



AGENDA

- **Program Updates**
 - EMWS Error Messages and Access Issues
 - Participant Transitions from Nursing Homes
 - Update Addresses
 - Change in meeting day
- **Monthly Training Session - Rights Restrictions and Service Plan Development**

TOPICS

EMWS Error Messages and Access Issues

The Home and Community Based Services (HCBS) Section is committed to assisting case managers when there is an error or issue with the Electronic Medicaid Waiver System (EMWS). It is important to understand however that login errors or training of case managers regarding how they should access the system is the responsibility of the case management agency. If it is determined that assistance from Division staff is necessary for a technical issue with EMWS, please include a detailed description of what is occurring, screenshots, and URL links. This will allow us to troubleshoot and resolve the issue more quickly.

Participant Transitions from Nursing Homes

The HCBS section is asking that case managers work closely with their assigned Benefits and Eligibility Specialist (BES) when a participant is transitioning from a skilled nursing facility back to the community. If the case has been closed, it can take time to get it re-opened and ready to add services to the plan of care. The case manager must communicate the anticipated discharge date and transition timeline with the assigned BES. If the case manager fails to do so, this can result in the participant going without services, or the provider not getting paid. The Division will not backdate plans due to the team's lack of communication and planning.

Update Addresses

The Division has been receiving an increased number of returned letters. Case managers need to ensure that participant addresses in EMWS are current. If the participant is a child, please ensure that the address for them matches that of their parent(s) or guardian. It is critical that Waiver participants, guardians, and applicants receive accurate and timely information regarding HCBS; therefore the address in EMWS must be up to date.

Case Manager Support Call Date Change

The Division would like to announce that starting in February of 2024 the support calls will be held on the second Monday of the month instead of Thursday. This will be a permanent change in hopes to better align the scheduling of these calls.

WRAP UP

Next call is scheduled for February 12, 2024