

WYSERVES Go-Live Outreach and Communication Update- Providers/CMS

Subject: WYSERVES Update: Building Toward an Exceptional Launch

Dear Providers and Case Managers,

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 you work. We are dedicating concentrated effort to refining WYSERVES into a platform that delivers an experience unlike anything our provider and case management 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 Provider Workflows
 - Provider registration, recertification, and service location updates have been redesigned to reduce duplicate steps and improve processing visibility.
- Smarter Plan of Care Management
 - Enhanced provider selection validations, budget alignment checks, and participant continuity safeguards are built directly into workflows.
- Improved Notifications & Alerts
 - Automated reminders and status alerts will reduce missed deadlines and improve response times.

- Streamlined Compliance Processes
 - Site visit scheduling, provider adverse action workflows, and certification tracking are being automated to reduce manual oversight.
- Better Data Visibility
 - Improved dashboards and reporting will provide clearer insight into participant services, provider status, and key action items.

Feature Highlights: What We're Building Right Now!

Please note that the features listed below represent only a selection of the many enhancements being worked on.

- **Care Planning, Budgeting & Waiver Management:** Enhanced person-centered planning, configurable waiver budgeting logic, Plan of Care (POC) improvements, participant waiver rule enforcement, provider adverse action integration, and service location capacity validation.
- **Provider Management & Compliance:** Improved provider registration, certification/recertification workflows, automated site visit scheduling, decertification handling, transition planning, adverse action routing, and corrective action escalation.
- **Complaints, Incidents & CAP Workflows:** Strengthened complaint and incident submission processes, mortality review tracking, multi-stage CAP management, non-compliance handling, and automated notifications/closures.
- **Case Management, Notifications & System Controls:** Expanded participant adverse action and hearing workflows, automated provider/case manager communications, guardian access enhancements, audit/compliance visibility, assessment controls, and system-wide workflow validations/fixes.

Coming Soon: June & July Support Calls

We're excited to connect with you during our upcoming June and July WYSERVES Support Calls. During these sessions, we'll cover:

- Live progress updates
- System demonstrations
- Workflow previews
- Upcoming training plans
- Questions and feedback opportunities

These calls are designed to keep you informed, involved, and prepared as we move closer to launch. Do keep an eye out in your mail inbox for more information on that!

What's Next

As we move into the next phase of WYSERVES, our focus will center around 3 key priorities:

- **Workflow & User Experience Enhancements:** Continue advancing provider and case management workflows while refining the user interface for a cleaner, more intuitive user experience.
- **System Testing & Performance Optimization:** Execute end-to-end testing across core business functions to validate performance, strengthen reliability, and improve usability ahead of launch.

- **Training, Readiness & Launch Preparation:** Develop training materials, user support resources, data validation processes, and transition plans to ensure providers and case managers are fully prepared for go-live.

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

- Visit the WYSERVES InternetPage
- Attend HCBS Provider or Case Manager Support Calls
- Have questions or ideas? Email Matthew Crandall at matthew.crandall2@wyo.gov.

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