

Wyoming Department of Health
Division of Healthcare Financing, Community-Based Services Unit
 Community Choices Waiver Program
 Case Manager Meeting Summary

Date and Time	Conference Line	Guest Passcode
August 27, 2019, 2:30 – 4:30 PM	1-877-278-2734	154416

Agenda Item	Summary of Discussion	Requests and Follow-Up
Welcome / Introductions	Everyone introduced themselves.	
Adult Protective Services Presentation – Jane Carlson	<ul style="list-style-type: none"> • The APS act gives DFS the responsibility to process APS claims. Cases can include but are not limited to: neglect (a person providing care that is not actually capable of providing that care), abandonment (left alone, can also include financially), financial exploitation (improper uses of a person funds, and improper use of the power of attorney). • APS serves vulnerable adults, which may include individuals 18 years of age who may not be able to take care of themselves because of a disability, and individuals 60 years or older. • DFS maintains a central registry of individuals with substantiated allegations of abuse or neglect. • A person does not have to accept APS’s help they have the right to refuse. • Any person, who knows of any type of neglect/abuse, is required by law, to report the incident to DFS, failure to report can result in legal action. If an incident is reported the reporter can be immune to recourse. DFS has the right to report any individual to the licensing board who has failed to report abuse/neglect. • There are 3 types of APS cases: 1) Prevention, where there is no risk but the potential for risk. 2) Assessment, strengths and needs evaluated. 3) Investigation, imitate danger, death, bodily harm, sexual abuse ect. • If reporting to DFS those claims can also be faxed (if faxed do follow-up with a phone call). If calling in to report, let the office know you would like to speak to an intake worker. Reports should also be made in IMPROV and those reports sent to APS as well. • Any person can attend their local APS meeting. Through this meeting questions can be asked about cases to get a better understanding of the case and guidance from others as well. 	

*Supporting Wyoming Residents to achieve independence, maintain health and safety,
 and fully participate in community living through access to high quality,
 cost effective community-based services.*



**COMMUNITY-
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 UNIT**
WYOMING MEDICAID
 DIVISION OF HEALTHCARE FINANCING

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CBSU Communications	<ul style="list-style-type: none"> • We have filled the Case Management and Participant Support Coordinator role, Nicole Gabel assumed the position as of July 15. Feel free to contact her nicole.gabel1@wyo.gov, 307-777-8230. • Please allow 48 hours for a return call before reaching out to another employee. • Sign up to receive program bulletins, reminders and other important information on our website. These will generally come with links or attachments for you to open. 	

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Case Manager Reminders	<ul style="list-style-type: none"> • Please continue to use IMPROV to file your incident claims. This includes any suspected exploitation, abuse or neglect. It is better to report if you are questioning at all. If there is hospital admissions get the date as close as possible, it does not have to be exact. Remember you cannot use IMPROV and EMWS at the same time. • DSW's must have a backup plan/worker in place. This should be checked when you conduct your monthly evaluation and noted. • Update the demographics in EMWS; this insures we have the correct address for LT renewals as well as for eligibility to send information. • When requesting a new LT include why a new one is needed with the nursing facility discharge date/plan if applicable to Nicole or James. The more information provided the better. • Quality reviews are being conducted on plans. PDS units will be checked as well. New PDSs are needed when changing case management agencies. • Be sure to acknowledge your closures. This is the notification to the provider to stop services. If services are provided after the closure date payment responsibility will fall on the case manager/case management agency. We will be forcing closures through at the end of the month. • There will be tasks set up for the case manager to be able to see the upcoming renewal for Medicaid. This is in place to help facilitate that process and to help ensure the case doesn't close. • Reminder that the PAs are there as a prior authorization. This must be in place before services should be provided. We cannot cover any services provided without a PA. The provider agency is required to submit the skilled nursing approval letter to the case manager to upload into EMWS. The modification needs to be done timely in order to have services in place. • Single case managers need to have a back-up in place when they are going to be unavailable for all occasions. The state cannot provide back-up. • Case managers will have to continue to provide verification that they have read the manual as training by signing and submitting the CCW manual acknowledgment that will be emailed out. Case manager training will be updated, but in the meantime, this is the training and acknowledgement and fulfills the continuing education requirement. • Do not forget when submitting plans February does have 29 days in 2020. • For the case management agency change, billing for the new agency can occur on the day after the modification date. If the modification was done on the 13th the new agency would bill on the 14th. 	

