AGENDA

● Program Updates
  ○ Updating EMWS upon the death of a participant
  ○ ACES$ Attendant Directory
  ○ Contact information in EMWS
  ○ Case management transitions

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

TOPICS

Updating EMWS upon the death of a participant
When a participant passes away, it is crucial that the case manager notify the area Benefits and Eligibility Specialist (BES) and update the Electronic Medicaid Waiver System (EMWS) as soon as possible. If the death is unexpected, meaning that the death was not an expected result of a medical prognosis, then the death must be reported as a critical incident in the Provider Portal.

ACES$ Attendant Directory
On October 1, 2021, ACES$ launched a new Attendant Directory, which is available on the ACES$ online portal at https://www.mycil.org/about-acess/acess-online/. Participant-directed employees who are interested and available to work for other participants who are directing their services can create a directory posting. Participants and employers of record (EORs) who are looking for employees can use the Attendant Directory to see a listing of interested, available, and previously qualified individuals. Participants, EORs, case managers, and Division of Healthcare Financing (Division) personnel have access to the Directory.

Please note that only employees who have been approved to work with another participant using the participant-direction service delivery option can add themselves to the Directory. Participants and EORs are not required to use the Directory when they are looking for individuals to hire, but it is available as a tool for participants and EORs who may not have identified an employee to provide services.

Contact information in EMWS
The Division has notified case managers on several occasions of the importance of updating case manager contact information in each participant’s profile in EMWS. It is imperative that case managers update this information in order to expedite communication between the Division and case managers. Case managers must ensure that their phone number is added to the Contacts screen in EMWS.

In addition, if a participant is using the participant-directed service delivery option and has an EOR, the EORs contact information must be added to the EOR field on the Contacts screen of EMWS. Accurate contact information is necessary for a comprehensive and complete service plan.

If a case manager does not update contact information, the Division will issue technical assistance.
Case management transitions
If a participant changes case management agencies, the outgoing case manager is responsible for completing the modification to the service plan. The incoming case manager will start at the beginning of the following month. Since the Division has shifted to monthly billing units, this is the only way to ensure that both case managers are able to bill for the services they provide. The incoming and outgoing case managers must work together to coordinate the transition and ensure that the modification is submitted before the transition takes place. It is extremely important that the outgoing case manager complete all monthly reviews, including the review for the final month of service, by the fifth calendar day of the month following the transition. After that time, the outgoing case manager will not have access to the case in EMWS and will not be able to complete the monthly review, which must be completed in order for the outgoing case manager to bill for case management services.

WRAP UP

*December meeting is cancelled. Next call is scheduled for February 10, 2022.*