

Magellan Healthcare, Inc. Wyoming's Care Management Entity

Family and Youth Guide to High Fidelity Wraparound

Building resiliency; keeping youth at home, in school,
and out of trouble

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Contents

Welcome to Magellan	4
What's a Care Management Entity?	4
Prior Authorization.	5
Administrative Extensions.	5
Expedited Requests.	5
Communications from Magellan	5
How everyone works together.	6
Eligibility and Who Can Get Services	6
About the Handbook and Terms	7
Nondiscrimination Statement and Access to Communication Services.	8
Language Assistance and Alternate Formats.	8
Member Rights and Responsibilities	9
Your rights	9
Your responsibilities	10
Contact Us	12
Eligibility	13
If you lose Medicaid Coverage While in Wraparound.	13
If you do not have Medicaid	13
Who is not Eligible for Wraparound in Wyoming.	14
Enrollee appeals	14
Timing of appeal.	14
Standard appeal	14
Expedited appeal.	14
Requests for more time	15
Right to a State Fair Hearing	15
Member Cost Share	16
Getting Started and How to Get Care	17
Getting help in other languages and formats.	17
What is your part in High Fidelity Wraparound?	17
10 High Fidelity Wraparound principles	18
Types of Wraparound Providers	19
Family Care Coordinator (facilitator).	19
Family Support Partner	19
Youth Support Partner	19

Respite	20
What is respite?	20
Finding a respite provider	20
What training have respite providers had?	20
Examples of respite activities	20
How respite is used as part of High Fidelity Wraparound?	20
Other Members of Your Wraparound Team	21
Covered Services for Children and Youth	21
Medicaid Benefits	24
Early and Periodic Screening, Diagnostic and Treatment (EPSDT)	24
Transitioning to Adulthood	24
Disenrollment	25
Why Children and Youth May Leave Wraparound	25
Reasons a Youth Will Not Be Disenrolled	25
Youth Involvement	26
Care Coordination	26
What is care coordination?	26
Other Ways Magellan Can Help	27
Flex funds	27
Youth and Family Training	27
Telehealth	27
Group services	27
What if I think my child needs physical or behavioral health services other than High Fidelity Wraparound?	27
Accessing providers	28
Accessing your Member Records	28
What can I expect from My Family Care Coordinator?	28
High Fidelity Wraparound Phases	29
First Part of Your Journey	29
What to Expect	29
Phase 1: Engagement and team preparation	29
Building the Plan of Care	31
What to Expect	31
PHASE 2: Plan Development	31
Develop Crisis/Safety Plan	31
Develop the Plan	31

Implement Your Plan	33
What to Expect	33
PHASE 3: Implementation	33
Maintain or Build Team Cohesiveness and Trust	34
Transitioning from Wraparound	34
What to Expect	34
PHASE 4: Transition	34
Plan for Ending Formal Wraparound	34
Family Wellness	36
Primary care provider	36
Measuring Family Satisfaction and Experience	36
High Fidelity Wraparound Index (WFI-EZ)	36
Annual Member Satisfaction Survey	36
Confidentiality	37
Enrollee grievances	37
What if I have a serious issue that I am unhappy about?	37
What happens after I file a complaint or grievance?	38
More Important Information	39
Get involved! Member Advisory Group	39
Provider resources	39
Community resources	39
Helpful links	39
Independent assessors	39
Glossary	40

**Llame al 1-855-883-8740 para solicitar una copia en Espanol o para recibir ayuda en otros idiomas*

Welcome to Magellan

Wyoming's Care Management Entity

Welcome and congratulations for taking this step for your youth and family. We know complex behavioral health conditions of youth can cause challenges at home, at school, or in the community. Wraparound is like a roadmap that helps kids and their families achieve their goals and dreams. It also makes sure that kids can grow up in their own homes and neighborhoods. It's a process that brings together people from different parts of the family's life. With the guidance of one or more care coordinators, these people work together, organize their efforts, and combine their views of the family's situation. This handbook is your guide through the process. Please keep this handbook as a guide through the process from beginning to end.

What's a Care Management Entity?

The Wyoming Department of Health, specifically the Division of Healthcare Financing, created a program called the Care Management Entity (CME) to help young people who have complex behavioral needs. This program will make it easier for these young people and their families to get the support they need to stay safe, find stability, and live well in their communities. This is available at no cost to families. They'll do this using a special approach called High-Fidelity Wraparound (HFWA). The goal is to provide better care and support for young people in Wyoming who need it the most. Support through the High Fidelity Wraparound Program may be available to families with a youth on the Developmental Disability wait list.

We provide support and training for all the people involved in the High Fidelity Wraparound process:

- Providers
 - Family Care Coordinators
 - Family Support Partners
 - Youth Support Partners
 - Respite
- High Fidelity Wraparound Coaches
- Families

This is a community-based program that allows the program to help youth lead successful lives. To do this, we work with the Wyoming Department of Health, Division of Healthcare Financing (Medicaid). We also work with other state agencies. Together, we manage High Fidelity Wraparound services. Our team does this in a way that supports your youth and family's needs. Magellan and everyone in the High Fidelity Wraparound process highly respect what makes each youth and family unique:

- Cultural and life experiences
- Specific strengths and needs

Prior Authorization

Your family's progress in High Fidelity Wraparound through your child's enrollment will be tracked while your child is enrolled. Your Child and Family Team will support you to create a Plan of Care to document the work of your team. This Plan of Care will be shared by your Wraparound providers with Magellan. Magellan reviews documentation sent to us as part of your provider's request for prior authorization. We review and approve service authorization requests to support the work your Wraparound providers will complete with your family. Routine requests, also called standard requests, must be processed by Magellan within seven (7) calendar days. Urgent requests, also called expedited requests, must be processed by Magellan within three (3) business days.

Administrative Extensions

Sometimes a little extra time is needed to finish the Plan of Care. If this happens, you have the option to request an administrative extension. This means you can ask for **up to 14 days** of extra time so services can continue without interruption while the plan is completed.

If you ever think you might need more time for your Plan of Care, talk with your provider so they can help you through the process.

Expedited Requests

You have the right to ask for your child's Plan of Care to be reviewed more quickly if needed. You can ask for this if the normal time might make it harder for your child to get important services. A faster review may be approved if a delay could put your child's health or safety at risk, or if waiting could affect your child's physical or mental well-being.

