



AGENDA

- **Program Updates & Reminders**
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- **Training** - LT101 Assessment Basics with Ashlee Segura - Level of Care Assessment Coordinator, Wyoming Division of Healthcare Financing, HCBS Section

TOPICS

Case Manager Tier Rate Reminder

As mentioned in several communications, the Division used funding made available through the American Rescue Plan Act (ARPA) to pay for a *temporary* increase to the Community Choices Waiver (CCW) case management reimbursement rate. These rates went into effect on February 1, 2022, and were originally scheduled to sunset on March 31, 2024. The Department of Health will be able to use the current budget to extend these rates through June 30, 2025. There will not be any additional extensions as these rates are temporary and will officially sunset on June 30th of this year. The regular case management rates will be effective beginning July 1, 2025.

In anticipation of the ARPA rate expiration, the Electronic Medicaid Waiver System (EMWS) now has a stop in place that will not allow the case management tier rate (T2022UB) to be added to plans beginning July 1, 2025. When completing initial and renewal plans, or a modification in which there is a change in case management, the case management line must be split to use the tier rate through the end of June and the regular rate beginning July 1st.

Any plan that does not include one of the circumstances, as stated above, will be modified automatically by the EMWS programmers to update case management service lines. The EMWS programmers will also adjust Individual Budget Amounts (IBA) to reflect the termination of the tier rate. Please do not complete modifications just to change the case management tier rate service line as this will cause issues when the modifications are completed by the system. For questions, please contact the assigned County Benefits and Eligibility Specialist (BES).

Personal Support Services for ALF Participants

When participants are residing in an Assisted Living Facility (ALF), the ALF is responsible for personal care and supportive services. No personal support services from other waiver providers will be authorized on an ALF participant's person-centered service plan.

Electronic Signature Verification

When using electronic signature programs (or apps), please upload the electronic signature verification document that is created with the document that is being signed. The verification document is required in order for the electronic signature to be accepted.

Participant Direction / ACES\$

Please ensure that the Good-to-Go email from ACES\$ is uploaded to EMWS in the “ACES\$ Service Referral” area for any participant who is receiving participant-directed services.

Backup Case Manager Contacts

Please ensure that the backup case manager's contact information is listed on the *Contacts* screen. Additionally, please remember that the case manager must meet with the backup case manager on a routine basis to ensure the backup case manager is familiar with the participant's case. As stated in the CCW Case Manager Manual, every participant must have a specific backup case manager assigned to their case. The backup case manager must be able to step in when appropriate to ensure that service plans are completed and submitted on time, and ensure that participants do not have a gap in needed services or support if their primary case manager is not able to provide services. Anytime a case manager discusses a participant with the backup case manager or a provider, it must be noted in the case manager's monthly review notes.

Address Changes & BES County Assignments

When updating a participant's address in EMWS, please verify that the correct county for the new address is selected. Please also notify the current BES that the county has changed so that they can manually assign the case in EMWS to the correct BES for the new county.

Notifying Providers of Case Manager Agency Transitions

The Home and Community-Based Services (HCBS) section would like to remind all case managers that it is their responsibility to ensure that all providers are notified when they (the case manager) transitions to a new agency. Case managers need to inform providers that they have transitioned and what agency they have transitioned to. They must also provide their new email (and other contact information) so that providers can send documentation to the correct agency.

CMMRs

Please ensure that CMMRs are submitted no later than the 10th business day of the month following case management services being provided.

Change of Agency during Eligibility Process

When a change in case manager occurs during the eligibility process, the BES must be notified a minimum of seven (7) days prior to the change. A Division approved Change of Agency form and Transition Checklist must be completed demonstrating that all applicable information and documents have been shared. The resigning case manager is responsible for uploading all documents to the EMWS Document Library to ensure a smooth transition.

CCW Rate Study

The Division is initiating a rate study for the Community Choices Waiver to conclude October 2025. This study will gather important information regarding expenses that Wyoming providers experience, and include discussions regarding rate buildup. This rate study will help to inform discussions of rate setting and budgeting activities, and will provide information regarding costs experienced by Wyoming providers to decision makers in the Wyoming Legislature and CMS.

