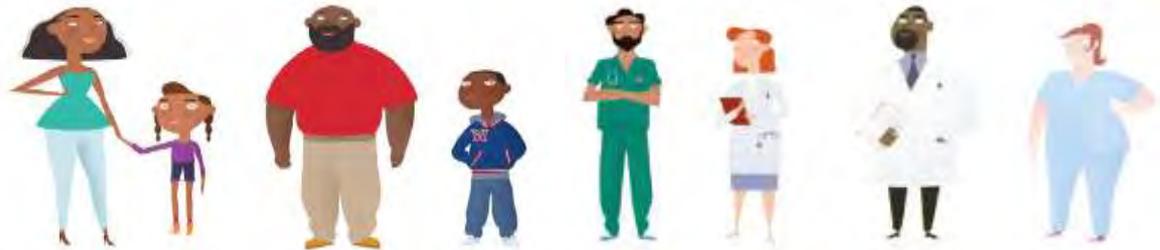


Commonwealth of Kentucky Cabinet for Health and Family Services

The Medicaid Waiver Management Application (MWMA)

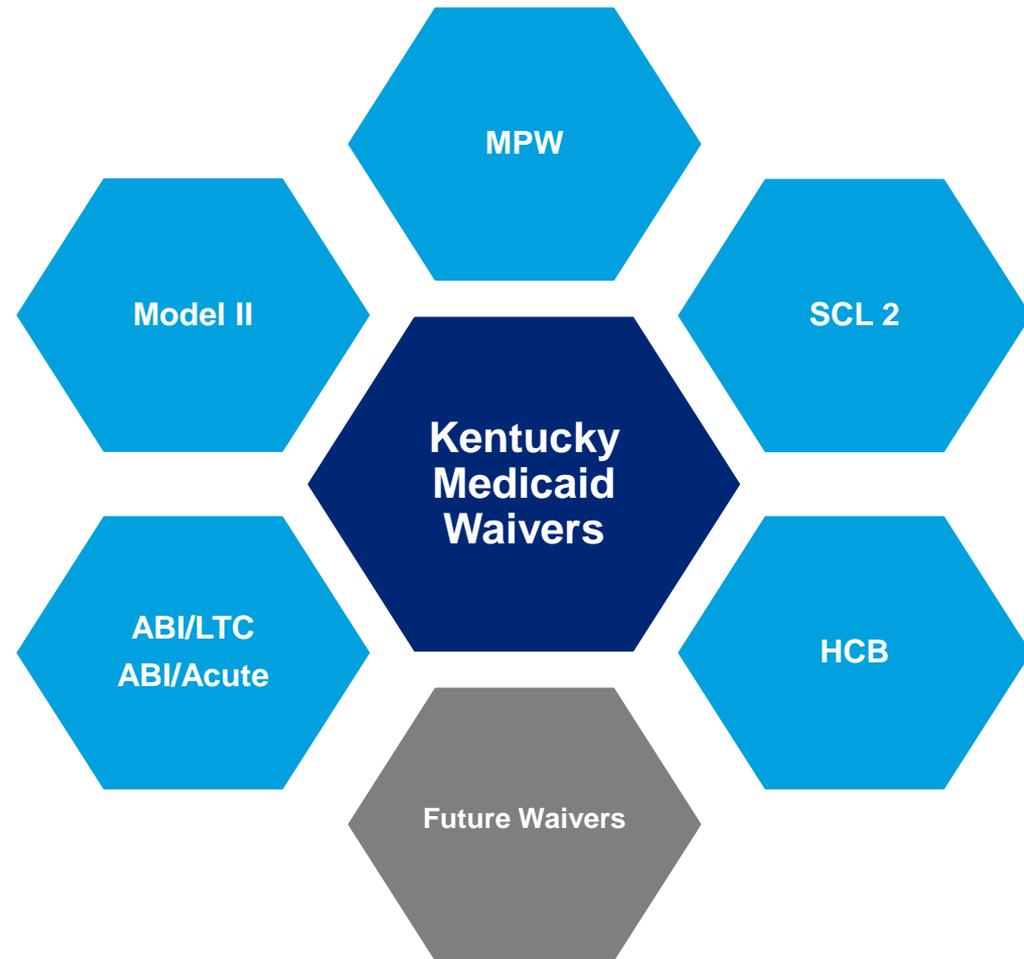


Medicaid Waiver Management Application (MWMA)

