



## Frequently Asked Questions (FAQ)

### Project Overview & Vision

**Q: What is the purpose of the Wyoming System for Enhanced Resources, Verification, Enrollment, and Services (WYSERVES)?**

**A:** The Wyoming Department of Health Home and Community-Based Services (HCBS) Section is developing a new WYSERVES to replace the Electronic Medicaid Waiver System (EMWS), Wyoming Health Provider (WHP) Portal, and IMPROV. WYSERVES will combine the functionality of these systems, allowing HCBS staff and partners to conduct care planning, management, and provider enrollment activities in one system, removing the need to login to and navigate multiple systems. The new system will streamline daily operations, improve access for staff, case managers, and providers, and offer easier access for participants and their families.

**Q: What problems are staff and partners currently experiencing with the existing systems?**

**A:** While EMWS and IMPROV remain functional, users have reported ongoing challenges, including challenging system usability, outdated technology, lack of automation, and limited integration with other Medicaid IT systems. These issues make the platforms difficult to navigate, reduce efficiency, and create barriers to accessing and verifying data. Additionally, stakeholders and partners face limited system access, which hinders coordination and service delivery.

**Q: What is missing in the current system, and how will WYSERVES solve these issues?**

**A:** The current systems lack responsiveness, ease of use, and efficiency. The new WYSERVES will address these gaps by simplifying access, enabling faster internal updates, and improving the quality of support. It will provide accurate information quickly, reduce time spent on system fixes, and allow HCBS staff to focus on their core responsibilities in supporting those we serve. Overall, WYSERVES will promote a more productive, satisfying, and efficient work environment.

**Q: How will WYSERVES improve the work of HCBS staff, providers, and case managers?**

**A:** The system will streamline access to participant information, reduce time spent resolving data quality issues, and support faster, more informed decision-making. It will support both internal staff and external partners, providing a more intuitive and efficient experience for all. Features like electronic signatures, integrated messaging, and built-in tutorials and help menus will make it easier for users to navigate the system, complete tasks quickly, and get support when needed. By minimizing administrative burden, it allows providers to spend more time focusing on serving participants and HCBS staff to spend more time supporting providers to provide person-centered services.

**Q: What benefits will the new WYSERVES provide to applicants, participants, Legally Authorized Representatives, and their families?**

**A:** The new WYSERVES will offer participants and their families access to a personalized platform where they can securely view and manage their own information. They will be able to communicate directly with their case managers and providers, increasing transparency and responsiveness. This access supports greater independence, self-advocacy, and person-center care.

## **Timeline, Training, & Transition**

**Q: What is the timeline for the WYSERVES project, and how will staff stay informed and supported throughout the process?**

**A:** The Division will be communicating our official go-live date soon. We are working to ensure that we have the most quality product possible. Stay tuned!

Overall, the project will follow two parallel development paths:

1. **System Development Path:** Includes design sessions, sprint cycles, demos, retrospectives, and user testing to ensure the system meets staff needs.
2. **Communication & Training Path:** Features staff surveys, ongoing communication, and targeted training tailored for internal staff, case managers, providers, and participants.

**Q: Who are the key project players involved in the development of the new WYSERVES?**

**A:** The WYSERVES project is a collaborative effort between several key partners working together to design, build, and implement the new WYSERVES:

- **Cardinality.ai** – The technology partner responsible for developing and customizing the WYSERVES system to meet the needs of Wyoming's HCBS programs.
- **Wyoming Department of Health Staff** – HCBS leadership, assistant managers, and staff work with Cardinality by providing feedback information on system design, workflow, and more. The HCBS section partners with WINGS (Wyoming Integrated Next Generation Services) on overall project strategy, ensuring alignment with state goals, and receiving support throughout implementation.
- **Project Managers** – Dedicated team members from both Cardinality and the State of Wyoming who oversee the timeline, coordinate activities, and serve as direct points of contact for project updates, training, and support.

