



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. WYSERVES will combine the functionality of these systems, allowing HCBS staff and partners to conduct care planning, management, and provider enrollment activities in one system, removing the need to login to and navigate multiple systems. 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A: While EMWS and IMPROV remain functional, users have reported ongoing challenges, including poor system usability, outdated technology, lack of automation, and limited integration with other Medicaid IT systems.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 system, and how will the new WYSERVES solve these issues?

A: The current systems lack responsiveness, ease of use, and efficiency. The new WYSERVES 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 HCBS staff to focus on their core responsibilities in supporting those we serve. Overall, the WYSERVES will promote a more productive, satisfying, and efficient work environment.

Q: How will the new WYSERVES 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 provide person centered services.

Q: What benefits will the new WYSERVES provide to participants and their families?

A: The new WYSERVES will offer participants and their families access to a personalized platform where they can securely view and manage 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.

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

A: The new WYSERVES will have a target Go-Live date of late 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 staff surveys, ongoing communication, and targeted training tailored for internal staff, case managers, providers, and participants.

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

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

- **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 work with Cardinality by providing feedback information on system design, workflow, and more. The HCBS section partners with WINGS (Wyoming Integrated Next Generation Services) on 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: What are the benefits of WYSERVES for participants, guardians, and families?

A: The WYSERVES empowers participants and families by giving them direct access to their records and service plans, without having to go through agency staff. The system also allows for more transparent, two-way communication with case managers, enabling greater independence, self-advocacy, and person-centered care.

Q: How will WYSERVES improve the user experience for HCBS agency staff and partners?

A: The WYSERVES is designed to streamline daily operations by automating tasks that are currently manual and time-consuming. Features like electronic signatures, integrated messaging, and built-in tutorials and help menus will make it easier for users to navigate the system, complete tasks quickly, and get support when needed. The system will support both internal staff and external partners, providing a more intuitive and efficient experience for all.

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 agency intranet. 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 [subscribe to the HCBS email list](#) and check the project page weekly for new announcements, important documents, and upcoming training opportunities.

Q: Will providers and case managers be able to submit billing through this platform?

A: No, WYSERVES is not currently planned to replace billing systems, although there could be discussion about this functionality in the future. At this time, CareBridge EVV and BMS will continue to act as the billing platforms for Waiver services.

Q: Will WYSERVES notify participants about their Medicaid Renewals?

A: The plan is to have a notification or date present in WYSERVES. However, any notification in WYSERVES will be secondary to current notice processes undertaken by other Medicaid teams. The Medicaid Renewal process is not completed by the HCBS Section.

Q: Are there any documents or signatures that will be required for participants to register in the system?

A: Registration in WYSERVES will be conducted electronically. Further information about this process will be forthcoming.

Q: Are participants and/or guardians required to register in the system?

A: No, participants and guardians are not required to register for the system.

Q: Some participants/guardians do not have smartphones. How will they be able to access the system?

A: The portals are accessible via computer or other electronic device as well as smartphone.

Q: Will this system replace case managers initiating the application process for an applicant?

A: Case managers will continue to be integral to the application process for an applicant. Individuals and family members will be able to complete an online application; however, case managers will continue to assist applicants and family members in initiating and completing applications as a part of coordinating access to services. Further information about the details of those processes will be forthcoming in future communications.

Q: Will this system replace the EMWS system where case managers currently do their paperwork?

A: Yes, WYSERVES will replace EMWS, so everything that a case manager does in EMWS will be completed in WYSERVES including quarterly reviews, case manager monthly reviews, and the IPC.

Q: Will current plans and documents in EMWS be imported into this new system or will case managers have to re-do work in WYSERVES?

A: Yes, current plans and documents in EMWS, IMPROV, and the Provider Portal (as applicable) will be imported into the new system prior to go-live. Information about timelines for when plans and documents must be completed/available in the current systems will be provided prior to migration of the plans and documents into WYSERVES.

Q: Will there still be forms to upload into the portals or will all signatures be electronic?

A: WYSERVES includes exciting functionality that allows for real-time electronic signature capture on forms, and we will strongly support this practice. We recognize that electronic signatures may pose some challenges, so will have an option for signed documents to be uploaded if there are accessibility needs.

Q: Will guardians and participants have access to the Case Manager Monthly Reviews?

A: Participants and guardians will have access to information regarding the plan of care and services. At this time, the CMMR's will not be accessible to participants and guardians.

Q: Will case managers be able to access provider documentation through WYSERVES?

A: This functionality will not be supported in the initial WYSERVES release, but is being planned for future updates. The Division is currently considering further integration with documentation systems to enable this functionality.

Q: Will participants who utilize self-direction be able to use WYSERVES?

A: Yes, participants and participant-directed Employers will have individualized, role-based access to WYSERVES, and will submit and complete program-required participant-direction forms and documentation, see plan of care and service information, and monitor the status of FMS enrollment and budget activation.

Q: Will participants, guardians, or providers be able to sign the Home Visit Observation form or the Service Observation form in the system?

A: We intend for electronic signatures to be an available option for all activities requiring a signature. However, in rare instances accessibility needs may require individuals to sign the physical form instead. If a participant opts for a physical signature, there will be the ability to upload the signed document.

Q: Will incident reporting be completed on WYSERVES?

A: Yes. This process is still being designed in the system. We will provide more information on reporting incidents closer to the go-live date.

Q: Are the actual end users being included in the development process?

A: The Division will be inviting a small group of users to participate in the user acceptance training (UAT) where they will be able to provide feedback on system development. To be considered please reach out to Matt Crandall at matthew.crandall2@wyo.gov.

Q: If I want to participate in upcoming training or user acceptance testing (UAT), who should I contact?

A: We encourage all providers to [subscribe to the HCBS email list](#) and visit the [WYSERVES Project Page](#) weekly for new announcements, important documents, and upcoming training opportunities. To participate in UAT, Matt Crandall, Policy and Communications unit manager, can be contacted at matthew.crandall2@wyo.gov.

Training Overview:

- **Time Commitment:** Approximately 3–4 hours (may vary based on your role)
- **Training Schedule:** Training began in **Fall 2025** and will continue through **Spring 2026**
- **Led By:** Cardinality.ai Training Team — experts who understand your daily workflows and needs
- **Support:** Clear instructions and continuous support throughout the process

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