



## CCW Provider Q&A Support Call December 4, 2023 HCBS Response to Questions

Long wait times for enrollment. Mostly the lengthy financial eligibility process. LTC workers not including CM's when needed documentation are required etc. therefore delaying cases longer. The policy stating 45-60 days for processing time is not the case. Many cases are taking over 90 days until initial contact is even made.

**Response:**

While we recognize the frustration occurring with the financial eligibility process, the Long Term Care Unit(LTC) is separate from the Home and Community Based Services (HCBS) Unit. Due to the unwinding of the public health emergency, the LTC unit is much busier than normal which has contributed to some of the reasons for the longer processing times. The phone number for the Long Term Care Unit is 1-855-203-2936. If you are sending in paperwork for a participant LTC has asked that you not only email it to the worker assigned to the case but that you include the general email as well which is : [ltcunit@wyo.gov](mailto:ltcunit@wyo.gov)

Please continue to reach out to the assigned Benefits and Eligibility Specialist with questions or concerns pertaining to Waiver eligibility. The BES will assist the case manager with identifying and providing contact information for the appropriate LTC worker and follow up with the assigned LTC worker, as necessary.

Lack of waiver providers, specifically transportation, respite and personal support services. HHA not accepting clients that only want personal support services vs. home health aide, since HHA has a higher reimbursement rate.

**Response:**

Staffing shortages are a very real problem that is impacting health care and long term care services across the nation, including Wyoming CCW services. Unfortunately there isn't an easy answer or resolution. This topic, including consideration of how to recruit and retain providers, is an ongoing discussion within the Department of Health.

The HCBS Section intends to conduct a rate rebasing study beginning in 2024. Although money isn't the only incentive option, the Department of Health is committed to assuring, to the extent possible, that CCW provider payments are consistent with efficiency, economy, and quality of care and are sufficient to enlist enough providers so that care and services are available to participants to the same extent that such care and services are available to the general population. The HCBS Section strongly encourages all providers to participate in the rate survey process so that the analysis includes provider experience and costs from all areas of Wyoming.

The HHA not being able to grocery shop for participants or leave their address due to the EVV requirements. I have been told that the aides have to be providing the service at the participants' residence, or they have to "punch out" of EVV, then go shop and they can't do that..

**Response:**

This requirement is not an EVV requirement. The HHA service is a direct service, meaning that the participant must be present during the delivery of that service. If the Home Health Aide supports the participant in doing their grocery shopping, they can do so. This service



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can be provided in the home and the community. However, if the intent is for the Home Health Aide to go grocery shopping while the participant stays at home, this no longer fits the definition of HHA services, and another service, such as Homemaker, must be used. Please refer to the CCW Service Index to ensure that service definitions as well as service exclusions and limitations are being adhered to.

### Medicaid medical travel reimbursement process/policy/rules.

**Response:**

Medicaid medical travel reimbursement is not part of the CCW waiver program and is issued through the Medicaid state plan. Program requirements as well as how to request medical transportation can be found on the Department of Health Website under the Medicaid State Plan.

### The CCW Plan of Care Team Signature and Verification Form - What is that and when should we be using it.

**Response:**

The CCW Plan of Care Team Signature and Verification Form can be found on the Division website in the HCBS Document Library. The Division of Healthcare Financing has created a new form as a result of feedback from case managers. Based on the feedback, a Team Signature Form was created to assist in the process of getting signatures from the participant and legally authorized representative, if applicable, to be more efficient when modifying a plan of care.

When a participant chooses to modify their plan of care, the case manager now has the option to utilize this form to acquire signatures verifying the participant's agreement to the changes. The Team Signature Form may only be used in place of the Participant Agreement Form for modifications to an existing plan of care. The Participant Agreement Form must still be signed and uploaded to the Electronic Medicaid Waiver System (EMWS) when submitting initial and renewal plans of care.