**Q: Where can I find project updates, timelines, and resources?**

**A:** You can access the latest WYSERVES project updates, timelines, training schedules, FAQs, and key resources by visiting the [WYSERVES Project Page](#) on the agency intranet. Regular updates will also be shared through **bimonthly support calls, email communications**, and WYSERVES information flyers with QR codes posted throughout providers offices. We encourage all providers to [subscribe to the HCBS email list](#) and check the project page weekly for new announcements, important documents, and upcoming training opportunities.

**Q: Are the actual end users being included in the development process? How do we sign up for user acceptance testing (UAT)?**

**A:** The Division will be inviting a small group of users to participate in the user acceptance testing (UAT) where they will be able to provide feedback on system development. To be considered please reach out to Kala Garcia at [kala.garcia@wyo.gov](mailto:kala.garcia@wyo.gov). We will communicate the process at a later date. Stay tuned!

**Q: When will we be trained?**

**A:** WDH and Cardinality are currently hard at work with system development. We are sharing information early and often to keep you in the loop about project progress. Information on upcoming training will be provided on the [WYSERVES Project Page](#).

**Q: Can we use this training as HCBS Training?**

**A:** Training on the WYSERVES system does not replace training requirements regarding HCBS Services, continuing education, or participant-specific training.

**Q: Will we have a simulation program?**

**A:** Providers who participate in UAT will have access to a test environment as part of testing and providing feedback on the system. Apart from UAT, there is no test system. However, providers will have access to various trainings, guides, and FAQ documents to help support their understanding of WYSERVES.

## **Provider & Case Manager Functionality**

**Q: Will this system replace the EMWS system where case managers currently do their paperwork?**

**A:** Yes, 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.

**Q: Will EMWS and WYSERVES run simultaneously for a period of time?**

**A:** Yes, there will be a period of time where both are available. Exact dates and information will be shared at a later date.

**Q: Will this system replace case managers initiating the application process for an applicant?**

**A:** Case managers will continue to be integral to the application process for an applicant. Individuals and family members will be able to complete an online application; however, case managers will continue to assist applicants and family members in initiating and completing applications as a part of coordinating access to services. Further information about the details of those processes will be forthcoming in future communications.

**Q: Will this eventually include direct care providers documenting directly in WYSERVES?**

**A:** This functionality will not be supported in the initial WYSERVES release. The Division is currently considering further integration with documentation systems to enable this functionality.

**Q: Will case managers be able to access provider documentation through WYSERVES?**

**A:** This functionality will not be supported in the initial WYSERVES release, but is being planned for future updates. The Division is currently considering further integration with documentation systems to enable this functionality.

**Q: Will providers and case managers be able to submit billing through this platform?**

**A:** No, WYSERVES is not currently planned to replace billing systems, although there could be discussion about this functionality in the future. At this time, CareBridge EVV and BMS will continue to act as the billing platforms for Waiver services.

**Q: Is how providers complete their monthly reporting for reimbursement going to change?**

**A:** No, at this time providers will continue to complete their service documentation as they currently do. They will continue to use CareBridge EVV and BMS as the billing platforms for Waiver services.

**Q: Will all providers and case managers have access to the same information for the participants they serve or will they only have access to certain information on the participant based on their role?**

**A:** WYSERVES is role-based, and the team is hard at work making sure that each role has access to the needed information for their jobs while also complying with the “minimum necessary” standard of the Health Information Portability and Accountability Act. At this point in time, there are limits to what each role sees, but there is also considerable shared information.

**Q: Will this help DD Waiver providers with yearly renewals?**

**A:** WYSERVES will be the system used by all waiver providers for submitting new and renewal provider applications. Participants needing to renew their financial eligibility will continue to work with the Long Term Care (LTC) Unit to provide the appropriate information.

