

Medicaid Waiver Management Application

Project Information Bulletin

August 12, 2015 (6th 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

MWMA is a Success Across the Commonwealth: The Medicaid Waiver Management Application (MWMA) has seen significant growth since its launch three months ago. As of August 11th:

- 1,217 users have on boarded from 157 case management organizations
- 18,757 Individuals have been transitioned into MWMA
- 356 screening applications have been entered into MWMA

The Transition Deadline Has Been Extended: Case Managers now have until August 17th to transition Individuals into MWMA. Please note that if an Individual has an LOC end date on or before August 17th, the case manager has the option to complete the level of care (LOC) reassessment and plan of care (POC) renewal using pre-MWMA forms or processes or using MWMA. Additional guidance on completing transitions and LOC reassessments and POC renewals can be found [here](#).

System Tips & Reminders

System Requirements: Please note that the following requirements for onboarding and accessing MWMA:

- MWMA is supported by the following internet browsers:
 - Internet Explorer (IE) 8 and above
 - Chrome
 - Mozilla
- The VIP Access software is required to onboard and access MWMA. If you are unable to download, install or use the VIP Access software on your machine, contact the department or Individual who has administrative network rights for assistance.

⚠ System Tips & Reminders (Cont'd)

Helpful Tips

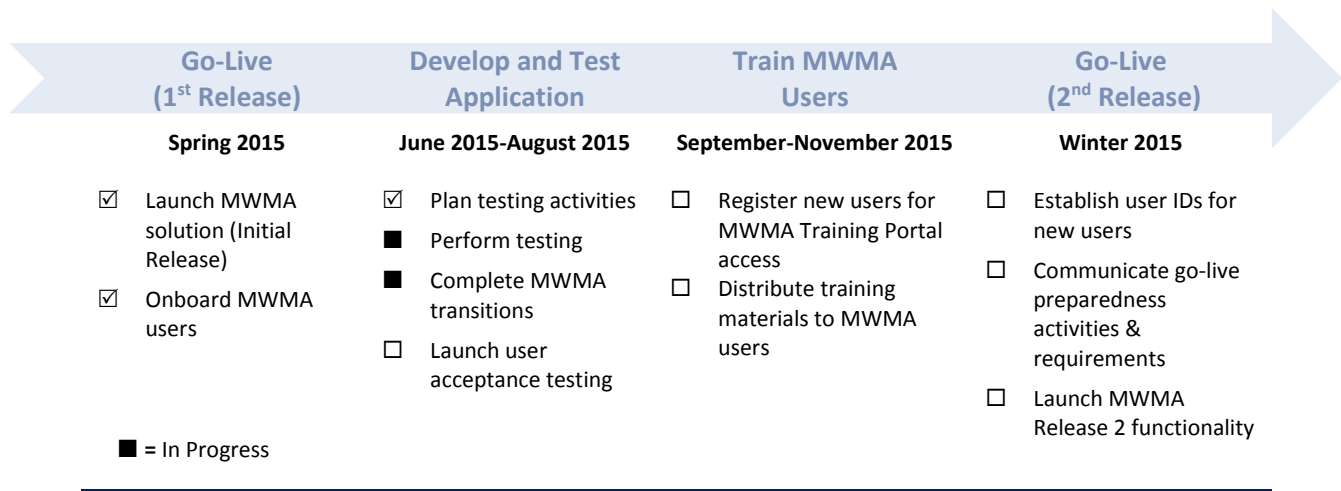
- **Uploading Documentation:** When uploading documentation categorized as “other”, please be sure to provide a description of the document(s) in the Comments section. This will help later in identifying uploaded documents.
- **Searching for Individuals (using their MAID):** Individuals may have both an active MAID and one or more inactive MAIDs. MWMA only stores one MAID for each Individual. Therefore, if you are unsuccessful in searching for an Individual using a MAID, please try searching for the Individual again using different criteria (e.g., first name/last name, SSN, etc.).
- **Viewing Documents:** When you click on the link to view a document it may not immediately appear. If the document has not appeared after a minute or so, click on the X in the upper right hand corner where the document is trying to appear (which closes that attempt) and click on the link again.

