



Wyoming  
Department  
of Health

# Wyoming Department of Health

**Medicaid Clubhouse  
Stakeholder Advisory  
Committee**

October 2023



# Agenda



**Advisory Committee**



**General Program Updates**



**Documentation Guidelines**



**Iris House – Experience with Accreditation**



**Q&A and Next Steps**

# Clubhouse Advisory Committee

Are there any Clubhouse members that would like to be a part of the Advisory Committee?

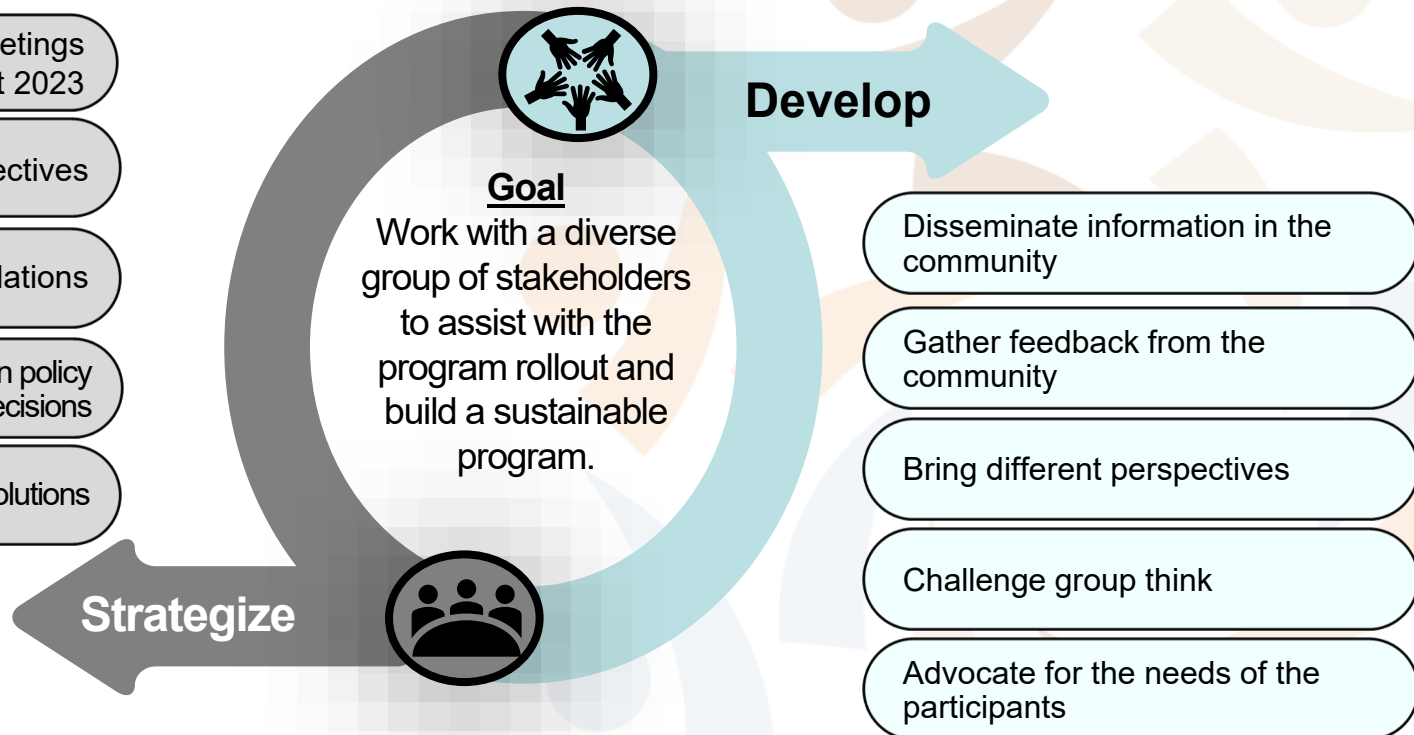
Every other month meetings  
starting August 2023

Share opinions and perspectives

Provide recommendations

Review and weigh in on policy  
decisions

Solve problems and provide solutions





Wyoming  
Department  
of Health

Commit to your health.

# General Program Updates



# Updates Since August

Commit to your health.