**Q: How will this affect annual renewals, like uploading all my documents and credentialing? Will providers still be able to pull IPC?**

**A:** WYSERVES will be the system used by all waiver providers for submitting new and renewal provider applications. Providers will complete all aspects of their recertification through WYSERVES, including submitting required documents. Providers will still be able to view the plan of care and service referrals just as they do in EMWS, though the visual layout may look slightly different.

**Q: Will it allow case managers to have more control of tasks? Can we edit submitted documents?**

**A:** The goal of WYSERVES is to allow users to have control of tasks, but also ensure we have appropriate workflows by user role.

**Q: Will WYSERVES give case managers a task list for a TCM and the location the client is on the waiting list?**

**A:** The case manager will receive a TCM task to ensure that TCM activities are completed as required. At this time the location on the waitlist will not be available to case managers.

**Q: Will there be one task list for all of a case manager's participants, or will they only be identified in a search feature individually?**

**A:** There will be one task list on the case manager's main dashboard.

**Q: Will the full service authorization be available to providers? Currently, providers can only see their own services.**

**A:** To comply with the "Minimum Necessary" HIPAA rule, the WYSERVES system is designed so that providers can view only the services they deliver as part of a participant's overall plan of care.

**Q: How does WYSERVES work for 24-hour services?**

**A:** WYSERVES will work the same way that the current systems do now for all services. Since this is a system that houses information, 24 hour services will be recorded in the plan of care as they are currently.

**Q: Will case managers have a way to agree to a participant being assigned to them prior to the assignment?**

**A:** The system will not automatically assign case managers. WYSERVES will have an electronic signature feature which would be the case manager's way of acknowledging that they agree to be the case manager for a participant. Should a case manager be chosen without their agreement they will have the ability to decline and the participant would work with the BES to choose another case manager.

**Q: With agencies having many employees, will all employees of the agency need to register to access the participant's information on WYSERVES?**

**A:** No, all employees of an agency will not need to register for WYSERVES. The provider agency will be able to access the participant's information and use it to train staff similar to how participant-specific training is currently conducted.

**Q: Can multiple people from the same organization have access to WYSERVES?**

**A:** Yes, multiple people from a provider organization can have access to WYSERVES. An Administrator of a provider organization can invite users and delegate specific levels of access to each user.

**Q: Will my staff need Ipads or any similar devices in order to use WYSERVES?**

**A:** WYSERVES will be available via computer or other electronic device as well as smartphone. The expectation is that users will have the necessary equipment to appropriately perform their job responsibilities. However, the Division does not require specific equipment to be purchased or used.

**Q: Will visits with our participants be 100% paperless?**

**A:** While case managers have the flexibility to capture participant visits using whatever method they prefer—including paper—the official documentation process is ultimately electronic. All visit details must be entered into the Case Management Monthly Report (CMMR) built into WYSERVES, featuring a detailed entry that documents the exact time spent and the specific topics discussed.

Because the CMMR serves as the official billing documentation for all case management

activities, it must capture sufficient detail to support the services provided throughout the month, and the Monthly Visit Verification form must also be completed and uploaded to the system. Therefore, while the face-to-face interaction itself does not have to be paperless, the final record-keeping and billing submission is entirely electronic.

## **System Features**

### **Q: Will current plans and documents in EMWS be imported into this new system or will case managers have to re-do work in WYSERVES?**

**A:** Yes, current plans and documents in EMWS, IMPROV, and the Provider Portal (as applicable) will be imported into the new system prior to go-live. Information about timelines for when plans and documents must be completed/available in the current systems will be provided prior to migration of the plans and documents into WYSERVES.

### **Q: Will there still be forms to upload into the portals or will all signatures be electronic?**

**A:** WYSERVES includes exciting functionality that allows for real-time electronic signature capture on forms, and we will strongly support this practice. We recognize that electronic signatures may pose some challenges, so will have an option for signed documents to be uploaded if there are accessibility needs.

### **Q: Will incident reporting be completed on WYSERVES?**

**A:** Yes. This process is still being designed in the system. We will provide more information on reporting incidents closer to the go-live date.