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Follow up from last meeting	<ul style="list-style-type: none"> Naming convention has been updated to include the FMS forms as well as skilled nursing, and had been loaded to the website. FMS approval with the year month and date (ACES\$ form). SN Approval with the year month and date (Comagine) A new client choice of provider (CPVDR) is needed when adding or changing a service provider. This shows that the client is the one choosing the agency. The case manager quarterly care conference is a chance for the case manager to check in with the participant and the service providers to ensure needs are being met. This check should ensure that services are being provided as requested and if any modifications need to be made; this can be a conference call or individual calls to each service provider. Notes can be used as documentation and can be uploaded with the monthly review. 	<ul style="list-style-type: none"> AG clarification on not to assist with obtaining financial documents
Waiver participant employment	<ul style="list-style-type: none"> There are no restrictions on participant employment, waiver participants can be employed, volunteer, and go to college. However, they need to be sure to follow up with eligibility to ensure they are still under the income limit and should consult with Social Security to determine potential impact on those benefits. 	
Public engagement in local communities	<ul style="list-style-type: none"> The policy manual will be updated following the implementation of waiver changes, likely to be in the summer of 2020. Until, then, we will send out bulletins as needed to communicate policy changes; so be sure to check your emails and sign up to receive notification on our website. EVV stakeholder engagement will align with ACES\$ engagement. Self-direction participants are welcome as well as case managers to gain information as well as voice concerns. CCW stakeholder engagement will also take place for amendments to the waiver for quality improvement, person centered planning and how we monitor that. There will also be some modifications to services offered. 	
Other	<ul style="list-style-type: none"> The survey only had about 60% completion. This is not an optional survey and must be completed. The case manager will get a notification as to if this still needs completed or not. If there has been a case management change or the participant is no longer on services, please respond with that information. If the participant is in the same agency with a different case manager please forward those as well. Please submit any agenda topics you have for future meetings 	

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APS Designated Worker's and County APT Schedules:

<i>County</i>	<i>Designated Worker</i>	<i>Contact Info.</i>	<i>APT Meeting Info</i>
Albany (Laramie)	Katrina Price	katrina.price@wyo.gov 3817 Beech St., Ste. 200, Laramie, WY 82070 (307)721-1959	3 rd Friday of each month at 1pm
Big Horn (Greybull)	Janet Prosser	janet.prosser@wyo.gov 109 West 4 th St., Powell (307)548-6503	1 st Monday of every other month starting in Feb., at 1:30pm
Campbell (Gillette)	Tara Wallingford	tara.wallingford@wyo.gov 551 Running W Drive Ste. 200, Gillette, WY 82716 (307)687-5223	4 th Wednesday of each month at 11am
Carbon (Rawlins)	Megan Sheets	megan.sheets@wyo.gov 215 W. Buffalo St., Room 359 Rawlins, WY 82301 (307)328-0612, ext. 33	2 nd Wednesday of each month at 1:30pm
Converse (Douglas)	Kerry Jinks	kerry.jinks@wyo.gov 219 N. Russell Douglas, WY 82633 (307)532-2191,ext.237	Last Tuesday of each month at 2pm
Crook (Sundance)	Tara Wallingford	tara.wallingford@wyo.gov 102 N. 5 th , PO Box 56 Sundance, WY 82729 (307)687-5223	1 st Friday of each month at 9am

