



AGENDA

- **Program Updates & Reminders**
 - LT101
 - Closures
 - New BES Caseload Assignments
- **Training:** Edwina Love Huebner and Lisa Engstrom, Health Program Managers - WDH Aging Division, Community Living Section, and Patricia Hall, State Long-Term Care Ombudsman.

TOPICS

LT101

We ask all case managers to ensure they are actively assisting public health nurses with contacting participants to schedule LT101 assessments. It is imperative that case managers accurately input and regularly update participant demographic and contact information, as both public health nurses and participants rely heavily on this precise data for effective scheduling and communication.

Closures

When a case in EMWS is assigned an effective closure date, case managers must notify all providers to cease services on that date and acknowledge the task in EMWS - regardless of the circumstances. Even if a case may reopen later, the WES/BMS authorization terminates on the closure date - regardless of the reason for closure. Attempts by a case manager to cancel the closure in EMWS, or failure to acknowledge the closure task in EMWS, will not prevent provider authorizations from ending. Doing so will, however, prevent providers from being reimbursed. Failing to acknowledge or unilaterally canceling closure tasks without Division authorization further complicates processes and often leads to providers being unable to bill for their services. Please acknowledge closure tasks and communicate closure dates with providers in a timely manner.

New BES Caseload Assignments

Please join us in welcoming our new Benefits and Eligibility Specialist (BES), Destiny Rhoden, to our team. The BES County Assignments list was recently updated to include Destiny. The new caseload changes took effect October 1st. To avoid making multiple contacts, please be sure to review the document and contact the correct BES for the participant's location. The caseload list was emailed on September 24th, and can also be found on the [Contact Staff](#) page of the HCBS website.

WRAP UP

This is the final support call of the year. The next CCW Case Manager Support Call is scheduled for

February 9, 2026

QUESTIONS AND ANSWERS

What are we supposed to do when we get a closure in the system (not from the CM) with a closure date a month or two earlier than when we get it?

Response:

Please acknowledge the closure. If you have any questions or concerns about a specific case closure, please reach out to the assigned [Benefits and Eligibility Specialist](#).

If you (Aging Division) were to contract with Home Health companies that also provide waiver Case Management, would this be considered conflict free still?

Response:

If Home Health companies that provide case management for CCW would like to contract with the Aging Division, case managers must review the [conflict free case management information](#) to ensure they are in compliance with HCBS conflict free case management requirements. Case managers are required to ensure that their agency cannot financially benefit from other services their clients receive.