

## **Medicaid Waiver Providers,**

The deadline to transition Individuals into MWMA has been extended to **August 17<sup>th</sup>**. Please note that if an Individual has an LOC end date on or before August 17<sup>th</sup>, the case manager has the option to complete the level of care (LOC) reassessment and plan of care (POC) renewal through one of the following channels:

- using pre-MWMA forms and processes\*; **OR**
- using MWMA.

*\*"Pre-MWMA forms and processes" refers to paper forms and manual processes used to submit LOC reassessments/ POC renewals prior to the launch of MWMA.*

Depending on the approach taken, case managers must follow the specified guidelines for completing an Individual's transition, LOC reassessment and POC renewal, and making updates to the plan of care.

## **Transition/LOC/POC Frequently Asked Questions (FAQs)**

The following FAQs address some of the common case manager concerns and issues surrounding the transition, LOC reassessment and POC renewal processes.

### ***Q. When should all Individuals be transitioned into MWMA?***

A: All Individuals should be transitioned into MWMA by August 17<sup>th</sup>.

### ***Q. My agency has not yet onboarded to MWMA and we have Individuals with reassessment periods prior to August 17th. How should we proceed with completing transitions, LOC reassessments and POC renewals?***

A. Agencies that have not onboarded to MWMA should complete the onboarding process while continuing to follow the prescribed timelines for completing existing LOC reassessments and POC renewals. To avoid a delay in services, these agencies should complete reassessments and POC renewals for Individuals with an LOC end date on or before August 17<sup>th</sup> using the pre-MWMA processes. Once the LOC reassessment and POC renewal is complete, Individuals should be transitioned into MWMA with their new LOC end date. For Individuals with an LOC end date on or after August 18<sup>th</sup>, agencies should follow the guidelines as outlined in the table below and in the updated Transition process diagram (attached).

### ***Q. What if I've already initiated my client's LOC reassessment and POC renewal outside of MWMA but I haven't transitioned them?***

A. If an Individual's LOC reassessment and POC renewal have already been initiated outside of MWMA using the pre-MWMA processes, their case manager must wait until the new LOC end date is generated and POC has been renewed, and then transition the Individual into MWMA.

### ***Q. When attempting to transition some Individuals, I am getting error messages in MWMA. What should I do?***

A. If you are experiencing issues or errors with completing transitions, contact the MWMA Contact Center (1-800-635-2570) for assistance. After the DMS welcome message plays, press "1", "6" and "2".

To help expedite the resolution of your issue, please provide the Contact Center with the details about the Individual and the error message you received.

***Q. I have completed my client's LOC reassessment in MWMA, but I'm having issues completing the plan of care in MWMA. What can I do to submit the POC and avoid a gap in services?***

- A. If you have already completed an Individual's LOC reassessment in MWMA but are experiencing issues completing the plan of care in MWMA which may result in a delay of service, please submit the POC renewal using pre-MWMA processes.

**Additional Transition/LOC/POC Guidance for Case Managers**

The table below outlines the specific steps for transitioning Individuals and completing their LOC reassessments and POC renewals. This guidance is laid out according to the case management agency's MWMA onboarding status, the Individual's transition status and LOC end date. Please review this table carefully in addition to the updated Transition process diagram (attached).

\* - Indicates the additional materials that will aid you in completing these steps. These materials are referenced at the end, and are also attached with this email for easy reference.

Agency's Onboarding Status	Individual's Transition Status	Individual's LOC End Date	Process for Completing Individual's LOC Reassessment/POC Renewal
Not Onboarded into MWMA	N/A (since this can only be done after the Agency completes Onboarding)	On or before 8/17	<ol style="list-style-type: none"> <li>1. Complete the onboarding process. (Refer to the MWMA Onboarding Manual and job aids.)*</li> <li>2. If not already started, initiate the Individual's LOC reassessment and POC renewal using pre-MWMA paper forms.</li> <li>3. Once the LOC reassessment and POC renewal is complete, transition the Individual into MWMA by August 17<sup>th</sup> using the new LOC end date.* <b>(Do not transition the Individual until the prior authorization (PA) of services has been approved.)</b></li> <li>4. Complete all future plan of care modifications/updates using pre-MWMA processes until the Individual's next reassessment date in 2016. (Do not use MWMA for modifications/updates.)</li> <li>5. Complete future level of care reassessment and plan of care renewal (in 2016) using the new processes in MWMA.</li> </ol>

