

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

|                                 |                        |                       |
|---------------------------------|------------------------|-----------------------|
| <b>Date and Time</b>            | <b>Conference Line</b> | <b>Guest Passcode</b> |
| August 25, 2020, 2:30 – 4:30 PM | 1 929-276-0031         | 445 979 321#          |

| <b>Agenda Item</b>          | <b>Summary of Discussion</b>  | <b>Requests and Follow-Up</b>   |
|-----------------------------|---|---|
| Welcome / Introductions     |   |   |
| Budget update               | <ul style="list-style-type: none"> <li>The Governor has asked each agency to come up with a 10% budget savings due to revenue decline and COVID. The Governor’s office has not approved that budget yet so not much to share.</li> </ul>  | <ul style="list-style-type: none"> <li>Update from after call – The Department released <a href="#">budget reduction details</a> on August 26<sup>th</sup>. There are no changes to CCW at this time</li> </ul> |
| EVV update<br>Self-directed | <ul style="list-style-type: none"> <li>Last week of the EVV webinar training. This training is required for employers and employees. Sessions to be held August 26<sup>th</sup> and August 27<sup>th</sup>. The next week will be a refresher training. This training is open to everyone. These will be recorded and posted to mycil.org under the Wyoming page in EVV resources.</li> <li>EVV payroll timeline, August will be a practice month for EVV. Timesheets submitted in this timeframe will not be paid out through EVV.</li> <li>September 1<sup>st</sup> EVV will go live and timesheets can be submitted to be paid out.</li> <li>December 1<sup>st</sup> EVV use will be mandated. This can be done through IVR or the mobile app. December 1<sup>st</sup> paper timesheets will not be available.</li> <li>The use of DSW logs is being evaluated, we are looking to see if EVV provides that information first or not.</li> <li>Case managers are there for assistance and support but are not approving timesheets and submitting punches or approving punches. Case managers cannot be the employer of record.</li> <li>Licenses, IDs and authentication codes are updated. Employers register to only one code.</li> <li>If the employer is allowing the training to be paid use the task code 10.</li> </ul> |   |

*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

| Agenda Item                         | Summary of Discussion   | Requests and Follow-Up |
|-------------------------------------|---|------------------------|
|                                     | <ul style="list-style-type: none"> <li>• Trainings will be provided live, recorded and with PDF, if other accommodations need made please contact ACES\$.</li> <li>• Emails are needed for the training to get confirmation however calling in only is an option but there will not be a visual to go along. Slides can be emailed for the visual.</li> <li>• Employees can download the mobile app CellTrack. The employee would clock in and track services provided then clock out. At the end of the shift the employer can sign off and then it is sent to ACES\$. ACES\$ will then hold that time sheet until payday. The employee can go to the portal to sign off as well.</li> <li>• This can also be done by calling through a landline for interactive voice response. The employee would call to clock in and call to clock out. The employer would then call at the end to sign off. The employee can call in later or go to ACES\$ portal.</li> <li>• The employee does not need a device unless the employee does not have one.</li> <li>• An email is required to log into ACES\$ web portal and that email is used as the username.</li> </ul> |                        |
| EVV update Agency                   | <ul style="list-style-type: none"> <li>• The contract is with the vendor for signature this week. Once the vendor is in place design of the system will begin. EVV provider types, case managers are not required, specifically for personal care providers. Federally mandated for personal care like services. CCWs personal support services include; home health aide, respite in home, and skilled nursing services. In 2023 federal regulation will expand to home health for the state plan services.</li> </ul>   |                        |
| Transition Plan Timeline overview   | <ul style="list-style-type: none"> <li>• Amendment was effective July 1<sup>st</sup>. The transition plan is being put into place.</li> </ul>   |                        |
| Transition Plan Training            | <ul style="list-style-type: none"> <li>• New service training modules will be live September 23<sup>rd</sup> and September 24<sup>th</sup>. These will be 2 hour trainings with time at the end for Q&amp;A.</li> <li>• Trainings will be done both live and recorded. The recorded versions will be posted to take online where attendance will be tracked to document the training was taken.</li> </ul>  |                        |
| Transition Plan Manuals             | <ul style="list-style-type: none"> <li>• Public comment for manuals has gone out for both the participant direction manual and the case management manual. Once the provider manual is finalized we will put it out for public comment as well.</li> <li>• The final manuals will be sent out via GovDelivery and will be posted on our website.</li> <li>• New case management manual will be effective October 1<sup>st</sup>. However, this will not be fully implemented until EMWS is up and running with the new service planning.</li> <li>• The case management manual can be used before October 1<sup>st</sup> for best practices.</li> </ul>   |                        |
| Transition Plan EMWS – Service plan | <ul style="list-style-type: none"> <li>• We piloted the new service plan materials. From that pilot we learned what needed to be changed and will be implementing those into the EMWS system. We hope to have both the service planning and documents up by November.</li> <li>• Our October call hopefully we will hopefully be able to show parts of the system.</li> </ul>   |                        |

