



AGENDA

- **Program Updates & Reminders**

- Subscribe to the HCBS Email List
- Telligen Orders
- Provider Contact Information
- Support Call Archive

- **Training:**

- Reporting Abuse, Neglect, and Exploitation with Hannah Ostheimer, Provider Support Unit Manager for the HCBS Section.
- Adult Protective Services Referral, Case Process, and Services with Jane Carlson, Program Analyst for Adult Protective Services.

TOPICS

Subscribe to the HCBS Email List

To receive regular updates and the latest information from the Home and Community Based Section (HCBS), 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.

Telligen Orders

When reviewing the Telligen Skilled Nursing orders for Skilled Nursing referrals, please ensure that the date span (i.e plan year), the Service Code (ie. LPN or RN), the number of approved units, and the frequency of the service are noted on the order. The date span and service code are located beneath the "Member Name" box. The units are generally located just to the right of those boxes, with the frequently located in the "Procedure Description" box on the bottom right of the order. As a reminder, the waiver funds cannot be used to reimburse OASIS assessments or CNA supervisory visits. Please do not use Telligen approvals to add units to a plan to cover those services.

Provider Contact Information

The HCBS Section would like to remind providers to make sure their contact information is up to date in the Wyoming Health Provider (WHP) Portal. This includes ensuring the organization's contact person, their phone number, and email address are up to date. When we begin inviting providers to WYSERVES training sessions, we will use the contact information in the WHP Portal to send invitations to register for WYSERVES training. Providers are strongly encouraged to participate in the upcoming WYSERVES training opportunities. Guidance on how to update contact information in the WHP portal is located in the [Provider Change Guidance Manual](#) which is found in the [HCBS Document Library](#) on the *Web Portal Guides* tab.

Support Call Archive

Looking for past support call materials? The HCBS section has created a Support Call Archive for support call notes and presentations removed from our website. To access these resources, visit the [Current Providers](#) page on the HCBS website and click the [Support Call Archive](#) module located near the bottom of the page. Support call materials that are dated within a year can still be found on the [CCW Providers & Case Managers](#) page.

WRAP UP

The next CCW Provider Support Call is scheduled for
May 18, 2026

[Link to Recorded Presentation](#)

QUESTIONS AND ANSWERS

Adult Protective Services (APS): How long is the waitlist for Commodity Assistance?

APS Response:

This is a program for Seniors over 60 that have a qualifying income. Wyoming currently only has a caseload of 169 and has a full active list. There isn't a way to say how long one would wait on the waitlist. It depends on the turnover at that location, where the client is on the waitlist, and if we obtain a caseload increase each year from FNS (Food and Nutrition Services).

Christina Nation can be contacted directly for more information: christina.nation@wyo.gov or 307-777-5878.

[Link to DFS Contacts](#)