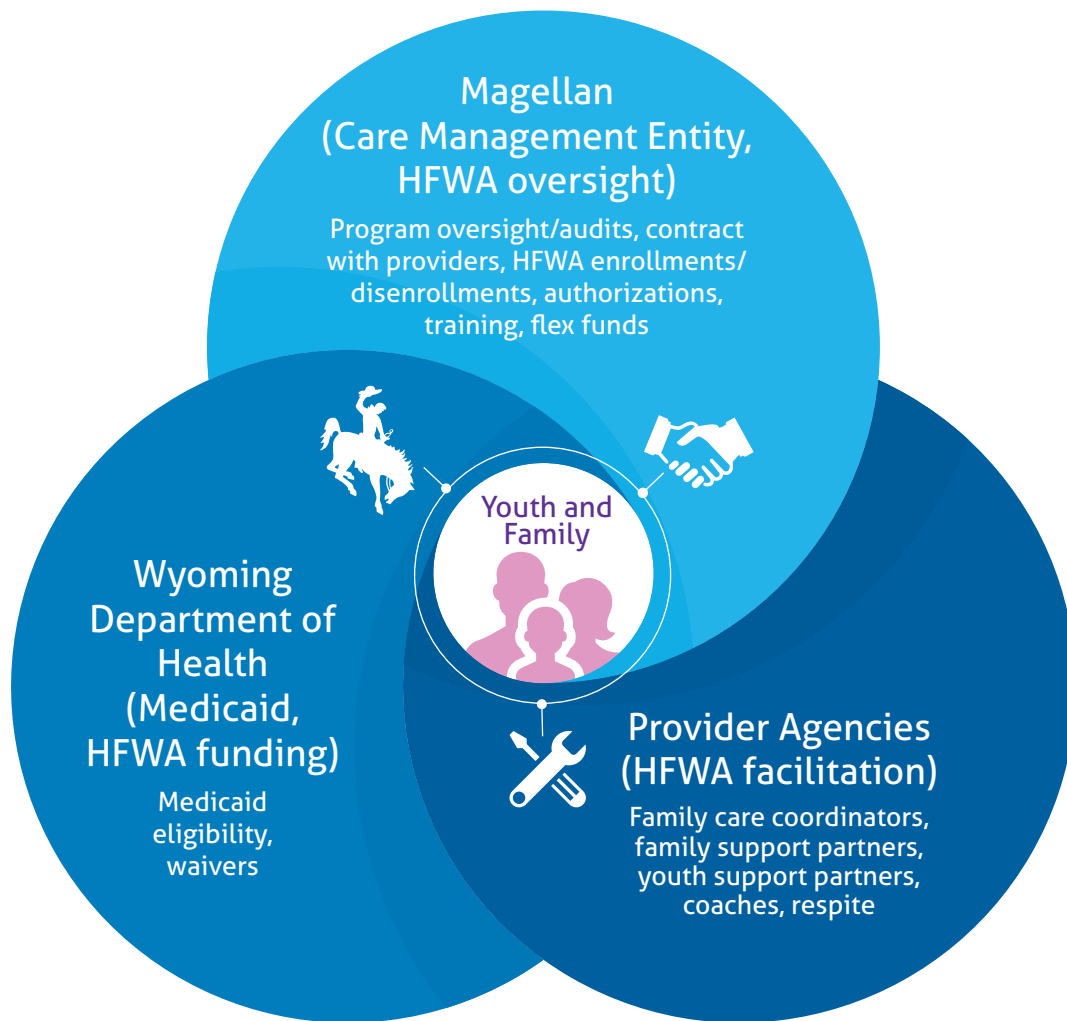
Communications from Magellan

As part of your participation in the High Fidelity Wraparound (HFWA) program, Magellan may send you important letters about your child's services. These may include:

- **Enrollment Letter**—Confirms your family has been enrolled in the program.
- **Administrative Extension Letter**—Lets you know if extra time was added to complete your Plan of Care.
- **Notice of Action Letter**—Explains any changes, approvals, or denials related to your services.
- **Clinical Eligibility Letter**—Shares whether your child meets the requirements to receive services.
- **Advanced Notice of Disenrollment Letter**—Notifies you ahead of time if services are scheduled to end.
- **Disenrollment Letter**—Confirms when your child is no longer receiving services.

If you ever have questions about a letter you receive, your provider or Magellan can help explain what it means and what steps, if any, you need to take.

How everyone works together



Eligibility and Who Can Get Services

Children/youth may qualify for these services if he or she:

- is between the ages of 4 and 20
- is eligible for Medicaid
- Non-Medicaid youth can access the C waiver, a child income-based waiver (*does not take into account parents' income*).
- has been involved in multiple systems
- has received a specific behavioral/mental health diagnosis
- has social or emotional challenges that impact his/her life
- is not currently being served through any other Medicaid waiver
- is on the Developmental Disabilities Waiver waitlist and meets all of the previously mentioned criteria

About the Handbook and Terms

In this handbook, certain terms are used for clarity:

- “Member”: the child/youth receiving Wraparound services
- “You”: the person reading this handbook, the parent/guardian of the member
- “Your child” or “your youth”: refers to the child or youth receiving Wraparound services

This handbook contains information about:

- Nondiscrimination and language assistance
- Member rights and responsibilities
- Contact information
- Eligibility, assessments, and screenings
- How to get care and types of care
- Covered services

The Table of Contents contains a full, detailed list of topics in this handbook.

Please read this entire member handbook so you are familiar with all of the services available to you and your family. If anything significant changes in this handbook, you will be notified at least thirty (30) days before the change happens. If you have any questions, please visit MagellanofWyoming.com or call 855-833-8740 (TTY 771).

Nondiscrimination Statement and Access to Communication Services

Magellan Healthcare, Inc., d/b/a Magellan in Wyoming (hereinafter Magellan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Magellan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

If you believe that Magellan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Wyoming Quality Improvement Team, 1-855-883-8740, Fax: 1-888-656-2597, WYQuality@MagellanHealth.com. You can file a grievance verbally or by mail, fax, or email. If you need help filing a grievance, the Quality Improvement Team is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 711(TDD).

Complaint forms are available at [Complaint Process | HHS.gov](#)

Language Assistance and Alternate Formats

Magellan Healthcare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language (ASL) interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Magellan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages
- Auxiliary aids and services

If you need these services, contact WyClinical@MagellanHealth.com or contact us at 1-855-883-8740.

This information is also available through Magellan's website: <https://www.magellanhealth.com/non-discrimination-and-language-assistance/>.

Member Rights and Responsibilities

Your family has rights and responsibilities under the High Fidelity Wraparound program. As a member of the program, your youth's rights are important. Family Care Coordinators must explain your child's rights at the first visit.

Your rights

As an enrollee in the program, your child or youth has the right to:

- Be treated with respect, dignity, and privacy.
- Be treated fairly, whatever their:
 - Race.
 - Religion.
 - Gender.
 - Sexual orientation.
 - Ethnic background.
 - Disability.
 - Health status.
 - Healthcare service needed.
 - Age.
 - Pregnancy.
- Have their information kept private. The only time we may share your youth's information is when required by law. (The Confidentiality section provides more details).
- Have access to care.

As a family you have the right to:

- Learn about services in a way that:
 - Respects your family's culture.
 - You can understand.
 - Fits your needs.
- Take part in making your child's plan of care.
- Get information in a language your family can understand.
- Get things translated for free.
- Get information in other ways if you ask for it.
- Get information about Magellan and its:
 - Providers.
 - Programs.
 - Services.
- Participate in the process. Know about the clinical rules followed in your youth's care.
- Ask providers and others on the Child and Family Team about their work history and training.
- Give your thoughts on the rights and responsibilities policy.
- Ask for a specific certified provider in our network.
- Have your child's team make decisions based on your youth's needs.

- Get healthcare services that obey Wyoming and federal laws.
- Help make decisions about your youth's healthcare. This includes the right:
 - To get a second medical opinion.
 - To say “no” to participation. This is your right unless the court says otherwise.
 - File a complaint or grievance about:
 - Magellan.
 - A High Fidelity Wraparound provider.
 - The care your youth receives.
 - To file an appeal of a Magellan action or decision.
- Right to request and receive a copy of your child's medical records and request that they be amended or corrected.
- Use your rights. This will not affect the way Magellan and its providers treat you.
- Talk with your child and family team about what strategies are right for your child.
- Ask for information in a way that you can get to easily. This applies if you have a visual, hearing, or physical disability. This will help you know about the benefits and services you can get.
- Receive information about the benefits provided by us and about benefits you might have that are not provided by us. There are not any services we do not cover because of moral or religious objections.
- Receive training on your family's rights and understand the process for instances of abuse, neglect, and exploitation.
- Choose between in-person services, telehealth services, or a combination of both.
- Right to participate in decisions regarding his or her health care, including the right to refuse treatment.
- Right to be free from any form of restraint or seclusion.

Your responsibilities

Whether you are a youth or adult, Magellan needs your help so you get the services and supports your family needs. You have the responsibility to:

- Fully participate with the Family Care Coordinator and team in making and carrying out your Plan of Care.
- Ensure Medicaid benefits are current.
- Ensure the safety of your child and anyone providing care in your home.
- Give Magellan the information we need. This helps support quality care and getting the right services.
- Ask questions about your child's care. This helps you and your team understand your child's condition. It helps create goals and plans you agree on.