### **Q: Will WYSERVES notify participants about their Medicaid Renewals?**

**A:** The plan is to have a notification or date present in WYSERVES. However, any notification in WYSERVES will be secondary to current notice processes undertaken by other Medicaid teams. The Medicaid Renewal process is not completed by the HCBS Section.

### **Q: Will WYSERVES assist with Medicaid initial eligibility and renewals?**

**A:** The Medicaid initial eligibility and renewal process is not completed by the HCBS Section. Medicaid applications and renewal applications will still need to be sent to the Long Term Care unit for review. Please visit the [Wyoming Medicaid website](#) for information on how to apply or submit a renewal application.

### **Q: How will it work with the LTC financial eligibility unit?**

**A:** WYSERVES will interface with the LTC Unit and increase efficiencies in sharing information. However, financial eligibility will remain a LTC Unit responsibilities, and participants and family members will continue to work with them on financial eligibility.

### **Q: Will Medicaid services provided, like doctor appointments or pharmaceuticals, be populated into the system for clients? That way case managers can verify these services on CMMRs?**

**A:** No, WYSERVES will not have a data connection with Medicaid medical records or prescription records.

**Q: Will the dashboard look similar to the EMWS task list we have now. Showing the tasks due or working on, monthly review list for each participant, and the bottom task of tasks that are coming up?**

**A:** Dashboards in WYSERVES will include many similar functions and data points on the current task list. However, dashboards in WYSERVES will be customizable, allowing users to prioritize and manage their tasks in a way that is most useful to them.

**Q: For the CCW application form, will we still have to upload the CCW application paper form as well as complete the form online?**

**A:** If the online application is completed, the paper application will not need to be uploaded in the new system.

**Q: Will one Medicaid system be able to override a participant's information over another's?**

**A:** Some participant information, such as demographics and address information will be populated in WYSERVES from other Medicaid systems. Changes to these fields will need to be made within the system that populates the information in order to change it in WYSERVES. Other fields with information entered directly into the participant's record will be limited for edits or overrides dependent upon the information type, field, and user's roles. It is the case manager's responsibility to ensure the system is populated with the participant's most recent demographic information.

**Q: If different users enter conflicting demographic details, how is the correct information determined? Which entry takes precedence in WYSERVES?**

**A:** Participant information such as demographics and address information will be populated in WYSERVES from information found in the Medicaid enrollment system WES. Changes to this information will need to be completed in the source system (WES) in order to update it in WYSERVES. Similarly, provider information such as business name, address, and provider ID numbers will be populated in WYSERVES from the Provider Portal. Changes to this information will need to be completed in the source system in order to update it in WYSERVES.

**Q: Will the correspondence in the system have an expiration date?**

**A:** Correspondence within WYSERVES will not have an expiration date.

**Q: Will we need to create a new login for this system?**

**A:** Yes, users will need to create a new login for WYSERVES. As this system is replacing EMWS, WHP, and IMPROV, users will only need to remember a single login.

**Q: Is there a GPS component to WYSERVES?**

**A:** No, there is not a GPS component to WYSERVES. GPS will remain with our Electronic Visit Verification system.

**Q: With the transition to WYSERVES, are we moving toward a "check-box" data entry style rather than narrative typing for visits? As case managers plan to bring laptops to visits, will this new system streamline the documentation process or add to their administrative workload?**

**A:** The transition to WYSERVES will move toward a more streamlined entry system, but it will not become a purely "check-box" process, as narrative typing will still be required for case management activities. The Case Management Monthly Report (CMMR) built

into WYSERVES will continue to serve as the official manner in which case managers document their monthly activities, requiring descriptive entries to capture the full scope of what was discussed and accomplished. While carrying laptops to visits and entering this information may be viewed as an administrative workload, documentation is fully billable time for the case manager. Ultimately, these narratives are critical to serving as a permanent record of the vital services provided to participants and act as the necessary legal substantiation of your billing claim for each monthly unit.

