



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

WYOMING DEPARTMENT OF HEALTH WYSERVES



Team Cardinality



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Agenda

- Introduction
- About WYSERVES
- Provider Survey
- KWL Activity
- WYSERVES UPDATES - What has changed?
- Participant Outreach
- WYSERVES Teaser Demo
- Training Outreach and Expectations
- 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.

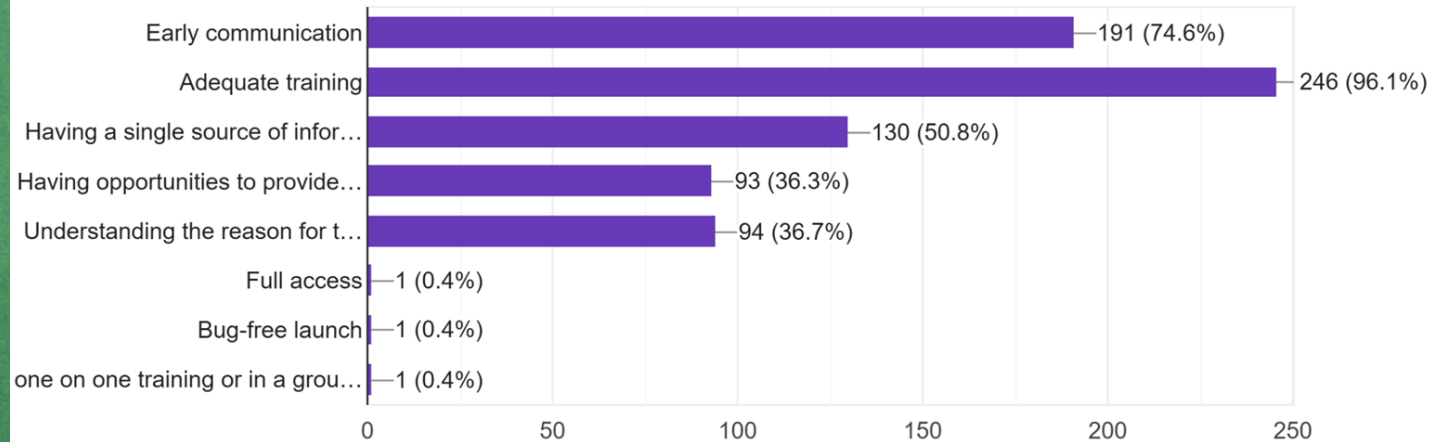


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What are the most significant factors that must be present for this transition to be successful? Choose your top three selections.

256 Responses





WYSERVES KWL



What I Know About WYSERVES

WYSERVES will streamline access to participant information, reduce time spent resolving data quality issues, and support faster, more informed decision-making.

WYSERVES will offer participants and their families access to a personalized platform where they can securely view and manage their own information.

WYSERVES is not currently planned to replace billing systems, CareBridge EVV and BMS will continue to act as the billing platforms for Waiver services.

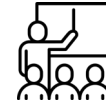
WYSERVES will replace EMWS, so everything that a case manager does in EMWS will be completed in WYSERVES including quarterly reviews, case manager monthly reviews, and the IPC.

WYSERVES includes exciting functionality that allows for real-time electronic signature capture on forms.

The Division will be inviting a small group of users to participate in the user acceptance training (UAT) where they will be able to provide feedback on system development.



What I Wonder About WYSERVES



What I Learned About WYSERVES

Case Manager Support Calls: WYSERVES UPDATES



- How can you stay updated on our Case Manager Support calls?
- Who can you reach out to for more questions? -Kala Garcia, HCBS Communications Analyst (Kala.Garcia@wyo.gov)

WYSERVES

— • —

Stay Tuned

— Exciting updates ahead. —

WYSERVES Project Timeline Updates



Participant Outreach Updates - Jan 2026 Kickoff



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](#)

WYSERVES Past Updates

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

Unified CCMS Platform: Established a single system supporting eligibility, case management, provider workflows, and reporting.

Plans of Care & Services: Implemented and refined Plans of Care, service referrals, authorizations, and ongoing monitoring processes.

Provider Interactions: Enhanced provider workflows for receiving referrals, submitting responses, and completing required forms within WYSERVES.

Long-Term Services Support: Expanded functionality for LT and waiver processes, including LT101s, reconsiderations, extensions, and tracking.

