

# Medicaid Waiver Management Application

## Project Information Bulletin

February 27, 2015 (3<sup>rd</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.

### In this issue . . .

**Important  
Announcements**

**Project  
Updates**

**MWMA  
Roadmap**

**Spotlight on . . .  
How to complete a  
Level of Care  
Assessment**

**MWMA  
Training Lead  
Overview**

**Helpful Links and  
Resources**

### Important Announcements

**Classroom Training is underway!** Classroom training for case managers launched this month. There are still open seats left in remaining sessions. Only those individuals whose names and email addresses were submitted via the Training Participant Rosters will be able to register for training. If your name was submitted and you have not yet received an invitation or if your agency would like to submit a roster, please email the Implementation Team at [WCM\\_Implementation@ky.gov](mailto:WCM_Implementation@ky.gov). Online training materials, which will supplement classroom training will be posted to the [MWMA-Training Portal](#). An email communication will be sent to agencies when materials are accessible.

**Complete the MWMA Adoption Survey.** Agencies should have received an invitation to complete the MWMA Adoption Survey. The Adoption Survey is a two-part survey designed to help the Implementation Team determine agencies' readiness for the MWMA launch and identify those areas where agencies may need additional support and assistance. The first part of the survey is now open and will close on March 13th. Please have one person from your agency complete the survey, located [here](#). The second part of the survey will open in March. Agencies will be notified once it is open for participation.

### Project Updates

- User Acceptance Testing (UAT) was successful and met all of the key testing milestones and targets. Feedback and lessons learned from testers is being used to make adjustments to the system and will be incorporated into classroom training.
- Instructor-Led Training has launched and continues through April 2015.
- Online training materials, will soon be available on the [MWMA-Training Portal](#). These materials which include web-based training courses and job aids are designed to help prepare participants for classroom training.

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)
Nov 2013-Jan 2014	Jan 2014-February 2015	Oct 2014- April 2015	Spring 2015
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Perform analysis of existing business processes</li> <li><input checked="" type="checkbox"/> Define future business processes</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Conduct design sessions with CHFS staff</li> <li><input checked="" type="checkbox"/> Build application</li> <li><input checked="" type="checkbox"/> Plan testing activities</li> <li><input checked="" type="checkbox"/> Perform testing</li> <li><input checked="" type="checkbox"/> Launch user acceptance testing</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Schedule classroom training</li> <li><input checked="" type="checkbox"/> Register participants in classroom training</li> <li><input checked="" type="checkbox"/> Distribute training materials to MWMA users</li> <li><input checked="" type="checkbox"/> Conduct classroom training</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish user IDs for accessing MWMA</li> <li><input type="checkbox"/> Communicate go-live preparedness activities &amp; requirements</li> <li><input type="checkbox"/> Distribute toll-free help desk number</li> <li><input type="checkbox"/> Launch MWMA solution</li> </ul>
<p>■ = In Progress</p>			

## Spotlight on . . . How to complete a Level of Care Assessment

One of the advantages of implementing the Medicaid Waiver Management Application (MWMA) includes streamlining the Level of Care Assessment processes. In order to enhance these processes, MWMA allows for a number of various activities to be performed online.

Currently, Assessors and Reviewers are required to perform frequent exchanges of paperwork via fax or mail which can result in service delays. The future assessment process enables all assessment details and paper documentation to be submitted online allowing others to view this information within seconds of submission. MWMA allows LOC Assessors\* to view an Individual’s basic demographic information as well as offer the capability to schedule an appointment with an Individual/ Authorized Representative. Once the Assessor has completed an Individual’s assessment and submitted the documentation electronically via MWMA, a task is triggered for the LOC Reviewer (Carewise Health)\*\* to perform the LOC Determination. The LOC Reviewer is able to view all assessment details and documents submitted instantly.

The table on the following page provides a summary of the major benefits provided by MWMA’s Level of Care Assessment functionality.

\* A LOC Assessor is a designated member of a case management agency who meets with the Individual to complete the Level of Care Assessment.

\*\* A LOC Reviewer is a designated Carewise staff member who reviews the assessment performed by the LOC Assessor and determines if an Individual’s the Level of Care is Met, Not Met, or if there is a Lack of Information.

