

## What Does This Mean To Me?

### Individuals Who Use Waivers Edition

October 2018

On October 15, 2018 the Cabinet for Health and Family Services (the Cabinet) and Department for Medicaid Services (the Department) responded to [Navigant's 1915\(c\) Home and Community-Based Services Waiver Redesign Assessment Recommendations Report](#). In the response, we (the Department) shared the next steps to improve home and community-based services (HCBS) waiver programs. This guide explains the plan and what it will mean to individuals who use waivers and their families.

#### Ideas to Make Waivers Better

##### Group A

- Activities beginning Fall 2018, to be completed by Summer 2019

##### *What are the next steps and what does this mean to me?*

1. Make it easier for individuals, their providers, and case managers to let us know when an incident (something serious) happens or other concerns related to the well-being of the individual.
2. Change our process for investigating incidents and making the way we handle them the same for all individuals and waivers.
3. Work with the Department for Community Based Services (DCBS) to improve communication about mistreatment of individuals who use waivers.
4. Release updated 1915(c) waiver applications and state regulations. Updating these will make the rules and requirements for using waivers easier to understand and follow. All updates will include time for you to review and make comments.
5. Offer more job training and tools to providers. We will take a closer look at providers and teach providers and case managers the things they need to know to work with waivers and support individuals.
6. Create an easier way to call to get answers to questions and tell us your concerns.

##### Group B

- Activities Beginning Fall 2018, to be completed by Fall 2019

##### *What are the next steps and what does this mean to me?*

1. Clearly explain the rules for Participant Directed Services (PDS) like:
  - Who can use PDS
  - What PDS tasks are allowed and who can help with these tasks
  - What family members can and cannot be hired by an individual who uses PDS
  - Who can be a PDS employee

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- How will providers help individuals who use PDS
- 2. Use information to make better decisions about individuals and understand how waivers are used today and in the future.
- 3. Have new rules for case managers along with tools to help them be more person-centered.
- 4. Do a better job helping case managers to deal with tough situations.

#### Group C

- Activities Beginning Late 2019

#### ***What are the next steps and what does this mean to me?***

1. We will continue to ask for and listen to all your ideas. Individuals' voices will be heard.
2. We will take time to carefully review the waivers and plan for the future.

#### **Future Stakeholder Engagement Events**

We are planning events that will give individuals, their families, and providers a way to learn about the next steps, ask questions, and share ideas. These events may include webinars, in-person meetings, an advisory panel, and public comment periods. Check the Department of Community Alternatives' (DCA) website at <https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx> for announcements. You can also send us an email at [medicaidpubliccomment@ky.gov](mailto:medicaidpubliccomment@ky.gov), call DCA at (502) 564-7540 and ask for Misty Peach or send a letter to the following address:

**Department for Medicaid Services  
Division of Community Alternatives  
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