Eligibility & Workflow Alignment: Improved alignment between eligibility determinations and downstream case management and service activities.

Reporting & Oversight: Delivered on-demand and scheduled reports to support operational, compliance, and program oversight needs.

Stability & Usability Improvements: Addressed defects, refined workflows, and incorporated user feedback through ongoing sprint updates.



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WYSERVES Updates

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

The screenshot shows the 'Provider Demographics' form in the WYSERVES system. The form is divided into several sections: 'First Name' with a text input field containing 'Nicholas'; 'Provider/Agency Name' with a text input field containing 'Enter provider/agency name'; 'Gender' with a dropdown menu showing 'Select gender'; 'Federal Employer Identification Number (FEIN)' with a text input field containing '_____-____'; 'Accredited Provider?' with a checkbox; 'Do you plan to offer Case Management services?' with a radio button and the text 'I am the sole provider, employee and employer of this organization'; and 'Phone Number' with a text input field containing '(156) 126-2262'. A blue sidebar on the left contains navigation options like 'Budget Tracking', 'Prior Authorization', 'Assessment Requests', 'Reconsideration Requests', 'Provider Enrollment', 'Service Referral Dashboard', 'PA Service Referral', 'Provider Staff', 'CMQR', 'Reports & Analytics', 'Service Tracking', and 'Participant List'.

Provider & Case Management Workflows

Enhanced workflows to support provider interactions, case activities, and required documentation.

The screenshot shows the 'Plans of Care & Services' form in the WYSERVES system. The form is a list of checkboxes for various services: 'Plan of Care Detail Report', 'Participant Full Demographics', 'All About Me', 'Circle of Support', 'Participant Rights', 'Needs and Risks', 'Medical', 'Additional Support', 'Specialized Equipment', 'Service Authorization', 'Self Directed Services', and 'Budget'.

Plans of Care & Services:

Refined plan of care, service, referral, authorization, and monitoring processes.

The screenshot shows the 'Internal Case Messaging' form in the WYSERVES system. The form has a 'To' field with a dropdown menu showing 'Nicolas Cage Participant' and a 'Priority' dropdown menu showing 'High'. Below the 'To' field is a 'Subject' field with a text input field containing 'Enter Subject'. Below the 'Subject' field is a 'Message' field with a text input field containing 'Enter Message'.

Communication - Internal Case Messaging

Improved communication between the Participant and Provider.

WYSERVES Updates

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

BHD Provider PA Report

Total Providers: 119

Provider Name: All

Last Name	First Name	Plan date	Service
Chena	Juan	05/14/2026	ADULT DAY BASIC
Blake	Rob	06/01/2026	ADULT DAY BASIC
Foote	Adam	06/01/2026	HOME MAKER
Chena	Juan	05/14/2026	Case Management (Monitoring)
Cartman	Eric	03/30/2026	Case Management (Monitoring)
Barton	Clint	04/01/2026	Case Management (Monitoring)
Sack	Joseph	02/01/2026	Case Management (Monitoring)
Ghost	Casper	05/01/2026	ADULT DAY BASIC
Bettman	Gary	05/04/2026	ADULT DAY INTERMEDIATE
Bettman	Gary	05/04/2026	ADULT DAY BASIC
Spangler	Egon	05/21/2026	ADULT DAY BASIC

Type: Case Number | Case Number: Select Case Number | Template: Case Closure Finalization

Letter Editor

Dear {{(todayDate)},

Re: {{(participantname)},

The Wyoming Department of Health, Healthcare Financing Division, has closed {{(participantname)}}'s Comprehensive Waiver case. {{(participantname)}} failed to complete Medicaid eligibility as of {{(todayDate)}}. This decision is effective as of XXX 30, 2022 and all State Medicaid and Waiver Services will terminate on that date. Please contact the Medicaid office at 1-855-203-2936 if you would like to complete the financial application.

Medicaid Rules, Chapter 46, Section 5 states that a participant shall be determined to no longer be eligible when the participant does not meet Medicaid financial eligibility requirements. A request for reconsideration of this decision may be submitted to the Division Benefits and Eligibility Unit Manager if one of the following conditions is documented and supported in the request: 1) Information presented in the case was misrepresented; 2) Information was not represented to the fullest extent needed; 3) There was a misapplication of Division standards or policy in the case; or 4) The criteria for the case was misunderstood. A request for reconsideration must be submitted within thirty (30) calendar days from the date of this letter. Reconsideration will stay further proceedings.

