



AGENDA

- **Program Updates & Reminders**
 - Case Management Monthly Reviews (CMMR) Notes Section
 - Applications and Legal Names
 - Institutional Admissions
 - Level of Service
 - Case Manager Contact Information
 - Subscribe to the HCBS Email List
 - CCW Renewal Training
- **Training: WYSERVES Updates & Outreach** - *Derrick Stephens, Kera Morelock, and Chris Anthony of Cardinality*

TOPICS

Case Management Monthly Reviews (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.

Applications and Legal Names

When completing applications, and other legal documents, please use the participant's legal name as it appears on their Social Security Card or birth certificate. A preferred name may be entered into the Electronic Medicaid Waiver System (EMWS) as well, but to prevent delays, or other problems with eligibility, we must have the legal name on applications, and other program documents. Please verify this information when assisting with applications to ensure legal names are being utilized.

Institutional Admissions

Upon a participant's admission to an institution, case managers must immediately initiate a hold on the participant's plan of care and notify the assigned Benefits and Eligibility Specialist (BES). For hospital or Skilled Nursing Facility admissions: If the participant remains in the facility for 30 consecutive days, the closure of the case must be initiated in EMWS. The closure effective date is the last day of the month following the 30th day. For example, if a participant enters a facility on September 12th and remains there on October 12th, waiver services should end on October 31st, with the EMWS closure date also set for October 31st. For incarceration or Wyoming State Hospital admissions: If a participant remains in the facility after 15 days, closure of the case must be initiated with an effective date 15 days from the date of the closure initiation. If

the participant is discharged prior to the closure effective date, please notify the BES and remove the hold. For closures due to admission to a rehabilitation facility, inpatient hospice facility or other facility, please work with the assigned BES. These actions are critical due to Medicaid program regulations; failure to process these closures expeditiously can result in significant financial burdens for participants and their families.

Level of Service

When working with participants to develop their plan of care, please review the LT101 assessment to ensure requested services align with the noted level of care. A plan of care should be supported by the LT101 assessment's level of care.

Case Manager Contact Information

The HCBS Section would like to remind case managers to verify that their organization's contact person, phone number, and email address are current in the Wyoming Health Provider (WHP) Portal. Invitations for upcoming WYSERVES training sessions will be sent using this information, and case managers are strongly encouraged to participate. Instructions on updating contact information can be found in the [Provider Change Guidance Manual](#) in the [HCBS Document Library](#) under the Web Portal Guides tab.

Subscribe to the 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.

CCW Renewal Training

Mark your calendars for a live virtual training session on **June 18th at 1:00 PM** to review important updates to the Community Choices Waiver program, effective **July 1, 2026**. During this session, the Division will recap the renewal process, summarize the approved changes, and offer guidance to providers and case managers. A recording of the session will be posted to the HCBS website. **Please join us:**

[Join Zoom Link](#)

Or Dial +1-669-444-9171

Meeting ID: 994 2614 3721

WRAP UP

The next CCW Case Manager Support Call is scheduled for:

August 10th, 2026

[Link to Presentation](#)

QUESTIONS AND ANSWERS

Is the internal email system for providers and the division, or only participants? Is it considered a secure message?

Response: Yes, the internal email system is completely secure. It is designed for official communication between providers, case managers, and Division staff within the Wyoming Department of Health. Please note that this internal system is not used for communicating with participants. We utilize a completely separate, dedicated system specifically for all participant communications to ensure their privacy and data security are managed appropriately.

When will the monthly visit verification form be uploaded to the document library?

Response: The [CCW Monthly Visit Verification form](#) has now been uploaded to our webpage. The form can be found in our document library.