



AGENDA

- **Program Updates & Reminders**
 - Provider Contact Information
 - Support Call Archive
 - Accepting Participants into Provider Programs
- **Training:**
 - Reporting Abuse, Neglect, and Exploitation with Alice Esquibel, Provider Credentialing Assistant Manager for the HCBS Section.
 - Adult Protective Services Referral, Case Process, and Services with Jane Carlson, Program Analyst for Adult Protective Services.

TOPICS

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 training sessions. 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 [DD Providers & Case Managers](#) page.

Accepting Participants into Provider Programs

Please remember that in accordance with Chapter 45 rules, providers should review each participant's referral information to make the determination as to whether or not they are able to meet the participant's needs based upon their current circumstances and level of service. Providers should not accept participants into their programs contingent on a future Extraordinary Care Committee (or ECC) decision as no ECC is guaranteed. ECC will not grant funding at any requested level, but rather if an ECC is approved, will provide funding based upon the participant's assessed level of service. If a provider cannot meet the needs of the participant at their current level of service based upon the referral information, they should not accept the participant into their program expecting an ECC to grant additional funding.

WRAP UP

The next DD Provider Support Call is scheduled for
June 29, 2026

[Link to Recorded Presentation](#)