

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
October 27, 2020, 2:30 – 4:30 PM	1-513-472-0774	302 027 574#

Agenda Item	Summary of Discussion	Requests and Follow-Up
Welcome / Introductions		
CBSU transition	<ul style="list-style-type: none"> The Community Bases Services Unit is merging with the Developmental Disability Unit to form the Home and Community Based Services Section. This merge will help streamline processes as well as deliver more robust customer service. During the merge efficiencies will be maximized so duties will change and merge along the way. 	<ul style="list-style-type: none"> More updates will be available at the call on Nov. 24th
EVV update Self-directed	<ul style="list-style-type: none"> ACES\$ is providing training for the employer of record, employee and case managers. This is a condensed refresher course. September 1st ACES\$ started using EVV allowing the employee to submit timesheets electronically. December 1st EVV will be required for all employees and employers. Please reach out to ACES\$ with any questions or concerns. The codes on the CelTrack app have changed they are different than those on the paper timesheets. ACES\$ will be sending out this documentation with an update as well. The ACES\$ portal will be updated with these codes as well. Transportation is not covered under CCW self-direct care. The direct service worker logs are not going away at this time 	
EVV update Agency	<ul style="list-style-type: none"> The contract has been signed and is in place for development and design for the agency directed portion of EVV. There will not be a lot of change in the next three to six weeks as the design process will take one to two months. Training will be provide as necessary 	
Transition plan Timeline overview	<ul style="list-style-type: none"> The waiver amendment was affective July 1st 	

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-
BASED
SERVICES
UNIT**
WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

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	<ul style="list-style-type: none"> Forms and processes are being updated and will be posted online as well as communications being sent out about the update. 	
Transition plan Training	<ul style="list-style-type: none"> There are three upcoming trainings. November 12th, case management administration and responsibilities for case manager supervisors and agency administrators. November 13th, HCBS settings overview and participant membership for case managers, ALF facilities and adult day facilities. November 20th, person centered planning and rights modification for ALF facilities and adult day facilities. These trainings will be posted at a later date to take for those not able to attend the live sessions. 	
Transition plan Manuals	<ul style="list-style-type: none"> The self-directed manual has been approved. We will be posting soon for the implementation date of this manual and the release date as well. This will be posted online as well as in a communication brief. The case management manual has been approved and was effective October 1st. The policies are live as well to the extent possible until the case management system is updated with the new service plan. The provider manual is still in draft form and will hopefully be out by the end of the year. This manual will have a comment period just like the case management manual did. The participant handbook has been approved. We all looking at an implementation date and effective date as well. 	
Transition plan Updated Forms	<ul style="list-style-type: none"> The updated forms are being worked into the case management system. When the system is live these forms will be live as well 	
Transition plan EMWS – Service plan	<ul style="list-style-type: none"> 3 new changed were added to the system but are not live yet. We are still testing and will have some training on these changes as well. We will have an update at the November call. Case management agencies will now have the ability to change case managers within their organization. This ability will rest with the designated agency representative. Case managers will now have the ability to set up back up case managers for when they will be out on leave. This will allow a set person to access those cases for the time specified by the original case manager. Agencies that have more than one agency under their agency will now have access to each agency under their current role drop down. This will allow them to go between agencies within their agency without having to log in as a different role. 	<ul style="list-style-type: none"> More updates available at the Nov. 24th call
Waiver renewal	<ul style="list-style-type: none"> The CCW waiver renewal period is every five years. That time has come for CCW and is due by December 31st. The waiver renewal is with the federal government and they have to approve our renewal. CMS has almost 6 months to approve the waiver renewal. 	

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	<ul style="list-style-type: none"> • Due to COVID-19 our stakeholder engagement is very limited. We do hope to have virtual engagement and virtual rate study engagement as well. Our engagement will also consist of newspapers and tribal notification. • The renewal will be posted on our website for public comment. 	
Rate rebasing	<ul style="list-style-type: none"> • We had a good turn out on our rate rebasing survey, thank you to all that participated. We ended up with 54 service providers across all services. • We are working with Navigant to draft rate models and present to the decision makers on approval. We will also get this out to the public. 	
Appendix K/COVID-19	<ul style="list-style-type: none"> • No changes. All rates and service changes are still in effect. • When the emergency is over we will address at that time any changes that need to be made. • The renewal for appendix K is due in January. The budget could have an effect on this as well but very unclear at the moment. 	
Case manager updates Renewal LT101	<ul style="list-style-type: none"> • Due to COVID contact tracing many public health offices are overwhelmed and understaffed. This has affected renewal LTs for CCW. • Under the appendix K waiver we can use the old LT to develop the renewal plan so that our participants do not lose services. • Please reach out to the state if there are cases you are concerned about losing their benefits due to this issue. 	
Case manager updates Paper prior authorizations	<ul style="list-style-type: none"> • Paper prior authorizations are not being mailed out any longer. • Case managers are allowed to give providers the PA number but are not required to do so. Providers are responsible for looking up the PA in the provider portal or by calling Conduent. 	
WYhealth contact	<ul style="list-style-type: none"> • WYhealth is important for Medicaid and the care of our participants. It is important for our case managers to work together with the case workers at WYhealth to help coordinate benefits. • When a WYhealth case worker contacts case managers please be sure to return that communication. • Developing a comprehensive plan with services other than the waiver services is important to our participants. • Please remember that WYhealth referrals can be made as well. 	<ul style="list-style-type: none"> • See attachment
CCW group email	<ul style="list-style-type: none"> • ccw.waivers@wyo.gov – all communications for the community choices waiver should go to this email. • ltcunit@wyo.gov – all communications regarding Medicaid eligibility should go to this email. • ccw.emws.helpdesk@wyo.gov – all communications for technical issues with EMWS should go to this email. 	

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Case manager updates Q&A town hall call	<ul style="list-style-type: none"> • There is no agenda for these calls just come prepared with your questions. • November 24, 2020 12:00 – 1:00 PM 	
Next Call	<ul style="list-style-type: none"> • More information to come. No scheduled call in December currently. 	