

Medicaid Waiver Management Application

Go-Live Readiness Communications: **Go-Live Announcement**

April 19, 2015

The Medicaid Waiver Management Application (MWMA) is now live and available to assist you in providing case management services to Medicaid waiver participants!

Months of hard work and collaboration across CHFS departments and feedback and input from *you*, the users, have resulted in this implementation. The launch of the Medicaid Waiver Management Application represents a significant milestone in providing expedited service and improved quality of care across the Commonwealth's Medicaid waiver programs. As agencies begin using MWMA, it is the Cabinet's vision that waiver providers, individuals, and families will soon experience the many benefits offered by the system.

"So how do I get started?"

MWMA is now live and you can start using it immediately. Read below for details for your next steps as an MWMA user.

- **Log in to MWMA.** Make sure that your log in credentials work and you can successfully log in to the system. You can log in from the [MWMA Information Page](#), the [kynect homepage](#) or by entering the following link into your web browser:

<https://kywaiver.ky.gov>

Haven't onboarded to MWMA yet?

- If you are the designated Organization Administrator for your agency and have not received an invitation to complete the MWMA onboarding process, please email or call the Partner Portal/MWMA Contact Center. (Contact Center details are provided on the following page.)
- If you are an agency user, check with your Organization Administrator or agency management team to confirm that an onboarding invitation was sent to you.
- **(If you are a Case Manager Supervisor), assign your Case Managers to your MWMA profile.** This can be done from the Manage Agency Relationships screen in MWMA. Detailed instructions on this process are also provided in the following training resources, located on the [MWMA-TRIS Training Portal](#):
 - **Job Aid:** *Assigning Case Managers to a Case Supervisor Profile*
 - **MWMA User Guide**-Section 9.34: Managing Intra-Agency (Internal) Relationships
- **Initiate the MWMA transition process for current waiver program participants.**
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

Additional details on the Transition process can be found in the April 13th issue of the MWMA Information Bulletin as well as the following training resources, located on the [MWMA-TRIS Training Portal](#):

- **Web-based Training Course-** *Transitioning Individuals Into the Medicaid Waiver Management Application*
- **Job Aid:** *Transitioning an Individual*
- **MWMA User Guide-**Section 8: *Transitioning Individuals Into MWMA*

Have Onboarding, System Access Issues, or Other Questions?

You can contact the **Partner Portal/MWMA Contact Center** for assistance. 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
- **Email:** MedicaidPartnerPortal.info@ky.gov

In addition, you can also view the **MWMA Frequently Asked Questions (FAQS) on Onboarding/System Access Application Intake and Transition**, which was attached to this announcement.

Need a Training Refresher?

There are a number of 1-2 page job aids available to you if you need a reminder of what was taught in training.

If you need additional training or reference material, access the [MWMA-TRIS Training Portal](#) which offers a comprehensive selection of online training materials including self-paced web-based training courses and the MWMA User Guide. If you are not a registered TRIS user, submit your name and email address to the Implementation Team at wcm_implementation@ky.gov. You will be contacted by EKU to initiate the TRIS registration process.

Want to Catch Up on Past Issues of the Information Bulletin?

You can find past bulletins posted to the [MWMA Information Page](#) as well as the [MWMA-TRIS Training Portal](#). Bulletins can serve as helpful resources to better understand the functionality offered by MWMA. Past bulletin "Spotlight" topics include:

- Transition to Electronic Documentation
- How to Apply for Waiver Services
- How to Complete a Level of Care Assessment
- Completing and Submitting a Plan of Care
- Transitioning Individuals into MWMA