

**HOME AND
COMMUNITY-
BASED
SERVICES**
WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

WYOMING DEPARTMENT OF HEALTH WYSERVES

CCW Case Managers WYSERVES Updates Webinar

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Team Cardinality



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Agenda

- Introduction
- About WYSERVES: Background slide
- Upcoming Provider Support Calls: WYSERVES UPDATES
- Participant Outreach
- KWL Activity
- WYSERVES UPDATES - What has changed?
- WYSERVES Teaser Demo 5-7 min
- Training Outreach and Expectations / Prepare to engage participants about WYSERVES
- Next Steps
- Q&A

Intro to Wyoming System for Enhanced Resources, Verification, Enrollment, and Services (WYSERVES)

This outreach session is designed to help providers get familiarized with **WYSERVES**, Wyoming's new Care and Case Management System (CCMS), and prepare you for a successful transition. During this session, you will:

- Understand **WHY WYSERVES is being introduced** and how it improves upon current systems.
- Learn **WHAT updates are introduced** and how it supports the services you deliver.
- Explore **WHERE key benefits and enhancements** to simplify and improve your coordination are situated,
- Know **HOW to get the right information** on timelines, training, and transition support.
- Engage in **open discussion**, ask questions, and share feedback to help shape ongoing improvements.



Wyoming System for Enhanced Resources, Verification, Enrollment, and Services (WYSERVES) Overview

WYSERVES is Wyoming's new **Care and Case Management System**, developed to modernize and bring together capabilities that previously existed across the Participant & Provider Portals, EMWS, and IMPROV legacy systems. As those systems evolved independently over time, it became harder to support consistent workflows and a shared view of participant information statewide.

That is where we come in!

WYSERVES was designed to consolidate core functions—such as eligibility support, case management, service planning, authorizations, and reporting—into **one coordinated system**. By creating a shared platform for state staff, case managers, and providers, WYSERVES supports more consistent workflows, improved data quality, and better visibility across programs, while providing a foundation that can evolve with future policy and program changes.

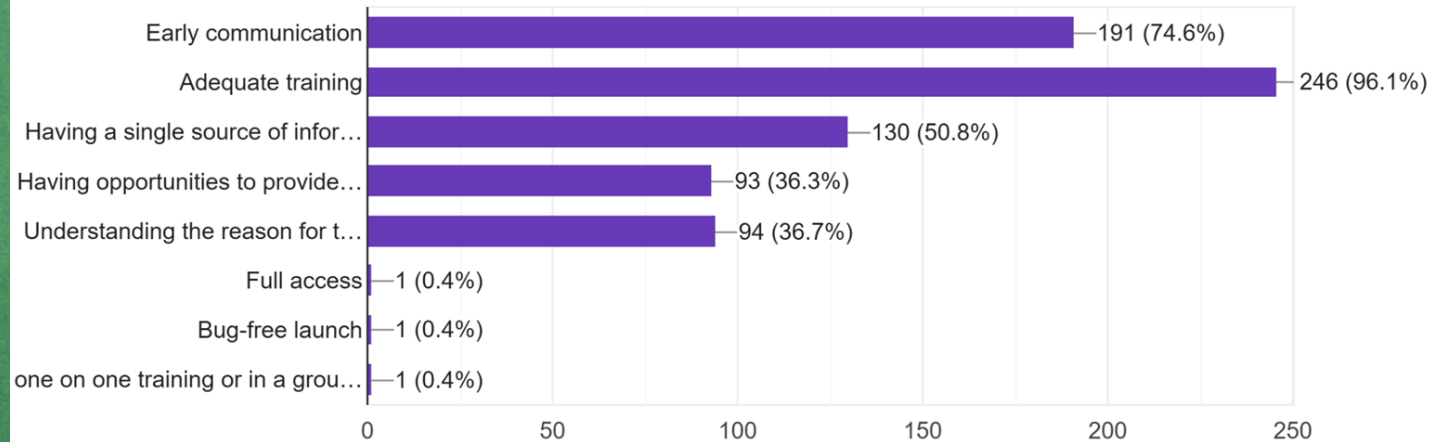


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What are the most significant factors that must be present for this transition to be successful? Choose your top three selections.

