



### AGENDA

- **Program Updates & Reminders**
  - Background Check Requirements
  - Medication Assistance Records
  - Companion Services
  - Video Cameras in Private Spaces
  - Video Cameras in Common Areas
  - Prior Authorization Guidance
  - Subscribe to the HCBS Email List
  - Electronic Visit Verification Compliance Reminder
  - HIPAA
  - Provider Service Locations
- **Training: WYSERVES Updates & Outreach** - *Derrick Stephens, Kera Morelock, and Chris Anthony of Cardinality*

### TOPICS

#### Background Check Requirements

The HCBS Section would like to remind providers that if an employee leaves for more than 30 days a new background check is required. As background screenings are not transferrable, the break in employment necessitates a fresh background check upon their return to ensure they still meet the safety standards for unsupervised access to participants. You can find the [background screening process](#) on the [DD Initial Certification](#) page, under the *Application Steps* tab.

#### Medication Assistance Records

The Medication Assistance Record (MAR) is a legal document that serves as proof that medication assistance occurred or did not occur. Please make sure to document if you did not provide services or medication assistance on the MAR. It is important to remember: **If it is not documented, it did not happen.**

#### Companion Services

Please remember that Companion Services cannot be billed while a participant is sleeping. The full service definition and limitations are located in the service index which can be found on the HCBS [Services & Regulations](#) page, under the *Waiver Service Indexes & Fee Schedules* tab.

#### Video Cameras in Private Spaces

Waiver providers are reminded that when waiver services are provided in a participant's home, regardless of whether it is provider owned or controlled, video cameras in personal areas, like the participant's bedroom and bathroom, are not allowed. This is a federal mandate. If the services are provided in the participant's home, permanently mounted cameras are not allowed in these areas regardless of who has control over the monitoring of these cameras. Other items to monitor, such as an audio monitor, are permitted, but the case manager must capture it in the plan of care.

### **Video Cameras in Common Areas**

If providers are using video cameras in common areas of a residential home, a restriction of the right to privacy must be added to each participant's IPC. In these cases, a letter from a doctor authorizing the restriction is not necessary; however, a letter from the provider is required to be uploaded (within the restriction) explaining the use of the monitors, their monitoring policy, and who has access to the video footage. The use of the monitors should also be documented throughout the plan as applicable. Video monitors in participant bedrooms or bathrooms are NEVER allowed.

### **Prior Authorization Guidance**

As we have seen an uptick in the number of complaints regarding units being short on PA's. Here is some guidance on how to catch this in advance. Upon accepting a service referral after the PA is generated, carefully review the Prior Authorization (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.

### **Subscribe to the HCBS Email List**

To receive regular updates and the latest information from the HCBS Section, providers are reminded to subscribe to the HCBS email list. The subscription link is available on the [Contact Staff, Subscribe or Suggest](#) page. If you haven't received communications recently, please check your spam folder.

### **Electronic Visit Verification Compliance Reminder**

The HCBS Section is reminding case managers of the upcoming enforcement efforts related to EVV compliance requirements. Starting July 1, 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%. An EVV Compliance Forum is scheduled for March 24th at 1:00 PM to provide a detailed overview of 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.

### **HIPAA**

All Medicaid Waiver providers and their staff are bound by HIPAA requirements. Protected health information may only be accessed or shared with individuals who have a legitimate need to know it for treatment, payment, or health care operations. Any other disclosure requires a valid, signed authorization from the participant or their legal guardian. We've seen an increase in impermissible disclosures, so please ensure your staff are following your organization's privacy and security policies at all times. If a HIPAA violation occurs, mandatory reporting requirements apply. Impermissible disclosures must be reported to the Department of Health and Human Services, as well as to HCBS through a submitted complaint.

### **Provider Service Locations**

The HCBS Section would like to remind providers that any location that is owned, leased, controlled, or operated by a certified provider is limited to that single certified provider.

## **WRAP UP**

The next DD Provider Support Call is scheduled for:  
***April 27th, 2026***

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## QUESTIONS AND ANSWERS

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### What is the EVV Compliance Zoom meeting information?

**Response:**

The Electronic Visit Verification (EVV) Compliance Meeting will be held Tuesday, March 24th, 2026 at 1pm via Zoom.

**Please use the following information to join:**

[Join Zoom Meeting](#)

Meeting ID: 951 7671 5337

(669) 900-6833

### If a provider has a camera in a participant's home that focuses only on the office, does a doctor's order and restriction need to be put in place?

**Response:**

The office is not considered a common area of the home. If a provider uses a camera within the office to monitor staff administering medications, it is not required to include a restriction in each participant's Individualized Plan of Care (IPC). The use of any camera, however, must be clearly detailed in the provider's official policies and procedures. For other participant-specific questions, please reach out to the area [Incident Management Specialist](#) or the assigned [County Benefits and Eligibility Specialist](#).

### My provider certification has expired. Who should I contact to have it reinstated?

**Response:**

For assistance with provider certification, you can reach out to the HCBS Credentialing Unit at [wdh-hcbs-credentialing@wyo.gov](mailto:wdh-hcbs-credentialing@wyo.gov).

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.