

WYSERVES Go-Live Outreach and Communication Update- Participants

Subject: WYSERVES Update: Building Toward an Exceptional Launch

Dear HCBS Participants,

We want to share an important update regarding the WYSERVES implementation timeline.

After careful evaluation and continued collaboration with program teams, providers, and system partners, the WYSERVES go-live date has been shifted to **late Fall / early Winter 2026**.

This decision- made intentionally and strategically, will emphasize our priority to not just simply launch a system, but to launch a system that transforms how services are delivered to you. We are dedicating concentrated effort to refining WYSERVES into a platform that delivers an experience unlike anything our HCBS community has had before: more intuitive workflows, stronger automation, better visibility, and fewer administrative barriers.



What We've Accomplished So Far: The foundation of WYSERVES is already delivering meaningful improvements in the way work will be done.

- **Simplified Participant Workflows**
 - Participant enrollment, eligibility updates, and care planning processes are being redesigned to reduce unnecessary steps and create a smoother experience for participants and support teams.
- **Smarter Plan of Care Management**
 - Plan of Care workflows are being enhanced with stronger service validations, budget alignment checks, and provider coordination safeguards to support continuity of care and service accuracy.
- **Improved Notifications & Alerts**

- Automated reminders, important deadline notifications, and status updates will help participants and case managers stay informed and respond more quickly to required actions.
- **Streamlined Service & Compliance Processes**
 - Key participant-related compliance activities, service authorizations, and care coordination workflows (including internal messaging for easy access!) are being automated to reduce delays and improve service continuity.
- **Better Visibility into Services & Supports**
 - Enhanced dashboards and reporting will provide clearer insight into participant plans, service utilization, provider activity, and important action items for better decision-making.

Feature Highlights: What We're Building Right Now!

- Building more person-centered planning tools to make it easier for participants to create, update, and manage services based on their individual goals and needs.
- Improving provider selection, service planning, and continuity safeguards to help participants maintain services and reduce disruptions when provider changes happen.
- Expanding participant communication tools, including internal messaging and correspondence access, so important updates, notices, and conversations are easier to track in one place.
- Streamlining eligibility, enrollment, and waiver workflows to reduce delays and make access to services faster, clearer, and easier to navigate.
- Adding automated notifications, reminders, and status updates to keep participants informed of approvals, deadlines, and next steps in real time.

Here's how you can stay connected throughout the WYSERVES development journey:

- Visit the WYSERVES Intranet Page
- Talk to your Case Manager about the upcoming System
- Reach out to Matthew Crandall at matthew.crandall2@wyo.gov if you have any questions or if you have a Guardian or Legally Authorized Representative you are interested in receiving these updates as well.

Stay engaged and share your feedback—your input is essential to making WYSERVES work for YOU!