- Overview
- Guiding Principles
- Implementation Roadmap
- Benefits and Outcomes
- Training and Support Resources
- Learn More
- Questions

Overview – Medicaid Waiver Management Application

- Streamline Waiver Management Across All Waivers
- Used by all Stakeholders including Case Managers, Case Supervisors, Direct Service Providers, Level of Care Reviewers, Plan of Care Reviewers, and CHFS Administrative Staff
- MWMA is part of kynect – Kentucky's Health Benefit Exchange
- 1st Release in Spring 2015



Innovating the Delivery of Kentucky's Home and Community- Based Waiver Programs

Guiding Principles

Guiding Principle	Description
 Standard Processes	<ul style="list-style-type: none"> • Provides a standardized process across Waivers and the Commonwealth • Core Data Collection is consistent across Waivers, while also collecting Waiver-specific functional data • Enforces consistent business processes and service delivery throughout the Commonwealth
 Single View of Consumer	<ul style="list-style-type: none"> • Supports a single and simplified intake process for consumers and families • Reduces need for duplicate forms and data entry • Provides a Cabinet-wide view of a consumer, minimizing data entry
 Real-Time Access to Data Across Waivers	<ul style="list-style-type: none"> • Provides consolidated view of information across waivers • Provides Case Managers with robust operational tools to manage their cases • Provides data to evaluate consistency across waivers, regions, and providers

Guiding Principles (Contd)

Guiding Principle	Description
 <p>Person-Centric Approach</p>	<ul style="list-style-type: none"> • Supports person-centered approach to planning and individual goals • Provides families and guardians with access to apply for and manage waiver services
 <p>Integration with Enterprise Systems</p>	<ul style="list-style-type: none"> • Part of kynect – Kentucky’s Health Benefit Exchange • Integrates with other CHFS enterprise systems and services (e.g. MMIS, Central Printing, Document Management System)
 <p>Support Grants Received by CHFS</p>	<ul style="list-style-type: none"> • Balancing Incentive Program (BIP) - BIP grant reflects CHFS’ continued support for expanding the use of the waiver program to offer the right support for the right people in the right setting.

Implementation Roadmap



Spring
2015

- Common Waiver Intake Application
- Streamlined Level of Care Assessment Submission and Review Processes
- Streamlined Plan of Care Development, Submission and Review Processes
- Case Management Tools – Case Manager Assignment, Caseload Management, Case Transfers, Program Closures, Case Notes and more
- Automated Workflows, Tasks and Notifications
- Electronic Documents



Winter
2015

- Prescreening Tools
- Provide Self Service Capability for Individuals/Families
- Streamlined Intake Application Across Multiple Programs (Waiver, SNAP, TANF, Medicaid, etc)
- Improved Assessment Tools
- Streamlined Medicaid Eligibility and Waiver Enrollment Processes
- Automated Waiting List Management
- Electronic Timesheets for Participant Directed Services
- Streamlined Incident Reporting and Review

Benefits and Outcomes for Case Management Agencies

- Reduces burden and effort on case managers by having a consistent intake process to apply for Waivers
- Ability to track and monitor an individual's Waiver enrollment status in real time
- Online submission and review of Level of Care Assessments and Plan of Care enables faster processing, and provides the ability to track the status of Level of Care Assessments and Service Authorizations
- Easy to use tools to manage case loads, case notes, and case transfers
- Automated workflows, tasks and notifications help minimize communication delays and expedite enrollment delays
- Automated reminders around key tasks (e.g. upcoming reassessments)
- Electronic documents help in eliminating effort and time devoted to the transmission and storage of paper documentation, and provides instant and real time access to information