### When there is a POA/WyoAD in the pre-existing plan and in the document library, can it carry over to the new plan? Many clients have been on CCW for years and their legal documents have not changed. It would be great if these documents could carry over into the new plan checklist

**Response:**

These documents should stay in the Document Library. The only instance in which the documents would need to be uploaded again is if there is a change in the Power of Attorney or agreement. However, as part of the person centered planning process, the case manager should ensure that all components of the plan are current and up to date by verifying that the correct documents are present in the Document Library annually.



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For plan renewals, is there a way the current services can be carried over in the new plan? Many times the services aren't changing from the previous care plan and it would be easier just to make changes on the existing services vs. always adding a new service line.

**Response:**

Currently EMWS is not set up for CCW services to carry over from the previous plan enrollments, but this is something that the Division will take into consideration as further improvements or enhancements for the system. It is important to remember that each participant's plan of care is person centered so having the services populate would not excuse the team from reviewing all services annually and adding or discontinuing services as the participant's needs change.

Service Plan Goals Section - Should we be putting in the clients generalized goal, such as "stay independent" "remain active" or should we be putting in a goal that is related to each service they are receiving such as PERS, HHA etc.

**Response:**

As part of the overall participant evaluation, case managers should ask the participant what they are looking forward to, what they want to accomplish, and what they need help with in the coming year in order to identify and establish the participant's goals. A goal can be as simple as "I want to stay in my home as long as possible," or may be more involved such as "I want to visit my kids in Florida" or "I want to volunteer to read with school-aged children."

While some goals may seem unattainable, the case manager's role is to help the participant identify steps that can be taken to achieve the goal. It is important to note that a participant's goals may not be directly tied to their waiver services. For example, if the participant wants to read with school-aged children, the case manager may need to help them reach out to the local school district for more information on volunteering. If the participant says they want to work a couple of days a week, the case manager may need to refer the participant to the Wyoming Department of Workforce Services to explore employment opportunities and support.

Submit Plan - "Upload Participant Agreement" Do we upload just the most recent participant agreement, or do we still have to submit the entire service plan summary with the participant agreement with every plan modification. Or just at initial? For mods can we just upload the participant agreement. Since the service plan summary is within the checklist, it seems like an extra step to upload that along with the PA vs just the participant agreement.

**Response:**

When a modification is completed, the Participant Agreement form that EMWS populates won't include questions that require a participant initials; these questions were asked when the initial or renewed Participant Agreement was completed. The form will also highlight that the agreement is for a modification to an existing plan. This form must be signed by the participant or LAR, if applicable and the case manager.



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The case manager also has the option to utilize the CCW Team Signature and Verification form to acquire signatures verifying the participant's agreement to the changes. The Team Signature Form may only be used in place of the Participant Agreement Form for modifications to an existing plan of care.

QVV's - When the QVV is uploaded within the monthly eval, is there a way that can automatically be uploaded to the document library. Or is the QVV something that should be added to the document library. Do we have to add it to the document library if it is being uploaded within the monthly/quarterly eval.

**Response:**

1a. Case managers must conduct an in-person visit at least once every calendar quarter. During this visit, the case manager must complete the CCW Quarterly Visit Verification Form, which is intended to verify that the quarterly visit occurred.

The case manager must record general notes and topics, as well as any decisions or needed follow-up, on the form. The participant or legally authorized representative must sign the form, which verifies that the information on the form was discussed during the visit. The case manager must then document a more detailed account of the visit in the CMMR and upload the form into the CMMR that coincides with the month that the visit occurred in EMWS. This form is not required to be uploaded to the Document Library however the case manager may upload it to the Document Library if they choose to do so. Please refer to the CCW Case Manager Manual which can be found on the Division website.

The participant agreement is a 2 step process. Is there a way that the participant agreement can be signed at the time we are completing the assessment vs. after the "Review Service Plan Summary with Participant"

**Response:**

1b While we understand that this may take some back and forth, the Participant Agreement Form must be signed and uploaded to the Electronic Medicaid Waiver System (EMWS) when submitting initial and renewal plans of care.

Will case managers be able to receive continuing education hours for the case management certificate course?

**Response:**

The continuing education requirement is for DD Waiver case managers. The Case Manager Person-Centered Support Training offered through WIND does count toward the annual 8 hours of continuing education for DD case managers. Please contact the Provider Credentialing Unit for questions regarding continuing education and certification.

