

Medicaid Waiver Management Application (MWMA)

Go-Live Frequently Asked Questions:

System Access/Onboarding, Application Intake and Review, and Transition

The following frequently asked questions (FAQs) are relevant to the go-live activities which case management agencies will be engaging in this week as they begin using the Medicaid Waiver Management Application (MWMA).

FAQs are documented under the following categories:

- [System Access/Onboarding Questions](#)
- [Application Intake and Review Questions](#)
- [Transition Questions](#)

System Access/Onboarding Questions

Q: Is my agency eligible to use MWMA? If so, how can we get access?

A: If your agency provides case management services for Medicaid waiver programs then you are eligible to use MWMA. To request access, contact the Partner Portal/MMWA Contact Center at 1-800-635-2570. You will be asked to provide your organization's provider number and to identify an Organization Administrator for your agency. The Organization Administrator is responsible for facilitating the MWMA onboarding process for agency users. Your Organization Administrator will then receive an invitation via email. Please refer for the on-boarding guide for additional steps after the receipt of the invitation.

Q: How can I find out who my Organization Administrator is?

A: You can find out who your Organization Administrator is by contacting the Partner Portal/MMWA Contact Center at 1-800-635-2570.

Q: Is MWMA accessible through a tablet or mobile phone?

A: There is no MMWA mobile application; however the full site can be accessed on a mobile or tablet using the browser on your device (e.g. Safari, Internet Explorer, Google Chrome).

Q: Is the system MAC (Safari browser) compatible?

A: While Safari is an acceptable browser, Google Chrome and Internet Explorer 9 or above are preferred browsers for accessing MWMA.

Q: I did not attend classroom training? How can I get up to speed on MWMA?

A: MWMA users can access the MWMA Training Portal which hosts an extensive set of online training materials covering each area of MWMA functionality.

Click [here](#) to access the Training Portal.*

**In order to access online materials, individuals must be registered TRIS users. Individuals who do not have a TRIS account should send their name and email address to the Implementation Team at wcm_implementation@ky.gov. They will receive additional instructions on how to register for access.*

Q: Can an individual be assigned to multiple user roles within MWMA?

A: Case management agency users can only be assigned to one user role. A user's assigned role does not necessarily limit them to performing the functions of that specified role.

For more information on the onboarding process, please refer to the MWMA Onboarding Manual located on the [MWMA Training Portal](#). *

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Q: If a Case Manager works for multiple organizations, will they have multiple log-in credentials for each agency?

A: No. If a Case Manager works for multiple organizations, they should use a single email address to onboard to all agencies they work for. An onboarding invitation must be sent from the Organization Administrator at each agency. Upon logging in to MWMA, they will be prompted to select the organization they wish to access.

Q: How will new users get access to MWMA after go-live?

A: Each agency's Organization Administrator will initiate the onboarding process for new users by forwarding an onboarding invitation from the Kentucky Online Gateway. Additional details on the onboarding process can be found in the MWMA Onboarding Manual located on the [MWMA Training Portal](#). *

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Q: I am an Organization Administrator and I have assigned myself a user role in MWMA. I can no longer view my Organization Administrator privileges. How do I regain these privileges?

A: An individual does not lose their Organization Administrator privileges once they assign themselves a user role. Organization Administrator privileges are not viewable from the MWMA onboarding screens. The Organization Administrator must log back in to KOG to view and access these privileges.

Q: Can an Organization Administrator assign the Organization Administrator role to additional users?

A: Yes, an Organization Administrator can assign the Organization Administrator role to additional users. To do this, the Organization Administrator must check "Waiver Organization Administrator" for each applicable user entered on the Invite Users tab located on the Organization Details screen in the

Kentucky Online Gateway (KOG). Additional details on the MWMA onboarding process can be found in the MWMA Onboarding manual located on the [MWMA Training Portal](#). *

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Application Intake and Review Questions

Q: Will case management agencies receive payment for submitting applications for Individuals who end up enrolling in a Waiver program?

A: No. Case management agencies will not receive payment for entering and submitting applications even if the applicant enrolls in a Medicaid waiver program.

Q: Is the application intake process the same for emergency cases across all waivers?

A: For those waiver programs that have an emergency status, the process for determining urgency of need will remain the same. Information collected during the application intake process will be used to help make the urgency of need determination.

Q: How long does an initiated application that has not been submitted remain in MWMA?

A: An initiated application that has not been submitted for review will remain in MWMA for 60 days from the last date an action was taken on the application.

Q: What is the timeframe for the application review process?

A: Application Reviewers have 3 business days to review a submitted application.

Transition Questions

Q: What is the MWMA Transition process?

A. The transition process establishes a record in MWMA for those individuals who were receiving waiver services prior to the MWMA implementation. Each case management agency is responsible for initiating the transition process for all of the currently enrolled waiver individuals to whom they provide case management services. Case management agencies will have a three month period, April 20th-July 20th 2015, to transition Individuals.

For more information on the Transition process, please refer to the April 13th issue of the MWMA Information Bulletin or the Transition training materials located on the [MWMA Training Portal](#). *

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Q: Who should be transitioned into MWMA and when?

A: All Individuals who are already enrolled in Medicaid waiver programs as of April 20, 2015 should be **transitioned into MWMA by July 20th**. NOTE: If the individual is due for Annual Level of Care Reassessment on or before June 30 2015, then perform the reassessment following existing processes and forms (outside of MWMA) before transitioning the individual in MWMA. Once reassessment is complete, transition the individual into MWMA (by July 20th) with the new LOC End Date.

This flow diagram provides the steps and timing to be followed:



Transition Plan Visual
Flow.pdf

For more information on the Transition process, please refer to the April 13th issue of the MWMA Information Bulletin or the Transition training materials located on the [MWMA Training Portal](#). *

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