Benefits and Outcomes for Individuals and Families

- Reduces burden and effort on individuals and families by having a consistent intake process to apply for Waivers
- Ability to track and monitor Waiver enrollment status in real time
- Ability to view the Plan of Care and Level of Care information online
- Provides the ability to track the status of Level of Care Assessments and Service Authorizations
- Ability to enter and review electronic timesheets enables the individuals to better manage timesheets and reduces the need to manage/store paper records
- Streamlined Medicaid Eligibility and Waiver Enrollment processes minimize the time that individuals are without services
- Helps keep individuals informed about key events (e.g. level of care approval)
- Electronic documents help in eliminating effort and time devoted to the transmission and storage of paper documentation, and provides instant and real time access to information

Benefits and Outcomes for CHFS Waiver Administrators

- Enforces consistent business processes and service delivery across the Commonwealth
- Ability to serve individuals more effectively with access to cabinet wide view of the individuals
- Ability to evaluate consistency across Waivers, Regions, and Case Management Agencies
- Provides access to real-time data to monitor enrollment delays and the information to develop appropriate response plans
- Ability to review and respond to Incidents more effectively
- Enables CHFS to meet the goals laid out by the Balancing Incentive Program (BIP)

Training and Support Resources

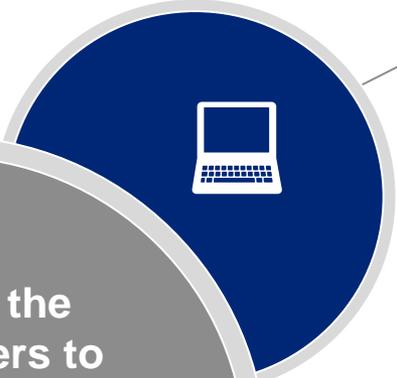
Instructor Led Trainings

- Instructor Led Trainings for Case Managers and Case Supervisors
- To be held in communities across Kentucky



Online Courses and Resources

- Web Based Training Courses and Simulations
- Page Level Help



Enabling the Stakeholders to understand and use Medicaid Waiver Management Application effectively

