

## 10 day Unable to Compete (UTC) Extension Requests

The Division implemented a 10 day unable to complete (UTC) extension request to avoid a high volume of renewal and initial waiver extension requests at the end of the month. Although the renewals are system generated with an end of the month due date, this process will assist the PHN with scheduling and completing the assessment much sooner. *(FYI - the case managers and the clients are responsible for knowing when they are up for a renewal assessment).*

Please use the following procedures when requesting a 10 *calendar* day UTC extension (**Do not** request an extension in EMWS. This is manually submitted by Level of Care Coordinator).

### Step 1

PHN are required to make **two (2) detailed attempts** to contact the client by phone or other contact source or method (i.e. case manager, field visit) and leave a message. *(Please allow ample time for the client to respond)*. If the client does not return your call or there is no response from other contact sources or methods then complete the "unable to contact letter".

Example: CCW renewal LT request dated 8/2/2022 with a due date 8/31/2022

08/09/2022 at 9:30am - I called client and left message

08/11/2022 at 2 pm - I called client and left message

08/15/2022 - No response from client

08/15/2022 - UTC letter is scheduled to be mailed

### Step 2

PHN will next **send an email to [loc.assessment@wyo.gov](mailto:loc.assessment@wyo.gov) requesting a 10 day UTC extension** including the client's name, the two (2) detailed attempts and the date that PHN plans to send out UTC mail letter to the client.

Email example:

I'm requesting a 10 day UTC extension for client's name, I made the following attempts:  
08/09/2022 at 9:30am I called client and I left message; 08/11/2022 at 2 pm I called client and I left message; no response from client and UTC letter is schedule to be sent 8/15/22

### Step 3

The Level of Care Coordinator (LOCC) will review and submit/grant the extension and **reply with a 10 day UTC due date**. *(Please note: LOCC determines the extension due date which is based on the date the PHN mailed UTC letter)*

Example: Your 10 Day UTC extension request has been submitted/granted for 8/25/22

#### Step 4

PHN will defer the LT if the client has not responded by UTC due date. It is the PHNs responsibility to know the date the LT should be deferred. *(If not deferred it will show as an overdue LT)*

Example deferment comments:

08/09/2022 at 9:30am - I called client and I left message.

08/11/2022 at 2 pm - I called client and I left message; no response from client sent UTC letter.

8/15/2022 - The extension was due date was granted for 8/25/22 and no contact from client. LT has been deferred.

*If you are not requesting extensions, an email will be sent to you, your direct supervisor and the regional nurse supervisor requesting an explanation.*