Medicaid Waiver Management Application

Project Information Bulletin

April 13, 2015 (5th Edition)

The Medicaid Waiver Case Management Application (MWMA) Information Bulletin is a periodic publication providing MWMA stakeholders and users with important project updates and information related to the MWMA implementation.

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📢 Important Announcements

Onboarding Webinar Sessions to be Held This Week: The Implementation Team will host webinar sessions to walk through the MWMA onboarding process for Organization Administrators and agency users. Case managers are encouraged to attend one of the following sessions:

- **Tuesday April 14th- 9:30-10:30am EST**
  - https://deloittemeetings.webex.com/deloittemeetings/j.php?MTID=m2e64ffb99a714126540701a6cbd2dfd0
  - Conference Line: 1.615.209.7444 Conference ID: 93685939
- **Wednesday April 15th- 1:00-2:00pm EST**
  - https://deloittemeetings.webex.com/deloittemeetings/j.php?MTID=m1ac2f1721656c7b56cc977f9bb3eb139
  - Conference Line: 1.615.209.7444 Conference ID: 77515151
- **Thursday April 16th -11:00-12:00pm EST**
  - https://deloittemeetings.webex.com/deloittemeetings/j.php?MTID=m303e5faa10294c1b0644ec27394ae291
  - Conference Line: 1.615.209.7444 Conference ID: 25891040

The meeting password for each webinar is mwma.

Case Management Agency Readiness Survey Deadline Extended to April 13th: The Agency Readiness Survey is designed to help CHFS assess agencies' readiness for the MWMA implementation on 4/17. The current survey serves as a follow up to Part I which was distributed in March. Only <u>one individual</u> from each agency should complete the readiness survey. For agencies that did not complete Part I, they will have the opportunity to answer previous survey questions in addition to new questions. The Agency Readiness Survey-Part II can be accessed <u>here</u>.

Implementation Team Launches MWMA Go-Live Readiness Communications: Go-live communications provide targeted information to help end users prepare for the launch of MWMA. The first communication, which provides an overview of MWMA training resources, was distributed last week. Future topics include:

- MWMA Contact Center details;
- Agency readiness checklist;
- Start/Stop/Continue activities; and
- System work arounds.

📢 Project Updates

Carewise and CHFS Staff Participate in Classroom Training: Classroom trainings were recently held for additional MWMA users groups—Carewise and CHFS staff. These day-long training sessions focused on core activities that staff from these organizations will support using MWMA. Carewise and CHFS staff will continue to train individuals across their respective organizations up until Go-Live and on an as-needed basis afterwards. In addition, all users will have access to online training materials available on the MWMA-TRIS Training Portal.

Classroom Training for Case Managers Wraps Up: Last week marked the end of classroom training for case managers. To date, the MWMA training team has trained **824** agency users and facilitated **54** sessions across **13** different training sites. Many thanks to all of the participants who attended, particularly for their input and questions. The Implementation Team is currently updating the MWMA FAQs (frequently asked questions) based on feedback and questions offered during training sessions. Updated FAQs will be posted to the Information Page and the MWMA-TRIS Portal.

🧭 MWMA Roadmap

The MWMA implementation will occur across two releases. The initial release is scheduled for Spring 2015 and the second release is scheduled for December 2015.

The Roadmap below highlights key milestones and goals for a successful implementation of the initial MWMA release.

Identify Application Requirements	Develop and Test Application	Train MWMA Users	Go-Live (1st Release)
Nov 2013-Jan 2014	**Jan 2014-February 2015**	**Oct 2014- April 2015**	**Spring 2015**
☑ Perform analysis of existing business processes	☑ Conduct design sessions with CHFS staff	☑ Schedule classroom training	■ Establish user IDs for accessing MWMA
☑ Define future business processes	☑ Build application	☑ Register participants in classroom training	■ Communicate go-live preparedness activities & requirements
	☑ Plan testing activities	☑ Distribute training materials to MWMA users	☐ Distribute toll-free help desk number
	☑ Perform testing	☑ Conduct classroom training	☐ Launch MWMA solution
■ = In Progress	☑ Launch user acceptance testing		

📣 Spotlight on . . . *Transitioning Individuals into MWMA*

MWMA offers two points of system entry for Medicaid waiver enrollees:

- The first point is the application intake process in which an Individual (who isn't currently enrolled in a Waiver program) applies for Medicaid waiver services. From that point on, the Individual's records are stored in MWMA.

- The second point of entry is for those Individuals who are already receiving waiver services. Information for these Individuals will not be stored in MWMA when the system goes live. Case management agencies will need to follow the MWMA transition process to enter these individuals in MWMA.

Provided below is a summary of the transition process and the expectations regarding the timeframe for transitioning currently enrolled Individuals into MWMA. More details can be found in the training materials also noted below.

Each case management agency will be responsible for initiating the transition process for all of the currently enrolled waiver individuals to whom they provide case management services. The transition process, which consists of a few simple screens in MWMA, takes about five minutes per Individual. Case management agencies will have a three month period, April 20th-July 20th, to transition Individuals.

In certain circumstances, Individuals should not immediately be transitioned into MWMA. These circumstances depend on whether an Individual's level of care end date is approaching. The following table outlines the processes agencies should follow when completing the reassessment/renewal and transition processes.

If an Individual's level of care end date is . . .	The reassessment/renewal and transition processes should occur as follows:	And ongoing case management and plan of care management activities (after Transition) should occur as follows:
On or Before June 30th, 2015	1. Perform the Annual Level of Care Reassessment and Plan of Care Renewal using current processes and forms (outside of MWMA). 2. Transition the Individual into MWMA after the Annual Level of Care Reassessment and Plan of Care Renewal has been completed. The transition needs to be completed by July 20, 2015.	• Plan of care modifications/updates are managed using current processes and forms (outside of MWMA) until the Individual's next reassessment date in 2016. • Other case management activities (e.g. case notes, case transfers etc.) are performed within MWMA. • The subsequent Level of Care Reassessment and Plan of Care Renewal (in 2016) will be done within MWMA.
After June 30th, 2015	1. Transition the Individual into MWMA. 2. Perform the Annual Level of Care Reassessment and Plan of Care Renewal using MWMA. **Note:** Please complete the transition to MWMA at least 30 days prior to the Reassessment date, or July 20th whichever comes first. Modifications/updates made to the existing plan of care before the transition need to be managed using current processes and forms (outside of MWMA).	• The new plan of care is created, reviewed and managed within MWMA. • Plan of care modifications/updates are managed within MWMA. • Other case management activities (e.g. case notes, case transfer etc.) are performed within MWMA.

The Transition approach offers the following benefits for case management agencies:
- The three month window provides adequate time for agencies to manage the transition to MWMA.
- Agencies must follow the current processes for Individuals whose annual assessments/renewals are close to the system launch. This enables the agencies to familiarize themselves with the new processes without risking interruption of services for these individuals.

A number of training materials are available and provide detailed guidance on how to initiate a transition. These materials include the following:
- **Web-based Training Course-** *Transitioning Individuals Into the Medicaid Waiver Management Application*
- **Job Aid:** *Transitioning an Individual*
- **MWMA User Guide-**Section 8: *Transitioning Individuals Into MWMA*

📎 Helpful Links & Resources

Bookmark these helpful links in your web browser for quick access.

- MWMA Information Page
- MWMA Frequently Asked Questions
- MWMA Fact Sheet
- MWMA-TRIS Training Portal

- MWMA Overview Presentation
- kynect
- Department for Medicaid Services

✉ The MWMA Implementation Team wants to hear from *you*! Contact us and let us know what you think about this bulletin.