

MWMA Information Bulletin April 2017

Announcements:

Welcome to the Medicaid Waiver Management Application (MWMA) Information Bulletin! This bulletin highlights an important note about MWMA classroom training and deep-dives into the Pre-Screening Review process. We also cover exciting system updates that became effective April 1st in addition to tips to help you view and interpret an application status.

Breaking News: MWMA Classroom Registration is Open!

Our intent is for every agency to receive training. There is not enough classroom space for every person from every agency to attend. It is up to each agency to determine the best 1-2 individual(s) to attend the training to then share their knowledge with the rest of the staff. If there is additional space available, agencies will be notified.

Registration for training occurs in TRIS. Use this link to access the TRIS calendar <https://tris.eku.edu/dcbs/calendar.asp>. When logging into TRIS please note that most usernames are **firstname.lastname** and the password is **medicaid1**.

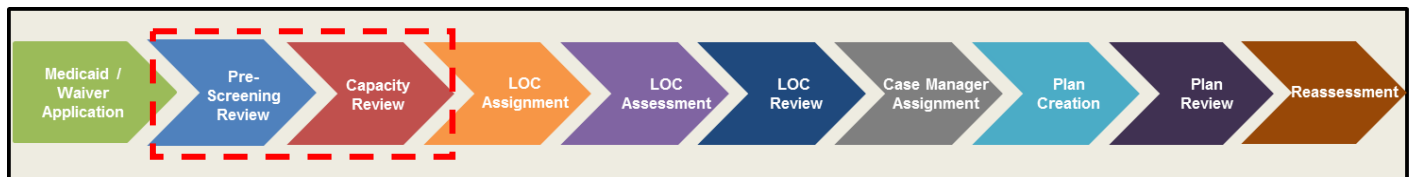
There are three sections of the bulletin: **MWMA 101**, **System Updates**, and **Helpful Tips**:

MWMA 101: Deep dives into the Pre-Screening Review process

System Updates: Details recent helpful system changes

Helpful Tips: Provides tips on how to view the application status

MWMA 101:

