

Current Provider Information for Michelle P. Waiver (MPW)

Updated: March 5, 2019

- **Background Checks**
 - The required Child Abuse and Neglect background checks for the MPW program must be conducted at the time of recertification for current members.
- **Becoming an MPW Provider**
 - All certified/licensed providers in good standing in the Home Community Based (HCB) and Supports for Community Living (SCL) waivers may provide MPW services. A [listing](#) of SCL providers can be found on the Division of Developmental and Intellectual Disabilities (DDID) SCL branch [website](#). For information about HCB providers, contact your local adult day health care provider or home health agency.
- **Incident Reporting**
 - When the amended MPW regulation went into effect on June 3, 2016, it changed the incident reporting process. There are now two classes of incidents - an incident and a critical incident. Please continue reporting [critical](#) and [non-critical](#) incidents through the current method outside of the Medicaid Waiver Management Application (MWMA) until further notice.
- **Transition from CDO to PDS**
 - MPW began the transition from the Consumer-Directed Option (CDO) to Participant-Directed Services (PDS) on May 1, 2018. This transition changes the way PDS services are billed. For an explanation of the new process, please see the [MPW CDO to PDS provider letter](#) issued on March 8, 2018.
- **MWMA Provider Support**
 - As a reminder, MPW began using MWMA effective June 3, 2016. Additional information can be found on the MWMA [website](#), including onboarding tip sheets, frequently asked questions, job aids, and additional resources. [Web-based training](#) is also available. If you do not currently have access to the web-based training, you may request it by sending an email to the [MWMA mailbox](#).
 - If you have any issues with MWMA, you can call the Contact Center at 1-800-635-2570. After the DMS welcome message plays, press "1", "6" and "2" to be transferred directly to the MWMA Contact Center. Representatives are available in the Contact Center from 8 a.m. to 5 p.m. ET Monday through Friday. If the Contact Center can't immediately fix an issue, a ticket will be created and escalated to the MWMA production support team.