**Q: When I change my email address, does it update everywhere in the system automatically?**

**A:** Yes, you will be able to update your email address via your account in WYSERVES.

**Q: If a provider transitions from an independent status to an agency, will WYSERVES automatically update the data to guarantee that the new rates are implemented within the same month?**

**A:** Yes, if a provider transitions from an independent status to an agency then WYSERVES will automatically update the data.

**Q: Will ACES\$ and their processes also be included in WYSERVES?**

**A:** ACES\$'s systems will continue to be separate from WYSERVES. WYSERVES will replace EMWS, Improv, and the WHP portal.

## **Applicant, Participant, & LAR Experience**

**Q: Are participants and/or guardians required to register in the system?**

**A:** No, participants and guardians are not required to register for the system. However, it is highly recommended that participants register and take part in this exciting initiative. Participants will have the ability to access an account in which they can apply for the waiver program, see their plan of care, etc.

**Q: Are there any documents or electronic signatures that will be required for participants to register in the system?**

**A:** Registration in WYSERVES will be conducted electronically. Further information about this process will be forthcoming.

**Q: Will participants, guardians, or providers be able to sign the Home Visit Observation form or the Service Observation form in the system?**

**A:** We intend for electronic signatures to be an available option for all activities requiring a signature. However, in rare instances accessibility needs may require individuals to sign the physical form instead. If a participant opts for a physical signature, there will be the ability to upload the signed document.

**Q: Will participants who utilize self-direction be able to use WYSERVES?**

**A:** Yes, participants and participant-directed Employers will have individualized, role-based access to WYSERVES, and will submit and complete program-required participant-direction forms and documentation, see plan of care and service information, and monitor the status of FMS enrollment and budget activation.

**Q: Will guardians and participants have access to the Case Manager Monthly Reviews or case notes?**

**A:** Participants and guardians will have access to information regarding the plan of care and services. At this time, the CMMR's and case notes will not be accessible to participants and guardians.

**Q: If a participant doesn't have access to a computer, smartphone or internet, will the messages on WYSERVES be mailed to them instead?**

**A:** No, messages will not automatically be mailed to participants. The Division will continue to mail out key information via letter as needed, but strongly encourages participants and family members as well as providers and case managers to think of opportunities to access a computer, such as visiting a library or community center with computer and internet access.

**Q: Is WYSERVES accessible and user-friendly for participants who are less tech-savvy?**

**A:** Yes, WYSERVES is designed to be highly intuitive and accessible for participants, even if they aren't confident with technology. It features a clean, simplified portal that allows individuals or their family members to easily view care plans. Furthermore, using the system is completely optional for participants, and providers and case managers are always available to help guide them or manage tasks on their behalf. Additionally, a dedicated call center will be available to provide support, with contact information to be shared closer to the launch date.

**Q: Can we be included in the communications that go out to participants?**

**A:** Yes, these communications are available to view on the [WYSERVES Project Page](#) in the *Participant WYSERVES Updates* tab.

## Contact

**Q: If I have questions, want to participate in upcoming training, or participate in user acceptance testing (UAT), who should I contact?**

**A:** We encourage all providers to [subscribe to the HCBS email list](#) and visit the [WYSERVES Project Page](#) weekly for new announcements, important documents, and upcoming training opportunities. Matt Crandall, Policy and Communications Unit Manager, can be contacted at [matthew.crandall2@wyo.gov](mailto:matthew.crandall2@wyo.gov).

## Training Overview:

- **Time Commitment:** Approximately 3–4 hours (may vary based on your role)
- **Training Schedule:** Training began in **Fall 2025** and will continue through **Mid to late 2026**
- **Led By:** Cardinality.ai Training Team — experts who understand your daily workflows and needs
- **Support:** Clear instructions and continuous support throughout the process

*Stay engaged, stay informed, and get ready to lead confidently with WYSERVES!*