renewal process, please review the CCW Matrix of Required Provider Policies and Documentation by Service. This matrix is essential for confirming your agency's manual includes all necessary policies and procedures. You can find the Matrix in the [HCBS Document Library](#) under the *Certifications & Renewals* tab.

Staff Rosters

When submitting staff rosters, please include the name of staff, the date they were hired, and their job title, for example Nurse, Home Health Aide, Transportation driver, Personal Care Attendant, Homemaker, etc.

Prior Authorization (PA) Guidance

We have seen an uptick in the number of complaints regarding units being short on Prior Authorizations (PA). Here is some guidance on how to catch this in advance. Upon accepting a service referral after the PA is generated, carefully review the PA in either BMS or CareBridge. Verify that the number of authorized units aligns with the units you expected to receive. Should you find any discrepancies or concerns with the number of units, please contact the case manager immediately to resolve the issue.

Contact for Billing Issues

Please direct any questions on billing issues to Eric Lippold. In his vital role as our HCBS Quality Assurance Specialist, Eric is responsible for addressing claims and billing issues that impact HCBS providers and case managers. Eric can be reached by email at eric.lippold@wyo.gov or by phone at (307) 777-5600.

WRAP UP

The next CCW Provider Support Call is scheduled for

March 30, 2026

QUESTIONS AND ANSWERS

What does the HCBS Section need for the staff rosters if you don't have any employees?

Response:

For an independent provider without employees, you may submit a report that simply states you do not have any employees, identifies your agency name, includes your signature, and the current date.

Questions asked during the call that are related to WYSERVES will be answered on the WYSERVES Frequently Asked Questions (FAQ) document that can be found on the [WYSERVES project page](#). The WYSERVES FAQ will be updated regularly with the most current information.