



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

Matthew G. Bevin
Governor

275 East Main Street, 6W-B
Frankfort, KY 40621
www.chfs.ky.gov

Adam M. Meier
Secretary

Pam Smith
Director

Carol H. Steckel, MPH
Commissioner

To: 1915(c) Home and Community Based Services (HCBS) Waiver Providers

From: Pam Smith
Director, Division of Community Alternatives (DCA)

Date: November 22, 2019

Re: Service Authorizations

Beginning Monday, November 25, 2019, Carewise Health will no longer approve person-centered service plans (PCSPs) for 1915(c) HCBS waiver participants. This task will switch to case managers. While case managers will approve most services, staff within the Cabinet for Health and Family Services (the Cabinet) will review and approve high-cost or high-skill services. A list of services DMS will approve is available in the Service Authorization Training Guide and the "What Does This Mean to Me? Service Authorization" document both available on the DMS DCA website at <https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>.

We wanted to highlight the ways this policy update will affect 1915(c) HCBS waiver service providers.

- **Person-Centered Planning:** DMS expects service providers to play an active role in person-centered planning for the waiver participants they serve. This includes discussing a participant's individual service needs, goals, and preferences with the person-centered planning team. Those three items should drive each PCSP. Your role is to help ensure your participant's PCSP is person-centered and not to advocate for a maximum number of services or for the participant to receive all services from a single agency.
- **Prior Authorizations (PAs):** Service providers will need to check their PAs before delivering services. It is the responsibility of the servicing provider to ensure they are providing authorized and accurate services before delivering them. Providers are at risk if they begin delivering services before they are authorized. Providers can also reduce the chance of providing unauthorized services by attending person-centered planning meetings as described above.

- **MAP-350:** Case managers will no longer be required to complete and upload this form to MWMA. Participants will still be educated on Freedom of Choice of providers, however, receipt of this information will be recorded directly in MWMA.

DMS released several resources to support case managers as we make this policy shift. If you want to learn more about how the updated process will work, you can view these resources on the DMS DCA website. DMS anticipates releasing additional resources soon.

If you have questions about this policy shift, please email 1915cwaiverhelpdesk@ky.gov. If you have questions or need assistance on or after November 25, you can also call the 1915(c) Waiver Help Desk at 844-784-5614.

Sincerely,



Pam Smith
Director, Division of Community Alternatives