## Updates

1

### **Federal Approval**

WDH met with CMS on October 16, 2023 to review the SPA responses and next steps.

---

2

### **Stakeholder Engagement**

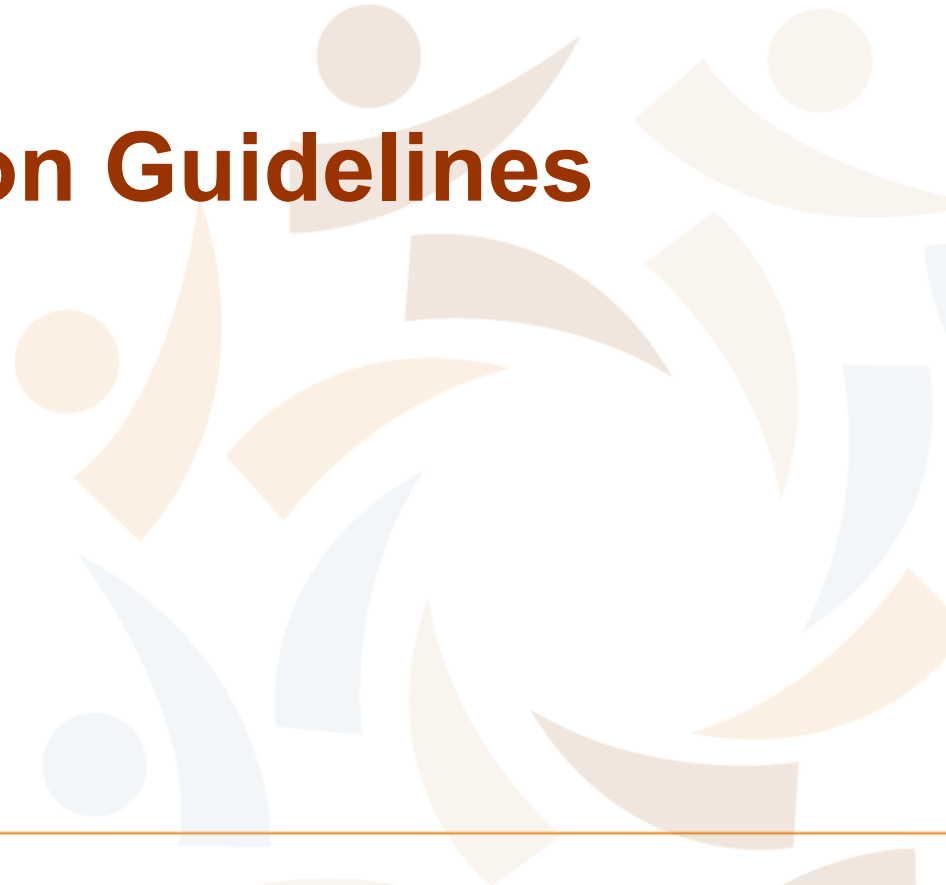
WDH continues to update the Clubhouse website and will be facilitating Stakeholder Committee Meetings. Our next meeting will be held in January. On 11/16/23, WDH will be presenting the Clubhouse Services program to the Native American Tribal Leadership Advisory Meeting.



Wyoming  
Department  
of Health

Commit to your health.

# Documentation Guidelines



# General Medicaid Documentation Rules

Commit to your health.



- Beneficiaries are eligible for services at the time they are furnished;
- Services are furnished by licensed, qualified, Medicaid-approved providers;
- To the extent required by the State, services are medically necessary;
- To the extent required by the State, Medical necessity and medical rationale are documented and justified in the medical record



- Accurate, clear, and concise medical records are maintained and available for review and audit;
- Physicians' orders or certifications are in the medical record when required
- All medical record entries are legible, signed, and dated;
- Medical records are never altered;
- Services are correctly coded;
- Only covered services are billed; and
- Overpayments are returned within 60 days.

**All providers are required to follow the documentation requirements as outlined in the Provider Manual.**

# Documentation Requirements for Clubhouse Services

Commit to your health.

All documentation must be retained and be available for audit by the State at any point.

