

Dear Participant, Guardian, or Representative,

We are excited to introduce WYSERVES, the Wyoming System for Enhanced Resources, Verification, Enrollment, and Services. WYSERVES is a new, user-friendly, cloud-based system designed to modernize how we coordinate and deliver Home and Community-Based Services (HCBS) across Wyoming.

This system was developed to improve how you interact with your services and to ensure your care team—including case managers and providers—can work together more effectively to support you.

Why this change?

- **Modernization:** WYSERVES replaces older legacy systems with a secure, modern platform that is easier to use.
- **Better Connection:** Currently, information is often stored in different places. WYSERVES brings everything together so your providers and case managers can communicate in real-time.
- **Transparency:** We want you to have more direct access to the information that matters most to your care.

What are WYSERVES' key benefits?

- **View Your Service Plan:** You will have the ability to view your service plan or plan of care directly within the system.
- **Access for Guardians:** Guardians and Legally Authorized Representatives (LARs) will also have system access to help manage and stay informed about your services.
- **Improved Communication:** A unified platform allows for better collaboration and real-time communication between you, your family, your case manager, and your providers.
- **Efficient Processes:** Automated features, like electronic signatures, will make paperwork faster and easier to manage.

What's next?

WYSERVES is set to go live in the fall of 2026. As we prepare for this launch, please keep an eye out for RELAY messages and updates on the WYSERVES webpage. You may also have opportunities to participate in User Acceptance Testing (UAT) to see how the system works firsthand.

Where can I learn more about WYSERVES?

- Visit the WYSERVES Project Webpage.
- Browse Frequently Asked Questions (FAQs).

- Talk to your Case Manager, who can act as a mentor and advocate to help you through this transition.

While using WYSERVES is optional, the system streamlines the process and offers and gives you unparalleled accessibility.

If you have general questions, feel free to contact your case manager. For project-specific questions, you may contact the project team at matthew.crandall2@wyo.gov or (307) 777-7366.