

Dear HCBS Waiver Providers,

The Home and Community-Based Services (HCBS) Section is writing to inform you of upcoming enforcement efforts related to Electronic Visit Verification (EVV) compliance requirements.

EVV is federally required through the 21st Century Cures Act and is mandated for applicable HCBS services in Wyoming. To ensure consistent implementation and compliance with federal requirements, the HCBS Section will be enforcing a minimum EVV compliance standard, effective July 2026.

What Is Changing?

While 100% EVV compliance has been an expectation since the implementation of the 21st Century Cures Act, beginning in July 2026, all providers required to use EVV must meet a minimum EVV compliance rate of 70% per month or be subject to enforcement action. Throughout the second half of 2026, this minimum compliance rate will gradually increase to 85%.

What Is EVV Compliance?

Your EVV compliance rate reflects the percentage of required EVV-eligible visits that are:

- Properly recorded in CareBridge, and
- Verified in accordance with EVV requirements.

HCBS providers can access compliance reports within CareBridge to help track performance.

Provider Support and Technical Assistance

The HCBS Section is committed to supporting providers in meeting EVV requirements. The HCBS team will be initiating technical assistance efforts, including resource documents, public forums, and targeted communication with providers below the 70% compliance rate. Additional guidance, FAQs, and training opportunities will be announced in the coming months.

Providers are invited to join an EVV Compliance Standard public forum scheduled for March 24, 2026 at 1 PM. This forum will provide a detailed overview of the upcoming EVV compliance standards, including timelines for implementation, minimum compliance thresholds, and how compliance is calculated. HCBS staff will review common causes of noncompliance, demonstrate how to access and interpret EVV compliance reports in CareBridge, and outline available technical assistance and support resources. The forum will also include a question-and-answer session, allowing providers to seek clarification. Information on how to join this forum will be provided closer to the forum date.

What You Should Do Now

- Ensure staff are trained on EVV requirements and CareBridge use;
- Review EVV data regularly for accuracy and completeness; and
- Address issues that may lead to missed or incomplete EVV records.

If you have questions or need assistance, please contact the Provider Support Unit.

Thank you for your continued partnership and commitment to quality service delivery for Wyoming Medicaid Waiver participants.