

AGENDA

- **Program Updates & Reminders**
 - Delaying Emergency Services for Management Approval
 - EVV Compliance
 - Check Your Email Regularly
 - Wyoming Health Provider (WHP) Portal
 - New Relative Disclosure and Acknowledgement Form
 - NPI & Revalidation Requirements
 - Provider Contact Information
 - Subscribe to the HCBS Email List
- **Training: Rights Restrictions Implementation for Providers** - Wendy Hoover, HCBS Incident Management Assistant Manager

TOPICS

Delaying Emergency Services for Management Approval

The Division would like to remind providers and their staff that during emergency situations, staff should call 911 first. Staff should not wait for a manager or supervisor to approve the use of emergency services. Staff should be reminded that there are no negative consequences for contacting emergency services and that managers or supervisors can be notified once the emergency has been resolved.

EVV Compliance

The Division is reminding providers of the upcoming enforcement efforts related to Electronic Visit Verification (EVV) compliance requirements. While the current enforcement minimum standard is 70% EVV compliance, beginning September 1, 2026 all providers required to use EVV must meet a minimum EVV compliance rate of 75% per month or be subject to enforcement action. Throughout the remainder of 2026, this minimum compliance rate will continue to gradually increase towards our final goal of 85%. Resources for EVV can be found on the HCBS [Current Providers](#) page under the EVV tab.

Check Your Email Regularly

We strongly encourage providers to review your inbox regularly for updates or communications from the Division. Division staff frequently use email to contact providers. Timely review of messages helps providers meet important compliance deadlines, receive critical updates, and prevent certification processing delays.

Wyoming Health Provider (WHP) Portal

Please check the Wyoming Health Provider (WHP) Portal routinely for upcoming tasks, yearly license renewals, and other important communications related to certification or incidents.

New Relative Disclosure and Acknowledgement Form

Don't forget that the Relative Disclosure and Acknowledgement form has been updated, which is available in the HCBS [Document Library](#) under the DD tab. Notable changes to the form include a pre-submission checklist, fillable PDF with Adobe e-signatures, ICAP/ABQ score fields for minors receiving personal care, individual

initials for disclosures, and an approved form validity period of up to three (3) years. Please join us for the next DD Provider Support call on **October 26, 2026 at 2pm** where the Division will provide a dedicated training on Relative Providership.

October 26, 2026 - 2:00 PM

[Join Zoom Meeting](#)

or call (669) 900-6833

Meeting ID: 488 802 503

NPI & Revalidation Requirements

Following a recent Centers for Medicare & Medicaid Services (CMS) mandate requiring states to submit a provider revalidation plan, the Wyoming Department of Health, Division of Healthcare Financing is initiating targeted revalidations and implementing a mandatory National Provider Identifier (NPI) policy across all provider types. Specific revalidation timelines are dependent on when a provider completed their last revalidation and a provider's identified risk-level. Providers will receive the standard 90, 60, and 30 day email notices from the Provider Message Center when their revalidation is due so please keep an eye on your inbox. Providers can also log in to [my DyP](#) to verify their next required validation date. Furthermore, every active Wyoming Medicaid provider, regardless of taxonomy, is required to obtain a valid NPI and report it to Wyoming Medicaid on or before **October 31, 2026**, by completing a Change of Circumstance through the PRESM portal or including it in their revalidation if a revalidation is due; providers currently lacking an NPI on file will be treated as high-risk until one is added to their record. Compliance is critical, as failure to obtain and process an NPI with the Department will result in claim denials effective November 1st, 2026, or disenrollment effective February 1, 2027. While additional guidance and support materials for HCBS waiver providers will be released in the coming weeks, providers can refer to the official [Medicaid bulletin](#) or contact the HCBS credentialing team directly at wdh-hcbs-credentialing@wyo.gov for assistance.

Provider Contact Information

The HCBS Section would like to remind providers to make sure their contact information is up to date in the Wyoming Health Provider (WHP) Portal. This includes ensuring the organization's contact person, their phone number, and email address are up to date. This to ensure that the HCBS section has the most up to date way of contacting providers. When we begin inviting providers to WYSERVES training sessions, we will use the contact information in the WHP Portal to send invitations to register for training sessions. Guidance on how to update contact information in the WHP portal is located in the Provider Change Guidance Manual which is found in the [HCBS Document Library](#) on the *Web Portal Guides* tab.

Subscribe to the HCBS Email List

To receive regular updates and the latest information from the HCBS Section, providers 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.

WRAP UP

The next DD Provider Support Call is scheduled for

October 26, 2026

[Link to Recorded Presentation - 39:47](#)

Example Scenarios from DD Rights Restrictions Implementation Training

Joe's Breakfast

Joe has two right restrictions, restricting his right to choose with whom and where to live and to keep and spend money. Joe has psoriasis, which is an autoimmune disease. Anna, one of Joe's staff, is grocery shopping with him and his roommates. Joe's favorite breakfast option is Mini-Wheats. Anna recently read an article regarding autoimmune diseases and diet. Anna believes that Joe should not have sugary cereals that have high grain content that could make his psoriasis worse. When Joe puts his usual box of Mini-Wheats into the cart, Anna takes the box out when no one is looking. The next morning during breakfast, Joe does not have his normal bowl of Mini-Wheats, Anna suggests that he have eggs and plain yogurt for breakfast. Anna knows she helped Joe make a great choice for his health. Is what Anna did ok or did she impose a rights restriction?

