

# Medicaid Waiver Management Application

## Project Information Bulletin

January 23, 2015 (2<sup>nd</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

**Participate in MWMA Training Kickoff Webinar!** The MWMA Implementation Team will host several webinars to kick off MWMA training. The webinar sessions are aimed at providing an overview of the MWMA Training Portal and addressing questions about classroom training. Webinar sessions will take place next week. Look out for additional details from the MWMA mailbox.

**Register for classroom training!** Classroom training for case managers kicks off on February 5, 2015. Individuals identified in the Training Participant Rosters will receive training invitations by the end of this month. Remember to sign up for your desired session as soon as possible as each class has a limited number of available seats. Note: these invitations and other communications around classroom training and web-based training access will come from Eastern Kentucky University (EKU).

### Project Updates

- User Acceptance Testing (UAT) for previously identified case management agency staff kicked off on January 13<sup>th</sup> and wrapped up this week. During UAT, participants had the opportunity to perform hands-on testing of the Medicaid Waiver Management Application.
- Training materials have been finalized and include web-based training courses, job aids, and the MWMA user manual. Supplemental training materials to the classroom training will be made available online later this month. Additional details on MWMA training resources can be found **here**.

The MWMA implementation will occur across two releases. The initial release is scheduled for Spring 2015 and the second release is scheduled for December 2015.

The Roadmap below highlights key milestones and goals for a successful implementation of the initial MWMA release.

Identify Application Requirements	Develop and Test Application	Train MWMA Users	Go-Live (1 <sup>st</sup> Release)
<b>Nov 2013-Jan 2014</b>	<b>Jan 2014-February 2015</b>	<b>Oct 2014- April 2015</b>	<b>Spring 2015</b>
<input checked="" type="checkbox"/> Perform analysis of existing business processes <input checked="" type="checkbox"/> Define future business processes	<input checked="" type="checkbox"/> Conduct design sessions with CHFS staff <input checked="" type="checkbox"/> Build application <input checked="" type="checkbox"/> Plan testing activities <input checked="" type="checkbox"/> Perform testing <input type="checkbox"/> Launch user acceptance testing	<input checked="" type="checkbox"/> Schedule classroom training <input type="checkbox"/> Register participants in classroom training <input type="checkbox"/> Distribute training materials to MWMA users <input type="checkbox"/> Conduct classroom training	<input type="checkbox"/> Establish user IDs for accessing MWMA <input type="checkbox"/> Communicate go-live preparedness activities & requirements <input type="checkbox"/> Distribute toll-free help desk number <input type="checkbox"/> Launch MWMA solution
■ = In Progress			

## Spotlight on . . . How to Apply For Waivers

The current processes to apply for Kentucky’s Medicaid Waiver programs vary by waiver. One of the key objectives of the Medicaid Waiver Management Application (MWMA) implementation is to standardize and streamline the process to apply for waivers by creating a single intake application that will be used for applying to any of the waiver programs. Through this standardization, MWMA automates the application process through a web-enabled portal and provides consistent experiences across all Medicaid waiver programs.

The future application process begins with the completion of a Waiver Intake Application. Application intake will serve as the process in which an Individual’s demographic, contact, needs and other details are collected from the Individual, Authorized Representative or Legal Guardian and input into MWMA. In the first release of MWMA, this information will be entered by an **Application Initiator\*** who may be a Case Manager, Case Manager Supervisor, or other authorized individuals at various case management agencies across Kentucky. The second release of MWMA will allow the Individuals to complete the application intake process themselves through kynect. In addition to entering application intake details, the Application Initiator will also have the ability to upload supporting application documentation, such as diagnosis reports and physician statements, directly into MWMA.

Once an Application Initiator has completed and submitted the Intake application, MWMA will automatically trigger a task for an **Application Reviewer\*\***. An Application Reviewer is responsible for reviewing the submitted waiver application and sending it to a specific waiver program for further processing. During the review process, the Application Reviewer reviews the intake application and validates the supporting documentation. The Application Reviewer will have the ability to return the application to the Application Initiator should further clarification or documentation be required. Once the application review process is completed, MWMA will then trigger waiver capacity review, thus initiating the Medicaid waiver eligibility and enrollment processes.

