

# Medicaid Waiver Management Application

## Project Information Bulletin

October 8th, 2015 (7<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

**MWMA reaches an 85% adoption rate!** This means the majority of waiver case managers have onboarded and begun to integrate MWMA into their daily functions\*. As of September 29<sup>th</sup>:

- 1,287 users have on boarded from 162 case management organizations
- 20,831 Individuals have been transitioned into MWMA
- 647 screening applications have been entered into MWMA

*\*If your agency has not onboarded to MWMA, please do so immediately. For onboarding questions or issues, contact the Contact Center at 1-800-635-2570.*

**Updated MWMA User Guide and New Job Aid Available on Training Portal:** Version 5 of MWMA User Guide includes updates to *Section 6: Performing an LOC Assessment*, *Section 11: Performing an LOC Reassessment* and new guidance on the POC modification process. A new job aid on the POC modification process is also available on the Portal. MWMA users who do not have access to the Training Portal can request access by sending an email to MWMA mailbox at [wcm\\_implementation@ky.gov](mailto:wcm_implementation@ky.gov).

**New Protocol for Updating Address and Contact Details in MWMA:** Case managers should direct Medicaid waiver participants and/or their Authorized Representatives to contact one of the following organizations to report changes to a waiver participant's personal information (e.g., name, address, date of birth):

- **(if the Individual receives Medicaid through Social Security Income benefits)-** the Individual's local Social Security Office and the Department for Community Based Services (DCBS) at 855-306-8959 or;
- **(if the Individual does not receive Medicaid through Social Security Income benefits)-** the Department for Community Based Services (DCBS) at 855-306-8959

Once the appropriate records are updated, changes will be automatically reflected in MWMA.

## System Tips & Reminders

### Helpful Tips:

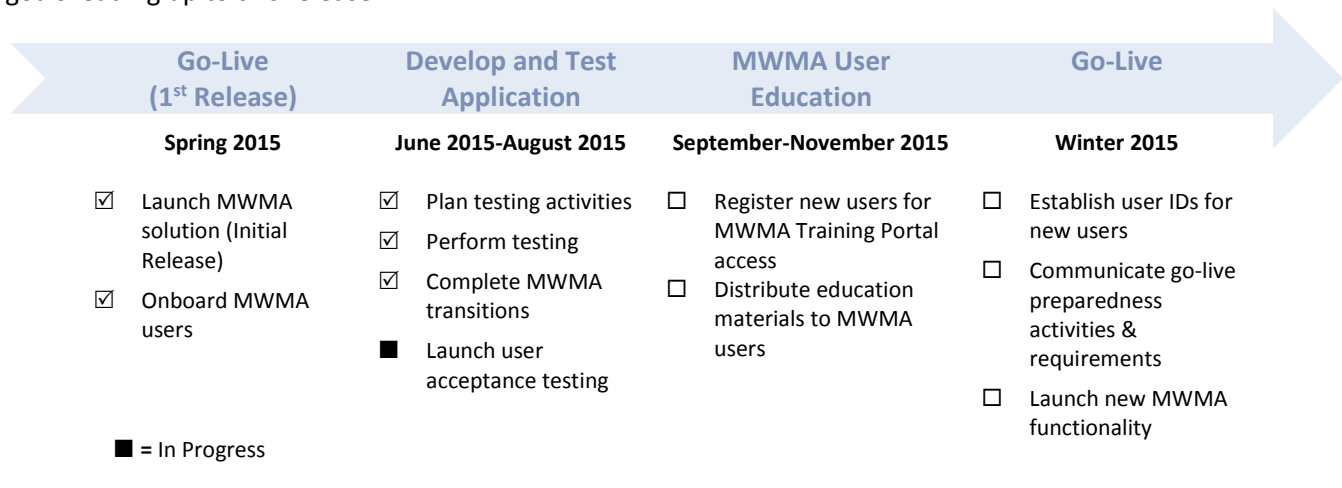
- **Assistance with MWMA:** If you are encountering technical issues, system error messages, or have general questions about MWMA, please contact the MWMA/Partner Portal Contact Center. Representatives are available Monday- Friday from 8 a.m. to 5 p.m. Eastern Time and can be reached at 1-800-635-2570. (After the DMS welcome message plays, press "1", "6" and "2" to be transferred directly to the MWMA Contact Center.)
- **Locating Service Providers in MWMA:** Case managers should also call the Contact Center if they are unable to locate a service provider in MWMA when completing a plan of care.
- **Submitting Annual Reassessments:** When submitting reassessment results, case managers should select "Annual Reassessment" as the assessment reason on the **Level of Care Agency Assignment** screen. Users can navigate to the **Level of Care Agency Assignment** screen by clicking the **LOC Assessment Agency Selection** link from the Quick Links menu of the *Dashboard* screen.

