

MWMA Information Bulletin February 2017

Announcements:

Welcome to the Medicaid Waiver Management Application (MWMA) Information Bulletin! These bulletins provide insight into using MWMA to help you as you support individuals in the Home and Community Based Services (HCBS) Waiver programs. The content reflects feedback we have received and helps to address common misunderstandings about using MWMA.

We are committed to your success in supporting individuals. As part of our commitment, we are launching formal MWMA Adoption support this spring. We have a variety of opportunities for you to learn more about the system and gather helpful tips and information.

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

MWMA 101:

Our MWMA Adoption support is focused on four main areas: Education, Communications, Site Support, and Contact Center Support.

- **Education:** Classroom trainings will be offered throughout April, May, and June to allow you to practice in MWMA. Additionally, web based trainings are also being created so you can learn online from home or office to reinforce your MWMA understanding and skills.
- **Communications and Outreach:** Includes these bulletins as well as ongoing communications around policy and system changes. You will also see MWMA highlighted at conferences across the state over the next few months.
- **Site Support:** We are coming to visit select case management agencies! Be on the lookout for visits to your agency to help get your questions answered and gain understanding of how we can continue to support you in learning about the system.
- **Contact Center Support:** Additional system specialists will be supporting the Contact Center to aid in timely and accurate answers and resolutions.

MWMA System Updates:

Did you know that several system updates have occurred to improve your experience? Read below for some highlighted changes.

Topic Area	Impacted User	System Improvements
Case Management	Case Supervisor	Case Supervisors are now able to see all case notes even if another user enters the notes. This helps Case Supervisors better understand the Individual's situation and make appropriate decisions.
Case Management	Case Managers, Case Supervisors	Case Managers and Case Supervisors may now enter comments for an Individual if the Application Initiator is within the Case Management Agency.

Helpful Tips:

Upload Application Request for Information (RFI) Documents

Providing required documentation is critical for smooth, timely processing of applications. If the user who initiated the application fails to upload all required verification documents when submitting the application **OR** the Application Reviewer marks the application as incomplete or with invalid documents, an RFI is generated and sent to the Individual informing them that verification documentation must be uploaded.

When MWMA generates an RFI for an Individual, missing verification documentation must be uploaded using the View RFI Documents button on the Individual Summary screen!

ESSENTIAL TO KNOW: You must upload missing RFI documents using the View RFI Documents button. Using View Documents does not close the RFI. The request remains until all required documents are uploaded using the View RFI Documents button.

If you come back to MWMA and wish to upload missing or additional Application RFI Documents, complete the following steps:

- Go to Quick Search on the MWMA homepage.
- Enter the name or unique identifiers of the Individual.
- Click **View RFI Documents** on the Individual Summary home screen.

Individual Information			
Individual Name	MUSIC, BEATS	Last Case Action Date	N/A
Medicaid#	N/A	SSN	N/A
Reported SSN :	405-78-9977	Pseudo SSN :	968-86-6969
Date Of Birth	02/01/1980	Age	36
Gender	Male		
Residence Address	987 DELL LN FRANKFORT KY 40601	Mailing Address	987 DELL LN FRANKFORT KY 40601
Primary Phone#	N/A		
Secondary Phone#	N/A		
Email Address	N/A		
Legal Guardian	N/A	Authorized Representative	N/A
Case Management Agency	N/A		
Case Manager	N/A	Case Supervisor	N/A
Case Number	N/A	Case Status	N/A

Case Action
Case Tracker
View Applications
View RFI Documents
View Documents
View Plans of Care
Assessment History
Message Center
View Tasks
View Capacity Summary
Go To Benefind Dashboard

- Once the document(s) upload, the Upload Status updates to a green check mark. When **all** the Upload Statuses are updated to green check marks, the user is able to submit the application. Once the mandatory documents are uploaded and the user selects the Submit button in the bottom right-hand corner, a task generates for the Application Reviewer to review the application. **The Submit button is disabled until all the red “x’s” have been cleared.**

Documents Upload *-=Required field

Additional documentation is required to determine your Medicaid benefits. We cannot continue with the processing of your application until all required documentation has been submitted.

Please note that the Application Reviewer does not receive a task to review the application until required documents are uploaded and the final "Submit" button is clicked.

What Is Needed	Types of Document Accepted	Upload Status
*Acquired Brain Injury Hospitalization Verification	MAP-10, CT Scan, MRI, Rancho Level, Discharge Summary, Incident Report, MAP-26	✘
*Behavioral Challenge	OTHER, Individual Education Program Documentation from an Institution (Elementary, Middle, or High School, etc.), Psychological Evaluation, Discharge Summary, Law Enforcement Statement, Prison Statement, Written statement by a physician or other qualified mental health professional, Written documentation by law enforcement or court personnel	✘

View and Upload Documents

You may use the View Documents button to find and view documents already uploaded and to add document(s). **Remember that uploading documents through this button does not close an existing RFI.**

To upload other documents, that are not part of a task or RFI, complete the following steps:

- Go to Quick Search on the MWMA homepage.
- Enter the name or unique identifiers of the Individual.
- Click **View Documents** on the Individual Summary home page.
- Upload important document(s) by clicking the **Add Another Document** hyperlink.

benefitnd
Welcome Audrey Fernandez | Sign Out | Help
Home Start Application Case Management Message Center Quick Search
Agency: DMS Office

Name: ANTONIO, SAN MAID: 1000064446 Enrolled Program: ABI-LTC Case #: 100144282 Quick Launch

View Documents

Document Type	Document Date	Comments	Status	Reviewer Comments	Review Date
MAP-10	01/23/2017		Completed		01/23/2017
Physician Statement	01/23/2017		Completed		01/23/2017
OTHER	01/23/2017		Completed		01/23/2017
MAP-10	01/23/2017		Completed		01/23/2017
MAP-351	01/23/2017		Completed		01/23/2017

← Back Add Another Document

Note:

- The date populated in the Document Date column is the date the document is uploaded.

- For ease in locating documents, it is helpful to enter a brief comment when uploading, especially if you have selected “Other” as the type of document.