

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
December 17, 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.	
Fundraising – Dana Pepmeier	<ul style="list-style-type: none"> • Medicaid policy does not say fundraising can or cannot be done, or who can officially start the fundraising. The state will not give advice one way or another; that is the case manager’s call. The state will report if there is anything that appears fraudulent. • Eligibility looks at the participant’s access to the fundraising account. If the participant does not have access to the account, it does not count toward their assets. Medicaid will also look at the spouse’s access to the account. If the spouse has access it will count toward their assets. • The money that is raised in the fund raising must go directly to the provider of the service that money is being raised for. If the money goes to the participant, it will count as income. If the money is retained the following month, it will count toward their resources. • If the case manager knows about any money or any account, it must be reported to Medicaid. Any change in income or resource should be reported as well. • If the case manager decides to start fundraising for a participant, they will be liable. The state will not support if any legal action is taken. Be sure all accounting is kept on the account as verification may be requested. 	
EMWS – Erin Moore	<ul style="list-style-type: none"> • EMWS is being moved from the ETS servers to a new server. The Gateway will also be removed from EMWS. The login for EMWS will happen through an authentication system called Auth0. Once the move occurs you will be able to log in with Google and Microsoft Live account logins or user ID and password. • Existing usernames will be changed but connected to current accounts. Users with multiple roles will be combined into one role. There will be a drop down menu to change your user role, no need to log out and log in with a different role. • The test environment for the move is set up. In January, we will look at going live with the system after testing has been complete. We will work with the case managers on the log in and training. When you log in, you will verify your information. If your email has 	

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	<p>changed, you MUST update it for the role combination and log in and update to occur. The system will find all roles associated with the users email. The system will then link roles once you have verified them.</p> <ul style="list-style-type: none"> • After first login and set up it will be “business as usual”. • There will be a new URL, but the old URL will redirect you to the correct webpage. You will need to update your favorite link if you have one saved. 	
Case Manager Reminders PA for Providers	<ul style="list-style-type: none"> • PAs can be accessed by logging into the provider portal, calling the provider line, or waiting for the paper PA to be mailed. We will not email PAs. • If the provider is willing to accept the PA from case managers you can give it to them. • Eventually we will look at giving providers access to view PA’s in EMWS. • Provider portal link https://wymedicaid.portal.conduent.com/ 	
Case Manager Reminders DSW Authorized Representative Approval	<ul style="list-style-type: none"> • For all self-direct participants that have a power of attorney, or who have been deemed incapable of directing their own care by the case manager, the state must approve the change using the authorized representative forms. The PDO – 5 and PDO – 6 must be emailed to the state with a copy of the power of attorney to approve. • If the authorized representative has been approved and is on file, we do not need to re-approve, as long as nothing has changed. 	
Case Manager Reminders Medicaid Eligibility Requirements	<ul style="list-style-type: none"> • Case manager and providers should not be providing any financial advice to participants. If a participant wants to apply for the waiver, the case manager is to help them apply. Medicaid will provide information as to if they will qualify or not. • An overview of the requirements may be provided, however no eligibility decision should be made. • Financial documentation can be gathered by the case manager but advice on eligibility must not be provided. Case managers are not required to know eligibility rules. • The eligibility information has been removed from our fact sheets. Questions should be directed to eligibility. • Continue to work with eligibility for questions and information on your participants. If needed, you can reach out to the workers supervisor as well. Contact information is attached. Please follow chain of command, worker first, then supervisor. If the supervisor has not addressed your concerns, you can reach out to Coleen Collins. • The state will be doing a review of tasks and timelines associated with those. We will look at all three sections. 	<ul style="list-style-type: none"> • Update replacement contact – Coleen Collins has accepted Jan Stall’s old position. Coleen’s old position is out for hire.

