

# Medicaid Waiver Management Application

## Project Information Bulletin

February, 2016, (9<sup>th</sup> Edition)

*We're finally here! February 29th Release 5 goes live, and this is the final Medicaid Waiver Management Application (MWMA) Information Bulletin.*

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### Important Announcements

**MWMA System Temporarily Suspended in February:** Starting February 29<sup>th</sup> 2016, the Medicaid waiver and Medicaid application intake processes will be integrated within a single system being provided by CHFS. The system is called “benefind” and it is the umbrella system that MWMA sits under in support of the Medicaid Waiver programs. With this integrated capability, benefind will allow for Medicaid applications to be completed in parallel to the waiver application screening process. In addition to this integrated approach to the waiver intake, MWMA will be enhanced to allow Individuals and their Legal Guardians or appointed representatives to initiate Medicaid waiver screening applications. As part of our preparation for the upcoming MWMA release all functionality will be **temporarily suspended** in February. Please be aware of the following dates:

- **IMPORTANT! Between February 5<sup>th</sup> and February 19<sup>th</sup> (5:00pm):** All new and in-progress applications must be submitted for review. Incomplete and in-progress applications that are not completed by February 19<sup>th</sup> cannot be accessed after this date. **These applications must be submitted as [new applications](#) after February 29<sup>th</sup> (7:00am).** Applications submitted by February 19<sup>th</sup> will be reviewed.
- **Between February 19<sup>th</sup> (5:01pm) to February 24<sup>th</sup> (6:59pm):** New applications cannot be submitted through MWMA during this period. Providers must wait until February 29<sup>th</sup> to submit new applications.
- **Between February 24<sup>th</sup> (7:00pm) and February 29<sup>th</sup> (7:00am):** All MWMA functionality will be temporarily unavailable during this period while the new benefind system is installed.

\*Please note all LOC/POC tasks submitted prior February 22<sup>nd</sup> will be completed before February 24<sup>th</sup> (7:00pm). Any LOC/POC entered on February 23<sup>rd</sup> and February 24<sup>th</sup> would not be completed until the system is back on February 29<sup>th</sup> (7:00am).

**\*Please Note: After careful consideration, Medicaid has chosen to discontinue the PDS Timesheet capability in the MWMA system. As a result, this functionality will be removed from the February 29th release.**

\*To help avoid an “Incomplete” application determination, please ensure the following when submitting applications:

- **Provide clear and detailed responses in the comment boxes for open-ended questions**
- **Make sure that all submitted documentation is complete**

- **Provide the Application Initiator's contact details in case additional follow-up is needed**

**MWMA Survey for New Users Still Open:** Organization Administrators for Direct Service Providers must complete the survey to begin using MWMA in the upcoming release. The survey can be accessed [here](#). **IMPORTANT: Only one representative per agency should complete the survey.**