The Division thanks all those who recently applied to fill positions on the Rate Study Stakeholder Team. Applicants who were selected to participate have been notified. We are currently working with our contractor on developing the provider survey and determining the launch date, and will keep you informed as information becomes available.

Question & Answer Format Change

Like we have mentioned on other calls, going forward we will be modifying the Q&A portion of the support calls slightly. In order to give accurate and consistent information, we ask that you post any questions you have in the chat box during the call. We will then respond with written answers to your questions in the support call notes that are emailed out and posted on our website typically within a few days following the call. We hope this new format will help us ensure accuracy and continuity in the information we provide.

WRAP UP

The next CCW Case Manager Support Call is scheduled for

June 9, 2025

QUESTIONS AND ANSWERS

What is the proper way to work with MOM's Meals after we put someone's meals on hold? We are informed by MOM's meals that a participant will be discharged if they don't restart after 3 months, they will be discharged.

Response: Mom's Meals has verified that it is not their policy to discharge a person due to placing meals on hold. As long as the participant has an active Prior Authorization (PA) they can remove the "hold" status and restart the meals at any time. If the PA is not active or the case manager does not communicate with Mom's Meals, they cannot start the meals. Case managers must communicate with Mom's Meals when there are changes to ensure that participants receive this service as needed. For example, if a change in case manager occurs, the new case manager must notify Mom's Meals (as well as other providers) to acknowledge the change.

Does a transition checklist need to be completed even if the participant is transitioning between case managers who work at the same agency? How do we complete the checklist if some questions do not apply?

Response: Yes, transition checklists must be completed whenever there is a change in case manager — even when the change occurs within the same agency. All questions on the checklist must be completed. If a question does not apply, please indicate so by answering "N/A" and provide a brief explanation as to why it does not apply. The checklist must demonstrate that all applicable information and documents have been shared. Also, depending on the timeline, please remember to notify the BES and any associated providers.

How soon are case managers able to complete participant recertification? When is the LT101 required to be completed, and when is a participant required to get another LT101 completed?

Response: Annually for renewals. An updated LT101 assessment is required annually to verify that participants continue to meet the nursing facility level of care criteria. However, for renewal assessments, the Electronic Medicaid Waiver System (EMWS) **automatically generates a task for the PHN** in the county where the participant is physically located prior to the current assessment's expiration date. ***The reassessment date does not typically coincide with the plan of care renewal date.*** Case managers should ensure that the assessment occurs annually.

Qualifying LT101 assessments are valid for 12 months and non-qualifying LT101 assessments are valid for 90 days. In cases where a participant needs to transfer from the Community Choices Waiver (CCW) program to a Medicaid State Plan nursing facility (NF), a qualifying LT101 assessment that is less than 12 months old is acceptable. For example, if a participant is moving from a nursing facility to the Community Choices Waiver, they do NOT need a new LT101 if they had a qualifying assessment within the last 12 months.

If an applicant or current participant does not have a qualifying score on the LT101 assessment, a task is generated in EMWS for the BES to close the case. The LOC Coordinator will generate and send a Notification of Ineligibility letter to the participant or legally authorized representative within 15 business days of the determination. The letter notifies the participant that they are entitled to request reconsideration or an administrative hearing. After a non-qualifying assessment result, applicants must wait 90-days before reapplying for the CCW.

Will a list of who was selected for the CCW Rate Study Stakeholder Team be provided?

Response: A list containing the names of who has been selected for the CCW rate study stakeholder team will not be provided. We do have a diverse group of people who are serving on the team. Currently we have representation for CCW case managers, home health agencies, assisted living facilities, Wyoming associations, and participants.

Will this recording be available?

Response: Yes, training slides are always posted one-week in advance of support calls on the [CCCW Providers & Case Managers](#) page of the HCBS website. Training recordings and the Support Call Notes (which include the updates and questions & answers from the call chat) are posted in the days following the call. An email is sent to the CCW case manager distribution list when the items have been posted. For this particular call, the PHNs will also be notified when materials become available online.