- Follow your child's Plan of Care. This plan is agreed upon by the whole team, and everyone is responsible for ensuring it is completed. If you encounter barriers, you can contact your Family Care Coordinator.
- Attend all team meetings. You should call the Family Care Coordinator as soon as you know you need to reschedule a meeting.
- Tell the child and family team if the plan of care does not seem to be working.
- Share worries about the quality of your child's care.
- Tell someone if you think abuse or fraud happens. (This is someone not being honest.) If you suspect abuse or fraud, call Magellan's Corporate Compliance Hotline. You can reach this number 24 hour a day, seven days a week.
 - This hotline is run by an outside company.
 - You do not have to give your name when you call.
 - You can also send an email.
 - Magellan will look into all calls and emails.
 - The calls and emails will stay private.
 - *Corporate Compliance hotline:* 1-800-915-2108.
 - *Corporate Compliance email address:* Compliance@MagellanHealth.com.
- You can also report fraud, waste, or abuse through Magellan's Special Investigations Unit hotline.
 - *Special Investigations Unit hotline:* 1-800-755-0850.
 - *Special Investigations Unit email:* SIU@MagellanHealth.com.
- You may also report fraud, waste, and abuse to the state or federal government.

If you have any questions about these Rights and Responsibilities, please call us at 1-800-424-7721 (TTY 711). If you believe your Rights have been violated, you can contact us by mail, phone, or email:

Mail: Magellan Healthcare, Inc.
 Civil Rights Coordinator
 Corporate Compliance Department
 8621 Robert Fulton Drive
 Columbia, MD 21046

Phone: 1-800-424-7721 (TTY 711)

Email: compliance@magellanhealth.com

Contact Us

Who to Contact	How to Contact
Magellan of Wyoming	<p>PO Box 1963, Evanston, WY 82931</p> <p>Office hours for Magellan staff are Monday through Friday, 8 a.m. – 5 p.m.</p> <p>Toll-free (24-hour availability): 1-855-883-8740</p> <p>TDD/TTY: 711</p> <p>Website: www.MagellanofWyoming.com</p> <p>Email: WyomingInfo@MagellanHealth.com</p>
Urgent and Crisis Help	
Emergency	911
Wyoming Crisis and Suicide Hotline	<p>988 (call or text) / call your mental health provider</p> <p>https://health.wyo.gov/publichealth/prevention/wivpp/suicide-prevention/988-suicide-crisis-lifeline/</p>
Wyoming 2-1-1	2-1-1
<p>Mandatory Reporting - Report Child Abuse</p> <p>In Wyoming, everyone is a mandatory reporter. If you suspect that abuse, neglect, or exploitation have occurred at home, school, with your provider, or in another setting please report this.</p>	<p>Reports should be made to your local Department of Family Services or local law enforcement.</p>
Psychiatric Residential Treatment Facilities	<p>https://health.wyo.gov/healthcarefin/medicaid/wyoming-medicaid-health-management/psychiatric-residential-treatment-information/</p>
Wyoming Resources	
Wyoming Department of Health	https://health.wyo.gov/
Wyoming Vocational Rehab	https://dws.wyo.gov/dws-division/vocational-rehabilitation/
Sliding Scale/Federally Qualified Clinics	https://wypca.org/wyoming-community-health-centers/

Who to Contact	How to Contact
Wyoming Mental Health Resources	
Wyoming Partnership Access Line (PAL)	<p>The Wyoming Partnership Access Line (PAL) is a free resource that doctors, nurse practitioners, therapists, and social workers can use to get help with mental health care for youth in Wyoming. PAL can help with things like understanding mental health diagnoses, adjusting medications, or planning treatment. If you want to learn more about PAL or use their services, talk to your Primary Care Physician. They can explain how to contact PAL and get started.</p> <p>https://health.wyo.gov/publichealth/mch/wyomingpal/</p>

Eligibility

Wyoming Wraparound is a service for children and youth who have Medicaid. If you qualify for Medicaid based on income, stopping Wraparound services does not stop your Medicaid. Also, having Medicaid does not mean your child is automatically enrolled in Wraparound. Wraparound has its own enrollment process and offers extra support.

If your child already has Medicaid and is in Wraparound, you will need to renew your Medicaid through the [WES Portal](#) from time to time. Wyoming Medicaid will let you know when it's time to update your information. It is important to complete this so you don't have a gap in services. If you decide to leave Wraparound, your Medicaid coverage will stay the same.

If you lose Medicaid Coverage While in Wraparound

If your child loses Medicaid while they are in Wraparound, contact your Family Care Coordinator right away. They can help you see if your child qualifies for the C Waiver so services can continue. Your Family Care Coordinator will guide and support you through the whole process.

If you do not have Medicaid

Wraparound services may still be available through the C Waiver. This waiver counts only your child's income, not yours. It helps children and youth who do not qualify for regular Medicaid. If your child is on the C Waiver, they can still get Wraparound services and will receive full Medicaid while using the waiver.

Who is not Eligible for Wraparound in Wyoming

Some children and youth cannot receive Wyoming Wraparound services. This includes those who are already on another waiver, like the Developmental Disabilities (DD) waiver. When a child gets a spot on the DD waiver, they will move to that program and Wraparound will end.

Wraparound also may not be an option if a child needs a different level of care, such as residential treatment instead of home-based services.

This program is only for children and youth ages 4 to 20.

Enrollee appeals

If you do not agree with our decision on the amount or duration of the High Fidelity Wraparound services you requested, you have the right to appeal our decision. You may call us for help in filing your appeal. You, or someone you name to act for you (your “authorized representative”), may file your appeal. The person filing for you must have your written consent.

All telephone requests will be written on an appeal form for you. You have the right to review your file before or during the appeal process. You may present information, by telephone, or in writing. If you would like to review your file, records, or any other documents about your appeal or to present additional information, please let us know when you file your appeal.

Timing of appeal

You have 60 calendar days from the date of our written adverse determination letter to file an appeal. You may request a standard or expedited appeal by calling or writing to Magellan.

Standard appeal

A standard appeal is used when the service is not urgent. Magellan has 30 days from the day we get your appeal request to make a decision. If you first asked for an appeal by phone, you must also send a written, signed appeal form. The date you called will still count as the official start of your appeal. Within five workdays, we will mail you a letter to confirm that we received your appeal.

Expedited appeal

An expedited appeal is for times when you or your doctor think waiting 30 days could harm your health. Magellan must make a decision within 72 hours after getting your request. If you ask for an expedited appeal without your doctor’s support, we will check if it qualifies. If it does not, we will treat it like a standard appeal and decide within 30 days.

Requests for more time

You or your provider may ask for more time. We may ask for more time if it is in your best interest. We may extend the time we have to decide your appeal by 14 calendar days. If we need more time, we will tell you why in writing. The extra time notice (Notice of Extension) will also include information about your right to file a grievance if you do not agree with us taking extra time. Include the following with your grievance request:

- Name,
- Address,
- Medicaid ID #,
- Reasons for grievance,
- Any supporting medical records or doctor's letters or
- Any other information that explains why this service should be approved.

Send your grievance request to:

Magellan Healthcare, Inc.
Attention: Quality Department
PO Box 1963
Evanston, WY 82931
Email: WYQuality@MagellanHealth.com
Phone: 1-855-883-8740, TTY: 711

Right to a State Fair Hearing

If Magellan's decision doesn't change you can ask for a State Fair Hearing. You can pick someone in writing to help you, too. You have 90 days to request this hearing from the date on Magellan's notice of appeal decision (Notice of Action Appeal Determination).

