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.