AGENDA

● **Program Updates**
  ○ Background screening process update
  ○ Team Signature and Authorization form
  ○ Receiving feedback from the area Benefits and Eligibility Specialist
  ○ Targeted case management plan of care
  ○ Case manager conflict of interest
  ○ Participant change of living status after an Extraordinary Care Committee review
  ○ ACES$ attendant directory

● **Monthly Training Session** - Medicaid Eligibility and Application Processing - Slidedeck

TOPICS

**Background screening process update**
The anticipated rollout date for the updated background screening process has been delayed. Until further notice, please use the current process, which is further explained at https://health.wyo.gov/admin/background-screening/, for submitting background screenings.

**Team Signature and Authorization form**
An updated Team Signature and Authorization form is required for all modifications to existing individualized plans of care (IPCs), even those that do not have a change to services or units. When a modified IPC is submitted to the Division of Healthcare Financing (Division) through the Electronic Medicaid Waiver System (EMWS), that modified IPC becomes the current IPC. The Team Signature and Authorization form provides documentation that the participant and, if applicable, the legally authorized representative are in agreement with the changes, team members are aware of the updates to the IPC, and providers have information on how to support the participant’s current needs consistently and appropriately.

**Receiving feedback from the area Benefits and Eligibility Specialist**
The Benefits and Eligibility Specialist (BES) assigned to the area in which a participant resides will provide ongoing feedback to case managers related to a participant’s individualized plan of care (IPC) and deficiencies identified through a quality improvement review (QIR). The QIR includes a review of the Case Manager Monthly Review form, which contains the case manager’s documentation for each participant they serve. If the Case Manager Monthly Review form is submitted late, it will be noted as a deficiency, and may result in corrective action if the problem is ongoing.

In accordance with the Comprehensive and Supports Waiver Service Index, case managers currently have 60 calendar days to submit the Case Manager Monthly Review Form for each participant. However, the Division is working on rule revisions that will align case manager documentation requirements with those of other providers, which will change the timeframe for this documentation submission to the 10th business day of the month following the month that the work was completed. Case managers are encouraged to start submitting their Case Manager Monthly Review forms by the 10th business day of the following month in order to ensure documentation is timely and prepare for this upcoming change.
**Targeted case management plan of care**

In order to be in compliance with the Medicaid State Plan, case managers must develop and submit a complete and accurate targeted case management (TCM) plan of care into the *Document Library* in EMWS within 30 calendar days of being selected as an individual’s case manager.

A case manager cannot opt out of providing this service as a way to avoid developing this service plan. This service is required by the Medicaid State Plan to demonstrate that the case manager is providing the required support to individuals while they are waiting for services. Case managers should not move a TCM renewal task forward in EMWS until the TCM plan is uploaded in the *Document Library*. If a TCM plan is not completed within 30 days of request, the Division will initiate closure of the individual’s case, which could impact the individual’s place on the waiting list.

**Case manager conflict of interest**

Case managers are expected to be conflict-free when providing services to Waiver participants. Chapter 45, Section 5(b)(ii)(D)(III) of Wyoming Medicaid Rule outlines the requirements for conflict of interest matters for Waiver case managers. This provision of rule is important to review periodically, particularly given Wyoming’s small population and rural nature. Please keep in mind that conflicts of interest can include relationships within the third degree by blood or marriage, financial relationships, and guardianships, among other potential conflicts. Please also review Chapter 45, Section 5(b)(ii)(D)(II) of Wyoming Medicaid Rule, which requires case managers to document on the IPC that they have no conflict of interest with the participant or the family.

Please remember that services that are delivered in a manner that violates Wyoming Medicaid Rule are subject to payback through Program Integrity. Case managers who have a conflict of interest that is not expressly approved and monitored by the Division will be subject to payback for the services provided to the participant with whom the conflict exists.

**Participant change of living status after an Extraordinary Care Committee Review**

Decisions made by the Extraordinary Care Committee (ECC) are based on the documentation and evidence provided as part of the ECC request. ECC decisions may affect a participant’s individual budget amount (IBA), which must be established in accordance with the approved funding methodology and align with the Comprehensive Waiver Level of Service Score/Individual Budget Amount matrix if the participant is on the Comprehensive Waiver. Within 60 calendar days of the ECC decision, the case manager must modify and implement the participant’s IPC to reflect the ECC decision. If the participant’s living situation changes after an ECC decision is made, the case manager is required to notify the Division immediately so the participant’s budget can be adjusted to align with the approved funding methodology.

**ACES$ attendant directory**

ACES$ has a new feature that is expected to launch on October 1st. The Attendant Directory is a tool that will allow a participant-directed employee to create a directory posting in order for participants/employers who are seeking assistance to connect with interested and available, previously qualified individuals. It will be located in the ACES$ Online portal. Participants, employers of record (EORs), case managers, and State HCBS staff will have access to the Directory to assist Participants and
EORs in finding employees. Please note only Employees who have been approved to work with another participant-directing EOR can add themselves to the directory. Use of the directory to hire is not required. It is being offered as a tool to assist in the process for those participants and EORs who may not have an employee in mind. As this is launched, more information will be communicated.

WRAP UP

*November meeting is cancelled. Next call is scheduled for January 10, 2022.*