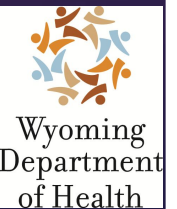


Provider Training Series

Chapter 45, Section 22, Transition Process (Module #12)

Wyoming Department of Health
Division of Healthcare Financing
DD Waiver Provider Training Series



Purpose of This Training



To clearly outline the notification requirements, timelines, and standards for information sharing when there is a transition in the participant's life, in order to ensure the transition is smooth and successful for the participant and the plan of care team.

Training Agenda

- ▶ Notification requirements and timelines for all involved parties
- ▶ Specific case manager and provider responsibilities
- ▶ Team meeting and information sharing requirements

Choice



Freedom to make choices is a human right. A participant or legally authorized representative may choose to change any provider at any time for any reason.

Transitions



The transition process must be followed every time a participant, provider, or case manager chooses to make changes related to a participant's service provider.

Types of Transitions

- ▶ Change in case manager
- ▶ Change in provider
- ▶ Change in physical location within Wyoming
- ▶ Residential move within a provider organization

Requests for Transitions

- ▶ Participant request
- ▶ Provider request
- ▶ Case manager request
- ▶ Emergency situations



Notification Requirements



Notification requirements are in place to ensure that all parties are aware of the changes so they can meet their responsibilities within the process.

Notification Requirements - Request of the Provider

- ▶ Provider must notify the participant, legally authorized representative, case manager, and the Division in writing at least 30 calendar days prior to ending services.
- ▶ The Division may approve a shorter transition period.
- ▶ Failure to provide services during this time may result in technical assistance, or corrective or adverse action.

Provider Request to Change Service Setting

- ▶ Participant must be offered choice from all available options.
- ▶ Provider must notify the participant, family, case manager, and legally authorized representative at least 30 days prior to scheduled move.

Notification Requirements - Request of the Case Manager

- ▶ Case manager must notify the participant, legally authorized representative, and Division in writing at least 30 calendar days prior to ending services.
- ▶ Case manager must provide services for the 30 calendar days or until a new case manager is added to the individualized plan of care, whichever is first.

Notification Requirements - Request of the Participant

- ▶ Participant or legally authorized representative must inform the case manager of the decision.
- ▶ Case manager must notify the provider within three business days.
- ▶ Case managers and providers must maintain professionalism at all times.

Provider and Case Manager Responsibilities



Providers and case managers are responsible for working together to ensure the participant experiences a smooth and seamless transition.

Case Manager Responsibilities

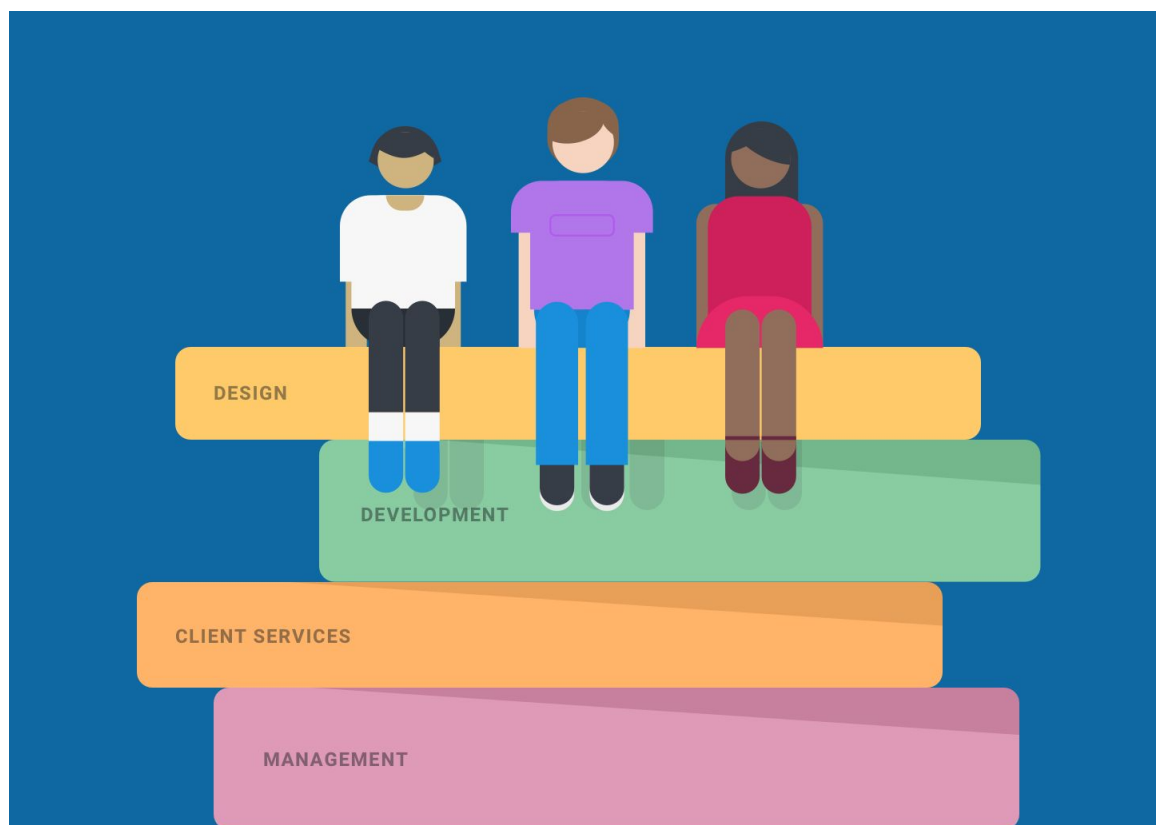
- ▶ Notify the Division within three business days.
- ▶ Provide and review provider list with participant.
- ▶ Complete the Transition Checklist.
- ▶ Schedule a transition meeting.
- ▶ Submit IPC modification.
- ▶ Ensure all providers receive participant specific training.

Provider Responsibilities

- ▶ Attend
- ▶ Participate and cooperate
- ▶ Share information
- ▶ Ensure capacity
- ▶ Ensure certification
- ▶ Be professional



Provider Capacity



The provider must ensure that they have the capacity to address the participant's behavioral and medical needs ***before*** the provider accepts the participant into their services.



KEY TAKE AWAYS

1. Participants may choose to change any provider at any time and for any reason.
2. Timelines must be followed and responsibilities must be met.
3. Transition impacts the participant's life.
4. Providers must have the capacity to appropriately and safely serve the participant.
5. Participation from everyone is crucial.

Questions???

Contact your Provider or Benefits and Eligibility Specialist

<https://health.wyo.gov/healthcarefin/dd/contacts-and-important-links/>