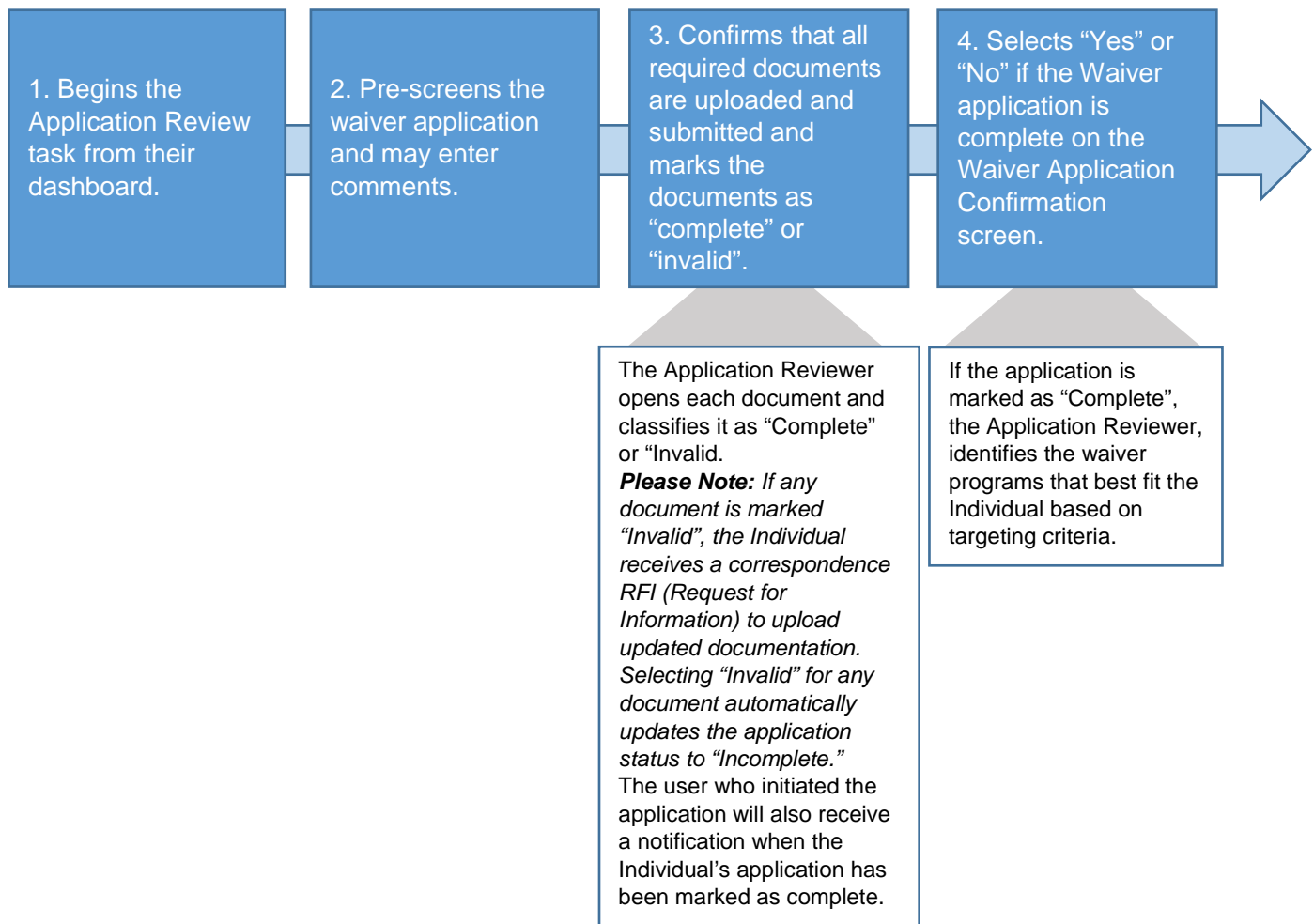


Pre-Screening Review

Ever wonder what happens after an application is complete and submitted? After submission in the Medicaid / Waiver Application step, the application goes to the Pre-Screening Review step! The Pre-Screening Review step is important to the process because the Application Reviewer identifies gaps in the application and begins the process of evaluating if the Individual meets any of the HCBS waivers' (ABI, ABI – LTC, HCB, Michelle P., Model II, and SCL) targeting criteria. Targeting criteria are the requirements an Individual must meet in order to be considered for a specific HCBS waiver. Examples of targeting criteria include age and diagnosis/condition. The criteria are different for each HCBS waiver.

To complete the Pre-Screening Review, the Application Reviewer goes through the following process:

The Application Reviewer:



There are two main outcomes of the review:

Application Status	Next Step Action(s) Taken
HCBS Waiver application is marked Complete and all mandatory documents have been uploaded. If the Application Reviewer determines that the application meets the HCBS waiver targeting criteria, MWMA creates an MWMA case number for the Individual. One application is reviewed for all HCBS waivers	<ul style="list-style-type: none"> • Task triggers for the Capacity Reviewer to review the application. • Capacity Reviewer evaluates the application against the targeting criteria (specific eligibility requirements) for a particular HCBS Waiver. • If targeting criteria is met, the Capacity Reviewer determines if capacity is reserved or waitlisted.

provided by the Department for Medicaid Services (DMS).	
HCBS Waiver application is marked Incomplete .	<ul style="list-style-type: none"> An RFI correspondence is created for the Individual to upload documents marked as invalid or requested per the Application Reviewer's comments. The Case Manager may view the correspondence letter under by clicking Message Center in Case Action on the Individual Summary screen.

Below are tasks and correspondences related to the Pre-Screening Review step:

Step	Task/ Correspondence	Next Step
Application Review	Task: Urgency of Need and Capacity Review-Application Reviewer	Capacity Reviewer receives a task to review the application and evaluate the application for urgency of need and review targeting criteria.
	Correspondence: RFI	The Individual receives a letter with an RFI (Request for Information) that states the Individual must provide requested documentation. Note, Individuals may still receive this correspondence even if all documents are uploaded. A disclaimer for the RFI states to disregard the correspondence if all mandatory documents have been provided.
	Correspondence: Does Not Meet Targeting Criteria	If the Targeting Criteria is not met for any HCBS Waiver, a correspondence generates to the Individual who does not meet the targeting criteria.

