



ARPA Provider and Case Manager Listening Session
April 7, 2021 - 1:00PM - 2:00PM
Chat Box Transcript

From Dawn Lacko : Without being able to understand how the money can be spent, BIAW thinks possible areas of need include offering Dental work and eye glasses or improving the Target Case Management program for the people on the wait lists.

From Fred Voltmer : One time needs seem to be the best option if the funding is for only one year.

From Iadeana Brown : I agree with Dawn Dental work and eye glasses would be helpful.

From Cassandra Von Krosigk : Fund those on the waitlist. I also agree with the dental and eyeglass comment

From Garry Freel : I think the funding should be used to increase the rates for the participants to use for services. This would help offset the 2.5% reduction that took effect Feb 1st.

From Heather Dodson : Re-programing EMWS so that it is accessible to provider, participants and guardians

From callison : With the increased isolation of the participant due to Covid-19 education is needed for providers on depression and suicide prevention.

dawn : Case Management services reduction recalled for July 1st.

From Renate Pullen : I agree with Garry Freel's comment that I feel the funds should be used to restore the Medicaid reimbursement rates that were cut 2.5% in February, 2021.

From dawn : Service Dog Training?

From Kristina Collins, Case Manager : Continuing of Skilled Nursing?

From Cassandra Von Krosigk : I agree with Shawn as well

From Kevin Simpson : I agree that Money should help offset the 2.5% decrease in rates to help providers cover things like staff shortages, overtime hours, and cost of employee benefits such as health insurance. Without competitive wages and benefits, providers will lose what little staff they have now.

From JAMIE HILL : Can the temp increase be spent on: funding the DD Waiver wait list; better reimbursement rates for Assisted Living Facilities; having the State provide all CM's 100 copies of the Medicaid Handbooks, Participant Handbooks, and the Participant-Directed Manuals; Dental work and eye glasses are always good ways to spend the money; increase the wages for all Direct Service Workers; pay for in-home counseling sessions; home improvement projects such as handicap ramps, walk-in showers, better roofs and/ flooring. Just to name a few. I've got more ideas but I can email those to someone after this listening session.

From Julene Cook : I agree with enhanced rates and offset that 2.5% reduction then the providers deciding how to use the funds to cover many of these ideas.

From CES Video Conference : If rates were increased, which is what we would prefer, we would like to just change the rates on the current RA's so you do not have to worry about having the correct number of units at the correct rates.

From Tina : I would like to see some of this money be allocated to staff training and money to provide training bonuses.

From Cassandra Von Krosigk : That is a good idea. Up the budgets of participants

From Leslie Juarez : I think dental work, eye glasses, home improvements, and enhance rates would be fantastic. Another huge one would be to have better reimbursement rate for the ALFs.

From Leslie Juarez : Enhance rates from the 2.5% reduction*

From jennifer.stewart@wysil.org : Transportation funding is something that I see needed for a number of my consumers as well, most live in very rural areas.

From *Brooke Elardi : In addition to an ALL SERVICES rate increase could there be a grant or scholarship to offset some of the cost of obtaining CARF certification for Providers?

From Heather Dodson : Enhanced and real training for new providers as well as advanced training for long term providers. Training on how the waiver works, expectations and rules, professionalism, rights, medical supports

From CES Video Conference : Put all 10% into rate increases and let the teams decide what would be in the best interest of the person served.

From Garry Freel : I agree with Brandy's comments on giving case managers an increase in their rate they receive.

From Rachael : As we continue moving forward in this upside down world, I think the changing

needs of our participants will continue to change drastically... are we, as a state, prepared for a loss in case managers and possibly other providers when July 1, 2021 hits? Do we have a backup plan and/or additional funding to fill in the gaps?

From Iadeana Brown : Great suggestion Sam. Transportation is a issue in Wyoming.

From *Brooke Elardi : funding to assist participants/families in obtaining devices that may help facilitate a more remote/ online contact method. Many people are unable financially to have remote contact such as video chat etc. for remote services such as CM. We as a state are not as well connected digitally despite our rural nature and need

From dawn : For Dental services...maybe an incentive for more dental providers to provide cares.

From JAMIE HILL : I agree with Rachael. When the lower rates that go into effect on July 1st, the State is going to have a huge amount of CCW participants that will be without a CM because CM's are not able to work for pennies on the dollar but be expected to work more hours. What will the State do then? Maybe this temp increase should be kept by the State to help cover that inevitable loss of CM's and participants without a CM.

From Cassandra Von Krosigk : I misunderstood about it being only for a year of funding. It really would not do much for those on the waitlist for only a year. I agree that raising rates for providers and case managers would be a great idea.

From Rachael : Hire more staff at the state level to work through new cases quicker since the 7 day wait is causing participants to be without needed services

From dawn : 7 day and the 15 day rule that may postpone services to begin

From *Brooke Elardi : Provider staff retention, I think, is the most pressing need for all participants on the waiver. Loss of providers due to rate cuts is leaving some people without ANY services.

From Kristina Collins, Case Manager : How much more are rates going to be cut as of July 1?

From JAMIE HILL : Add Targeted CM for all CCW CM's.

From Garry Freel : Will the Federal funding be retroactive back to April 1st if it would be used for a rate increase?

From Kristina Collins, Case Manager : Yes for the DD waiver?

From dawn : when will know if the proposed reductions are approved by CMS?

From Rachael : Is there any real discussion about the CCW CM rate changes and the potential affect of this on the state? Is the rate change that has been announced so far set in stone? I really think we all need to know if there is any chance that the rates will change or if we are wasting time trying to express the disaster it will cause?

From dawn : yes

From Rachael : I definitely agree that our participants need dental and vision assistance

From Ben Fehr : Thanks for your time! How do you expect to communicate any decisions and changes as things progress? Will follow-up zoom calls take place, or via messages/memos