MWMA Feature/Functionality	Description
<b>Task Management</b>	<p>Tasks are generated in MWMA when certain activities require action. Task Management aids in expediting the assessment process by triggering real time tasks for the LOC Assessor and LOC Reviewer. During the Medicaid Waiver LOC Assessment processes, MWMA generates a task for:</p> <ul style="list-style-type: none"> <li>• The LOC Assessor to perform an assessment</li> <li>• The LOC Assessor to record assessment results</li> <li>• The LOC Reviewer to perform an LOC Determination</li> <li>• The LOC Assessor to provide additional information for an assessment with a Lack of Information (LOI) determination</li> </ul> <p>Benefits of this functionality include:</p> <ul style="list-style-type: none"> <li>• Ability to track and monitor an Individual’s Level of Care Assessment status in real time</li> <li>• Automated reminders around key tasks (e.g., upcoming reassessments)</li> <li>• Minimized communication delays which provides expedited enrollment</li> </ul>
<b>Electronic Assessment Scheduling</b>	<p>The Schedule Assessment screen in MWMA enables LOC Assessors to schedule assessments with Individuals/ Authorized Representatives. Benefits of this functionality include:</p> <ul style="list-style-type: none"> <li>• Allowing the LOC Assessor to view basic demographic information which can be used to contact the Individual/ Authorized Representative***</li> <li>• Providing the LOC Assessor with an updated list of appointment times and locations</li> <li>• Allowing the LOC Assessor to cancel or reschedule appointments</li> <li>• Allowing information documented during scheduling the assessment (e.g., assessment date and assessment tool) to populate automatically during the record results phase</li> </ul>
<b>Electronic Results Submission</b>	<p>MWMA enables LOC Assessors to submit assessment results electronically. Benefits of the Electronic Results Submission functionality include:</p> <ul style="list-style-type: none"> <li>• <b>Submission of complete assessment results:</b> An Individual’s LOC Assessment is only able to be submitted once all required results have been entered (e.g., Assessment Tool and Date of Assessment).</li> <li>• <b>Expedited assessment status determination:</b> The electronic results submission functionality allows the LOC Reviewer to view assessment results instantly after being submitted by the LOC Assessor.</li> </ul>
<b>Electronic Document Submission</b>	<p>MWMA incorporates a document upload functionality which allows Level of Care Assessors to electronically attach documents as part of an Individual’s assessment results. Benefits of the Electronic Document Submission functionality include:</p> <ul style="list-style-type: none"> <li>• <b>Submission of complete assessment documentation:</b> An Individual’s LOC Assessment is only able to be submitted once all required documentation has been uploaded.</li> <li>• <b>Expedited assessment status determination:</b> The document upload functionality helps the LOC Reviewer to make a timely determination of the status of an Individual’s supporting documentation and assessment status determination.</li> <li>• <b>Electronic Storage:</b> This functionality allows document(s) to be reviewed at any point after they are uploaded.</li> </ul>

\*\*\* An Individual is a person who intends to utilize the services and supports provided by Medicaid waivers and who requires case management services. An Authorized Representative for an Individual is a legal guardian, or a person who is acting on behalf of, and with written consent from an Individual. A Legal Guardian is a court-appointed adult who assumes responsibility of being guardian for a person who has been declared “legally disabled” by the court and is no longer able to care for his/her financial and/or personal needs.



## Do You Know Who Your MWMA Training Lead Is?

Each case management agency has designated an MWMA Training Lead to help facilitate learning among case managers. Training Leads serve as the primary contact for their agencies' MWMA training-related matters and requests from the Implementation Team. In addition, Training Leads serve as their agency's in-house MWMA trainer providing training for new hires and refresher training to existing staff as needed.

If you have questions about MWMA training, please feel free to reach out to your agency's Training Lead. If you're not sure who your Training Lead is, you can request this information from the MWMA Implementation Team at [WCM\\_Implementation@ky.gov](mailto:WCM_Implementation@ky.gov).



## 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-TRIS Training Portal](#)
- [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.