



**HOME AND
COMMUNITY-
BASED
SERVICES**

WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

WYOMING DEPARTMENT OF HEALTH WYSERVES

DD Case Managers WYSERVES Updates Webinar

July 13th, 2026



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

Key insights:

- 1 Provides consistent workflows >
- 2 Most customers learn about our products through social media and influencer content. >
- 3 Our products and services have a stable user base throughout the year. >



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Connected User Groups

Agency Users

Providers

Case Managers

Participants

01

Reduces manual tracking, supports more consistent decision-making, and gives agency staff better access to information needed for approvals, monitoring, reporting, and program operations.

02

Tracks the status of submissions, respond to service requests, access key information, and stay aligned with program requirements more efficiently.

03

Supports better coordination across workflows, reduces the need to rely on separate systems or manual follow-ups, and helps case managers manage participant services more effectively.

04

Supports more timely service planning, clearer communication, better tracking of participant needs, and a smoother overall experience as services, eligibility, referrals, and care planning activities move through the system.

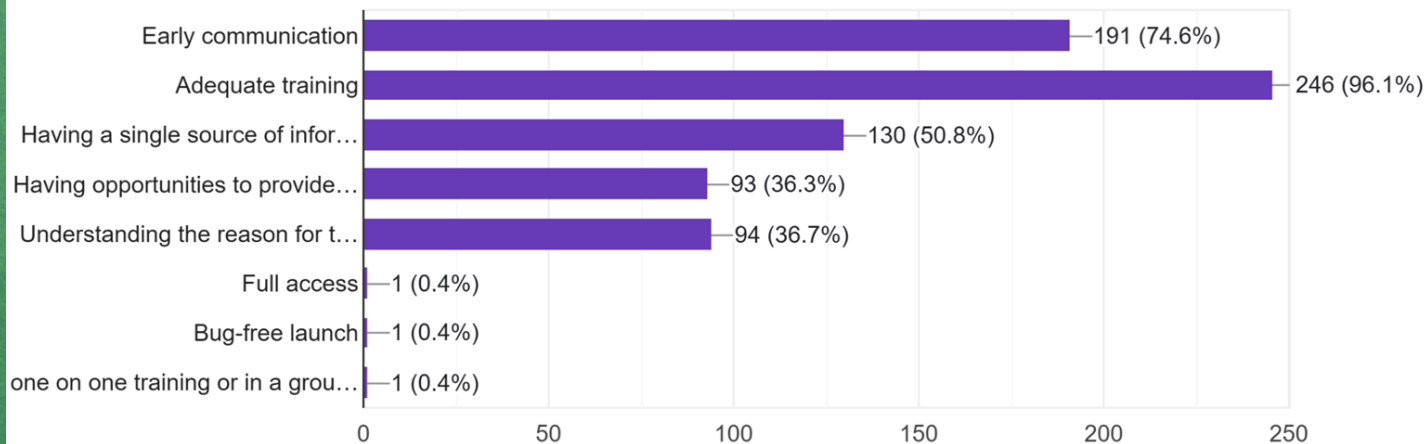


WYSERVES Ecosystem



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.

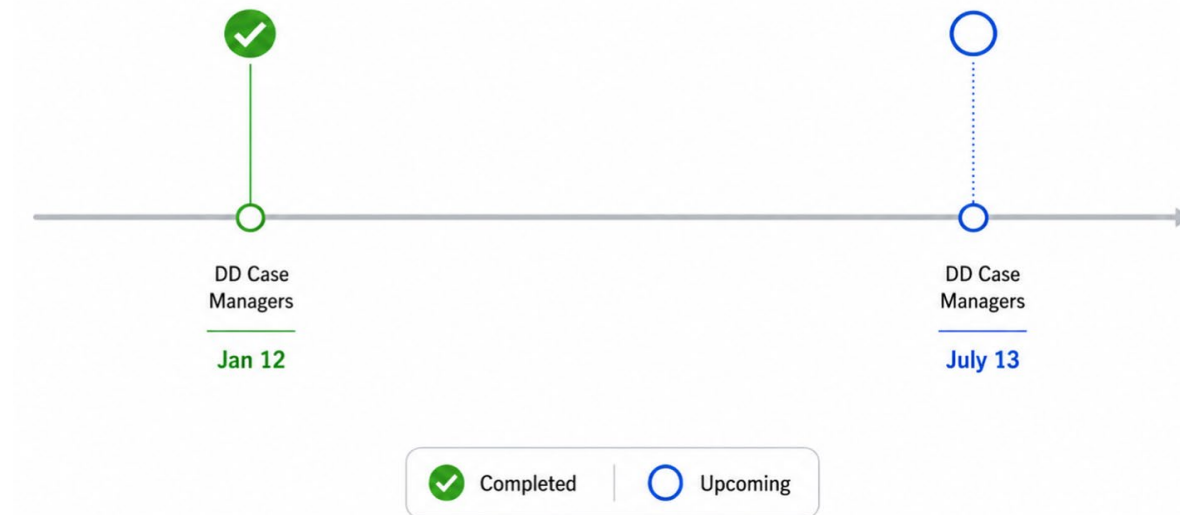


What I Wonder About WYSERVES



What I Learned About WYSERVES

DD 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!