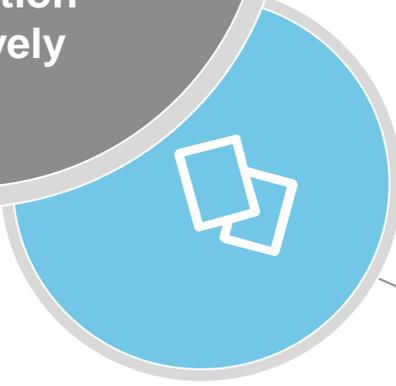
User Manuals

- Detailed instructions for using the system



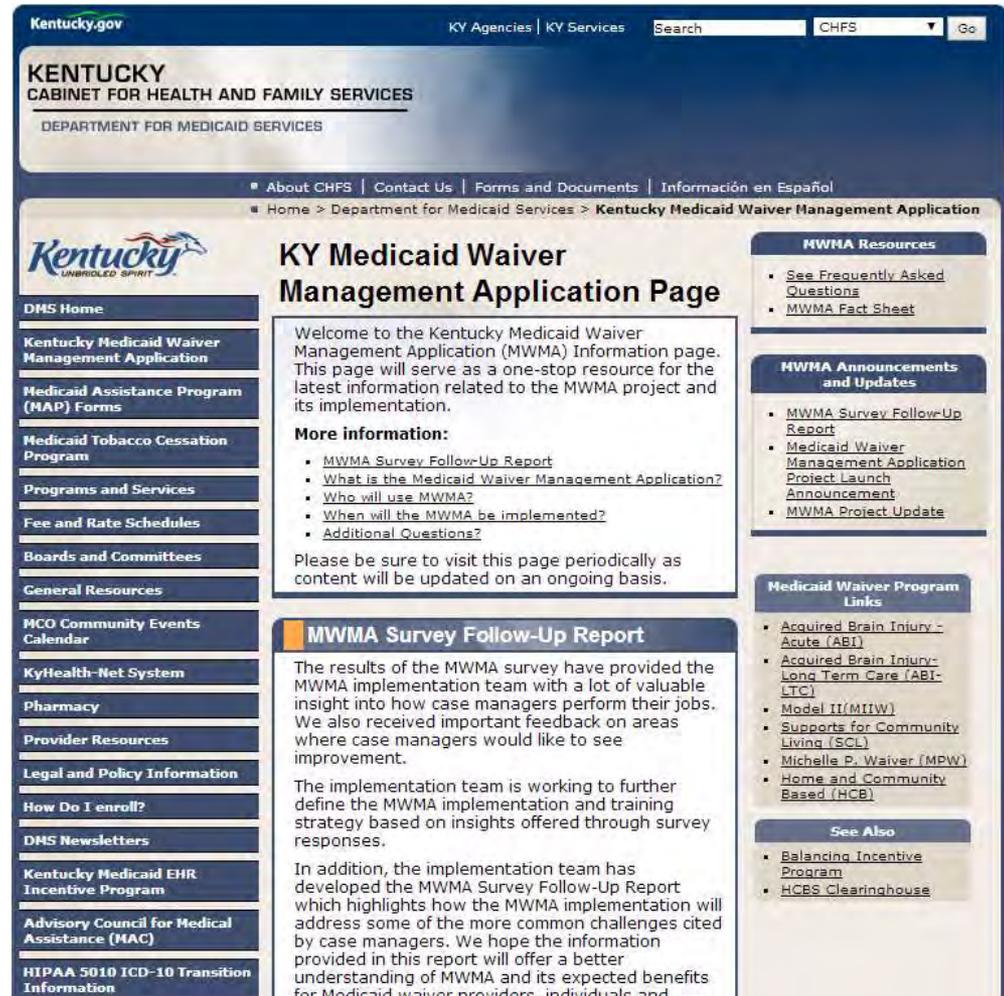
Job Aids

- Quick reference sheets for commonly performed functions



Learn More

- <http://chfs.ky.gov/dms/mwma.htm>
- Project Updates
- Important Announcements
- Frequently Asked Questions
- Fact Sheets
- Survey Follow-Up Report
- You can also send questions or comments to the MWMA Implementation team at WCM_Implementation@ky.gov



The screenshot shows the 'KY Medicaid Waiver Management Application Page' on the Kentucky Cabinet for Health and Family Services website. The page features a navigation menu with links to 'About CHFS', 'Contact Us', 'Forms and Documents', and 'Información en Español'. The main content area includes a welcome message, a 'More information' section with links to 'MWMA Survey Follow-Up Report', 'What is the Medicaid Waiver Management Application?', 'Who will use MWMA?', 'When will the MWMA be implemented?', and 'Additional Questions?'. A 'MWMA Survey Follow-Up Report' section provides details on the survey results and the implementation team's strategy. The right sidebar contains 'MWMA Resources' (including 'See Frequently Asked Questions' and 'MWMA Fact Sheet'), 'MWMA Announcements and Updates' (including 'MWMA Survey Follow-Up Report', 'Medicaid Waiver Management Application Project Launch Announcement', and 'MWMA Project Update'), and 'Medicaid Waiver Program Links' (including 'Acquired Brain Injury - Acute (ABI)', 'Acquired Brain Injury - Long Term Care (ABI-LTC)', 'Model II (MIW)', 'Supports for Community Living (SCL)', 'Michelle P. Waiver (MPW)', and 'Home and Community Based (HCB)'). A 'See Also' section lists 'Balancing Incentive Program' and 'HCBS Clearinghouse'.

Questions



You can also send questions or comments to the MWMA Implementation team at WCM_Implementation@ky.gov