



**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: All 1915(c) Home and Community Based Services (HCBS) Waiver Case Managers

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

Date: November 1, 2019

Re: Service Authorization Training

Beginning November 25, 2019, the responsibility for approving most services on person-centered service plans (PCSPs) for 1915(c) HCBS waiver participants will change from Carewise Health to case managers. To assist case managers in preparing for this switch, **the Department for Medicaid Services (DMS) has developed training that all 1915(c) HCBS case managers must complete.** The training is a recorded webinar so it can be offered “on-demand” to allow case managers to complete it at their convenience. Case managers can begin taking the training today. The following training materials are now available on the DMS DCA website:

- [Service Authorization Training for Case Managers Webinar Recording](#)
- [Service Authorization Training Guide](#)
- [Service Authorization Training Quiz](#)

The DMS DCA website can be found at:
<https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>.

Case managers should watch the training presentation, review the training guide, and complete the quiz prior to November 25, 2019. Case managers must receive a score of at least 15 out of 18 to pass the test. If you do not pass the test, you must retake it.

To help case managers who still have questions after completing the training, DMS will hold five regional Service Authorization Question & Answer Sessions across Kentucky between November 8, 2019, and November 18, 2019. The Service Authorization Q&A sessions are an opportunity for case managers to ask DMS questions about the new process face to face. If you plan to attend a Q&A session, please register at the following link:
<https://forms.gle/YboRq9QwkmjGvu1u7>

Case managers must complete the service authorization training and quiz prior to attending a Q&A session.

Once you complete the training quiz, you will receive an email with your responses. Please print the email and bring it with you to the Q&A session. It is important to note **the Q&A sessions are for questions related to service authorization only and will not serve as in-person training.** Dates, times and locations for the Service Authorization Regional Q&A Sessions are listed below.

Service Authorization Regional Q&A Sessions		
City	Date & Time	Venue
Bowling Green	November 8, 2019 10 a.m. – 2 p.m. Central	Warren County Public Library – Main Branch 1225 State Street Bowling Green, KY 42101
Ashland	November 12, 2019 10 a.m. – 2 p.m. Eastern	Boyd County Public Library – Main Branch 1740 Central Avenue Ashland, Kentucky 41101
Frankfort	November 13, 2019 1 p.m. – 4 p.m. Eastern	Cabinet for Health & Family Services Cafeteria Conference Room 275 East Main Street Frankfort, KY 40621
Frankfort	November 14, 2019 9 a.m. – 12 p.m. Eastern	Cabinet for Health & Family Services James F. Thompson Conference Room 275 East Main Street Frankfort, KY 40621
Elizabethtown	November 15, 2019 10 a.m. – 2 p.m. Eastern	Hardin County Public Library – Main Branch Study Room 100 Jim Owen Drive Elizabethtown, KY 42701
Somerset	November 18, 2019 12:30 p.m. – 4 p.m. Eastern	Pulaski County Public Library – Main Branch 304 South Main Street Somerset, KY 42501

If you have questions **prior to November 25, 2019**, and cannot attend a regional Q&A session, please email 1915cwaiverhelpdesk@ky.gov.

For questions about the new service authorization policy **on or after November 25**, please call The Cabinet for Health and Family Services (CHFS) DMS 1915(c) Waiver Case Manager Help Desk at 844-784-5614 or email 1915cwaiverhelpdesk@ky.gov.

For questions related to navigating the Medicaid Waiver Management Application (MWMA) or for technical issues with MWMA, please call the MWMA Contact Center at 1-800-635-2570.

DMS thanks all case managers for their patience and cooperation as we work together to make this update to the 1915(c) HCBS waiver programs a success.

Sincerely,

Pam smith

Pam Smith
Director, Division of Community Alternatives