

## Waiver Case Management Waiver Case Manager Survey Follow-Up

The results from the Waiver Case Management (WCM) Survey are in! Again, we thank you for your participation. As you know, the information collected in the survey plays an important role in helping CHFS and the WCM Implementation Team better understand how case managers support Medicaid waiver programs. The Implementation Team is working to further define the WCM implementation and training strategy based on the insights offered through survey responses.

In addition to learning about the existing technology and information resources leveraged in support of Medicaid waiver programs, the Case Manager Survey also provided an opportunity for case managers to voice their opinions around areas for improvement. Open-ended survey responses highlighted some of the ongoing challenges case managers face as they work to deliver quality Medicaid waiver services to Kentucky's residents.

The first release of the WCM application will occur in Spring 2015, followed by the second release in late 2015. As part of the first release, the application will be rolled out to all Medicaid case management agencies across the Commonwealth. The good news is the planned functionality of both releases have already taken into consideration many of the key concerns identified through the survey. We've highlighted below a few of the more common recommendations provided by case managers and explained how the Waiver Case Management solution will address them.

Read below for more details!

### Recommendations from Case Managers . . .

#### Increased Use of Technology:

Case managers recognize the positive impacts that technology can have on improving service quality and streamlining key tasks and activities. To that end, they would like to see technology play a larger role in supporting Medicaid waiver programs.

Moving away from manual processes and more towards technology-enabled tasks is a growing necessity for case managers as the reliance on paper forms often results in unnecessary work, duplicated effort and sometimes places a burden on individuals and families applying for and receiving services.

### Corresponding WCM Approaches and Benefits . . .

The WCM application will serve as a comprehensive system which will automate and standardize many of the processes currently performed manually across organizations.

Take for example, the Level Of Care assessment process. Assessors will have the ability to record assessment details and directly upload documentation into WCM. Level of Care Reviewers will receive automatic alerts to review the assessment documents and enter the outcome in the system, and the assessors will receive an electronic notification once the outcome is determined. This eliminates the need for paper forms and fax communications, helping to make the assessment process more efficient.

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The WCM application will provide additional support to case managers beyond application intake and assessment, including:

- Entering and reviewing case notes;
- Tracking incident reports;
- Tracking an individual's Medicaid enrollment status; and
- Creating and monitoring plans of care.

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**Streamlined Business Processes:**

Beyond technology, case managers also recognize a need for other process changes to improve Medicaid waiver services. Specifically, they would like to see more standardization and consistency across some of the more routine tasks that support Medicaid waiver programs. Additionally, case managers feel there is room for improving channels of communication to facilitate sharing information across the different organizations that support Medicaid waiver programs.

One of the core goals of the WCM initiative is to standardize and streamline key business processes across all waiver programs. The WCM application will serve as a tool in helping to facilitate these new and revised processes.

Currently, there is no consistent intake process across each of Medicaid waiver programs. When an individual wants to apply for more than one waiver, this typically requires them to provide the same details through multiple channels. With the implementation of the WCM application, the application process will be standardized across Medicaid waiver programs. This entry point in the WCM application will be facilitated by a series of screens designed to capture demographic and other details for Medicaid waiver applicants. The information collected through these screens will be permanently associated with each individual's Medicaid waiver case and will not need to be re-entered as they enter other stages of the enrollment process or apply for another Medicaid waiver program.

Having a centralized resource in place to support Medicaid waiver programs will not only save time for case managers, but will also enable better coordination across provider agencies, departments, and Level of Care and Plan of Care reviewers. The WCM application will automatically "hand off" tasks to users once they are required to provide action. This functionality will prove to be particularly useful throughout those phases of the enrollment process that require actions by multiple individuals. For example, as a case moves through the plan of care development lifecycle, appropriate users will receive automated notifications letting them know when they are to complete specific tasks. Case managers will also have the ability to track an individual's service status, allowing them to identify where it is in the development process, who has it and its approval status.

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**Decrease in Service Delays:**

The ability to deliver waiver services to individuals in an efficient and timely manner also remains a top priority for case managers. Pro-longed waiting periods for services to start can often lead to frustration for case managers and individuals applying for Medicaid waiver services.

Automated capabilities of the WCM application along with new and revised business processes will help expedite key pieces of the Medicaid waiver enrollment process, thus shortening the time that individuals are without services.

Information sharing will occur in real time within WCM and also with the DCBS system of record (KAMES) to streamline the Medicaid eligibility determination and enrollment processes. This level of automation and cross-system communication will minimize communication delays and provide case managers with the ability to quickly determine the status of an individual's enrollment status and if and where any outstanding issues exist. System-generated prompts and notifications will help move along phases of the enrollment process as users will receive notifications letting them know when they need to complete such tasks as reviewing Medicaid waiver services requests.

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**Minimal Impacts to Individuals and Families:**

Survey results reflect general support for incorporating changes to Medicaid waiver programs that will increase efficiencies and improve service quality. However, case managers note that any changes that are made to current processes should not be implemented at the cost of individuals and their families. Case managers have shared concerns that the basic infrastructure of Kentucky's Medicaid Waiver programs will be compromised which may further negatively impact individuals served by these programs.

The WCM application is being designed to make waiver processes easier for all involved parties- individuals and families, case managers, and other staff who support Medicaid waiver programs. Many changes will translate to improved and efficient service for Medicaid waiver individuals, particularly around the plan of care process. Self-service access, which will be introduced in the second phase of the WCM implementation, will enable individuals and families to take a more integrated approach to their waiver program and support plans, and preferences.