256 responses





WYSERVES KWL



What I Know About
WYSERVES



What I Wonder About
WYSERVES



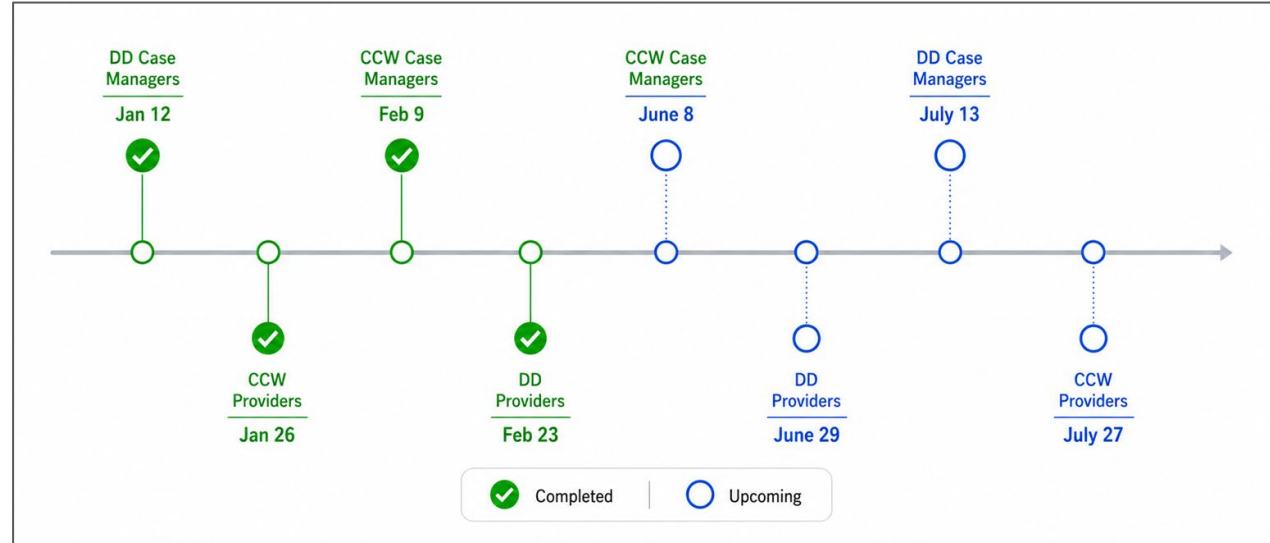
What I Learned About
WYSERVES



Recent Updates



Upcoming Provider Outreach Calls: WYSERVES UPDATES



- How can you stay updated on our Provider Outreach calls?
- Who can you reach out to for more questions? -Matt Crandall, Policy and Communications Unit Manager (matthew.crandall2@wyo.gov)

WYSERVES Project Timeline Updates



Participant Outreach Updates - Kicked off January 2026



Outreach is critical to building awareness, setting expectations, and supporting successful participation



Providers will play a key role by contacting participants directly using aligned, consistent messaging



A coordinated participant messaging approach supports clarity and consistency across providers

[WYSERVES Participants Initial Email Outreach](#)

[WYSERVES Update: Building Toward an Exceptional Launch – May 2026](#)

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.

WYSERVES Updates

What we have, and what we are improving on constantly!

Unified CCMS Platform: Continued to support a centralized system for eligibility, case management, provider activities, and reporting.

Plans of Care & Services: Refined plan of care, service, referral, authorization, and monitoring processes.

Provider & Case Management Workflows: Enhanced workflows to support provider interactions, case activities, and required documentation.

Waiver Support: Expanded functionality for long-term services, waiver-related processes, and related tracking.

Eligibility & Process Alignment: Improved connections between eligibility outcomes and downstream program activities.

Reporting & Oversight: Continued to support reporting needs for operations, compliance, and program monitoring.

Stability & Usability: Addressed updates, refinements, and feedback to improve overall system use.



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WYSERVES Teaser Demo!



Are you aware of where you can find information about the new WYSERVES implementation timeline, status, and information important to you?

Communication and Outreach



[Emails](#)



[1 Page Flyer](#)



[Training Announcements](#)



[Provider Supports Calls and Website](#)



[FAQ](#)





Next Steps: Stay on the Lookout



Training/Outreach and Expectations



A formal training announcement will be distributed for WYSERVES implementations



Providers will receive a standardized email with training purpose, schedule, and registration details



Training is designed to prepare users before Go-Live with hands-on system experience



Sessions will include live Q&A to allow providers and staff to get answers to specific questions



Training will be delivered and tracked through the Learning Management System (LMS)



Providers will use the LMS to register, complete required courses, and track completion



Providers should keep an eye out for further communications and help spread the word internally



Early identification of required staff and participants to ensure timely registration are critical to readiness



Providers to Identify volunteers for UAT testing



Is there additional information you'd like to see regarding WYSERVES shared during case manager's support calls?





Open Up for Questions (Approx 10min)



Thank You