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| Transition Plan<br>Rate rebasing     | <ul style="list-style-type: none"> <li>• Last week a reminder was sent out to tell providers to remember to take the survey that will be sent out August 25<sup>th</sup>. This survey will be emailed to all provider agencies to report the costs required to conduct business. This survey is for the agency heads and not case managers individually. The survey will be done like survey monkey. This is a shortened survey using national based indexes.</li> <li>• The survey is due September 14<sup>th</sup>. The hope is to have the results formulated by the end of the year for waiver amendment and leadership approval.</li> </ul>   |                        |
| Transition Plan<br>New service lines | <ul style="list-style-type: none"> <li>• We are adding respite care to be offered in the assisted living facility or a nursing home. This will be included in the provider manual as well.</li> <li>• We have also added an adult day social model. The social allows senior centers which are not licensed as adult day facilities to provide adult day services. There will also be more clarification on this in the provider manual.</li> <li>• Personal support services where an employee under the participant direction model or an employee of a home health agency can provide personal assistance which does not require a CNA and/or light housekeeping as a standalone service. Authorization of these light housekeeping services must be needs-based and should be completed by others in the house if possible. CNAs can provide homemaker tasks when they are incidental to the personal care provided and cannot be the reason for the visit. If the primary need is for housekeeping this needs to be authorized as personal support.</li> </ul>  |                        |
| Appendix K/COVID-19                  | <ul style="list-style-type: none"> <li>• No significant updates at this time. Still offering the same CCW waiver services. Rate increase for DSW is still in effect. Case managers can still do visits by phone or in person. Monthly visits should ensure that individuals are getting the services from their plan also assessed for loneliness and isolation and if referrals need made. Case managers are encouraged to continue to monitor the Department of Health website for more information.</li> </ul>  |                        |
| New application form                 | <ul style="list-style-type: none"> <li>• We are working out the final issues on the new CCW waiver application. This will be implemented soon and should be in place before our Q&amp;A call.</li> <li>• We are updating fields to get more information and hopefully have less follow-up. No ALF and LTC options it is all one waiver under CCW. ALF is just a service line option.</li> <li>• Once the new app goes out we will accept the old application during a transition period. We will respond with the new application to use going forward. We will set a hard date when no old applications will be accepted.</li> <li>• We will reach out to agencies we can identify that would likely hand out the application.</li> <li>• The new application will require a copy of the power of attorney paperwork if someone else is signing on behalf of the participant.</li> <li>• When we receive applications that are missing information division staff will reach out to the individual or power of attorney and case management agency listed to try to obtain the missing information. If we cannot get the information needed we will send a letter to</li> </ul> |                        |

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|  | <p>the participant stating what is missing and require information to be sent back within 30 days of the date on the letter. If we have not heard back in that 30 days the application will not be processed and a new application would be required to start the process again.</p> <ul style="list-style-type: none"> <li>• Status questions about applications can be sent to the CCW email. All applications emailed in should be emailed to the CCW email as well.</li> </ul>   |                        |
| Case manager updates<br>Case management<br>service lines | <ul style="list-style-type: none"> <li>• Federal regulations require that participants are offered all feasible alternatives under the waiver as part of the initial and periodic service planning processes. Effective with the waiver amendment all case management agencies are required to offer all service lines of case management. This includes agency direct, self-direct, and assisted living options.</li> <li>• Participants do not need to switch agencies if they would like to switch from agency direct to self-direct or to assisted living and vice versa.</li> <li>• When we hear about agencies switching participants for different service lines we will reach out to the agencies to address.</li> </ul>   |                        |
| Case manager updates<br>Quality assurance                | <ul style="list-style-type: none"> <li>• We have been working on our quality assurance processes. When we do quality assurance reviews we will reach out to the agencies when any issues are found. Case management agencies are responsible for all procedures and monitoring to be sure policy is being followed.</li> <li>• Agencies are also responsible for making sure that there are back up case managers available in the instance that the case manager is not available. We need to ensure that our case managers are available to our participants.</li> <li>• Case management agencies should provide training to case managers, guidance, and assistance.</li> <li>• Through our quality assurance process we might require a root cause analysis when issues arise. Reviews might result in follow up action items discussed in a call with the case manager and supervisor. We will provide education and technical guidance during these calls as well. The review could also result in a referral to program integrity or the Medicaid Fraud Control Unit.</li> <li>• With our reviews, we have noted that with the self-direction processes which must be conducted annually, specifically the backup plan and capacity, case managers must be more mindful in ensuring these are completed. This needs to be documented via case note if nothing has changed or a new form if information has changed. The backup DSW cannot be the primary DSW that is getting paid to provide services.</li> <li>• During our reviews we have also noted concerns with powers of attorney. If a power of attorney is signing documents for the participant that documentation must be uploaded into the system.</li> </ul> |                        |