To request a Hearing, you can contact:

Division of Healthcare Financing-Medicaid
Wyoming Department of Health
Attention: Brenda Stout
122 West 25th Street, 4th Floor-West
Cheyenne, WY 82002
1-307-777-2896

There is an internal appeal and hearing process. During this process your Magellan benefits will continue if:

An appeal was sent in by you, your provider with your permission, or your authorized representative. This appeal has to be sent to Magellan in a timely way.

Timely means:

- On or before ten days of when Magellan mailed the notice of action to you, or
- Before the date of the action Magellan proposed (effective date).
- The appeal will end, suspend, or reduce services you received in the past.
- Services were ordered by an authorized provider.
- The period covered by the original authorization has not expired, and
- The member requests a benefits extension.

If you get approval to keep getting services during the appeal or before your hearing, you will keep getting them until:

- You withdraw your appeal request,
- 10 days after Magellan mails your appeal to you, unless you request a hearing before the 10-day time limit and include a request to continue benefits until a decision is reached,
- The Office of Administrative Hearings upholds the non-authorizations, or
- The time period or service limits of the previous prior authorization have been met.

If a Hearing Officer upholds a non-authorization/denial (your services are not approved), the non-authorization/denial would stay and the provider will not be paid for services. If Magellan or the Hearing Officer overturns the initial non-authorization/denial, Magellan will issue authorization for the services in question.

Member Cost Share

You will not pay anything for costs of services if the final decision is bad for you as the member.

Getting Started and How to Get Care

High Fidelity Wraparound is a proven planning process. It follows a series of steps to guide your youth and family to make positive changes. The process helps youth stay at home, in school, and out of trouble. We do this by bringing people together from different parts of your life. Together, they support you and your youth make changes and achieve your vision. The High Fidelity Wraparound process is designed to:

- Be short-term support.
- Support and empower your youth and family.
- Help build your Wraparound team.
- Help you be confident in your ability to manage ongoing behavioral health needs.

Getting help in other languages and formats

If you want information in another language like Spanish or in Braille, please contact us. You can call our toll free number, use our TDD/TTY number, or visit our [website](#). If you would like a paper copy of the provider directory it will be mailed to you within five (5) business days of when you ask for it.

What is a medical emergency?

This is when a person thinks they must act quickly to prevent serious health problems. Call 911 or go to the nearest emergency room or urgent care center in an emergency.

What is a behavioral health emergency?

This is when someone is having thoughts about hurting themselves or someone else. You can follow your crisis plan, text or call 988, or contact a local crisis shelter. You can also call your therapist or go to the emergency room.

What is your part in High Fidelity Wraparound?

Your team will need you to participate in the following ways. You will need to help:

1. Confirm Medicaid eligibility with an annual renewal.
2. Confirm clinical eligibility with an assessment by an independent assessor. The assessor will use an assessment called a CASII or an ESCII. You will also have a Level of Care completed by a Qualified Mental Health Professional. This will also be updated yearly.
3. Maintain a current address, email address, and phone number with both Medicaid and Wraparound. Your Family Care Coordinator (FCC) will help update these when they change.
4. Work with your FCC within three days of the referral to Wraparound to set up a meeting.
5. Help set up members of your team. Help make decisions with your team.

6. Be part of Child and Family Team (CFT) meetings at least once a month. These meetings could be more often and are planned with your FCC.
7. Help find strengths for your youth and your family.
8. Be open about difficult issues with your FCC, your YSP, or your FSP.
9. Work with your FCC, YSP, or FSP to complete assessments, crisis plans, and Plans of Care.
10. Use the plans and let your team know when they aren't working or need changes.
11. Remember that Wraparound is a process and takes time.
12. Help be part of the FCC's timelines and plans.
13. Set up an account in Fidelity EHR so you can look at your family's records.

10 High Fidelity Wraparound principles

The High Fidelity Wraparound process relies on a set of 10 guiding principles (listed below). The process varies depending on the community that you live in, but High Fidelity Wraparound always uses these principles. It is these principles that create success in the program.

Family voice and choice: Youth and families choose their team. The team make sure the plan has your values and preferences.

Team-supported: The team supports the family. Teams include people from the community, formal supports, and informal supports.

Natural supports: The team supports individual and community relationships for youth and families.

Collaboration: Team members work together on ideas to develop the plan. They are also responsible for setting up the plan and keeping track of its results.

Community-based: Services are provided in the most open and easy to get to settings as possible.

Culturally competent: The plan respects and builds on the values, preferences, beliefs, and culture of the child/youth and family.

Individualized: The team develops a way for the member and family to receive supports and services that closely fit each youth/family's needs.

Strengths-based: The plan builds on the capabilities, knowledge, and skills of the child and family. It also does this for their community and other team members.

Unconditional: Despite challenges, the team persists in working toward the plan of care goals. They do this until the team agrees that a formal process is no longer required.

Outcomes-based: Through the plan of care, the team strives to reach clear goals that youth and families say are important. The team monitors progress toward goals and revises the plan if needed.

Types of Wraparound Providers

Each team looks different. In Wyoming, every team must have a Family Care Coordinator. Below is a list of all the types of other people who could be on your team. The team will help:

- Your family make future plans.
- Help you understand and get ready for the Wraparound process.
- Guide you to develop a Child and Family Team.
- Support your team's progress.
- Your family meet its goals!

Family Care Coordinator (facilitator)

A Family Care Coordinator is a person who is trained to coordinate the High Fidelity Wraparound process, support the family and team, and is responsible for all documents Magellan needs to keep High Fidelity Wraparound in place. The person may change over time. This depends on what works best for your family. For example, a parent, caregiver, or other team member may take over leading team meetings once you have been in Wraparound for a little while. Your chosen Family Care Coordinator will remain part of your formal team until High Fidelity Wraparound ends.

Family Support Partner

A Family Support Partner is a person who has experience building relationships in Wraparound. This person is a formal member of the team. Their role is to serve as a partner, peer mentor, advocate, and a resource for family members until natural supports can fulfill this role. Many times, they will leave the team prior to the end of Wraparound.

Youth Support Partner

A Youth Support Partner is a young adult between the ages of 18 and 26. This person has personal experience with High Fidelity Wraparound. He or she is a member of the Wraparound team. Similar to the Family Support Partner, the Youth Support Partner's role is to serve as a partner, peer mentor, advocate, and resource for youth until natural supports can be fulfilled. Many times, they will leave the team prior to the end of Wraparound.

Respite

What is respite?

Respite is a short-term service for the main caregiver(s). Respite services are meant to help you and your family in a way that fits your family's needs. Parenting a child with emotional or behavioral health needs can be stressful. Respite can be a helpful support during these times.

Finding a respite provider

Once respite has been documented as needed in the plan of care, your Family Care Coordinator will help locate respite providers. You and the provider will set a time to meet so you can get to know more about one another and discuss any concerns. You will plan for the next steps.

What training have respite providers had?

All providers have been certified in First Aid/CPR, Wraparound, and they complete special training from Magellan on how to provide respite care. These trainings teach providers about safety, the importance of respecting your family culture, how behavioral health conditions are unique, and ways to work with complex behaviors.

Examples of respite activities

- Learn to talk to others
- Know how to have fun without getting into trouble
- Practice following directions

How respite is used as part of High Fidelity Wraparound?

Your team will help you determine how respite can support the goals in your child's Plan of Care. Respite needs to be included in your youth's plan for your family to receive it.

Other Members of Your Wraparound Team

Wraparound teams include members who are not Wraparound providers. These team members include formal (paid) and informal or natural (non paid) supports.

Examples of formal supports:

- Therapists/mental health providers
- School employees
- Department of Family Services workers
- Health care providers
- Probation or parole officers

Nonformal or natural supports could be someone who has a long-term relationship with your family. They could be extended family members, close neighbors, or friends. These “go-to” people are people your family trusts. Natural supports are the unpaid people in a family’s life who are part of the Wraparound process. They provide support after Wraparound ends. They know the family, care about them, and want to see them be healthy and happy.

