

## What Does This Mean To Me? For Providers

June 2019

In March 2019, the Kentucky Department for Medicaid Services (DMS) released amended 1915(c) Home and Community Based Services (HCBS) waiver applications for public comment. Since the public comment period closed on April 15, 2019, DMS has reviewed the comments and revised the proposed amendments as needed. The summary below describes the changed and unchanged waiver application language on popular topics.

### Eligibility and Enrollment

The **target populations** and eligibility criteria for the waivers **will not change** at this time. DMS will update **wait list management criteria** so individuals most in need are served first and **patient liability** so participants' financial contributions to their waiver services are decreased or eliminated.

### Covered Services

The **service menu of each waiver has not changed but some services may be called by a different name**. Please see the waiver-specific "What Does This Mean to Me? Covered Services" documents. These can be found on the DMS Division of Community Alternatives (DCA) website (<https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>).

### Case Management

**Case managers will approve certain waiver services, allowing those services to be delivered more quickly**. A list of services authorized by case managers can be found in the waiver-specific "What Does This Mean to Me? Covered Services" documents. These can be found on the DMS DCA website (<https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>).

In the future, case managers will have the following supports from DMS.

Service  
Authorization  
Training

Case  
Manager Help  
Desk

Service Plan  
Monitoring

Additional information on case management improvement activities, including minutes from our Case Management Advisory Subpanel, can be found on the DMS DCA website (<https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>).

### Participant Directed Services

**DMS will continue to offer the participant directed services (PDS) model under the ABI, ABI LTC, HCB, MPW, and SCL waivers**. Additional information on changes to the process for

approving legally responsible individuals (LRIs) as PDS employees and background check requirements can be found in the “What Does This Mean to Me? Participant Directed Services document on the DMS DCA website (<https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>).

## Appeals and Grievances

DMS will establish a **waiver participant help desk** so participants can file grievances and complaints they have about DMS or service providers. Case managers are responsible for assisting participants with filing complaints, if requested.

## Critical Incident Reporting

DMS is updating its incident reporting materials and streamlining the incident reporting process across all 1915(c) HCBS waivers. Service providers, case managers and support brokers are **required to use the updated incident reporting materials beginning in June 2019**. More information on critical incident reporting updates can be found on the DMS DCA website at <https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>, **including recordings of training webinars, the updated incident reporting materials, instruction guide, and a Critical Incident Frequently Asked Questions (FAQ).**

## Provider Rates

DMS is conducting a rate methodology study for all 1915(c) HCBS waivers. **The results of the study will be shared later this year.** DMS does not plan on changing any rates for 1915(c) HCBS waivers until the rate study is complete.

## Additional Resources and Contact Information

Check the DCA website at <https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx> for **announcements and additional resources** including FAQs, webinars, educational documents, information on the HCBS Advisory Panel (HCBS-AP) and subpanels, and the official DMS response to the March-April 2019 waiver amendment public comment period. You can email questions or comments about 1915(c) HCBS waiver redesign to [medicaidpubliccomment@ky.gov](mailto:medicaidpubliccomment@ky.gov).