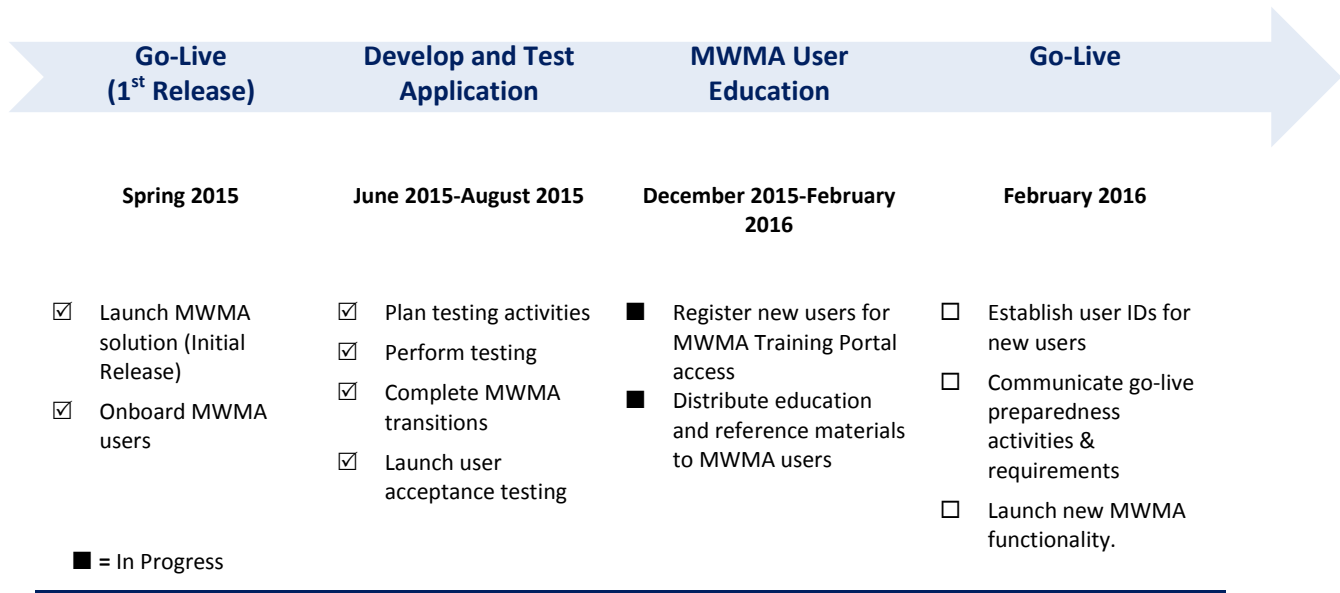
**New MWMA Training Materials Now Available:** Training materials covering new system functionality and updates to existing functionality are now available on the [MWMA Training Portal](#). Materials include the MWMA User Guide, job aids, tip sheets and the web-based training courses. As a reminder, individuals must be registered TRIS users to access the training portal. Access to the Training Portal can be requested by sending your name and email address to the MWMA mailbox at [MedicaidPartnerPortal.info@ky.gov](mailto:MedicaidPartnerPortal.info@ky.gov).

## System Tips & Reminders

- **Completing waiver applications in MWMA:** It is important to be **VERY** thorough in responses to the waiver application questions so that reviewers have as much information as possible to make appropriate determinations. Complete documents must accompany the application. Often reviewers have questions, so including contact information (name, phone number, and email address) of a case manager or other person completing the application will aid in being able to seek information to complete the review.
- **Submit program closure requests for anyone no longer in the waiver:** MWMA is designed for Capacity Management of each waiver, which means the number of people in each waiver and the number who can be added to the waiver. In order to have accurate counts, it is important to submit the program closure request timely when anyone leaves the waiver. Case Managers; please review your case management listing. If there is anyone listed who is no longer in the waiver, please submit a program closure request. To do so, from your dashboard, click on "Case Management" toward the top of your screen. Then click on Program Closure, search for the Individual and submit the program closure request. For more complete information, refer to the Performing Program Closure Job Aid in the MWMA Training Portal. Note: When an individual transfers to another agency but is still in the waiver, the process is a case transfer, not a program closure. For more information regarding case transfer, refer to the Case Transfer job aid in the MWMA Training Portal.
- **Uploading documents:** The size of documents that can be uploaded is 5MB. Instructions for converting documents to PDF can be found here: <http://www.wikihow.com/Convert-a-Microsoft-Word-Documents-to-PDF-Format>
- **Assistance with MWMA:** If you are encountering technical issues, system error messages, or has 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.) The Contact Center can also be reached at [MedicaidPartnerPortal.info@ky.gov](mailto:MedicaidPartnerPortal.info@ky.gov).
- **MWMA Task Tip Sheet Now Available:** As a reminder, MWMA users can now reference the MWMA Task Tip Sheet for details on system-generated tasks including a breakdown of who is responsible for completing tasks and required actions for completing and closing tasks. The Task Tip sheet is located in the Job Aids section of the **MWMA Training Portal**.
- **System-Generated Correspondences:** Correspondences (e.g., LOC Assessment Agency Selection) now include the date the correspondence was generated.
- **Case Notes Search Results:** Case note search results are now retained when users navigate across different screens. Users are no longer required to re-enter search criteria when navigating back to the Case Notes Search screen.

## MWMA Roadmap

Additional MWMA functionality will be made available February 29<sup>th</sup>. The Roadmap below highlights key milestones and goals leading up to this release.



## Helpful Links & Resources

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

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