Wyoming Department of Health
BEHAVIORAL HEALTH DIVISION

WAIT LIST MANAGEMENT

Children's Mental Health Waiver Staff

Date of Issue	Policy Name
December 13, 2011	BHD-CMHW-Wait List Management Policy & Procedures -12-2011

Approval Date and Signature

_____ _____

BHD Senior Administrator or Designee **Date**

Policy

To ensure fairness and consistency to all eligible applicants, the Children's Mental Health Waiver (CMHW) staff shall manage the waiver wait list in accordance with the provisions of this policy to make timely assignments of eligible applicants to available waiver funding opportunities.

Policy Provisions

Waiver Staff shall:

- Track qualified applicant eligibility information on a wait list spreadsheet.
    - Check funding availability on monthly and quarterly financial reports distributed by the designated Wyoming Department of Health's Fiscal Manager.
- Notify applicant/family of wait list status and/or Waiver funding availability.
    - Refer them to specific community services and support entities, who may help the person/family upon request, with confirmation of both clinical and financial eligibility for the CMHW (copy of WP-14)
- Share community service and support information, if applicant does not make FCC choice in allotted time and is moved to bottom of wait list.
- Review wait list spreadsheet, funding, participant counts, questions and concerns with Program Manager at least quarterly, or as necessary.

Program Manager shall:

- Review wait list spreadsheet quarterly to ensure proper wait list management by Waiver Staff.
- Communicate with Waiver Staff when any new/extra funding opportunities have been developed or granted.

Identified Timelines

- The applicant shall be sent the WP-14 by Waiver staff within two business days of Division notification from the Department of Family Services (DFS) regarding financial eligibility.
- Wait list status shall be reviewed by Waiver staff at least once every quarter.
- Once an applicant has been sent the WM-14 (a funding opportunity is available) by Waiver staff, the applicant/family shall have 15 business days to make their Family Care Coordinator (FCC) choice.

Procedures

Receipt of Applications During a Wait List

Waiver applications received when there are no available Waiver openings are processed just as any other application.

Supports Available While on Wait List

If the applicant meets Waiver eligibility criteria, then supports and services available to the applicant while on the wait list are separated into two categories:

1. Is Medicaid eligible WITHOUT Waiver services, he/she is eligible to receive Medicaid State Plan medical and mental health services.
2. Is NOT Medicaid eligible WITHOUT Waiver services, then he/she shall be referred to their community mental health center for Serious Emotional Disturbance (SED) priority.

Notification of Wait List Status

Once deemed eligible, the following shall be completed:

1. Waiver staff shall send written notification stating that the eligible applicant's name has been added to the wait list within two business days of Division notification regarding financial eligibility.
2. The applicant's name, application date, and all pertinent wait list information shall be entered into the two wait list spreadsheets.
3. The applicant's file shall be placed in the wait list section of the application filing cabinet in alphabetical order.

If the applicant does not meet the Waiver eligibility criteria, then the service application processing procedure for denials should be followed.

Wait List Management

When a Waiver opening becomes available, the status of the wait list is updated by Waiver staff. The applicants will be listed in two wait lists, one categorized by combined scores from high to low and one by order of time spent waiting.

When there is an available funding opportunity, eligible applicants will be funded alternately between:

1. The eligible applicant having the highest score based on the criteria below; then
2. The eligible applicant waiting the longest on the list, based upon the DFS financial eligibility determination date.

Applicants are scored and ranked on the wait list using the following criteria:

1. The higher level of care criteria score identified through the following items:
   - **Eligibility Qualifications Acuity** (*CASII score + one point for 2 or more criteria*):
     - The **CASII level of care score;** and
     - Meets *more than* ***two*** ***Medicaid criteria*** for inpatient psychiatric hospitalization.
   - **Threat for Custody Relinquishment** – being denied care because of custody status, Child in Need of Supervision (CHINS) petition is being recommended or considered, or Department of Family Services Child Protective Services are involved. *(counts as one point)*
   - **Threat to Home/School Situation** – expulsion and/or placement from school or homelessness. *(counts as one point)*

Wait List Score Formula

___ CASII score
+ ___ 1 (if 2 or more Medicaid criterion or "behaviors")
+ ___ 1 (if threat for custody present)
+ ___ 1 (if threat to Home/School is present)
= _____ Wait list score

If a condition is false, the score for that item is "0". If there is a "tie" in the greatest number of outlined criteria, then the Waiver opening is assigned to the person who was on the wait list for the longest amount of time. This is calculated using the date that the financial eligibility was confirmed by DFS.

Funding Procedures

After it has been determined which eligible applicants from the wait list shall be offered a funding opportunity, Waiver staff shall:

1. Verify both clinical and financial eligibility before sending notification.
2. Notify the applicant/family in writing (WM-14) with a return receipt/certified mail within two business days of the Waiver opening.
    a. If the Waiver staff is not contacted by the family regarding acceptance of the opening within 15 business days of the letter date, then the assigned opening shall be offered to the next eligible waiver applicant.
    b. Waiver staff shall notify the applicant/family, who has NOT responded, that their funding opportunity has expired and they may reapply for waiver services in the future.
        i. The applicant's clinical eligibility assessments shall remain current and on file for one year from the date they were completed.

Relationship to existing forms

- Application for Children's Mental Health Waiver Services (WA-1) showing clinical eligibility
- Application Approval with Waiting List letter (WP-14)
- Funding Opportunity Available Letter (WM-14)