Application Number: A2202199 | Assigned Case Manager: Nicholas Ernest | Case Creation Date: 05-10-2025 | Case Number: C220307647 | Case Status: Eligible | Participant Name: Aime Thompson | Program Type: Community Choice

per Selection: Documents | Assessments | Targeted Case Management | Person Centered Planning | Plan of Care | Financial Eligibility | Case Status | Case Notes | Case History | CMGR | Provider List | Audit

Basic Details

Case History

Instructions: Click on any entry below to navigate to corresponding details.

- Participant Name**
Status: Pending PA Review
Date & Time: 06/03/2024, 4:07 PM
Updated By: Nicholas Ernest (Provider Administrator)
- Participant Name**
Status: Pending Review
Date & Time: 06/03/2024, 4:06 PM
Updated By: Nicholas Ernest (Provider Administrator)
- Participant Name**
Status: Person Centered Planning Scheduled
Date & Time: 06/03/2024, 4:07 PM
Updated By: Nicholas Ernest (Provider Administrator)
- Participant Name**
Status: Approved
Date & Time: 06/03/2024, 4:06 PM
Updated By: Jason Michael Benefits and Eligibility Specialist

Reporting & Oversight

Continued to support reporting needs for operations, compliance, and program monitoring.

Letter Generation

Create appropriate letters based on available pre-built templates.

Participant Tracking:

Enhanced Participant monitoring and tracking.

WYSERVES

Wyoming's System for Enhanced Resources, Verification, Enrollment, and Services



PEOPLE



TRUST



ACCESS



SUPPORT



CARE

WY

WY – Wyoming's

S

S – System for

E

E – Enhanced

R

R – Resources

V

V – Verification

E

E – Enrollment

S

S – Services



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

LMS Overview

Learners have received the user registration email (referenced below) with URL, Username, and Temporary password.

- To access the LMS, [learners will click on the URL](#), which will direct them to the LMS login page asking them to enter the username and temporary password provided in the email.
- Username should be in all lowercase letters
- After entering your password, the system requires a second layer of security:
 - Click Send One-Time Code via Email.
 - Retrieve the 6-digit verification code from your registered email inbox.
 - Enter the code into the verification fields and click Submit.
- If you do not receive the code, click Resend OTP after the timer expires.
- For Support: wyseslms_support@cardyai.com

Hi Saru,

Welcome to the **Cardinality Learning Management System!** Your account has been successfully created.

What is Cardinality LMS?

The LMS is a centralized platform designed to manage and deliver your professional development and training materials. It serves as your primary hub for accessing required COMET courses, tracking your progress, and staying up-to-date with essential training requirements.

How to get started:

- **Log in:** Use the URL and credentials below.
- **Update Security:** Change your temporary password on first login.
- **Explore Trainings:** Access assigned trainings from your dashboard.

Your Account Details:

