

To: All Waiver Providers,

The Cabinet for Health and Family Services (CHFS) continues to make significant strides in its efforts to enhance service delivery across the Commonwealth's health and human services programs. The largest and perhaps the most successful endeavor under this initiative to date is the launch of the Kentucky Health Benefit Exchange (KHBE). The KHBE has successfully laid the foundation for an integrated eligibility and enrollment system capable of supporting the full range of health and human service programs provided by the Commonwealth. Today, we are pleased to announce the next phase in helping to make this vision a reality—the launch of the of the Medicaid Waiver Management project.

In addition to streamlining the processes and tools that support the delivery of home and community based services under Medicaid waivers, the Medicaid Waiver Management project aims to establish a comprehensive Waiver Case Management (WCM) application. This web-based system will be built on the existing KHBE platform, further integrating the delivery of health and human service programs to Kentuckians. Once implemented, the WCM application will:

- Standardize and automate essential waiver program processes;
- Provide an integrated, comprehensive view of the consumer's services and supports;
- Enable a person-centered approach to service delivery; and
- Integrate with existing Commonwealth systems, thus ensuring consistency across technology standards and enabling a Cabinet-wide view of information across waivers.

As part of our initial stages of work, we are reaching out to provider agencies to collect key pieces of data around their waiver operations. The collection of this information will be facilitated through two data requests. The first data request, to be completed by agency leadership, captures general organizational details. ***(The web link to complete this request can be found at the end of this email).*** The second data request is an anonymous web-based survey to be completed by case managers. The goal of the anonymous survey, which will be deployed shortly, is to help improve our understanding of the daily activities, information needs, and systems that currently exist across provider agencies. We understand the time commitment involved with responding to these requests. Please be assured that they have been designed to maximize the most efficient use of your time and resources.

The successful implementation of the WCM application depends largely on stakeholder engagement *and* collaboration. In the coming weeks and months, we will be sharing specific details about the Waiver Case Management project, along with information resources and additional opportunities to provide your input and feedback. The attached *Waiver Case Management Fact Sheet* provides an introductory overview of the WCM application and addresses some initial questions surrounding its implementation. **Please note that forthcoming communications about the WCM project will come from a project-specific email address.**

Thank you in advance for your participation.

Agency Data Request Link: *Please contact the WCM Implementation team at WCM_Implementation@ky.gov to request the Agency Data Request link.*

Sincerely,

Lawrence Kissner
Commissioner, Department of Medicaid Services

Deborah Anderson,
Commissioner, Department of Aging and Independent Living

Mary Begley
Commissioner, Department for Behavioral Health, Developmental and Intellectual Disabilities