Capacity Review

After the Application Reviewer marks the application as complete, the Capacity Reviewer determines if the Individual meets targeting criteria for the specific HCBS Waiver program. Examples of targeting criteria may include age or diagnosis. If the Individual meets the targeting criteria for the waiver, the Capacity Reviewer updates the Individual's urgency of need. Some of the waivers have more than one category of urgency of need to designate the severity of the Individual's situation. The Capacity Reviewer then reviews the spots available for the waiver. Depending on the capacity, the Capacity Reviewer will reserve a spot for the Individual or place the Individual on a waitlist.

System Updates:

System updates help users better navigate MWMA. Did you know on April 1st the system was updated to help improve your MWMA experience?

Topic Area	Impacted User(s)	System Improvements
Application Intake		
Application Access	Case Supervisors, Case Managers, Application Initiators	All Case Supervisors, Case Managers, and Application Initiators within the same Case Management agency may search and view details of an Individual, and submit the application if the user who initiated the application is within the same agency. This allows for more transparency across the agency.
Application Initiator Transfer	Case Supervisors, Case Managers, Application Initiators	Case Supervisors within an agency currently associated with the Individual may initiate an internal and external Application Initiator Transfer. Users within a different agency can also request an immediate transfer if the Individual has chosen the new Agency to complete the application. The new Case Management Agency will not need to initiate the application, but will need Individual details to complete the case transfer and submit the application.
Application Processing	Application Initiators	A new notification informs Application Initiators that the Individual's application has continued through the MWMA processes. A notification informs the Application Initiator that the Individual's application has been marked complete. An additional notification is sent when capacity is either "Reserved" or "Waitlisted" for the Individual. If the Capacity Reviewer determines the Individual does not meet targeting criteria, a task generates to the Application Reviewer per existing functionality.
<i>Refer to the Application Initiator Transfer and Application Search Job Aid that will be posted to TRIS soon for more information.</i>		
Electronic Signature	Application Initiators	During Application Intake, the MAP-115 has been added as a mandatory document for all applications submitted by a user other than the Individual or the Individual's Authorized Representative.
Level of Care		
Level of Care	Plan Reviewers, Case Managers, QIO Super-Users	QIO Super-Users are now able to update the LOC dates when a change is needed even after determining the LOC is "Met".
Plan of Care		
Electronic Signature	Plan Reviewers	During the development of Plan of Care, the MAP-116 has been added as a mandatory document for all Plans.
Conflicting Case Management: Case Transfer and Plan of Care	Case Management Administrators, Case Supervisors, Case Managers	MWMA has been updated to check services that are not marked for exclusions for conflict during Case Transfer and Plan of Care Submission.

Topic Area	Impacted User(s)	System Improvements
Plan of Care	Plan Reviewers	Case Managers may now add multiple employees under one PDS (Participant Directed service). They may also add multiple service delivery locations to each PDS service.
<i>Refer to the Plan of Care: Multiple Employees per PDS Service Job Aid that will be posted to TRIS soon for more information.</i>		
Plan of Care	Case Supervisors, Case Managers	There is now text on the Submit Plan screen that asks the Case Manager if they acknowledge their responsibility to monitor the plan and print and distribute the plan to the Individual, family members, Legal Guardians, Authorized Representatives and anyone else in the development of the plan.
Plan of Care	Authorized Representatives, Case Supervisors, Case Managers, Case Management Administrators, Waiver Capacity Administrators, Plan Reviewers	The Plan of Care print template has been improved. The POC PDF allows the user to keep a hard copy of the Plan outside of MWMA. Any changes to this template will only be reflected for future-generated correspondences. Any previously-generated correspondences using the old template will remain as-is.
General Updates		
Notifications	All users	An update now shows the number of unread messages in the Message Center. This numbered notification appears in three places in MWMA including: <ul style="list-style-type: none"> • Next to the Message Center link in the blue header • Next to the Notifications Center link in the Quick Links section of the Dashboard • Next to the Message Center header on the Message Center screen. This helps notify users when they have new, unread notifications.
Case Notes	Case Supervisors, Case Managers	Agencies may now decide if they will use MWMA for managing case notes and document their decision in MWMA. If agencies decide to opt-out, they indicate their DMS-approved case note management tool. Opting-out is at the Case Management Agency level (not the individual user level). If an agency opts-out there will no longer be tasks generated for case notes, but they can still be entered in MWMA. <i>Note, Agencies must indicate if they are opting-out of using MWMA for Case Note Management by June 30th. After June 30th, if your Agency has not indicated their case note management tool choice, it is assumed your Agency chooses to use MWMA for case note management.</i>
Case Notes	Case Supervisors, Case Managers	Case Managers may now indicate if a case note could not be captured for the month. In addition, users may also view multiple existing case notes at the same time as

