



AGENDA

- **Program Updates**
 - Service Plan Modifications
 - On Hold and Closure Notifications
 - Backup Case Managers During Extended Absences
 - Participant-Direction Updates
 - Changes to LT101 Assessment Timeframe
 - Provider Certification Dates
 - Case Manager Monthly Billing
 - Participant Agreement Forms
 - Seeking Public Comment on Draft CCW Provider Manual
 - Outstanding Claims for Case Management Monthly Monitoring Services
- **Monthly Training Session** - Provider Orders for Life Sustaining Treatment (POLST) - Dean W. Bartholomew, MD, FAAFP

TOPICS

Service Plan Modifications

If a case manager needs to end a service on a participant's service plan before the end of the plan year, they must enter an end date at the top of the referral. Please do not add a new frequency line, since the purpose of the modification is to end the prior authorization, not zero it out.

On Hold and Closure Notifications

The Electronic Medicaid Waiver System (EMWS) now has functionality that allows case managers to place a hold on a participant's case and send a notification of the hold to providers through the Wyoming Health Provider (WHP) portal. The On Hold option is intended to be used when a participant of the Community Choices Waiver (CCW) is admitted to a hospital or nursing home for a short period of time, or any other time the participant will not need services temporarily. The On Hold function will notify providers that services should not be provided while the hold is in place.

In addition, when a case is closed in EMWS, providers will receive a notification in the WHP portal.

Guidance on how to use this functionality is located on the [HCBS Document Library](#) page of the Home and Community-Based Services (HCBS) Section website, under the *Technical Guidance* tab. Please review the document to ensure understanding of how this process works.

Backup Case Managers During Extended Absences

EMWS also has functionality that allows case managers to assign a back up case manager, within the same agency, to monitor their task list if they will be gone for a leave of absence.

Guidance on how to use this functionality is located on the [HCBS Document Library](#) page of the HCBS Section website, under the *Technical Guidance* tab. Please review the document to ensure understanding of how this process works.

Please note that this functionality is intended to be used only when the assigned case manager will be gone and unavailable to monitor tasks. The *Contacts* section of EMWS should still be used to list the back up case manager assigned for emergency situations.

Participant Direction Updates

The HCBS Section has several updates related to participant-directed services.

Participant-Directed Employee Training

The CCW program has replaced the CPR and First Aid certification requirement for participant-direction employees with a requirement to complete the training modules published on the [Training](#) page of the HCBS Section website, under the *Participant-Directed Trainings* toggle. Employees who provide services to a participant of the CCW program through the participant-directed service delivery model are required to complete these trainings. All participant-directed employees must complete this training by July 1, 2022 and submit the required attestation form to ACES\$ once the training has been completed. Completed attestation forms can be submitted via email to supportwy@mycil.org or by faxing the documents to (877) 226-8836.

Budget Worksheet

The budget worksheet required for CCW participant-directed services is now available electronically in EMWS. Case managers will notice that, when adding a new Personal Support Service - Participant Directed Option (S5125 U5) to a service plan, the budget worksheet is built into EMWS.

When this service is added to a renewal plan, initial plan or plan modification, the worksheet will be available. If an active plan already has this service and the referral needs to be modified to increase or decrease the service, the case manager must end the existing service line and start a new service line so the functionality is available. In this instance, the case manager should note in both referrals that the new referral is being made in order to change the frequency and initiate the budget calculator functionality.

Enrolling or Re-enrolling Participants

In order for a CCW participant to initially enroll or re-enroll with ACES\$, the participant must complete the following forms:

- ACES\$ Referral Form
- CCW Participant Direction Employer Agreement
- CCW Employer of Record Designation and Power of Attorney for Participant Direction (ONLY needed if there is a designated employer other than the participant)

Case managers must submit these forms to ACES\$ via email to supportwy@mycil.org or by faxing the documents to (877) 226-8836.

Signatures on Required Forms

ACES\$ has notified the HCBS Section that there continues to be confusion with who is required to sign required forms. Case managers must ensure that the correct signatures are in place before forms are submitted to ACES\$. If the required individual's printed name, signature, and date is not included, then the form will be considered incomplete.

If the participant is their own employer of record (EOR), they must complete sections that require an EOR signature. If the participant has designated someone else as the EOR, then the designated EOR must complete these sections, even if the EOR is the participant's legally authorized representative.

If the participant has a legally authorized representative, then the legally authorized representative must complete sections that require a participant or legally authorized representative's signature. Documentation of guardianship or legal representation will be required. If the participant does not have a legally authorized representative, then the participant must complete these sections.

Changes to LT101 Assessment Timeframe

On May 10, 2022, the HCBS Section sent an email related to time frames associated with LT101 assessments. As a reminder, the LT101 assessment, which is the assessment used to determine nursing facility level of care, is valid for 12 months. The Division will not process a request for an LT101 assessment if a valid assessment has been conducted within the last 12 months. If an individual transfers from the CCW program to a nursing facility, or from a nursing facility to the CCW program, a valid LT101 assessment that is less than 365 days old will be accepted.

The LT101 assessment process for initial applicants and participants who are renewing their CCW eligibility will remain the same. If an individual is found ineligible for the CCW program or a nursing facility, the individual has 90 calendar days to reapply or request a reconsideration or administrative hearing.

Provider Certification Dates

If a provider's certification expires, they will no longer be listed in EMWS as an option for the participant to choose. As an example, if a provider's certification is set to expire before June 1st, and the case manager is working on a participant's June 1st renewal plan, the provider will not be listed as an option until they have recertified. If this situation occurs, the participant's service plan renewal cannot be held up while they are waiting for that provider to be listed as an option. The participant can select other services or a different provider, or the participant can choose to accept the risk if they choose not to address the need in another way. However, the service plan will need to be submitted in accordance with Division guidelines. Once the participant's desired provider has completed their certification renewal, the case manager may modify the participant's service plan to add the service or change the provider.

Case Manager Monthly Billing

As a reminder, case managers cannot bill for the monthly case management monitoring unit before they have submitted their Case Management Monthly Review (CMMR) form in EMWS for that month. Additionally, the case manager cannot submit their CMMR before the last day of the month. Case management is a monthly service and must be available to the participant for the entire month. If the CMMR is submitted prior to the end of the month, that indicates that the service was not available for the entire month.

Participant Agreement Form

When a case manager submits a modification to a participant's service plan, a new signed Participant Agreement form must be uploaded into EMWS. The signed Participant Agreement form demonstrates that the participant or their legally authorized representative is aware of and agrees to the changes being made to the service plan.

Seeking Public Comment on Draft CCW Provider Manual

The HCBS Section has released a draft of the updated CCW Provider Manual, and is inviting stakeholders to review this draft document and provide feedback for revisions prior to the release of the final version.

The draft Manual can be found on the [Public Notices, Regulatory Documents, and Reports](#) page of the HCBS website, under the *Public Comment on Draft Community Choices Waiver Provider Manual* toggle. Feedback and comments can be submitted to Shirley Pratt at shirley.pratt@wyo.gov through the end of the month.

Outstanding Claims for Case Management Monthly Monitoring Services

The Division has been notified that there are some lingering claims for CCW monthly case management monitoring services that have not been paid at the \$193.50 rate. If your organization still has one of these outstanding claims, please complete an [Adjustment Void](#) form and submit it to the address indicated on the form. Thank you for your continued patience as we work to correct the last of these claims.

WRAP UP

Next call is scheduled for August 11, 2022.