



## AGENDA

- **Program Updates**
  - Termination of ACES\$ Services
  - Case Management Agency Change Forms
  - Medicaid Financial Applications
  - Social Security Administration Notifications
  - Changing Skilled Nursing Providers
  - Provider Certification Dates
  - Service Referrals
  - Reviewing Service Utilization
  - Extension of Federal Public Health Emergency
  - Seeking Public Comment on Proposed CCW Services
  - Case Management Agency Task List
  - Required Training for Participant-Directed Employees and Employers of Record
  - CCW Case Manager Question and Answer Session
- **Monthly Training Session** - Medicaid Estate Recovery Program - Sheila McInerney

## TOPICS

### **Termination of ACES\$ Services**

If participant-directed services are ending for any reason, case managers must complete and submit the FMS Change Notification form, which can be found on the HCBS Document Library under the *CCW Case Manager Forms* tab. This form must be submitted as required in order to ensure the termination of participant-directed services is complete. The case manager must also end the service referral in the Electronic Medicaid Waiver System (EMWS).

### **Case Management Agency Change Forms**

In order to ensure that requested changes to a participant's case management agency are made, the outgoing case manager must send the Change of Case Management Agency form to the Benefits and Eligibility Specialist (BES) assigned to the case. The form must also be uploaded in the Electronic Medicaid Waiver System (EMWS) as part of the service plan modification, but if the case manager neglects to send the form to the BES as well, the BES will not be informed to make the necessary change in EMWS.

### **Medicaid Financial Applications**

If a participant or applicant submits a Medicaid financial application using the online system, the case manager needs to reach out to the Long Term Care Eligibility Unit (LTC) at (855) 203-2936 to let them know that the online application has been submitted. If the case manager does not notify LTC, the application will be processed by the vendor and may not make it to the LTC office.

### **Social Security Administration Notifications**

Participants who receive Supplemental Security Income (SSI) must call Social Security and change their address if they are moving out of state. If Social Security isn't informed of the change of address, the

participant may have difficulty getting enrolled in Medicaid in their new state of residence. Please inform participants who are moving of this important step.

### **Telligan Letters and Changing Skilled Nursing Providers**

When Telligan determines that a skilled nursing request is medically necessary and meets the CCW requirements, an approval letter is sent to the provider. The letter includes a number of approved units, but the case manager should not use that number when entering the service referral into EMWS. Instead, the frequency of visits listed on the letter should be used. For example, if the letter specifies 1 hour per week, that is what should be input into the service referral.

If a participant has skilled nursing on their service plan and chooses to switch providers, the new provider must obtain a skilled nursing approval letter from Telligan. Approval letters from Telligan are specific to the provider, so they cannot be transferred to a different skilled nursing provider. The case manager and new skilled nursing provider must plan accordingly so that a skilled nursing approval letter can be issued to the new provider in time for it to be submitted with the service plan modification.

### **Service Referrals**

When a case manager sends a service referral to a provider for review, they should include detailed notes that include the participant's preferences. It is important that the provider understands how the participant wants their services delivered so the provider can make an informed decision on if they can accept the referral and provide the services in accordance with the participant's wishes. Participant preferences that should be included in the referral include the time of day and days of the week they would like their services provided, as well as the gender of the direct support worker and other service delivery approaches. Stating only that the participant will have skilled nursing or home health aide services, as an example, does not provide the information that the provider will need to make an informed decision.

### **Reviewing Service Utilization**

As outlined in the case management service definition established in the CCW Service Index, case managers are required to ensure that participant services are being furnished in accordance with the participant's service plan. Monitoring of service utilization is an important component of this review in order to determine if services are being under or over utilized. Case managers should discuss service utilization during their monthly meeting with the participant, and make modifications to the participant's service plan as necessary.

### **Extension of Federal Public Health Emergency**

On July 15, 2022, Health and Human Services Secretary Becerra officially extended the federal public health emergency, which was set to expire on July 15, 2022. As with previous extensions, this one is set to last for 90 days, which calculates to October 13, 2022.