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| Case manager updates<br>Incident reports     | <ul style="list-style-type: none"> <li>• The new manual requires incidents to be reported immediately after health and safety has been insured. Self-neglect and reports made to APS to need to be reported to the Division. Wyoming is a mandatory reporting state. APS has their own rules for follow-up or not.</li> <li>• Incident reports should be fairly detailed with who, what, when, where and why. For the state to follow-up the more detail the better.</li> <li>• The link to report incidents is up on our webpage.</li> <li>• Look at the new case management manual for new detailed and updated information regarding incident report requirements.</li> </ul> |                        |
| Case manager updates<br>Conflict of interest | <ul style="list-style-type: none"> <li>• Case managers and case management agencies cannot have any interest in home and community-based services and cannot benefit financially from services in their participants' plans. We have seen this occur when contracting out services. A case management agency cannot be reimbursed in this situation and funds must be returned.</li> <li>• This also happens if an assisted living facility is owned by a case management agency and the case manager in that agency provides services to a participant in the facility. Funds will be recovered from services delivered in this situation.</li> </ul>                           |                        |
| Case manager updates<br>CCW group email      | <ul style="list-style-type: none"> <li>• <a href="mailto:ccw.waivers@wyo.gov">ccw.waivers@wyo.gov</a> – all communications for the community choices waiver should go to this email.</li> <li>• <a href="mailto:ltcunit@wyo.gov">ltcunit@wyo.gov</a> – all communications regarding Medicaid eligibility should go to this email.</li> <li>• <a href="mailto:ccw.emws.helpdesk@wyo.gov">ccw.emws.helpdesk@wyo.gov</a> – all communications for technical issues with EMWS should go to this email.</li> </ul>  |                        |
| Case manager updates<br>Q&A town hall call   | <ul style="list-style-type: none"> <li>• There is no agenda for these calls just come prepared with your questions.</li> <li>• September 29, 2020 12:00 – 1:00 PM</li> </ul>   |                        |
| Next Call                                    | <ul style="list-style-type: none"> <li>• October 27, 2020 2:30 – 4:30 PM - Please submit any agenda items you would like to discuss.</li> </ul>  |                        |

**Link to register for these - [https://www.research.net/r/WY\\_EVV](https://www.research.net/r/WY_EVV)  
Training 1: Introduction to EVV: Downloading and Registration**

**Date/Time**

Wednesday, August 26, 2020 10:00 am - 11:30 am

**Training 2: How to Use EVV**

**Date/Time**

Wednesday, August 26, 2020 1:30 pm - 3:00 pm

Thursday, August 27, 2020 1:30 pm - 3:00 pm

**Refresher Training for Case Managers, Participants and Employees**

**Link to register for these: [https://www.research.net/r/Refresher\\_EVV](https://www.research.net/r/Refresher_EVV)**

Tuesday, September 1, 2020 10:00 am - 11:30 am

Thursday, September 3, 2020 1:30 pm - 3:00 pm

Tuesday, September 8, 2020 10:00 am - 11:30 am

Thursday, September 10, 2020 1:30 pm - 3:00 pm

Tuesday, September 15, 2020 10:00 am - 11:30 am

Thursday, September 17, 2020 1:30 pm - 3:00 pm

Wednesday, September 23, 2020 1:30 pm - 3:00 pm

If you would like to view a recording of the trainings we have them in full length and broken up by topics. These can be found at [www.mycil.org/resources/evv](http://www.mycil.org/resources/evv)

Individual Services License ID: 200591 Individual services Auth Code: 121896 Group Services Licence ID: 200595

Group Services Auth Code: 259467

Resources, guides, and videos are available here: [www.mycil.org/resources/evv](http://www.mycil.org/resources/evv)

ACES\$ Participant Care Services can be reached at: 844-500-3815 supportWY@mycil.org

Q- My DSW is concerned with privacy on her device. Is Access tracking her location through the app when she's not working?

A - Location, per the Federal 21st Century Cures Act, is only captured/transmitted at the time of clock in and clock out. If there is great concern, the worker can always force quit out of the CellTrak app after clock in, though I recommend waiting 30 seconds to ensure the location was captured successfully.