Examples of natural supports are:

- Friends
- Someone in the neighborhood who could be brought to the team for support
- Neighbors
- Coworkers
- Spiritual leaders
- Past teachers
- Landlords
- Coaches
- Sponsors
- Support group leaders

Covered Services for Children and Youth

The checkmarks indicate covered services for children and youth. If there’s a checkmark in the Medicaid column, services are covered at no cost for Medicaid enrolled youth, including youth receiving Wraparound services. Medicaid services may change at any time, including adding or removing services. To access Medicaid services, Wyoming Medicaid has developed a handbook with information on current services and how to access them. For the most updated list of Medicaid services, refer to Wyoming Medicaid: https://health.wyo.gov/wp-content/uploads/2025/01/Member_Handbook_for_Children.pdf

Checkmarks in the Wraparound column indicate additional services for Wraparound children and youth. To get help with Wraparound services, please contact your Family Care Coordinator.

Child/Youth Covered Service	Medicaid	Wraparound
<i>Ambulance/emergency transport:</i> Ground or air ambulance when medically necessary.	✓	
<i>Ambulatory Surgical Center Services:</i> Outpatient surgeries performed in a licensed surgical center.	✓	
<i>Benefit assistance:</i> Assistance with locating additional relevant benefits and assistance programs.		✓
<i>Care Coordination:</i> Organization of plans into a single, team based plan.		✓
<i>Chiropractic Services:</i> Medically necessary chiropractic care for children/youth.	✓	
<i>Clubhouse Services:</i> Community-based behavioral health program offering skill development and support.	✓	
<i>Crisis Intervention and Safety Planning:</i> Immediate and long term family crisis de-escalation and planning for safety.		✓
<i>Dental Services:</i> Cleanings, exams, fillings, x-rays, emergency dental, and orthodontics when medically necessary (through age 20).	✓	
<i>Durable Medical Equipment (DME):</i> Equipment like wheelchairs, walkers, oxygen, prosthetics, and orthotics when prescribed.	✓	
<i>Family Planning Services:</i> Pregnancy testing, contraceptives, counseling, and related services.	✓	
<i>Hospice Services:</i> End-of-life care provided at home or facility without losing other benefits.	✓	
<i>Hospital Services:</i> Inpatient and outpatient hospital care when medically necessary.	✓	
<i>Hearing Services:</i> Hearing exams, hearing aids, and audiology services.	✓	
<i>Immunizations:</i> All recommended childhood and adolescent vaccines up to age 20.	✓	
<i>Interpretation Services:</i> Medical interpretation, including ASL, when needed for the member to understand care.	✓	
<i>Home Health Services:</i> Skilled nursing, therapies, and other care in the home under a plan of care.	✓	
<i>Laboratory & X-ray Services:</i> Lab tests, radiology, imaging, and health screenings ordered by a provider.	✓	

Child/Youth Covered Service	Medicaid	Wraparound
<i>Mental Health & Substance Use Services:</i> Outpatient therapy, psychiatric services, substance use treatment, and crisis services.	✓	
<i>Occupational Therapy (OT):</i> Therapy to improve daily living skills (limits apply unless medically necessary).	✓	
<i>Organ Transplant Services:</i> Medically necessary organ transplants.	✓	
<i>Out-of-State Services:</i> Covered only for emergencies or when an enrolled out-of-state provider is required.	✓	
<i>Parenting Education and Support:</i> Parenting classes, parent support partners, and direct parent supports.		✓
<i>Physical Therapy (PT):</i> Therapy to restore mobility and physical function (limits apply).	✓	
<i>Prescription Drugs:</i> Most medications covered with a valid prescription (generic preferred).	✓	
<i>Psychiatric Hospital Services:</i> Acute psychiatric care for stabilization, for youth under age 21.	✓	
<i>Psychiatric Residential Treatment Facility (PRTF):</i> 24-hour psychiatric residential treatment for youth.	✓	
<i>Rehabilitation Services:</i> Restorative therapies following injury, surgery, or illness.	✓	
<i>Respite:</i> Temporary care to provide support for caregivers.		✓
<i>Skill Building:</i> Customized, family directed plans to build whole family skills across all life domains.		✓
<i>Speech Therapy (ST):</i> Therapy for speech, language, or swallowing needs (limits apply).	✓	
<i>Surgical Services:</i> Medically necessary surgeries performed by qualified providers.	✓	
<i>Telehealth / Telemedicine:</i> Remote medical and behavioral health visits with enrolled providers.	✓	
<i>Transportation Services:</i> Mileage reimbursement, bus/taxi, lodging, or airfare to medically necessary appointments.	✓	
<i>Vision Services:</i> Annual eye exams and glasses/contacts (one pair per year unless medically necessary).	✓	

Child/Youth Covered Service	Medicaid	Wraparound
<i>Well-Child Checkups:</i> Routine physicals, developmental screenings, behavioral screenings, and health counseling.	✓	
<i>Youth and Family Groups:</i> Specific topical groups intended to address typical family needs.		✓

Medicaid Benefits

Children and youth receiving Wraparound have full Medicaid benefits that can help them get Wraparound services. For more information about using your Medicaid benefits, please call the Wyoming Department of Health, Division of Healthcare Financing (Medicaid) at 307-777-7531 or use the Wes Portal.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

Early and periodic screening, diagnostic, and treatment (EPSDT) is a benefit for eligible children with preventive healthcare services. This includes regular checkups and full physical and mental healthcare from birth up to age 21. These assessments (or “screenings”) must include check-ups in four areas:

- Physical health
- Dental health
- Vision
- Hearing

Transitioning to Adulthood

Moving into adulthood is a big step for both youth and their families. Magellan is here to help during this time. As a youth gets close to turning 18, the team will work with you to get ready for changes in rights and responsibilities. Your Family Care Coordinator will help you understand and sign any assessments, plans, or other needed forms.

This is also a time when the Plan of Care can include new supports for young adults, like help finding a job or resources for school or job training.

The Wyoming Department of Health also offers helpful tools for families as their youth begins making their own health care decisions.

Health care transition timeline: <https://health.wyo.gov/wp-content/uploads/2019/12/Health-Care-Transition-Timeline-MCH-85.pdf>

Disenrollment

Why Children and Youth May Leave Wraparound

Families may decide to stop Wraparound services at any time. You can make this request in writing or by telling your Family Care Coordinator. Families choose to end services for many reasons, such as moving out of Wyoming, changes in needs, or other personal reasons. When you ask to end Wraparound, your disenrollment will be in effect the day you sign the discharge Plan of Care.

There are also times when Wraparound may need to close services for a youth. Some common reasons include:

- The youth is no longer eligible for Medicaid
- The youth moves out of Wyoming
- The youth reaches the age limit for the program
- The youth is incarcerated
- The youth no longer meets financial requirements
- The youth no longer meets clinical requirement
- The youth becomes eligible for a different program that cannot be used at the same time as Wraparound
- The youth is placed out of the home for more than 180 days

Reasons a Youth Will Not Be Disenrolled

Wraparound will not disenroll a youth because:

- Their health gets worse
- They use more medical or behavioral health services
- Their mental or emotional needs change
- They show challenging behaviors that come from their disability or special needs (unless these behaviors make it impossible for Wraparound to safely or effectively provide services for them or others)

Youth Involvement

Magellan strongly encourages youth to be involved in all aspects of their own care. Youth should be seen as experts in their own lives. They should be actively involved in the High Fidelity Wraparound process. This includes selecting their own goals and deciding how those goals will be reached. When young people are actively involved in their plan of care, they are more likely to follow through with plan objectives and achieve positive outcomes.

