

# Medicaid Waiver Management Application

## Project Information Bulletin

November 27, 2015 (8<sup>th</sup> 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

**The Cabinet Releases Statement on Data Security and Privacy:** As a reminder, the Kentucky Cabinet for Health and Family Services (CHFS) would like to re-enforce our position that the protection of every individual's privacy is of utmost importance to CHFS. In the deployment of new systems we work closely with our systems teams and vendors to implement and test security measures that prevent the inadvertent exposure of personally identifiable information (PII) and protected health information (PHI).

In addition, we realize that we cannot do this alone and we greatly appreciate your assistance. All Medicaid providers who have access to individuals' records are bound by legal agreement to protect all PHI in compliance with HIPAA and state information security laws. In addition, we encourage you to call the Contact Center immediately should you experience any concerns related to the security or privacy of an individual's PII or PHI. Doing so will help us to continue to prevent privacy issues.

**Turnaround for submitted applications, level of care assessments, and plans of care continues to improve.** The average review periods as of October 26<sup>th</sup> are as follows:

- Application Review-2.7 days
- Level of Care Review-1 day
- Plan of Care Review -1.7 days

**New MWMA Tip Sheets Now Available:** The MWMA Implementation Team has developed the following tip sheets to help clarify key details around common system functionality:

- Accessing *My Tasks* and *Queue Tasks*
- Initiating *Program Closures* and *Case Transfers*
- Accessing *Tasks and Notifications*

In addition to these resources, the **MWMA Task Tip Sheet** is also now available. The *Task Tip Sheet* is an index of system generated tasks in the Medicaid Waiver Management Application (MWMA).

These tip sheets can be accessed via the [MWMA Training Portal](#). If you are not a registered TRIS user, and would like access, submit your name and email address to the Implementation Team at [wcm\\_implementation@ky.gov](mailto:wcm_implementation@ky.gov).

## System Tips & Reminders

### Helpful Tips

- **Assistance with MWMA:** If you are encountering technical issues, system error messages, or have general questions about MWMA, please contact the MWMA/Partner Portal Contact Center. Representatives are available Monday- Friday from 8 a.m. to 5 p.m. Eastern Time and can be reached at 1-800-635-2570. (After the DMS welcome message plays, press "1", "6" and "2" to be transferred directly to the MWMA Contact Center.)

### Update on System Errors:

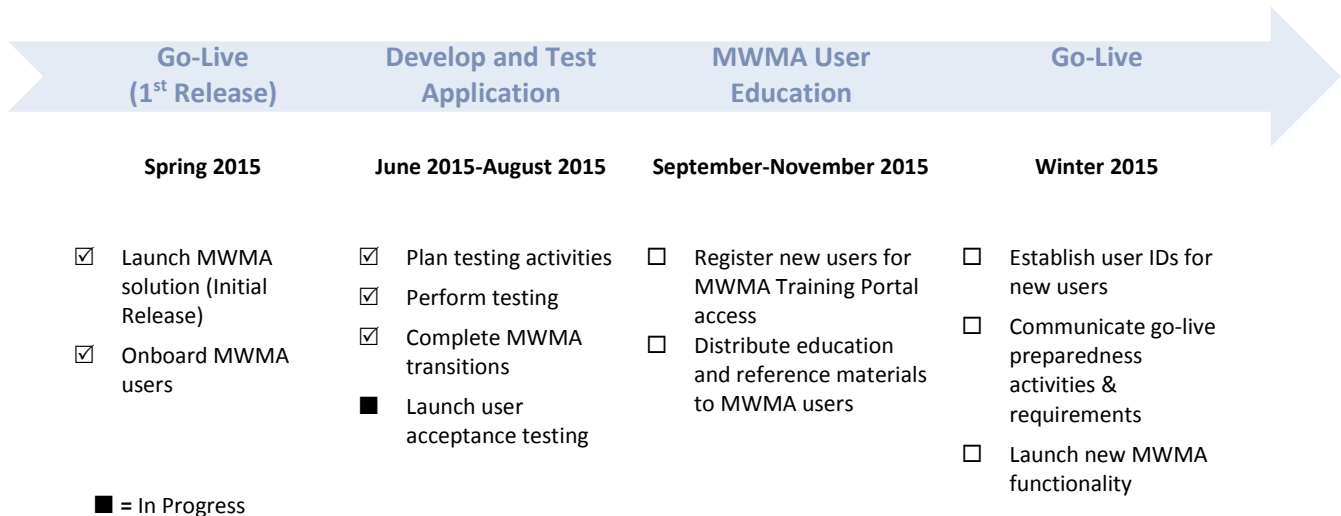
- Tasks were not transferring to new case managers following an internal case transfer. This issue has been resolved. New case managers now are able to access all tasks for transferred individuals.
- Some Individuals were not displaying under their assigned case manager's caseload. This issue has been resolved. Each case manager's caseload displays all assigned Individuals.

### System Updates

- **Document Size Increase:** The size limit for uploaded documents to MWMA is now **5mb**.

## MWMA Roadmap

Additional MWMA functionality will be made available on December 28<sup>th</sup>. The Roadmap below highlights key milestones and goals leading up to this release.



