

## AGENDA

- **Program Updates**
  - Initial service plan start dates
  - Completing the service plan checklist in order
  - Case manager contact information
  - July rate and service changes
  - Modifications to PERS and Respite services
- Monthly Training Session - Case Manager Monthly Review Form - [Slidedeck](#)

## TOPICS

### **Initial service plan start dates**

In an effort to ensure that initial service plan start dates begin on the first of the month following the specific timeframes that have been established, case managers will no longer be able to alter the plan start dates. Only the Benefits and Eligibility Specialist (BES) may alter these dates.

### **Completing the service plan checklist in order**

The service plan checklist in the Electronic Medicaid Waiver System (EMWS) is designed to ensure the case manager follows the process in a specific order. Skipping around can cause EMWS to become non-responsive and may prevent the case manager from completing the plan development process. The Division is making changes to EMWS that will prohibit the case manager from advancing to the next step in the process until the previous step is complete.

When you are ready to add services on a participant's service plan, please be patient and give the system time to process that request. Clicking the **Add** button over and over can add the service multiple times. If you get stuck and cannot move forward, you must contact the help desk at [ccw.emws.helpdesk@wyo.gov](mailto:ccw.emws.helpdesk@wyo.gov) and request that the service plan be moved forward. As with any new system there have been some bugs, and the Division appreciates everyone's patience as we all work through the new service plan process.

### **Case manager contact information**

It is critical that case managers include their contact information on the *Contact* screen in EMWS. The Division or public health nurse may need to contact the case manager, and may not be able to do so if contact information is not available.

### **July rate and service changes**

July service plan renewals have populated in EMWS, and include the new service billing codes and rates that will go into effect on July 1, 2021. Please refer to the fee schedule that is effective on July 1, 2021 for further information on billing codes and rates. The fee schedule is located on the [Service Definitions and Rates](#) page of the Division website.

Due to the service updates in the Medicaid Management Information System (MMIS), several modifications to current plans have been rejected. The Division is working diligently with Conduent to resolve the issue. Please resubmit any service plans that have bounced back after Thursday, April 8th.

### **Modifications to PERS and Respite services**

Since the rate and service changes have been made in EMWS with an effective date of July 1, 2021, case managers must update Personal Emergency Response System (PERS) and Respite services if they need to modify an existing service plan and these services are included on that plan. Although service codes remain the same, the rates for these services are changing as of July 1st.

Case managers must zero out the PERS and Respite units for July and the following months on the service plan, and then add a new PERS or Respite service line for July forward using the new rate.

This change is only required for service plans that need to be modified *and* were created prior to February 1, 2021 since they are broken down by month. If a modification isn't needed, case managers don't need to update these service plans. EMWS will automatically update service plan rates on July 1st.

## **WRAP UP**

***Next call scheduled for June 10, 2021***