Agency's Onboarding Status	Individual's Transition Status	Individual's LOC End Date	Process for Completing Individual's LOC Reassessment/POC Renewal
		On or after 8/18	<ol style="list-style-type: none"> <li>1. Complete the onboarding process. (Refer to the MWMA Onboarding Manual and job aids.)*</li> <li>2. Transition the Individual into MWMA.*</li> <li>3. Once the transition is complete follow the new LOC reassessment processes and perform the LOC reassessment and POC renewal in MWMA. (Refer to the LOC Reassessment guidelines that were sent recently.)*</li> <li>4. Complete any future plan of care modifications/updates within MWMA.</li> <li>5. Complete future level of care reassessment and plan of care renewal (in 2016) within MWMA.</li> </ol>
Onboarding Process into MWMA Completed	Not Transitioned	On or before 8/17	<p>The LOC reassessment and POC renewal can be completed in MWMA <b>OR</b> using pre-MWMA processes.</p> <p><b>To complete the LOC reassessment and POC renewal in <u>MWMA</u>, proceed with the following steps:</b></p> <ol style="list-style-type: none"> <li>1. Transition the Individual into MWMA.*</li> <li>2. Once the transition is complete follow the new LOC reassessment processes and perform the LOC reassessment and POC renewal in MWMA. (Refer to the LOC reassessment guidelines that were sent recently.)*</li> <li>3. Complete any future plan of care modifications/updates within MWMA.</li> <li>4. Complete future level of care reassessment and plan of care renewal (in 2016) within MWMA.</li> </ol> <p><b>To complete the LOC reassessment and POC renewal <u>using pre-MWMA paper forms</u>, proceed with the following steps:</b></p> <ol style="list-style-type: none"> <li>1. Initiate the LOC reassessment and POC renewal using pre-MWMA processes.</li> <li>2. Once the LOC reassessment and plan of care renewal is complete, transition the Individual into MWMA by August 17<sup>th</sup> using the new LOC end date. <b>(Do not transition the Individual until the prior authorization (PA) of services has been approved.)</b></li> <li>3. Complete any future plan of care modifications/updates using pre-MWMA processes until the Individual's next reassessment date in 2016. (Do not use MWMA for modifications/updates.)</li> <li>4. Complete future level of care reassessment and plan of care renewal (in 2016) using the new processes in MWMA.</li> </ol>

Agency's Onboarding Status	Individual's Transition Status	Individual's LOC End Date	Process for Completing Individual's LOC Reassessment/POC Renewal
		On or after 8/18	<ol style="list-style-type: none"> <li>1. Transition the Individual into MWMA.*</li> <li>2. Once the transition is complete follow the new LOC reassessment processes and perform the LOC reassessment and POC renewal in MWMA. (Refer to the LOC reassessment guidelines that were sent recently.)*</li> <li>3. Complete any future plan of care modifications/updates within MWMA.</li> <li>4. Complete future level of care reassessment and plan of care renewal (in 2016) within MWMA.</li> </ol>
Onboarding Process into MWMA Completed	Transitioned	On or before 8/17	<p><b><u>If the LOC reassessment and POC renewal have already been initiated using pre-MWMA forms, proceed with the following steps:</u></b></p> <ol style="list-style-type: none"> <li>1. Continue with the LOC assessment and POC renewal using pre-MWMA processes.</li> <li>2. Complete any future plan of care modifications/updates using pre-MWMA processes and forms until the Individual's next reassessment date in 2016. (Do not use MWMA for modifications/updates.)</li> <li>3. Complete future level of care reassessment and plan of care renewal (in 2016) within MWMA.</li> </ol> <p><b><u>If the LOC reassessment and POC renewal have not been initiated, proceed with the following steps:</u></b></p> <ol style="list-style-type: none"> <li>1. Follow the new LOC reassessment processes and perform the LOC reassessment and POC renewal in MWMA. (Refer to the LOC reassessment guidelines that were sent recently.)*</li> <li>2. Complete any future plan of care modifications/updates within MWMA.</li> <li>3. Complete future level of care reassessment and plan of care renewal (in 2016) within MWMA.</li> </ol>
		On or after 8/18	<ol style="list-style-type: none"> <li>1. Follow the new LOC reassessment processes and perform the LOC reassessment and POC renewal in MWMA. (Refer to the LOC reassessment guidelines that were sent recently.)*</li> <li>2. Complete any future plan of care modifications/updates within MWMA.</li> <li>3. Complete future level of care reassessment and plan of care renewal (in 2016) within MWMA.</li> </ol>

## **MWMA Resources**

The following materials provide detailed guidance on onboarding to MWMA, performing transitions and level of care reassessments.

### **Onboarding Resources:**

- MWMA Onboarding Manual (attached)
- MWMA Onboarding Tip Sheet (attached)
- What should I do if my agency uses a state network? (Click [here](#) to access this job aid.)
- What should I do if I'm a kynector and my agency uses a state network? (Click [here](#) to access this job aid.)

### **Transition Resources:**

- Initiating a Transition Quick Reference Guide (attached)
- Web-based Training Course- *Transitioning Individuals Into the Medicaid Waiver Management Application* (Click [here](#) to log in to the MWMA Training Portal and access this course.)
- MWMA User Guide-Section 8: *Transitioning Individuals into MWMA* (Click [here](#) to log in to the MWMA Training Portal and access the user guide.)

### **Level of Care Resources:**

- MWMA Assessment Agency Selection Job Aid (attached)
- MWMA Assessment Submission Job Aid (attached)

Materials are located on the MWMA Training Portal. If you do not have access to the MWMA Training Portal, you can request access by providing your name and email address to the MWMA Implementation Team at [wcm\\_implementation@ky.gov](mailto:wcm_implementation@ky.gov).

As a reminder, case managers should contact the Partner Portal/MWMA Contact Center for assistance with addressing technical issues, system error messages, or general questions. Representatives are available Monday- Friday from 8 a.m. to 5 p.m. Eastern Time and can be reached through:

- **Phone:** 1-800-635-2570 (After the DMS welcome message plays, press "1", "6" and "2" to be transferred directly to the MWMA Contact Center.)
- **Email:** [MedicaidPartnerPortal.info@ky.gov](mailto:MedicaidPartnerPortal.info@ky.gov)

Regards,  
The MWMA Implementation Team