### Update on System Errors:

- **Case Manager in Training Log-in:** Users assigned to the Case Manager in Training role encountered server errors when attempting to log into MWMA via the Self Service Portal (SSP). These users can now access MWMA through SSP.

## MWMA Roadmap

Additional MWMA functionality will be made available in Winter 2015. The Roadmap below highlights key milestones and goals leading up to this release.



## Spotlight on . . . *What's New in the Winter Release*

### Winter 2015 Functionality

Additional MWMA functionality is slated for Winter 2015 to support Medicaid waiver programs. Some of this functionality will expand upon the processes already supported through MWMA including application intake, eligibility determination and level of care assessments. Other MWMA functional additions include: incident reporting and participant directed services timesheet management.

The table on the following page provides a general overview of the new functionality available to users as of December 2015.

## Expansion of MWMA Functionality in December 2015

Functionality	Overview
<b>Application Intake/Screening</b>	<ul style="list-style-type: none"> <li>The integration of kynect and MWMA will allow for a synchronized Medicaid and Medicaid waiver application process.               <ul style="list-style-type: none"> <li>Individuals will have the ability to initiate Medicaid waiver screening applications through kynect</li> <li>DCBS caseworkers will have the ability to initiate Medicaid waiver applications on behalf of Individuals</li> <li>Case managers and direct service providers will have the ability to complete Medicaid applications on behalf of Individuals in parallel with the Medicaid waiver application screening process</li> </ul> </li> </ul>
<b>Eligibility Determination</b>	<ul style="list-style-type: none"> <li>Medicaid eligibility and Medicaid waiver eligibility determination will be supported by a single system; Individuals and case managers can view Medicaid eligibility details and status in MWMA.</li> <li>Active Medicaid waiver wait lists will be managed within MWMA. Capacity Reviewers will have the ability to place Individuals on applicable wait lists and view an Individual's wait list status.</li> <li>Capacity management administration will also be supported by MWMA allowing for the adjustment of capacity slots and yearly baseline periods and the addition of new baseline categories.</li> </ul>
<b>Level of Care Assessment</b>	<ul style="list-style-type: none"> <li>Assessment tools used for some waiver programs will be integrated into MWMA, allowing assessors to complete assessment questionnaires directly in the system.</li> </ul>

## New Functionality in MWMA as of December 2015

Functionality	Overview
<b>Prescreening</b>	<ul style="list-style-type: none"> <li>Individuals will have the ability to use the kynect pre-screening tool to view their potential eligibility for Medicaid waiver programs.</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>MWMA will support a common incident management process across all waiver programs. Incidents will be logged, tracked and processed in MWMA.</li> </ul>
<b>Participant Directed Services</b>	<ul style="list-style-type: none"> <li>MWMA will enable Participant Directed Services employees to enter and submit timesheets online. Individuals, Case managers and financial management agencies will have to ability to approve and verify timesheets approval in MWMA.</li> </ul>

### Additional MWMA End-Users

The new functionality noted above will be used by both existing MWMA users and new users. The extent to which users access MWMA and case information will continue to be dependent on each user's specific role.

New MWMA users and the activities they will be able to perform in MWMA are detailed in the following table. Details on the MWMA onboarding process for these users will be communicated in the weeks leading to the December 2015 launch.

New Users	MWMA Capabilities
<b>Direct Service Providers</b>	<ul style="list-style-type: none"> <li>Initiate screening application for Medicaid waiver services on behalf of an Individual</li> <li>View level of care and plan of care details</li> <li>View, enter and submit incident reports</li> <li>Submit service notes</li> </ul>
<b>Participant Directed Services (PDS) Employees</b>	<ul style="list-style-type: none"> <li>Initiate screening application for Medicaid waiver services on behalf of an Individual</li> <li>Enter, edit and submit electronic timesheets</li> </ul>

New Users	MWMA Capabilities
	<ul style="list-style-type: none"> <li>• Enter and submit incident reports</li> </ul>
Financial Management Agencies	<ul style="list-style-type: none"> <li>• Review and verify Participant Directed Services (PDS) employee timesheets</li> </ul>
<b>Individuals (includes Authorized Representatives, State Guardians &amp; Legal Guardians)*</b>  <i>*will have self-service access via the kynect platform</i>	<ul style="list-style-type: none"> <li>• Prescreen for potential eligibility for Medicaid waiver programs</li> <li>• Apply for Medicaid waiver services</li> <li>• Track Medicaid waiver enrollment status</li> <li>• View level of care and plan of care details</li> <li>• View correspondence and documentation</li> <li>• View and approve Participant Directed Services (PDS) employee timesheets</li> </ul>

### MWMA Education Resources

Existing MWMA education materials including the MWMA User Guide, web-based training courses, and job aids will be updated to include MWMA Release 2 functionality. These materials will be available via the MWMA-TRIS training portal in the weeks prior to the December 2015 launch.

As a reminder, 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 ECU 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 new 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.