STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Earl Ray Tomblin
Governor

Bureau for Medical Services
Commissioner's Office
350 Capitol Street – Room 251
Charleston, West Virginia 25301-3706
Telephone: (304) 558-1700 Fax: (304) 558-1451

Karen L. Bowling
Cabinet Secretary

Date: February 10, 2016

From: Teresa McDonough, Interim Program Manager, ADW

Re: Uploading documents into CareConnection

We have received many questions regarding section 501.16.3 (Case Management Responsibilities), letter K, that states: "At a minimum, upload the following documents into the UMC web portal: Enrollment Request, MNER, Service Plans, Person-Centered Assessment, legal representative information, WV Personal Care Dual Services Request form (if applicable) and any other pertinent information." After discussion and consideration, this requirement will remain in place as written in the ADW policy.

BMS hopes to foster and encourage a multidisciplinary approach to the care of participants in the ADW program by requiring Case Managers and RN's to work together to achieve the best care possible. This was the main reason for, once again, requiring the RN to attend the initial Service Plan Meeting.

A second issue that has come to the forefront is the fact that some Personal Attendant RN's are not getting a copy of the PAL to the Case Manager in a timely manner. Whether you complete your portion of the Service Plan during the Service Plan Meeting or after you return to your office, you should submit a copy of the PAL to the Case Manager *before* services begin for the participant.

Although the documents have been provided to you in two different types of electronic format, it is not required by policy that the documents be completed electronically. It is permissible for the documents to be completed by hand as long as your hand-writing is legible.

As to Resource Consultants, RC's are "responsible for all duties related to the Service Plan" as per section 501.13 so this would include uploading the plan into CareConnection.

As for the Case Manager responsibility to upload documents into CareConnection, some providers have taken exception to the clarification issued on 1/26/16 stating that "the hope is that this system will make the other providers more accountable in getting the information out in a timely manner to the Case Manager". Ultimately, the main duty of the Case Manager remains to coordinate care and services for the participant, including ensuring that all documentation is in CareConnection and in the participant's record/Medicaid file.