Fremont (Lander/Riverton)	Robert Page	robert.page@wyo.gov 877 N. 8 th St. W. 2 nd Floor, Riverton, WY 82501 (307)857-9278	Quarterly on the 1 st Wednesday, starting in Feb., at 9am
Goshen (Torrington)	Kerry Jinks	kerry.jinks@wyo.gov 1618 E. M Street Torrington, WY 82240 (307)532-2191,ext.237	Quarterly, 4 th Thursday of the month starting in Jan., at 10am
Hot Springs (Thermopolis)	Annalise Rossler	annalise.rossler@wyo.gov 403 Big Horn St. Thermopolis, WY 82443 (307)864-2158, ext. 15	3 rd Wednesday of each month at 8:15am
Johnson (Buffalo)	Kimberly Koch	kimberly.koch@wyo.gov 381 N. Main Buffalo, WY 82834 (307)684-5513	Every other month on the 2 nd Thursday starting in Jan., at 10am
Laramie (Cheyenne)	Ashley Dennis	ashley.dennis@wyo.gov 1510 E. Pershing Blvd., Cheyenne, WY 82002 (307)777-8733	1 st Wednesday of each month at 1:30pm
Lincoln (Afton)	Matt Banks Jody Gardner	matthew.banks@wyo.gov jody.gardner1@wyo.gov 631 S. Washington St. Afton, WY 83110 (307)886-9232	Quarterly, 1 st Thursday of the month, starting in Jan., at 12noon
Lincoln (Kemmerer)	Wendy Kimble	wendy.kimble@wyo.gov 1100 Pine Ave., PO Box 470 Kemmerer, WY 83101 (307)877-6670, ext. 11	Every other odd month on the 3 rd Thursday starting in Jan., at 2pm

Natrona (Casper)	Brenda Berry Peg O'Dell	brenda.berry@wyo.gov peg.odell@wyo.gov 851 Werner Ct., Suite 200 Casper, WY 82601 (307)473-3976/473-3930	Quarterly, 3 rd Tuesday of the month, starting in March., at 9am
Niobrara (Lusk)	Kerry Jinks	kerry.jinks@wyo.gov 905 S. Main, PO Box 389 Lusk, WY 82225 (307)334-2153	Quarterly, at 1pm, schedule varies, usually starts in Jan. at 1pm
Park (Cody/Powell)	Theresa Clark	theresa.clark@wyo.gov 1301 Rumsey Cody, WY 82414 (307)587-6246, ext. 37	3 rd Wednesday of each month at 11:30am
Platte (Wheatland)	Kerry Jinks	kerry.jinks@wyo.gov 1556 Progress Court Wheatland, WY 82201 (307)532-2191,ext.237	2 nd Thursday of each month at 9:30am
Sheridan (Sheridan)	Janeal Fox	janeal.fox@wyo.gov 247 Grinnell St., Ste. 100 Sheridan, WY 82801 (307)675-5458/672-2404	2 nd Friday of each month at 10am
Sublette (Pinedale)	Julie Curtis	julie.curtis@wyo.gov 217 N. Sublette, PO Box 1070 Pinedale, WY 82941 (307)376-4124	Quarterly, 4 th Wednesday of the month starting in Jan. at 9:30am
Sweetwater (Rock Springs)	Marsha King	marsha.king@wyo.gov	2 nd Thursday of each month

2451 Foothill Blvd., Ste. 103 at 8:30am
Rock Springs, WY 82901
(307)352-2545

Teton (Jackson)	Matt Banks	matthew.banks@wyo.gov	
	Julie Platt	julie.platt@wyo.gov	Quarterly, the last
		115 W. Snow King Ave., PO Box 547	Tuesday of the month
		Jackson, WY 83001	starting in Jan. at 2pm
		(307)733-7757	
Uinta (Evanston/Lyman)	Holly Law	holly.law@wyo.gov	3 rd Thursday of each
		350 City View Dr., Ste. 302	month at 1:30pm
		Evanston, WY 82930	
		(307)789-2756, Ext. 243	
		(307)877-6670, ext. 11	
Washakie (Worland)	Josh Berdahl	josh.berdahl@wyo.gov	2 nd Tuesday of each month
		1700 Robertson Rd	at 9:30am
		Worland, WY 82401	
		(307)347-6181	
Weston (Newcastle)	Tara Wallingford	tara.wallingford@wyo.gov	Every other month on the
		22922 Hwy 85, Ste. 200	last Monday, starting in
		Newcastle, WY 82701	Jan. at 2:30pm
		(307)687-5223	