Youth are encouraged to sign their own plans once it is age appropriate, as determined by the team.

Once a youth turns 18 years old, they become their own guardian unless their parent or guardian has completed a process maintain guardianship. This transition is one that the team will plan for and work together on cooperatively before the youth's 18th birthday.

Care Coordination

Magellan is here to help you and your family get the care you need. We teach you about services, help you stay organized, and support you as you build a team that will continue to help after Wraparound ends.

What is care coordination?

Care coordination is how Wraparound helps families handle hard behaviors and work with different services. Your Family Care Coordinator helps you make a plan, build a team, and find support that lasts. Care coordination listens to what your family wants and helps bring more stability to your home.

Care coordination helps by:

- Connecting your family to the right services
- Helping you work with different systems using one easy plan
- Finding extra supports your child or youth may need
- Keeping everyone on the same page
- Linking you to community resources
- Sharing information in simple, clear language

Other Ways Magellan Can Help

Flex funds

You may apply for flex funds if your family has an urgent financial need. These are funds used for expenses to support your family's Plan of Care. Flex funds should be asked for as a last option (emergency). Your family care coordinator can help with the process of requesting flex funds. Funds are not guaranteed and may not be available. All flex fund requests are reviewed for approval. Please work with your child and family team to request flex funds.

Youth and Family Training

Youth and Family Training is available to youth who, before joining Magellan, did not have active Medicaid. These families would be on the 1915(c) Waiver. This training is done either one-on-one or in small groups and helps strengthen social skills. Ask your Family Care Coordinator if this is right for your child's plan of care.

Telehealth

Telehealth is a way to hold meetings by using a video conferencing system. It works well when traveling. These things are needed for Telehealth:

- An electronic device with a camera.
- An internet connection.

Group services

High Fidelity Wraparound groups help youth and families meet others, work on goals, and learn new skills. Youth can join activities that help them build skills and make friends. Families can learn parenting tips and get support from others who understand.

What if I think my child needs physical or behavioral health services other than High Fidelity Wraparound?

You, your child, and your family team will make a Plan of Care. It will start with the needs that you think are the most important right now. These needs will be written in the Plan of Care.

If your child needs physical or mental health services that High Fidelity Wraparound does not cover, your Family Care Coordinator will help you find them.

For more information about services through Medicaid besides High Fidelity Wraparound, you can check the Wyoming Medicaid Handbook at https://wyomingmedicaid.com/portal/Medicaid_Handbook.

Accessing providers

Members can find information about Magellan providers using the Magellan of Wyoming Provider Search: [Find a Provider | Magellan in Wyoming](#) (magellanofwyoming.com). Various search options include but are not limited to, languages spoken, gender, location, services provided, availability, etc. Members may also obtain a printed version of the directory via the icon available on the Provider Search page or call Toll-free (24-hour availability): 1-855-883-8740 or TDD/TYY: 711.

Accessing your Member Records

You can see your records in the Client Portal. This is part of our online health system. In the portal, you can see your Plan of Care, team meeting notes, and other information about your services.

If you need help getting into the portal or using it, your provider can show you how and make sure you can see what you need.

What can I expect from My Family Care Coordinator?

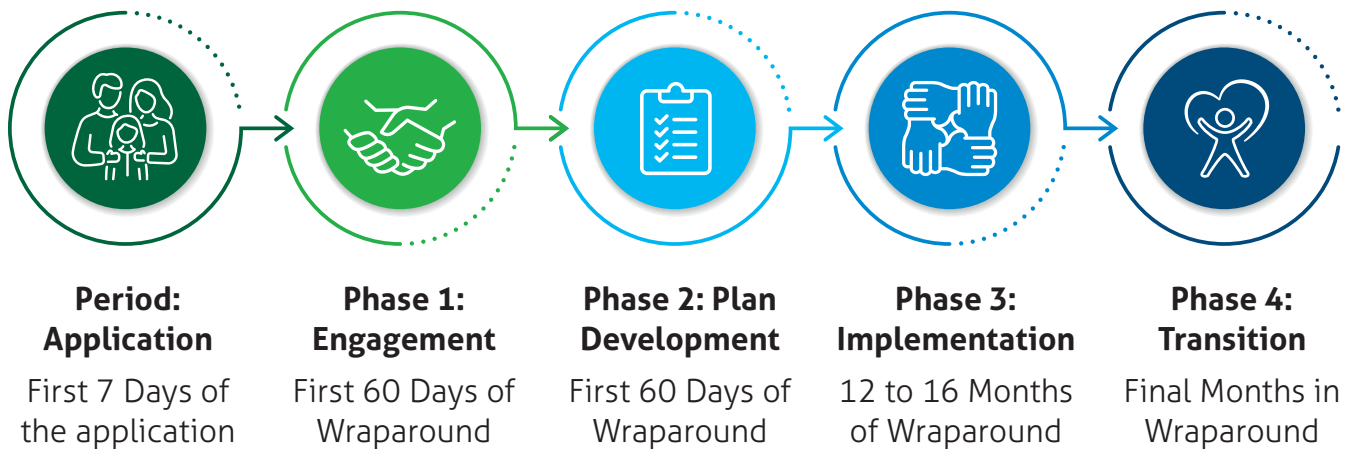
Your **Family Care Coordinator** will be your main contact during this process. You can choose your coordinator from the list on the Magellan of Wyoming website <https://www.magellanofwyoming.com/youth-and-families/find-a-provider>. You can meet with them in person or through telehealth. Your coordinator will take time to learn about you and your family, your strengths, your goals, your challenges, and what you want to see change. They will help you from the start of enrollment all the way through the end of High Fidelity Wraparound.

Your Family Care Coordinator will meet with you to explain their job, how High Fidelity Wraparound works, and what you can expect. They will support you and your family with anything that comes up while you are in the program. All meetings should be planned at the time and place that works best for you. The first meetings will include filling out paperwork, which usually takes about one week. Your coordinator will meet with you at least twice a month.

In Wraparound, families are the main decision makers. Other team members are there to support you, share ideas, and help make the plan work. Teams include people who are important to the family, such as professionals, friends, relatives, and others who can offer support. Together, the team builds a plan that fits your family's culture, values, and needs. Every family is unique, so every plan is unique.

High Fidelity Wraparound Phases

On the next pages, each phase of the High Fidelity Wraparound process is outlined. This will help you understand what to expect and what to do. Don't forget that you have a team to help you!



First Part of Your Journey

What to Expect

High Fidelity Wraparound helps families, professionals, and community members work together as a team. The goal is to support your child and family. There are four steps in the process, and your Family Care Coordinator will help you through each one.

Phase 1: Engagement and team preparation

- The facilitator will explain Wraparound to you and your family in simple terms.
- The facilitator will ask if you want to join Wraparound.
- You will learn about the team process, who could potentially be on your team, and how you and your child will take part.
- You can ask questions anytime.
- You will work with your facilitator every step of the way including enrolling in Wraparound.
- Your facilitator will help you with Medicaid enrollment, if you are not already on Wyoming Medicaid

Legal and Privacy Info

- The facilitator will review permission forms with you.
- They will explain your rights and important rules, like when they must report concerns.
- You will sign forms before enrolling into Wraparound.

Addressing Urgent problems

- The facilitator asks your family about any safety problems right now.
 - This may be things like no food, no place to stay, no heat, or no electricity.
 - They help you make a quick “band-aid” plan to stay safe.
- The goal is to fix the biggest problem first and get help fast if you need it.
 - Later, the whole team will make a bigger plan to stop future problems.
- With your okay, the facilitator talks to other team members to learn about any urgent problems.
- Your family talks about past problems and what helped before.
- If something must be done right away, you and the facilitator make a fast plan.
- This plan has simple steps to help keep everyone safe.

