AGENDA

● Program Updates
  ○ Conflicts of interest
  ○ Incident reporting reminders
  ○ Licensure and certification tasks in the Provider Portal

● Monthly Training Session - Participant Rights - Slidedeck

TOPICS

Conflicts of interest
As established in 42 CFR § 441.301 (c)(1)(vi), providers of home and community-based services, or those who have an interest in or are employed by a provider, must not provide case management or develop the person-centered service plan for a participant being served by the provider. The Community Choices Waiver (CCW) agreement Appendix D.1.a. states:

The case management agency and case manager responsible for the development of the participant’s service plan must meet the following conflict of interest standards:

1. The case manager must not be related by blood or marriage to the participant, or to any person paid to provide Medicaid home and community-based services to the participant;
2. The case manager must not share a residence with the participant or with any person paid to provide Medicaid home and community-based services to the participant;
3. The case manager/case management agency must not be financially responsible for the participant;
4. The case manager/case management agency must not be empowered to make financial or health-related decisions on behalf of the participant; and
5. The case manager/case management agency must not own, operate, be employed by, or have a financial interest in any entity that is paid to provide Medicaid home and community-based services to the participant. Financial interest includes a direct or indirect ownership or investment interest and/or any direct or indirect compensation arrangement.

Additionally, participants’ must have informed choice of all qualified providers, and must be able to make their choice with full knowledge and understanding of any conflicts that may exist with that provider. The CCW agreement Appendix D.1.f. states “The participant’s case manager must disclose any ownership, affiliation, or financial interest in any entity enrolled to provide Medicaid home and community-based services. The participant must be afforded the option to receive case management services from another agency or choose to receive services from a provider without conflict of interest.”

Incident reporting reminders
In accordance with Wyoming law (W.S. 14-3-205 and W.S. 35-20-103), all individuals in Wyoming are required to report suspected abuse, neglect, or exploitation of children or vulnerable adults if they have reasonable cause to believe that it may be occurring. In accordance with the CCW agreement approved by the Centers of Medicare and Medicaid Services (CMS), CCW providers, including case managers, must report critical incidents through the Division’s web-based reporting system as soon as practicable after assuring the health and safety of
the participant. Critical incidents that require review and follow-up action include abuse, neglect, exploitation, unexpected death of a participant, use of restraint, and the unauthorized use of restrictive interventions.

Incident reports are submitted through the Provider Portal. In order to ensure timely incident reporting, providers must complete the steps necessary to log into the Provider Portal. The Division has one business day to complete the process once the provider logs into the Provider Portal for the first time. The Division cannot expedite the final steps in the process in order for the provider to submit an incident, so providers need to log into the Provider Portal before they need to submit an incident report. Providers should complete the log in process as soon as possible so they are prepared to submit an incident report should the need arise.

The Division has developed the Incident Submission Guidance Document, which outlines the step-by-step process for submitting incidents through the Provider Portal. This document can be found on the homepage of the Division website at https://health.wyo.gov/healthcarefin/hcbs/. If you have further questions or need assistance, please contact the Incident Management Specialist in your area. If you experience technical difficulties with the Provider Portal, please contact providerportal@gannettpeaktech.com.

**Licensure and Certification tasks in the Provider Portal**

In accordance with the current quality improvement strategy explained in Appendix C of the CCW agreement, the Division is required to ensure all provider licenses and certifications are current and up-to-date. Because waiver certification expiration dates don’t always coincide with a license or other certification expiration date, the Division will implement an update in the Provider Portal to capture this information and ensure compliance with the requirements of the CCW agreement.

Effective October 1, 2021, the Provider Portal will generate new tasks for all service providers that are required to have a specific license or certification as a part of their provider qualifications. If a task appears in the task list, the provider must upload a copy of their current licensure or certification documents, depending on the service they are enrolled to provide. Document examples include, but are not limited to facility licenses, CPR/First Aid certifications, and national accreditation certifications.

If you have technical issues related to this task, please contact the Provider Portal helpdesk at providerportal@gannettpeaktech.com.

**WRAP UP**

*November 2021 meeting is cancelled. Next call is scheduled for January 31, 2022*