Topic Area	Impacted User(s)	System Improvements
		entering a new case note for enhanced case transparency.
<i>Refer to the Enhance Case Note Management Job Aid that will be posted to TRIS soon for more information.</i>		
Reports	Case Supervisors, Case Managers, Case Management Administrators	Two new reports are available in MWMA. The Agency Snapshot report provides a snapshot of all Individuals within a specific agency and the length of time it has taken for Individuals affiliated with a specific agency to complete each key phase of MWMA intake through POC prior authorization. The Waiver Timelines: Applications report provides details on the timeliness of the different phase of the application process from initiation through completion.
<i>Refer to the New Reports (Agency Snapshot and Waiver Timelines: Applications) Job Aid that will be posted to TRIS soon for more information.</i>		

Please Note: The Centers for Medicare and Medicaid services (CMS) and Kentucky regulation refer to the Plan of Care as the Person Centered Service Plan.

Helpful Tips:

Have you ever wondered how to track the status of an application? MWMA allows you to track application statuses to better understand the progress of an application.

To track the **waiver application status**:

- Go to Quick Search on the MWMA home screen.
- Enter the name or unique identifiers (e.g. Application Number, Case Number, Social Security Numbers, etc.) of the Individual.
- Click **View Applications**.
- Click the **hyperlink of the application number**, you are able to view the status of the application on the application tracker screen.

Application Tracker

Application #

Application Date: 01/23/2017

Application History Application Status : Complete

Action Type	Action Date	Action Comments	Action Taken By		Assigned To	Status
Application Submitted	01/23/2017		Case Management Administrator (Internal)	Audrey Fernandez	Application Reviewer	Submitted
Application Complete	01/23/2017		LOC Reviewer	QID User	Application Reviewer	Complete

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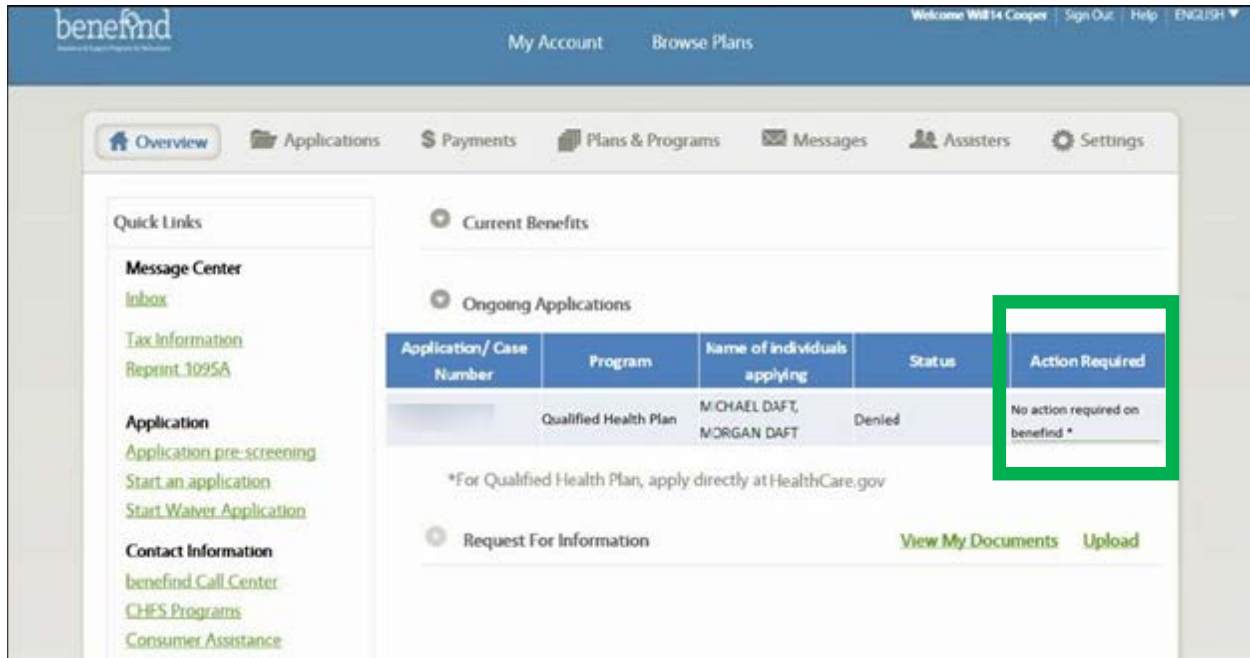
Please refer to the application status for applications that have been submitted and are being reviewed for completeness. A case number and status is created once an application is reviewed and marked complete. You should refer to the case status to track the case through the remaining steps in the process.