Talk with the Family and Youth

- The facilitator meets with your family to hear your story. They learn what you are good at, what you need, your culture, and what you want for the future.
- The facilitator helps your family choose who should be on your team. They also ask when and where you want to meet, and if you need help like childcare or a translator.
 - Later, the whole team will look at this and add more.
- The facilitator writes a short Family Story about your strengths, needs, culture, and goals.
- Your family reads the Family Story and says if it is correct.

Invite Other Team Members

- The facilitator and your family ask people to join your team.
- The facilitator tells them what Wraparound is.
- The facilitator asks them to help and what they think your family needs.
- Your family can ask people too, but you do not have to do it all.

Set Up Meetings

- The facilitator uses the information to pick a time and place for the meeting.
- They make sure any help you need is there.
- The meeting place should be easy to get to and comfortable.
- The facilitator brings papers about the family’s strengths, needs, culture, and goals to share with the team.

Building the Plan of Care

What to Expect

In this stage, your Child and Family Team works together to make a Plan of Care. The plan shows your family's goals, strengths, and needs. It lists what everyone will do to help and support your family.

PHASE 2: Plan Development

- The team works together to build trust and respect while creating the first plan of care.
- The plan should follow Wraparound principles, making sure your family and youth feel heard and agree with the needs and options chosen.
- This phase usually happens in 1 – 2 meetings within 1 – 2 weeks to keep momentum and teamwork strong.

Develop Crisis/Safety Plan

Identify Serious Risks

- Discuss how to keep all of your family members safe.
- Talk about what could go wrong and rank the risks by how serious and likely they are.
- Look at past crises and how they were handled for ideas.

Create Crisis/Safety Plan

- Go through each serious risk in order of priority.
- Identify warning signs, ways to prevent the crisis, and steps to take if it happens.
 - Identify what is going right for your family as a place to start.
- Assign clear roles to each team member for prevention and response.
- Write the plan down.
- Sometimes your family and your teams might make a separate safety plan to cover all possible safety issues.
- Avoid letting crisis planning take over the whole Wraparound plan—balance safety needs with the overall goals and strengths.

Develop the Plan

Set Ground Rules

- Talk as a team about basic rules for working together.
- Include rules about confidentiality, mandatory reporting, and creating a safe, respectful space.
- Write down and share the rules so everyone knows what to expect.
- Make sure rules support your voice, focus on strengths, and guide team decisions.

Describe and Document Strengths

- Review the strengths identified in Phase 1.
- Ask for more strengths from your youth, your family, team members, and community.
- Keep a strengths-based approach throughout the process.

Create a Team Mission

- Review your vision for the future.
- Work together to create a short statement (1 – 2 sentences) of the team's overall goal.
 - This mission will guide the team's work through all phases.

Describe and Prioritize Needs/Goals

- Your child and family team reviews and adds to the list of needs.
- You will choose a small number of needs to work on first.
- Focus on what's most important to your family and youth, not just services, but the bigger issues that will help you achieve the mission.

Determine Goals, Outcomes, and Indicators

- For each need, decide what success will look like.
- Choose specific indicators to measure progress and decide how often to check them.
- Keep the list of goals and indicators manageable so tracking progress is realistic.

Select Strategies

- Think of different ways to meet your needs and reach your goals.
- Use help from the community, your strengths, and your family's culture.
- Include both services and help from friends, family, and others.
- Look at the services you already get and see if they are helping your family.

Assign Action Steps

- The team gives each action step to a person and sets a time to finish it.
- Action steps are small jobs to make a plan work (for example: make a phone call, get a ride, go to a meeting, find information).
- Everyone on the team helps, but no one, especially the youth or family, should have too much work.

Complete Documentation and Logistics

- Set a regular meeting schedule.
- Decide how the team will communicate between meetings.
- Distribute meeting notes, the plan of care, and other documents to all members.

Implement Your Plan

What to Expect

Now that the plan is crafted, your youth and family team implement that plan. It's about working together, checking progress, and making changes when needed so the plan really helps you reach your vision.

PHASE 3: Implementation

- The team puts the Wraparound plan into action.
- Progress and successes are reviewed regularly. Updates are made as needed.
- The team keeps working together respectfully until the mission is reached and formal Wraparound is no longer needed.

Carry Out Action Steps

- Team members do the jobs they agreed to.
- The facilitator checks in, helps, and finds needed resources.
- The facilitator may teach helpers or community members about Wraparound so they can give support.

Track Progress

- Monitor if action steps are done on time and as planned.
- If steps aren't completed, find out why—maybe the team member needs more support or a different approach.

Evaluate Success of Strategies

- Review the outcomes and indicators for each need.
- Decide if strategies are helping meet the needs and move toward the mission.
- Do evaluations at regular intervals.

Celebrate Successes

- Recognize your youth, family, and team's achievements, big or small, whether they come from the plan or other positive events.
- Some teams make it a habit to share "what went well" at each meeting.

Revisit and Update the Plan: Consider New Strategies

- If current strategies aren't working, or new needs come up, brainstorm new ideas.
- Follow the same process as in Phase 2
- Keep the mission in mind when making changes.

Maintain or Build Team Cohesiveness and Trust

Monitor Satisfaction and “Buy-In”

- Use conversations, feedback, or surveys to see how team members feel about the process.
- Ask youth and family often if they feel progress is being made toward their vision.
- Welcome and orient new team members.

Address Trust and Cohesiveness Issues

- The facilitator provides ongoing education about Wraparound for all members. This includes new ones.
- Help the team work through problems or concerns.
- Make sure goals truly reflect the youth and family’s needs to avoid conflict.

Complete Documentation and Logistics

- Maintain and update the plan of care and meeting minutes.
- Record progress, successes, attendance, use of services, and spending.
- Distribute documents promptly and adjust meeting details when needed.

Transitioning from Wraparound

What to Expect

Transitioning from Wraparound means your family is ready to move forward with the strengths and supports the team has built. You will keep using what you have learned and the connections you have made to reach your goals.

PHASE 4: Transition

- The team plans how to move out of Wraparound and use help in the community.
- The plan includes both services and help from friends, family, and community.
- Planning starts early and gets clearer as the team meets needs and reaches goals.

Plan for Ending Formal Wraparound

Create a Transition Plan

- Review your family’s strengths and ongoing needs.
- Identify supports and services that will continue after Wraparound.
- Build a lasting network of supports that does not depend on formal Wraparound.
- The team may choose to keep meeting in some form even after services end.

Create a Post-Transition Crisis Plan

- Plan how your family and supporters will respond to future crises.
- Include specific steps, responsibilities, and ways to communicate.
- Practice possible responses and make sure your youth and family know where to get help if needed.
- Use the skills and resources your family has gained during Wraparound.

Adjust the Wraparound Process for Transition

- Add new team members if needed for post-transition supports.
- Decide how each member will stay involved after Wraparound ends.
- Gradually reduce meeting frequency until formal meetings stop.
- If the team continues informally, the family or their supports may take the lead in running meetings.

Document the Team's Work

- Create a summary of your youth, family, and team's strengths.
- Record lessons learned—what strategies worked well, and which didn't.
- Complete any final reports for providers, court, or other systems as needed.

Celebrate Success

- Have a celebration that is important to your family's culture to mark the end of Wraparound.
- Celebrate what your family and team have done.
- Make sure your family is ready for the celebration—not just because the system says it is time to end.
- Share your success with Magellan and your Family Care Coordinator so other families can see how Wraparound can help them too.

Check In with the Family

- Create a plan for follow-ups.
 - Follow-ups can be questionnaires, phone calls, or agreed-upon in-person check-ins.
- If new needs arise, help your family access services or, if needed, bring the Wraparound team back together.