\*An Application Initiator is an individual who initiates and completes an application for Medicaid Waiver services on behalf of an Individual.

\*\*An Application Reviewer is an individual responsible for reviewing a submitted application and determining whether an Individual meets qualifying criteria for any particular waiver.

The table below highlights some of the major benefits provided by two specific MWMA application intake and review functionalities.

MWMA Feature/Functionality	Examples of Benefits
<p><b>Electronic Document Submission</b></p>	<p>MWMA’s document upload functionality allows the Application Initiator to upload documents and electronically attach the documents to an Individual’s waiver application. Benefits of this functionality include:</p> <ul style="list-style-type: none"> <li>• <b>Avoid delays due to incomplete applications:</b> An Individual’s waiver application may only be submitted in MWMA when all required supporting documents have been uploaded.</li> <li>• <b>Reduced waiting for supporting documents:</b> The Application Reviewer and Capacity Reviewer are able to review these documents when they review the Individual’s waiver application. The Application Reviewer and Capacity Reviewer no longer have to wait for supporting documents to be submitted separately. The document upload functionality helps the Application Review to make a timely determination of the status of an Individual’s supporting documentation.</li> </ul>
<p><b>Task Management</b></p>	<p>MWMA provides automated task controls for the flow of work between different user groups. Each user role (e.g., Application Initiator, Application Reviewer, Waiver Capacity Reviewer*, etc.) has a task queue on their home screen that is viewable upon login to MWMA. Here are some examples of MWMA tasks:</p> <ul style="list-style-type: none"> <li>• Application Reviewer receives a task to begin review of the waiver application once the Application Initiator submits an application.</li> <li>• Application Initiator receives a task when the Application Reviewer returns a submitted application due to missing information.</li> </ul> <p>Benefits of the MWMA task management functionality include:</p> <ul style="list-style-type: none"> <li>• Expedited processing of the waiver application by the various user roles</li> <li>• Real-time tracking of the status of the various application intake and review phases</li> <li>• Action completed on application intake, submission, review, or resubmission is electronically tracked to a specific user</li> <li>• Alerts created for near-due or overdue tasks</li> </ul>

\* A Waiver Capacity Reviewer is a Cabinet for Health and Family Services representative who determines whether targeting criteria is met, determines urgency of need, and the capacity in a waiver.



## MWMA Training Resources Overview

Beginning later this month, users will have online access to a variety of training materials aimed at providing them with the skills and knowledge needed to successfully use the Medicaid Waiver Management Application. These resources are described in the table below. These are supplemental training materials to the classroom training that will be delivered beginning in February.

Training Resource	Description
<b>User Manual</b>	Comprehensive document providing step-by-step instructions on system functionality and screen overviews.
<b>Job Aids</b>	Quick reference guides that include work steps, abbreviated explanations, tips, and hints around specific areas of system functionality.
<b>Web-based Training</b>	Self-paced courses that are available via the internet. Each course covers a variety of topics such as system functions, demonstrations showing how system functions are performed, and simulations allowing the learner to perform actions in a simulated system environment.
<b>Instructor-led Training</b>	Classroom-based training providing an overview of the MWMA application, process specific education for use of MWMA, live simulations of using MWMA, and exercises.

The MWMA user manual, job aids and web-based training courses will be accessed online through Eastern Kentucky University's learning management system. In order to access these materials, individuals must have their names and email addresses submitted to the MWMA Implementation team via the Training Participant Roster. It is important to note that only those individuals identified through the Training Participant Roster will be able to access these materials and access the classroom training.



## Helpful Links & Resources

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

- [MWMA Information Page](#)
- [MWMA Frequently Asked Questions](#)
- [MWMA Fact Sheet](#)
- [MWMA Overview Presentation](#)
- [kynect](#)
- [Department for Medicaid Services](#)



The MWMA Implementation Team wants to hear from you! Contact [us and let us know what you think](#) about this bulletin.