Below are the application statuses and brief descriptions:

Application Status	Phase	Description
Saved	Waiver Screening	User who initiated the application saves the HCBS Waiver Application. Case Supervisors, Case Managers, and Application Initiators within the same agency of the Application Initiator should still submit the application.
Submitted	Waiver Screening	Case Supervisors, Case Managers, and Application Initiators within the same agency of the Application Initiator submits the HCBS Waiver. Although there is an application status of Submitted, mandatory documents may still be required for upload before the application triggers a task for the Application Reviewer to review the application.
Resubmitted	Waiver Screening	Case Supervisors, Case Managers, and Application Initiators within the same agency of the Application Initiator resubmit the application after uploading new documents.
Complete	Application Review	Application Reviewer determines the application is complete.
Incomplete	Application Review	Application Reviewer determines that the uploaded documents do not provide enough information.

To track the status of a **Medicaid application**:

1. Go to Quick Search on the MWMA home screen.
2. Enter the name or unique identifiers (e.g. Application Number, Case Number, Social Security Numbers, etc.) of the Individual.
3. Click **Go to benefind Dashboard** on the Individual Summary screen.
4. View the application status on the **benefind Dashboard**.



The screenshot shows the benefind dashboard interface. At the top, there is a navigation bar with 'My Account' and 'Browse Plans'. Below this is a secondary navigation bar with icons for 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The main content area is divided into sections: 'Quick Links' on the left, 'Current Benefits', 'Ongoing Applications', and 'Request For Information'. The 'Ongoing Applications' section contains a table with the following data:

Application/ Case Number	Program	Name of individuals applying	Status	Action Required
	Qualified Health Plan	MICHAEL DAFT, MORGAN DAFT	Denied	No action required on benefind *

Below the table, there is a note: '*For Qualified Health Plan, apply directly at HealthCare.gov'. The 'Action Required' column header and its corresponding cell are highlighted with a green box.

Notifications help you stay up-to-date with the most recent activity regarding your case. See below for a tip to view notifications!

To view notifications:

- Click Message Center on your MWMA dashboard
- Review your notifications! The notification icon marks the number of unread messages.

Message Center 499

Last 3 Months

Subject	From	Date Received
Program Closure Request submitted for ADAMS, ABLE has been approved	MWMA System	03/09/2017
Plan of Care is now Current for OATSTEST, JSEVENDOTZERO.	MWMA System	03/09/2017
	MWMA System	03/09/2017
	MWMA System	03/09/2017
Plan of Care is now Current for HAWTHORNE, SUSAN.	MWMA System	03/08/2017
POC submitted by the Case Supervisor to the Plan Reviewer for HAWTHORNE, SUSAN	MWMA System	03/08/2017
New Individual HAWTHORNE, SUSAN assigned to caseload by Weasley, Fred	MWMA System	03/08/2017
New Individual SMITH, ROBBY assigned to caseload by Weasley, Fred	MWMA System	03/08/2017
New Individual SMITH, SARA assigned to caseload by Weasley, Fred	MWMA System	03/08/2017
New Individual SMITH, JOHNNY assigned to caseload by Weasley, Fred	MWMA System	03/08/2017

1 2 3 4 5 6 7 8 9 10

Note: To view an Individual's correspondence, navigate to the **Individual Summary** screen and select **Message Center**. The Individual's correspondence displays here.