### **Seeking Public Comment on Proposed CCW Services**

Following the enactment of the American Rescue Plan Act of 2021 (ARPA) on March 11, 2021, the Division of Healthcare Financing (Division) held several public input sessions to solicit input on how enhanced funding offered through Section 9817 of ARPA could benefit Wyoming citizens. Stakeholders of the CCW recommended several ideas, many of which were adopted by the Division as formal ARPA initiatives .

One activity identified by stakeholders during the initial input sessions was to improve services that could be used to divert or transition individuals from institutional settings, specifically nursing facilities. The Division has reviewed services offered through other states, has reached out to stakeholders to better understand the types and scope of potential services needed, and has ultimately developed draft service definitions to address institutional diversions and transitions.

The Division is seeking informal feedback on these proposed service definitions, including suggestions for how the definitions can be improved or clarified. The draft service definitions and proposed rates can be found on the [ARPA – HCBS Programs](#) page of the Division website, under the *Public Input Opportunities* section.

The Division will accept written feedback on these draft definitions at [matthew.crandall2@wyo.gov](mailto:matthew.crandall2@wyo.gov), through August 31, 2022 at 5:00pm. The Division will consider this feedback as it finalizes a CCW amendment that is slated to be published for formal public comment on or around October 1, 2022.

### **Case Management Agency Task List**

The Division has worked closely with EMWS developers to improve the task lists for case management agency administrators. The Division received many suggestions and comments from agency administrators regarding how difficult it was to differentiate tasks that were their direct responsibility from the tasks that were the responsibility of other case managers within their agency.

Effective August 1, 2022, the Division added the requested task list for agency administrators, and hopes that the additional task list will help case management agency administrators track the tasks for which they are directly responsible.

### **Required Training for Participant-Directed Employees and Employers of Record**

As established in the CCW Agreement approved by the Centers for Medicare and Medicaid Services, and as required to meet program expectations for participant-direction, employers of record and employees hired to provide services under the participant-directed service delivery model are required to complete the Division-sponsored training curriculum. On August 1, 2022, ACES\$ sent emails to almost 300 employers of record and participant-directed employees, notifying them that they have not yet submitted documentation confirming completion of the required training. If documentation that demonstrates completion of the training is not submitted to ACES\$ by August 31, 2022, they will be placed on hold and the employee's payroll for services rendered will be delayed.

The Division requests that case managers reach out to participants who self-direct or their delegated employers of record to remind them of this training requirement and compliance deadline. The required Division curriculum can be found on the [Training](#) page of the Division website, under the *CCW Participant-Directed Trainings* toggle.

### **CCW Case Manager Question and Answer Session**

The Division has scheduled a question and answer session for all CCW case managers on September 19, 2022 from 2:00PM - 3:00PM. To participate, please use the following call-in information:

<https://uwyo.zoom.us/j/92068603874>

Meeting ID: 920 6860 3874

(669) 900-6833

In order to prepare for this call, we are asking case managers to provide topics that you would like to discuss. Topics can range from general questions to specific processes or requirements you feel need further clarification. Providing topics ahead of time will help to ensure that you are able to get the clarification you are requesting. Although the Division will entertain other questions on the call, we cannot guarantee an immediate answer since additional research may be required.

Please email your topic suggestions to Jennifer Adams ([jennifer.adams@wyo.gov](mailto:jennifer.adams@wyo.gov)), Jessica Abbott ([jessica.abbott2@wyo.gov](mailto:jessica.abbott2@wyo.gov)), and Nicole Gabel ([nicole.gabel1@wyo.gov](mailto:nicole.gabel1@wyo.gov)) no later than 5:00PM on Friday, September 9th.

### **Medicaid Estate Recovery Program**

For more information, contact:

- Sheila McInerney, TPL & Estate Recovery Specialist  
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(303) 837-8293  
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Current Medicaid Estate Recovery Program Brochure:

<https://health.wyo.gov/wp-content/uploads/2022/04/2022.03.31-New-Wyoming-Medicaid-Estate-Recovery-Brochure.pdf>

## **WRAP UP**

***Next call is scheduled for October 13, 2022.***