Family Wellness

Primary care provider

It is important to have a doctor to help your family and team with care options. This can include medicine or seeing a therapist. A primary care doctor is someone you can go to in a crisis. A doctor who knows your child can help them get care in your community. This helps your child stay healthy over time.

Your Family Care Coordinator will work with your doctor if you have one. If you do not have a doctor, your Family Care Coordinator can help you use your Medicaid portal and find a doctor nearby. A primary care doctor can help with your child's health in ways your Family Care Coordinator cannot. It is important for your child to have a doctor who understands their needs and can give advice to the team about care and support.

Measuring Family Satisfaction and Experience

High Fidelity Wraparound Index (WFI-EZ)

There are ways you can share your experience in the High Fidelity Wraparound (HFWA) program. Families and youth will be asked to fill out a survey called the Wraparound Fidelity Index, or "WFI-EZ." This survey asks about your experience with the program and if the services are being done the right way. People on your HFWA team will also be asked to take the survey.

There are no right or wrong answers. The survey results help HFWA providers, the Wyoming Care Management Entity, and the Wyoming Department of Health make the program better. Magellan and the State of Wyoming want to make sure families get the best help. By taking the survey, you help show what is working and help make positive changes for families.

Annual Member Satisfaction Survey

There is also a yearly Member Experience Survey. It is important for you to complete. This survey lets you tell Magellan what is good about the High Fidelity Wraparound program and what could be better. The survey is private unless you say it is okay for us to contact you about your answers.

Confidentiality

Information about your youth and family will not be shared with others unless you say it is okay. You will be asked to sign a release of information form, which allows the following groups and people to share information:

- Magellan
- Family Care Coordinator
- Family Support Partner
- Youth Support Partner
- Respite Provider
- Child and Family Team

We share information to develop, implement, and monitor your family's Plan of Care. Information about you and your family will always remain private. The only time this would not be the case would be in situations when:

- Your youth threatens to harm him/ herself or others.
- Someone believes that abuse or neglect might be happening.

Enrollee grievances

What if I have a serious issue that I am unhappy about?

You might not be happy with the service you are getting. Try to talk with your provider to solve the problem first. If that does not work, you may make a grievance (complaint) or voice your concern at any time to the Magellan of Wyoming Care Management Entity. You can have someone you know help you through this process if needed.

The way we handle this is called our "grievance process." You will hear the words "filing a grievance." This is what we call the process when you make a grievance or voice your concern. Reasons for grievances can include, but are not limited to:

- You are unhappy with the quality of care or services.
- You believe a provider does not respect your youth's rights.
- You believe a provider has been unprofessional.
- A provider has abused or mistreated your youth.
- Your youth has been put in a dangerous setting or situation.
- You believe that a provider has been rude.

You may contact us for help filing your grievance by phone, email, or mail. You can also contact us through our website, www.MagellanofWyoming.com. If you need assistance with filing your grievance, Magellan can help.

Magellan Healthcare, Inc.
C/O Quality Department
PO Box 1963
Evanston, WY 82931
Email: WYQuality@MagellanHealth.com
Phone: 1-855-883-8740, TTY: 711

What happens after I file a complaint or grievance?

A letter will be mailed to you. The letter will explain that Magellan received your concern. This follow-up letter will explain the steps Magellan will take to address your concern.

If you are not happy with our decision, you can ask for a State Fair Hearing to review Magellan's decision. You have 90 days from receipt of the grievance resolution letter to request a State Fair Hearing. You can request a hearing by calling the State at 1-307-777-7531 or writing to the State at:

Division of Healthcare Financing-Medicaid
Wyoming Department of Health
Attention: Brenda Stout
122 West 25th Street, 4
Floor West
Cheyenne, WY 82002

More Important Information

Get involved! Member Advisory Group

The Member Advisory Group meets four times a year. You can give feedback about your child's experience with Wraparound services at these meetings. You can email WYQuality@magellanhealth.com to learn more and sign up. Going to this meeting is optional. Whether you go or not will not change your participation in the program.

Provider resources

Please visit our website, www.MagellanofWyoming.com, to find a High-Fidelity Wraparound or respite provider. You can search by location or name. You can also change the search to fit your child and family's needs.

Community resources

Please visit our website, www.MagellanofWyoming.com, to see a list of local resources. These can help you find job training, food banks, and other kinds of help.

Helpful links

Use these guides for more information about psychotropic medications:

- Appropriate Use of Psychotropic Drugs in Children and Adolescents: A Clinical Monograph (Magellan Health, Inc.), <https://www.magellanofwyoming.com/youth-and-families/resources/local-resources/psychotropic-medications-in-children-youth/>
- Choosing the Right Treatment: What Families Need to Know About Evidence-Based Practices (National Alliance on Mental Illness), https://www.aacap.org/App_Themes/AACAP/docs/member_resources/toolbox_for_clinical_practice_and_outcomes/sources/NAMI_Handbook.pdf

Independent assessors

The independent assessor is the person who does tests called CASII and ESCII. These tests help see if a youth can get High Fidelity Wraparound. You can learn more here: <https://www.magellanofwyoming.com/youth-families/find-a-provider/>

Glossary

Below is a list of terms you may hear.

Care Management Entity (CME)

Magellan Healthcare helps run High Fidelity Wraparound in Wyoming. This means Magellan signs up members for the program and makes sure services are provided.

Crisis plan

A crisis plan is a clear and helpful plan to keep everyone safe. It shows what to do during a crisis and how to get help afterward. You can use it whenever you need it.

Family Care Coordinator (FCC)

A Family Care Coordinator is a person who helps your family with High Fidelity Wraparound. This person may change over time. Sometimes a parent or team member may lead meetings instead.

Family Support Partner (FSP)

A Family Support Partner is a person who has experience with Wraparound. They are part of the team. Their job is to help, guide, and support the family until friends or family can take over.

Formal supports

Services and supports are things provided by trained workers who are paid to help. Their work is watched over by the state, the federal government, or professional groups to make sure it is done safely and correctly.

High Fidelity Wraparound Principles

These are ten key statements that explain what High Fidelity Wraparound believes in and how the process should work. They help guide everyone's actions during Wraparound.

Independent assessor

A person who is trained and authorized to complete the CASII or ESCII evaluation. These are required with the application.

Member

In High Fidelity Wraparound, the word "member" means the youth who is enrolled in the program.

Mission statement

A short statement the team writes to explain the main goal they are working on with the youth and family.

Natural supports

People in the family's life who can help, like friends, relatives, neighbors, or church leaders.

Outcomes

Child, family, or team goals stated in a way that can be observed and measured.

Plan of care (POC)

A document that explains who the family is, who is helping them, and what needs to be done to reach their goals.

Prior Authorization (PA)

A request from a provider to give services to a youth. This lets the team check the youth's plan, the work to be done, and the support needed. The team then approves how much help the provider can give. Families may get letters about eligibility, actions, or if services might end.

Provider

A person who works with Magellan to provide High Fidelity Wraparound. This could be a Family Care Coordinator, Family Support Partner, Youth Support Partner, or Respite provider.

Respite

A service that includes your child spending time with a certified respite provider and works on skills building. It is available short-term and is episodic in nature.

Strategies

Statements in a plan of care that describe specific activities. They include who will do it and when.

Strengths

Strengths are the skills, talents, and gifts of each family member, team member, the family, and the community. In High Fidelity Wraparound, strengths help families handle life challenges. The goal is to use these strengths to reach the goals in the team's plan of care.

Telehealth

A service that lets anyone with the Internet connect with providers to get help through online care.

Vision statement

A statement from the youth and family about how they want the future to be.

Wraparound team

A group of people who help the family make a plan, meet needs, and reach their goals.

Youth Support Partner (YSP)

A Youth Support Partner is someone between 18 – 26 who has been part of High Fidelity Wraparound. They are part of the team and help the youth as a mentor, guide, and supporter until friends or family can take over.