**Focus on Recovery – Emphasize the members strengths**

**Reflect progress to align with goals for person-centered plan**

**Note the actual time used in delivering the service**

**Reflect start and end times of service**

**Be written and signed by the provider rendering services**

**Include the date of service rendered (including month, day and year)**

**A brief daily activity note**

**Sign-in and sign-out paperwork**

**Total units provided**

**A weekly summary that notes progress on the service plan goals**



# Documentation Best Practices

Commit to your health.

Services that are billed to Medicaid must comply with Medicaid reimbursement guidelines, and all documentation must relate to goals in the beneficiary's Person-Centered Plan.

1. **Accurate** — describing the facts as observed or reported;
2. **Timely** — record significant information at the time of the event, to avoid inaccurate or incomplete information;
3. **Objective** — record facts and avoid drawing conclusions. Professional opinion must be phrased to clearly indicate that it is the view of the recorder;
4. **Specific, concise, and descriptive** — record in detail rather than in general terms, being brief and meaningful without sacrificing essential facts;
5. **Consistent** — explain any contradictions and give the reasons for the contradictions;
6. **Comprehensive, logical, and reflective of thought processes** — record significant information relative to an individual's condition and course of treatment or rehabilitation. Document pertinent findings, services rendered, changes in the beneficiary's condition, and response to treatment or rehabilitation, as appropriate.
7. **Clear** — record meaningful information, particularly for other staff involved in the care or treatment of the individual. Write in non-technical terms to the extent possible.

# Variables that Can Reduce Time to Document

Commit to your health.

Medicaid medical record documentation is essential to meeting ongoing patient needs such as furnishing and coordinating necessary medical services.

Records not properly documented with all relevant and important facts can prevent the next provider from furnishing sufficient services. The outcome can result in erratic or even dangerous treatment and cause unintended complications.



**Clubhouse Specific Software:  
Drop down options**



**Ask the members to help with  
organization and reminders**



**Experience will help reduce  
the time**



**Share best practices**

# Prevent Problems: Self-Audit

Commit to your health.

Medicaid providers have specific responsibilities when they accept reimbursement from a government program. They “have a duty to ensure that the claims submitted to Federal health care programs are true and accurate,” and that their medical record documentation supports and justifies billed services.

## INTERNAL SELF-AUDIT

Develop and implement a solid medical record documentation policy.

Use an audit tool that covers documentation policy criteria and coding standards.

Identify common documentation, coding, and billing problems.

Educate staff members and hold them accountable for making changes.

## SELF-AUDITS CAN HELP:



**Reduce improper payments.**



**Improve patient care.**



**Lower the chances of an external audit.**



**Create a robust culture of compliance.**



Wyoming  
Department  
of Health

Commit to your health.

# Iris House – Experience with Accreditation



Wyoming  
Department  
of Health

Commit to your health.

# Next Steps and Open Discussion



# Next Steps

Commit to your health.

1. Consider Clubhouse members that may want to join the Advisor Committee
2. January Advisory Committee Meeting
3. Join the Clubhouse listserv on the website
4. Visit the website

## Clubhouse Services

### What are Clubhouse Services?

The Wyoming Department of Health is developing a new Medicaid benefit called "Clubhouse Services." Clubhouse Services will be fully implemented in July 2024. The Clubhouse Services benefit will follow the Substance Abuse and Mental Health Services (SAMHSA) evidence-based practice of the clubhouse-based service delivery model. Clubhouse Services is a program that has participants of the program, with staff assistance, engaged in operating all aspects of the clubhouse, including food service, clerical, reception, janitorial, and other member services such as employment training, housing assistance, and educational support.

Clubhouse Services assist individuals with behavioral health diagnoses to develop social networking, independent living, budgeting, self-care, and other skills that will assist them to live in the community. Services within the Clubhouse may be delivered through individual (one-to-one) or group interaction between staff and participants within the Clubhouse setting. Clubhouse Services provide participants with coping and wellness strategies to improve functioning through



Join the Clubhouse Services Listserv!

Last Updated 04/06/2023

**WDH Clubhouse website:**

<https://health.wyo.gov/healthcarefin/medicaid/clubhouse-services/>



Wyoming  
Department  
of Health

# Q&A / Open Discussion

---

