

AGENDA

- **Program Updates**
 - Home and Community-Based Services (HCBS) Section Information
 - Provider and case manager trainings
 - Follow-up responses

TOPICS

Home and Community-Based Services Section Information

Samantha Mills introduced herself as the HCBS Benefits and Eligibility Unit Manager. On November 2nd, the Community-Based Services Unit merged with the Developmental Disabilities Section to form a single Home and Community-Based Services (HCBS) Section. This team is responsible for the administration of the Comprehensive, Supports, and Community Choices Waivers, which serve individuals who are aging and have disabilities, as well as those with intellectual disabilities, developmental disabilities, and acquired brain injuries.

With that merger, the Division of Healthcare Financing (Division) identified opportunities to provide some consistency between the programs. One of those changes is the format we use to hold stakeholder calls, such as using a Zoom platform rather than a Google platform.

One important programmatic change is that we will now have Benefits and Eligibility Specialists (BES) and provider support representatives located throughout the state who will be able to provide technical assistance related to the development of plans of care and other programmatic requirements. These individuals are assigned based on county, and will be responsible for the plan of care reviews moving forward, so please make sure you know your primary point of contact moving forward. The lists can be found at <https://health.wyo.gov/healthcarefin/dd/contacts-and-important-links/>.

Nicole Gabel and Sherry Mitchell are part of the Benefits and Eligibility Unit, so case managers will still have some familiar names and faces in addition to the other Specialists who will be providing support for this program. James Hruby was offered another opportunity, and left the HCBS Section as of November 25th. We really appreciate all the work he has done for the CCW program and wish him the best in his next adventure. Other Division personnel on the call included Elizabeth Forslund, Provider Support Unit Manager; Jessica Abbot, Benefits and Eligibility Unit Assistant Manager; Shirley Pratt, Policy and Communications Unit Manager; and Lee Grossman, HCBS Section Administrator.

Provider and case manager trainings

The HCBS Section will be rolling out the new plan of care design for the Community Choices Waiver in January. Two training sessions are being provided in order to support providers and case managers with the pending changes. A Provider Portal Training will be held on December 16th at 3:00pm . This training will offer providers and case managers information on how to use the provider portal. A Plan of Care Development Training will be held on December 17th at 2:00pm. This training will guide case managers through the changes to the plan of care and how to navigate the changes in EMWS. These trainings are very important for case managers and providers to understand changes to the system, so please plan on attending.

Moving forward, the HCBS Benefits and Eligibility Unit will be reviewing the formatting of monthly calls that the Division conducts for case managers and providers. We hope to provide scheduled monthly calls that include programmatic updates, training opportunities, and opportunities for case managers to provide feedback and ask questions. The Division will communicate these decisions and upcoming call dates via email as we move forward.

Follow-up responses

- Timeliness of financial eligibility notification. The Division has forwarded these concerns to the Long Term Care Unit. Please be sure to inform the participants you serve to complete any requests for documentation to ensure smooth processing. If you have instances of the eligibility process taking longer than expected, please email those examples to Samantha Mills at samantha.mills@wyo.gov. She will route it to the appropriate person for review and follow up.
- Guidance for hospitalizations. Cases must be put on hold when a participant is hospitalized, this helps to prevent fraudulent billing. If case managers find out about hospital admissions after the fact they need to zero the units during that stay. Case managers should also make a note in EMWS for the admission and discharge dates.
- With COVID on the rise, flexibilities have not changed. Please see the following bulletins:
 - https://content.govdelivery.com/attachments/WYWDH/2020/03/13/file_attachments/1400454/CCW-2020-CB01.pdf
 - https://content.govdelivery.com/attachments/WYWDH/2020/03/13/file_attachments/1400455/CCW-2020-CB02.pdf
- ACES\$ and EVV: Please contact ACES\$ with concerns about EVV moving forward. You can also email anyone in the Benefits and Eligibility Unit, and they will route your concerns to the appropriate person.

ACES\$ Resources: <https://www.mycil.org/resources/aces-wyoming-evv-resources/>

Questions: supportwy@mycil.org

Participant Care: (844) 500-3815

- Developing plans without a current LT-101. The current waiver agreement requires that the Division confirm eligibility prior to funding waiver services. As such, case managers cannot finalize a plan of care without a complete and current LT-101 assessment. In accordance with current Waiver Amendment K flexibilities, the Public Health Nurse may conduct the LT-101 assessment through telephone or video

conferencing, and may use the information from the most recent level of care assessments for renewal plans. However, the LT-101 must be in place before a new or renewal plan can be submitted to the Division. Please make sure these tasks are completed prior to submitting plans of care.