This is a rights restriction. Anna restricted Joe's right to make his own decision on what to eat. We all make choices sometimes that are not beneficial to our health, and Joe has the right to make unhealthy choices. Anna could work with Joe to educate him on healthier choices, but it is ultimately Joe's choice.

Frank's Sidewalk

Frank has a hard time walking up the sidewalk to his house after it has snowed. The sidewalk has been scooped, but there are still icy patches. His staff, Stephanie, offers her arm for support and guides Frank around the ice and into his house. Is this type of guidance considered a rights restriction?

No, this type of assistance and physical guidance is not a rights restriction.

Greg's Friends

Greg lives in an apartment alone that is owned by a provider organization. His only rights restriction is to keep and spend money. Greg recently made friends through his volunteer work at the animal shelter. Greg invited two of his friends to his apartment for dinner and an animal documentary. Greg's staff, Jeremy, typically stops by Greg's around 8:30 to see if he has taken his medication. When Jeremy sees that Greg has people over, he got nervous. He felt that these new people may take advantage of Greg. He tells Greg that his friends must leave by 9:00 PM. Jeremy let Greg know he will be back to check if they are gone. Is Jeremy allowed to set this time limit on the visit or is he improperly restricting Greg's rights?

This is a rights restriction. If Jeremy follows through with the time limit on the visit, he is improperly restricting Greg's rights. Greg has the right to have visitors at any time.

Jane's Roommate

Jane lives in a group home with three other participants. One of her roommates has a rights restriction to access food at any time. She does not have the rights restriction and can access food when she chooses. Her provider has put locks on the pantry, refrigerator, and freezer for her roommates rights restriction. Jane was told to ask her staff and they will unlock the fridge or the pantry whenever she needs. Does this situation violate Jane's rights?

Yes, this is a rights restriction. It violates Jane's right to access food at any time. Jane has the right to support-free access to food at any time. The provider is required to come up with creative ways to allow

full access to food and beverages for participants who do not have a rights restriction to access food at any time. One way to do this might be to provide Jane with a key so that she can independently access food at any time.

Simon's Guardian

Simon has been gaining some weight. He has a guardian who is also his representative payee. He has no other rights restrictions. Simon's guardian would like him to walk on the treadmill for a half hour every day as well as have his staff limit him to one soda a day. Should the staff comply with his guardian's wishes?

No, the staff should not comply with the guardian's wishes. This would be a rights restriction. They can encourage him to make healthier choices, but they cannot take Simon's soda away or force him to walk on the treadmill.

Peggy's iPad

Peggy is her own guardian, but has a representative payee. Peggy has been very tired at her Adult Day program this last week. Her staff at the day program asked if anything unusual has been happening at home that would cause her to be so tired. Claire, a staff member that works with Peggy at home, mentions that she did get a new iPad and has been staying up until around midnight or later playing games in bed. Claire lets the staff at the day program know that she will take Peggy's iPad to the living room at 9:30 PM so that Peggy can get some good sleep. Can Claire take Peggy's iPad away from her at 9:30 PM or would it be a rights restriction?

This would be a rights restriction. Providers could educate Peggy on healthy habits and encourage her to put her iPad away earlier in the evening, but they cannot take her personal belongings away.

QUESTIONS AND ANSWERS

After we have the NPI number and complete the "change of circumstance" in the DyP, are we supposed to make any changes in the WHP also?

Response:

In order to be in compliance with the NPI requirements, providers' NPIs must be reported in the DyP portal. After it is added into the DyP portal, HHSTech will contact the HCBS program and we will update the NPI in our system. You may check your WHP under the Resources tab to ensure it has been updated.

Is the legal representative the same thing as a guardian?

Response:

Yes, a guardian is a Legally Authorized Representative (LAR). This includes both court-appointed guardians and natural parents of individuals under 18 years of age.

If a provider is restricting a right that is not included in the approved IPC, what is the protocol for reporting?

Response:

Imposing a rights restriction that is not included in the approved IPC is a rule violation and should be reported to the Division. Providers or case managers should submit a complaint or incident report to the Division through the [provider portal](#). Anyone can submit an incident or complaint through the *Report Incidents or Complaints* toggle on the [HCBS homepage](#).

Can you give us the contact information that we can use for provider support and NPI revalidation?

Response:

NPI revalidation and requirements support:

- Email HHS Tech Group / Provider Enrollment Services at WYEnrollmentSvc@HHSTechGroup.com
- General Inquiries: Contact Provider Services at 1-877-399-0121

HCBS provider support:

- Credentialing Unit: wdh-hcbs-credentialing@wyo.gov or [Provider Credentialing Specialist](#) list
- [Incident Management Specialists](#) list