Case Management Workflows: Demonstrated DD case management processes, including participant management, eligibility transitions, waitlist movement, and service coordination activities within WYSERVES.

Plan of Care (POC) Management: Reviewed creation, updates, approvals, budget validations, provider selection, and service authorization processes to support participant-centered planning.

Incidents/Complaints: Enhanced module for handling and easy access of incidents/complaints/corrective/adverse actions. This includes notifications and tracking from within the portal.

Participant & Waiver Management: Covered participant enrollment, waiver transitions, waitlist management, eligibility status updates, and ongoing case maintenance 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 'Participant List' form. On the left is a blue sidebar with icons for Reports & Analytics, Service Tracking, Participant List (selected), Supplemental Request, Manager Dashboard, CMMR, and Dashboard. The main form area has the title 'Participant List'. It contains input fields for 'First Name' and 'Last Name', a 'Program Type' dropdown menu, a 'County' dropdown menu, and a 'Have ABI' dropdown menu. At the bottom, there is a 'Version: DEV-1.00.0' and 'Last Build: 08 - 10/25, 11:42 PM'.

Participant List

View participant records, eligibility status, waiver enrollment, assignments, and case information from a centralized participant list.

The screenshot shows the 'Plan of Care' table. At the top, there is a summary row with fields: Application Number (A20262241), Assigned Case Manager (Nicholas Emmett), Case Creation Date (06-09-2026), Case Number (C202606091878), and Case Status (Eligible). Below this is a table with columns: POC ID, Case Number, Created On, Updated On, and Plan Start Date. The table contains three rows of data. At the bottom, there is a 'Version: DEV-1.00.0' and 'Last Build: 08 - 10/25, 11:42 PM'.

POC ID	Case Number	Created On	Updated On	Plan Start Date
589	C202606091878	06/09/2026 02:18 PM	06/10/2026 09:02 AM	06/08/2026
671	T2022-Case Management (Monitoring)	Nicholas Emmett	Test	
670	97152-Behavioral Support Services (BCABA Level)	Mike Budenholzer	Test	
669	S5100-Adult Day Services (Basic)	Mike Budenholzer	Test	

Plan of Care:

Create, review, update, and manage participant Plans of Care, including services, providers, goals, and status tracking

The screenshot shows the 'Communication - Internal Case Messaging' form. It has a 'To' field with a dropdown menu showing 'Nicolas Cage Participant' and a 'Priority' dropdown menu set to 'High'. Below these is a 'Subject' field with the placeholder 'Enter Subject'. At the bottom is a 'Message' field with the placeholder 'Enter Message'.

Communication - Internal Case Messaging

Improved communication between the Participant and Case Manager.

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 * Template *

Case Number * Select Case Number * Case Closure Finalization *

Letter Editor *

Re: {{participantname}}

Dear {{participantname}},

The Wyoming Department of Health, Healthcare Financing Division, has closed {{participantname}}'s Comprehensive Waiver case. {{participantname}} failed to complete Medicaid eligibility as of {{todaysDate}}. 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.

Incidents

Create a New Incident

Status	Incident Number	Incident Date	Incident Discovery Date	Submitted By	Reporting Timeliness
Closed	INC-2026-000678	06/10/2026	06/10/2026	Nicholas Emmett	On-Time
In Investigation	INC-2026-000671	06/09/2026	06/09/2026	BJ Hunnicutt	On-Time
Pending	INC-2026-000670	06/09/2026	06/09/2026	Frank Burns	On-Time
Pending	INC-2026-000669	06/09/2026	06/09/2026	Scrapy Doo	On-Time
Closed	INC-2026-000658	06/03/2026	06/03/2026	Nicholas Emmett	On-Time

5

Reporting & Oversight

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

Letter Generation

Create appropriate letters based on available pre-built templates.

Incidents and Complaints:

Enhanced incidents and complaints module along with corrective and adverse action 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](#)



[Case Manager
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



Case Managers 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 case managers and staff to get answers to specific questions



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



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



Case Managers 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



Case Managers 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

Wyoming
Department
of Health

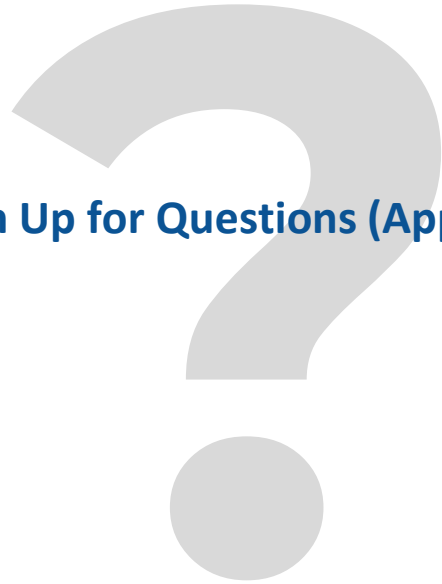


Is there additional information you'd like to see regarding WYSERVES shared?





Open Up for Questions (Approx 10min)



Thank You