## Spotlight on . . . Waiver Intake in the New Release

The initial release of the Medicaid Waiver Management Application helped streamline many of the processes which support Medicaid waiver programs including waiver intake, level of care assessments, plan of care management, and case management activities. The second MWMA release, which goes live in Winter 2015, will include new functionality as well as enhancements to existing functions. Among these enhancements are updates to the waiver intake process, as follows:

- The Medicaid waiver screening/intake process will operate as a single streamlined application;
- The Application Initiator role will be expanded to new MWMA users; and

- Individuals (including Legal Guardians and Authorized Representatives) will have the ability to initiate Medicaid waiver screening applications through kynect.

The questions and answers below highlight the changes around waiver intake in additional detail.

## **MWMA Application Intake Q&A**

### ***Q: Why has the Cabinet decided to integrate waiver intake with the Medicaid application process?***

**A:** A synchronized Medicaid and Medicaid waiver intake process helps meet the Cabinet’s objective of streamlining access to care for Individuals and families. The integrated application will help to decrease service delays and will offer case managers and Individuals greater visibility into the waiver intake process, specifically around an Individual’s Medicaid eligibility status.

### ***Q: What additional information will Application Initiators need to collect as part of the integrated application?***

**A:** If an Individual applying for Medicaid waiver services has not yet been determined Medicaid eligible, the Application Initiator will complete Medicaid intake screens in addition to waiver intake screens. Medicaid intake screens collect general demographic details, income, expense, and medical information for all members of the Individual’s household.

If an Individual applying for Medicaid waiver services has already met Medicaid eligibility, the Application Initiator will only complete the waiver intake screens (i.e., the same intake screens completed today).

### ***Q: When will the integrated Medicaid waiver/Medicaid application go into effect?***

**A:** Application Initiators will begin using the integrated Medicaid waiver screen/Medicaid application when the new MWMA release goes live in Winter 2015.

### ***Q: Will Application Initiators also be responsible for assisting Medicaid applicants with applying for qualified health plans (QHP) and Advanced Premium Tax Credits (APTC)?***

**A:** As part of the Medicaid eligibility determination process, Individuals may be found eligible for tax credits and/or may wish to apply for a qualified health plan (QHP). Case managers should direct these Individuals to registered kynect insurance agents or kynectors to complete the application process for these programs. (If an Application Initiator is a registered kynector, they can assist Individuals with the applying for tax credits and QHPs. They will need to log in to kynect with their kynect log-in credentials to do so.)

### ***Q: Will DCBS continue to own the Medicaid eligibility determination process?***

**A:** As part of the integrated application, Individuals will receive an immediate update on their Medicaid eligibility status. Individuals may still need to complete an intake interview with DCBS. In addition, depending on the Individual’s eligibility determination, follow-up with DCBS may be required. Additional details on the Medicaid application process can be found on the [kynect website](#).

### ***Q: Who can submit waiver intake applications in the second MWMA release?***

**A:** Anyone who can complete a Medicaid application will have the ability to complete waiver intake screens. Some of the new users in the Application Initiator role include:

- Individuals (Legal Guardian/Authorized Representative)
- Direct Service Providers
- Insurance Agents
- Kynectors/Assistors
- Kynect Contact Center Staff
- DCBS Caseworkers

**Q: Will Application Initiators continue to complete and submit applications through MWMA?**

**A:** Application Initiators who have access to MWMA in the second release (e.g., Case Managers, CHFS staff, Direct Service Providers, etc.) will log into MWMA to initiate the waiver intake process. These users will be routed to the kynect or benefind application to complete intake screens. DCBS caseworkers will initiate waiver applications through the DCBS Worker Portal. All other users (kynect Contact Center staff, kynectors/Assistors, etc.) will log directly into kynect or benefind to complete intake screens.

**Q: What educational materials for the new application intake process be available to users?**

**A:** MWMA educational materials, including web based training courses, job aids, and updated user guide content on the application intake process, will be available on the MWMA Training Portal in the weeks prior to the December launch.

Access to the MWMA TRIS portal is available to registered users\*. If you are not a registered TRIS user, and would like access, submit your name and email address to the Implementation Team at [wcm\\_implementation@ky.gov](mailto:wcm_implementation@ky.gov). You will be contacted by EKU to initiate the TRIS registration process.

*\*Direct Service Providers, PDS Employees and Financial Management Agency staff will be provided access to TRIS once new materials become available. Details on the registration process for these users will be communicated within the next few months. In addition, educational materials will be available to Individuals and Families using the kynect portal.*

## Helpful Links & Resources

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

- [MWMA Information Page](#)
- [MWMA General Frequently Asked Questions](#)
- [MWMA Fact Sheet](#)
- [MWMA-TRIS Training Portal](#)
- [MWMA Overview Presentation](#)
- [kynect](#)
- [Department for Medicaid Services](#)
- [MWMA Onboarding Frequently Asked Questions](#)



The MWMA Implementation Team wants to hear from *you*! Contact [us](#) and [let us know what you think](#) about this bulletin.