Can you please summarize the use of the Team Signature and Verification form as it seems to apply more to the DD waiver and not CCW?

**Response:**

The Division of Healthcare Financing has created a new form as a result of feedback from case managers. Based on the feedback, a Team Signature Form was created to assist in the



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process of getting signatures from the participant and legally authorized representative, if applicable, to be more efficient when modifying a plan of care.

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Why do risks pop up on the plan of care when the participant clearly indicates they are not interested in something on their Participant Profile Assessment?

**Response:**

As part of the planning process certain questions in the assessment may trigger risks to ensure that the team is considering these risks based on the choices the participant is making. Part of the planning process is to talk through with the participant any identified risks and ensure they are informed and understand that this could be an issue.

Can you please provide more information on the process of the rate study and how we can participate in the study?

**Response:**

The rate study for CCW will not be completed for another year or two. At this time the plan would be in late summer or early fall of 2024 to begin the data collection for the upcoming rate study to ensure we are meeting federal requirements. As the rate study begins, further direction and instruction will be provided as provider participation is key to obtaining much of the information needed during these processes.

To what extent are CMs required to follow Consumer Directed Participants?

**Response:**

The Case Manager may choose to share resources with the participant, but the Employer of Record(EOR) is ultimately responsible.

The Division expects that the Case Manager will monitor the participant directed services on the plan of care to ensure that services are being delivered as outlined in the service index and usage is in line with what was agreed upon during the planning process. The Case Manager is responsible for pointing out issues or billing discrepancies to the Employer of Record, and should concerns with service delivery or usage occur after discussion with the EOR, the Case Manager should report this to the Division.

In extreme cases, it is important for the team to understand that inappropriate oversight by the EOR could result in this service model not being appropriate for the participant to continue with participant directed services.



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Who can we reach out to if we are interested in being a part of the stakeholder group?

**Response:**

The purpose of the CCW Stakeholder group is to encourage open communication with case managers, facilitate stakeholder participation and input prior to updates to systems, with the goal of improving overall collaboration with the Division. The Section will communicate more specific information regarding the recruitment of new members in the near future as we look to maintain a geographically diverse group of CCW case managers who represent both seasoned and new case management experiences. We hope to have new members of the Stakeholder group begin attending the April 2024 meeting. The Division will be sending out emails with additional information regarding this group. In the meantime, any specific questions regarding the CCW Stakeholder group can be emailed to Erin Sparks.

Has the Division had a chance to review additional naming conventions for documents?

**Response:**

The Section plans to resume the ongoing work of reviewing Forms and Documents beginning in January. We have a copy of the additional requested naming conventions and will work on them at some point this coming spring.

If a client is at the Wyoming State Hospital do we need to upload the QHVV form as well as a failed attempt or can we just mark failed attempt?

**Response:**

If a person is in WSH, please mark "failed attempt" which will allow the Division to see that you were unable to complete the Quarterly Home Visit.

What updates can the Division provide on the Transition Intensive Case Management service or the Transition Setup expenses?

**Response:**

This service is ready to go. If a case manager has difficulty adding this service to a Plan of Care, please contact providers support to ensure that the certification is present.

When will renewal dates be accurate in EMWS and has the Division considered system changes to EMWS?

**Response:**

This is something that long term care will determine. We have discussed this with them and based on the workflow and timelines of the unwinding of the public health emergency, the anticipated date for this to be updated and current in EMWS is March or April of 2024.

How do contractors apply for the services?

**Response:**

Please contact [wdh-hcbs-credentialing@wyo.gov](mailto:wdh-hcbs-credentialing@wyo.gov) They can assist any providers who are interested in this service.



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Why are CCW training videos uploaded to YouTube?

**Response:**

The Section would like to encourage the ongoing training and education of all case managers and providers. Making education and training materials as convenient and accessible as possible is a critical step to that end. The Division uses a variety of social media formats to assist in access to as many people as possible.

### **WRAP UP**

***Next Meeting  
February 12, 2024***