



### AGENDA

- **Program Updates & Reminders**
  - Case Manager Monthly Review (CMMR) Notes Section
  - Monthly Visits
  - Backup Case Managers
  - Case Manager Contact Information
  - Subscribe to HCBS Email List
  - Support Call Archive
- **Training: Eligibility Process** - *Patrice Chesmore, Benefits and Eligibility Specialist, Home and Community Based Services*

### TOPICS

#### **Case Manager Monthly Review (CMMR) Notes Section**

Please note that effective July 1, 2026 the 'Case Manager Notes' box located under the *Case Manager Observations* section within the Case Manager Monthly Review (CMMR) will be removed. In order to coincide with the renewal of the Community Choices Waiver, the Division will be implementing standards that are consistent among all HCBS waivers. One such standard is that all case management activities be captured and recorded in real time. Within the CMMR, each case management activity will be required to be documented to include the date and start and end times in which the activity occurred, as well as the location of the activity and a detailed description of the activity. Case managers will need to ensure that they document the services they provide in this manner to remain in compliance with documentation requirements.

#### **Monthly Visits**

Regarding the upcoming CCW waiver renewal: please note a significant update to service standards. As of July 1, the requirement for quarterly home visits will conclude. To maintain compliance with the renewed waiver guidelines, case managers are now required to conduct monthly in-person home visits for all participants.

#### **Backup Case Managers**

As a reminder, when selecting or agreeing to be a backup case manager, all parties must understand that if the primary case manager cannot continue services, the case will transfer to the backup case manager for up to 90 days to ensure continuity of care and participant choice. If the participant or legally authorized representative (LAR) has not selected a new primary case manager within 60 days, the backup case manager must notify the Benefits and Eligibility Specialist (BES) for guidance; if no selection is made by the 90-day mark, the backup may initiate case closure. To facilitate this process, case managers must add the backup case manager's contact information to the *Contacts* screen of the waiver system under the "Case Worker" contact type. When entering the name, please type the backup case manager's full name followed by a dash and the words "backup case manager" to ensure the role is clearly identified within the system.

#### **Case Manager Contact Information**

The HCBS Section would like to remind Case Managers 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. We will begin the process of reaching out to providers and

inviting them to WYSERVES training sessions. We will be using the contact information in IMPROV to send invitations to register for WYSERVES training. We encourage providers to participate in the upcoming WYSERVES training opportunities. Guidance on how to update your contact information is located in the Provider Change Guidance Manual which is found in the HCBS Document Library on the Web Portal Guides tab.

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

To receive regular updates and the latest information from the HCBS Section, case managers 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.

### **Support Call Archive**

Looking for past support call materials? The HCBS section has created a 'Support Call Archive' for materials removed from our website. To access these resources, visit the Current Providers page and click the 'Support Call Archive' button 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 Case Manager Support Call is scheduled for:

***June 8th, 2026***

## QUESTIONS AND ANSWERS

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**Is there a condensed version of this presentation that we can give prospective clients? Do you have something we can give providers with these steps?**

**Response:** We do not have a condensed version available, however the slide deck for this training is available on the [CCW Case Manager Support Calls](#) tab on our website.

**Just to clarify, home visits starting July 1st must be done in the home even though the participant may not want case managers in the home?**

**Response:** That is correct. As announced during the waiver renewal process, monthly visits will be required to occur in the home beginning July 1, 2026. This allows case managers to observe participants as well as the condition of their homes for any health or safety related concerns. It is the responsibility of waiver participants to participate in their care planning and services including cooperation with waiver rules, processes and policies.

**While the existing fact sheets are helpful, is there a formal enrollment timeline or checklist that outlines key deadlines? Specifically, I'm looking for a guide that confirms steps like the 15th-of-the-month care plan deadline to ensure a start date of the 1st of the next month.**

**Response:**

The specific step-by-step deadlines you are looking for, including the requirement to submit plans by the 15th of the month, are officially established in the Community Choices Waiver (CCW) Case Manager Manual within Appendix 1: EMWS Task Timelines. Case managers must submit initial plans no later than the 15th of the month prior to the desired start date to ensure enrollment begins on the first of the following month, while renewal plans must be submitted before the last day of the month prior to the renewal start date. The [CCW Case Manager Manual](#) is located in the HCBS Document Library on our website.

**When we switch over to WYSERVES will we have a new document replacing our CCW Quarterly Visit Verification form?**

**Response:** All forms will be updated to reflect the current waiver requirements. Since the home visit form will now be required monthly we will update this form prior to July 1, 2026. Once WYSERVES is finalized, the hope is to have an electronic form to allow participants to sign electronically if they choose to do so. A printable version of the form will also be available. .

**When will WYSERVES be activated, and when is the next training?**

**Response:** We will be sending out additional communications in the upcoming weeks. Please keep an eye out on the listserv. We will announce and provide training for the WYSERVES system as we get closer to the go-live date.

**Is there a way case managers can be notified when a participant requires more documentation for their renewals? I have some who get confused or forget, and I'm unaware until I get a closure notification.**

**Response:** If the question is referring to financial renewals for Medicaid, these are handled by the Long Term Care unit. The Medicaid Review Date is located on the Waiver screen of every case. We will convey your feedback to the Long Term Care Unit but ultimately they make decisions regarding their processes.