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Participant Direction ACES\$ Blog	<ul style="list-style-type: none"> • Case managers please verify or update email address with ACES\$. • Case managers, participants and direct service workers also need to sign up for the ACES\$ blog. The blog will contain all upcoming changes and information specific to FMS and EVV activities. 	
Participant Direction ACES\$ Referral	<ul style="list-style-type: none"> • If case mangers provide the ACES\$ enrollment packet be sure to also send a referral to ACES\$ with a note that states the enrollment was sent. • The background check should have ACES\$ contact information. The background check will shift to ACES\$ to approve and not the state. 	
Participant Direction EVV	<ul style="list-style-type: none"> • EVV is set to go live in 2020. Self-direction employees/employers will not use solution until training has been done. Training will be done for the direct service worker as well. • A soft roll out will be done in late spring. • Paper DSW logs will continue until otherwise stated. Paper might not go away completely. We are hoping to make updates after everything is in place so that the system can handle the logs. Paper timesheets process is still in discussion how EVV will be captured. Several solutions and options are in plan. More information will be forthcoming. • The direct service worker log is required to show what services were provided. This helps to show that the services were in fact provided and if it was a covered service. • EVV is federally mandated for all personal care services in order for the state to receive federal match. • EVV for agency-bases personal care services will be delayed compared to participant direct services. • The department is looking at the waiver to be sure the participant is the one in control of their person centered plan. 	
CCW Group Email	<ul style="list-style-type: none"> • We are still in the process of developing the group email. Once the email is set up all emails should be directed to that email. We will then filter internally to make sure that each email goes to the respective individual or unit. This will ensure more timely responses as the email will be filtered and answered instead of forwarded on. 	<ul style="list-style-type: none"> • Follow-up on next call
Waiver Amendments	<ul style="list-style-type: none"> • The state met with the tribal governments on December 17th to present on the amendments to the waiver with our intent to amend. • Final revisions to the amendments are being made. The state is also looking at the budget forecast for future years. • Notice for public comment will be sent once the amendment is ready to submit. This notice will be emailed through gov-delivery. • Effective date on the amendments will be July 1st. 	

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Rate Rebasing Study	<ul style="list-style-type: none"> • Emails were sent out to providers to ask for participation in our rate rebasing study. • We are continuing to move forward with the rebasing study even though the Governor’s office did not include an increase in the budget proposal sent to the legislature. We will be going through the study to get a better picture of the costs associated with service delivery. • Interest for participation in the study was due by December 21st. • CCW rates are not required to be rebased, this was our option. The last rebase study was done in 2015. CMS is pushing states to rebase when it hasn’t been done in a while. • CMS informally states that rates should be rebased every 5 years. • Providers cannot appeal rates. 	
Next Call	<ul style="list-style-type: none"> • February 25, 2020, 2:30 – 4:00 PM - Please submit any agenda items you would like. 	

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**Caseload
Long Term Care Unit
1-855-203-2936**

County	Worker	Phone Number
Albany	Jamey Savage -	777-6949
Big Horn	Robin Arquilla	777-8393
Campbell	April Bloom	777-8397
Carbon	Christina Giarusso	777-8398
Converse	Christina Giarusso	777-8398
Crook	Denise Robinson	777-8390
Fremont	Susan Holt (A-N) Christina Giarusso (O-Z)	777-8394 777-8398
Goshen	April Bloom	777-8397
Hot Springs	Robin Arquilla	777-8393
Johnson	Christina Giarusso	777-8398
Laramie	Lisa Aguirre (A-L) Jamey Savage (M-Q) Bonnie Runnels (R-Z)	777-5171 777-6949 777-2561
Laramie (PACE)	Jamey Savage (A-M) Bonnie Runnels (N-Z)	777-6949 777-2561
Lincoln	Denise Robinson	777-8390
Natrona	Leslie Haime (A-L) Breanna Beyer (M-Z)	777-2557 777-8391
Niobrara	Leslie Haime	777-2557
Park	Michelle Garcia Chatima Hughes	Cody Powell
		777-8396 777-8392
Platte	Robin Arquilla	777-8393
Sheridan	Michelle Garcia	777-8396
Sublette	April Bloom	777-8397
Sweetwater	Denise Robinson	777-8390
Teton	Chatima Hughes	777-8392
Uinta	Chatima Hughes	777-8392
Washakie	Robin Arquilla	777-8393
Weston	Susan Holt	777-8394

Supervisors:

Linda Bostron - 777-8397

- Lisa Aguirre, Breanna Beyer, April Bloom, Leslie Haime, Chatima Hughes, and Denise Robinson

Janice Shields - 777-8395

- Robin Arquilla, Michelle Garcia, Christina Giarusso, Susan Holt, Bonnie Runnels, and Jamey Savage
Coleen Collins – 777-8049 (LTC unit manager)

Updated 12/19/19