Update on System Errors:

- **Case Notes:** Users may have previously encountered error messages when attempting to enter case notes via the Create Case Note task function. This issue has been resolved. Users can now enter case notes manually or through a Create Case Note task on their dashboard.

📍 MWMA Roadmap

The second MWMA release is scheduled for Winter 2015. The Roadmap below highlights key milestones and goals leading up to this release.



💡 Spotlight on . . . *Performing Case Management Activities in MWMA*

You have onboarded to MWMA, transitioned your caseload and have even submitted a few plans of care . . . *now what?* Well, now you are able to leverage the vast array of system tools and functionality designed to help streamline the delivery of waiver services to your clients. In fact, once an Individual has been transitioned into MWMA, case managers should begin to immediately perform case management activities within MWMA.

The Medicaid Waiver Management Application supports the entire case management cycle from initial agency and case manager assignment all the way through program closure requests. Having this centralized resource in place offers case managers comprehensive access to an Individual’s case management services.

The table below highlights the case management functions available in MWMA and the specific activities supported by each function. Detailed guidance on case management functionality can be found in the following training materials:

- **MWMA User Guide:** Chapter 8-Performing Waiver Case Management
- **Web-based Training:** Course 7- Performing Waiver Case Management

Relevant Job aids are identified for each function in the following table.


Case Management Function	Description
<p>Initial Case Assignment</p>	<p>MWMA facilitates the case assignment process by allowing case supervisors to assign case management agencies and case managers to Individuals. In addition, authorized users can view an Individual’s case assignment history.</p> <p>The case management agency assignment process can be initiated once an Individual’s level of care has been marked “met” and they select a specific case management agency to provide case management services or request assistance from CHFS.</p> <p>Helpful Tip: When searching for case managers to assign to an Individual, selecting the “View All Employees” checkbox allows the user to see the caseload size for each case manager and case supervisor within their agency.</p> <p>Job Aid: Initial Case Assignment Quick Reference Guide</p>
<p>Caseload Management</p>	<p>Caseload management functions involve the process of performing case management activities for Individuals enrolled in Medicaid waiver programs. This functionality allows <u>case supervisors</u> to:</p> <ul style="list-style-type: none"> • Associate case managers to case supervisors*; • Perform internal and external case transfers; • View caseload details for case supervisors and case managers within their case management agency (case managers can also view caseload details for other case managers). <p><i>*Once a case manager has onboarded to MWMA, a case supervisor from their agency must associate the case manager to a case supervisor via the Manage Agency Relationships screen.</i></p> <p>Helpful Tip: Case supervisors can select the “View Assigned Case Managers” on the Quick Links menu to view all case managers assigned to them.</p> <p>Job Aids: Managing Intra-Agency Relationships Quick Reference Guide, Performing Case Transfers Quick Reference Guide</p>
<p>Case Note Management</p>	<p>Once an Individual is assigned to a case manager, the case manager can begin creating and submitting case notes on behalf of that Individual. Note that upon transitioning an Individual into MWMA, you can begin entering case notes for that Individual immediately.</p> <p>In addition to creating new case notes, case managers also have the ability to search existing case notes. Users have the option to search for a specific case note or a general timeframe to view multiple case notes.</p> <p>Case managers should also note that in instances where required case notes have not been submitted in MWMA, built-in system checks will trigger a task at the end of each month prompting the case manager for their entry.</p> <p>Helpful Tip: Saving a case note without submitting it allows the case manager to make updates/edits to that case note. Once a case note is submitted, edits cannot be made.</p> <p>Job Aids: Case Notes Quick Reference Guide</p>
<p>Program Closure</p>	<p>Case managers can now submit and manage program closures* through MWMA as well as record an Individual’s inability to access services. This MWMA functionality replaces the use of the MAP-24 and MAP-24c previously used to record these activities.</p> <p><i>*If a program closure is submitted by a case manager, the assigned case supervisor must approve the program closure before it can be processed in MWMA.</i></p>

Case Management Function	Description
	<p>Helpful Tip: As best practice, always future-date the effective closure date. In the event that a change needs to be made, the case supervisor is able to delete the request before the effective closure date.</p> <p>Job Aids: Performing Program Closures Quick Reference Guide, Inability to Access Services Quick Reference Guide</p>

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.