URL: <https://wv-lms-learner.cardinality.info/learner/>

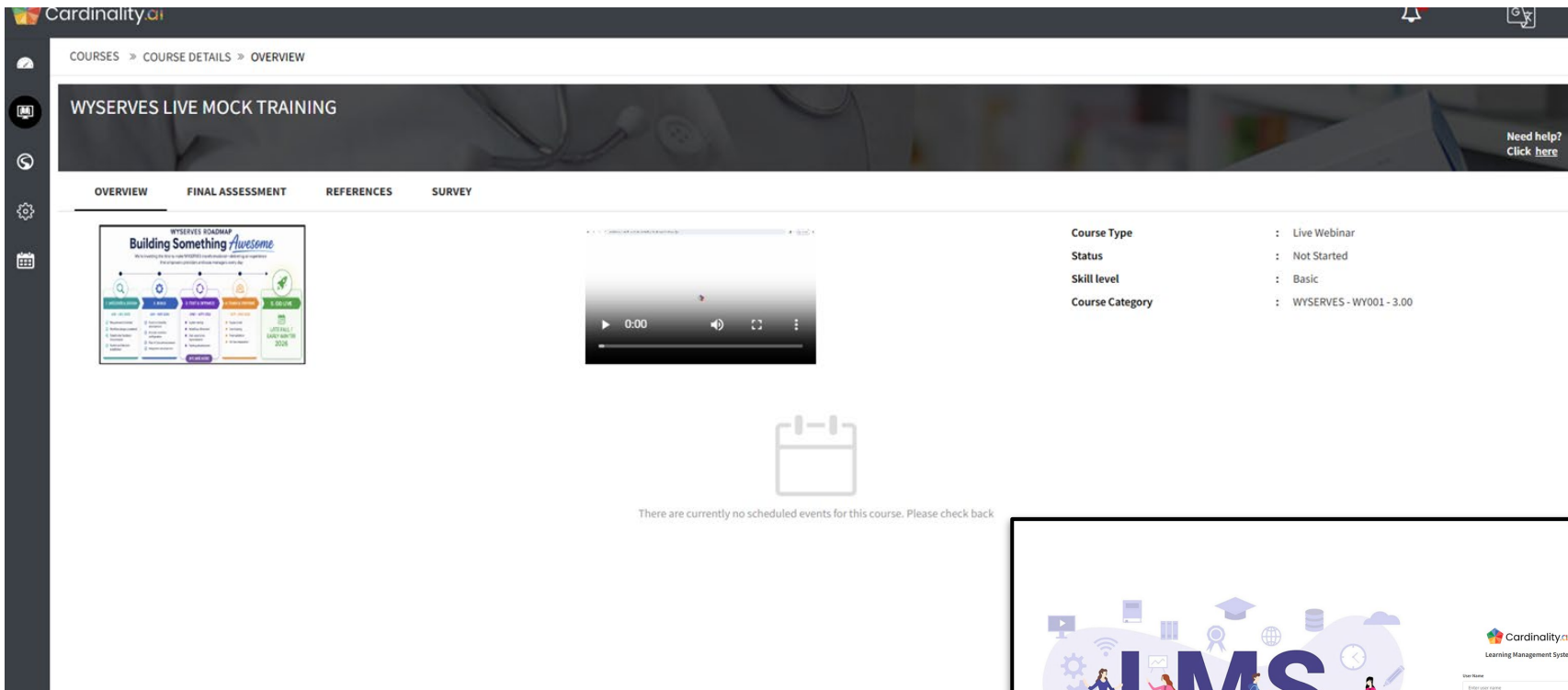
Username: sarulatha@cardyai.com

Temporary Password: [REDACTED]

Thank you for registering

Regards,
Team Cardinality

LMS Overview

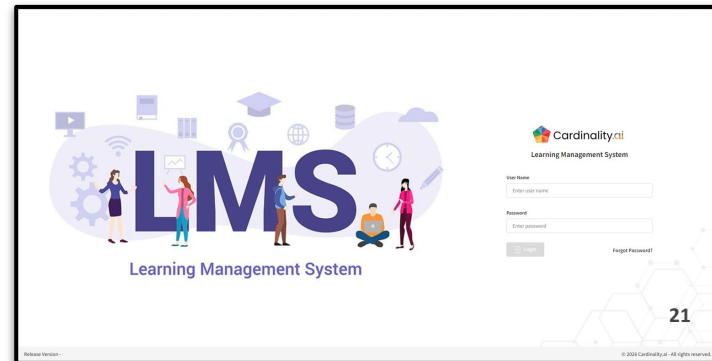


The screenshot shows the LMS interface for a course titled "WYSERVES LIVE MOCK TRAINING". The breadcrumb trail is "COURSES > COURSE DETAILS > OVERVIEW". The course title is displayed in a dark banner with a "Need help? Click here" link. Below the banner are navigation tabs: "OVERVIEW", "FINAL ASSESSMENT", "REFERENCES", and "SURVEY".

On the left, there is a sidebar with icons for home, course details, search, settings, and calendar. The main content area features a "WYSERVES ROADMAP Building Something Awesome" graphic, a video player (currently at 0:00), and a metadata table:

Course Type	: Live Webinar
Status	: Not Started
Skill level	: Basic
Course Category	: WYSERVES - WY001 - 3.00

Below the video player, a calendar icon is shown with the text: "There are currently no scheduled events for this course. Please check back."



The login page features a large graphic with the text "LMS Learning Management System" and icons representing various educational and professional activities. On the right side, there is a login form:

Cardinality.ai
Learning Management System

User Name

Password

[Forgot Password?](#)

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Is there additional information you'd like to see regarding WYSERVES shared?





Open Up for Questions (Approx 10min)



Thank You

