

Meeting Minutes

Provider Call

May 8th, 2023

2:00 p.m.

<https://magellanhealth.zoom.us/j/98029168463?pwd=RGc5VXVCOGsxakU2c1pMOFgydUIPZz09&from=addon>

Password: 937457

Attendees:

- Providers: 21
- Staff: 7
- Total: 28

New Items

- Operational Updates Rolando Fuentes
 - Please ensure that all families/guardians have access to their case file.
 - One of the biggest staples in HFWA is giving control to the family
 - Rachel will show us where to find the information to grant families access.
 - Please be sure that all your families have the ability to log in.
 - You can go to the Client Portal section. If there is a red box, that means you haven't assigned the family a user name.
 - It's important to walk families through how to log in and what they'll see. Also, be sure to add a contact note that you've completed that task.
 - Question (Chassity Wiederspahn)– Is it possible to grant access to more than one family member? Is there a limited number?
 - We believe different log ins can be created.
 - We can test this.
 - Right now, only asking Guardian One has access, but we will look into this.
 - Mejah Cobb noted in the chat that families can have multiple users, but they need separate log ins.
 - In two weeks, if we see that families don't have access, we'll send a notice to the provider. **Those notices will start going out on March 22, 2023.**
 - Question (Chassity Wiederspahn) – what if the family is not computer savvy, or they do not have a computer?
 - We have flex funds for computers and internet.
 - The State has an internet service that is a lot cheaper. There is an application and we can provide that information.
 - Walk with a family to build their computer skills. This could be in their Plan of Care.
 - Only for guardians.

- Level of Care Enhanced
 - We were able to remove a few questions, and include a one page glossary that notes what we are looking for in each section.
 - Launched May 5th, 2023.
 - Enhanced FidelityEHR to include a Message Bar to offer alerts periodically.
 - Links can be found in the May 5th CME Connections.
- End of the School Year Approaching
 - Flex Funds
 - These are available to assist families with summer programs.
 - Planning for the Summer
 - This is the time where families start planning for the Summer.
- Governor’s Mental Health Summit (available on [YouTube](#))
- Systems of Care Summit
 - [Corrected Link: https://www.airmeet.com/e/ba96a4e0-7b23-11ed-8216-1d7bb4e5c0c9](https://www.airmeet.com/e/ba96a4e0-7b23-11ed-8216-1d7bb4e5c0c9)
- [National Wraparound Initiative Newsletter](#)
- Wyoming Referral Summit: Natrona County
 - Want to focus more on the county level.
 - We want to share cold call contacts, and explore how you’re receiving your referrals.
 - Soon, we’ll do another session in a different county.
 - All are invited.
 - Natrona county has the highest volume of youth referred.
 - May 31st, 2023 at 10 am.

- Network Updates

Shelli Stewart

- Respite and Youth Support Partner Options for the Network
 - Encouraging providers to use these services. If you’re interested in adding these services to your practice, please let Shelli know.
- CME Connections
 - Will be going out once a month. Next edition will go out on June 9th, 2023.
- Mass Adjustments – If you haven’t received one, what to do.
 - These were being paid at an incorrect rate.
 - Please reach out to CNSI and let them know that you haven’t received your Mass Adjustment for Youth and Family Training.
- Update Capacity
 - If the number of youth you’re willing to take on changes, please let Shelli know.
- Network Count: 85

- Quality

Tina Bodkins/Rachel Copen

- Member and Provider Satisfaction Surveys
 - It’s survey time again. Please take some time to complete those. They help to improve the program.
- External QIC
 - We’d love for everyone to participate.
 - Will happen late June – Invitations will be distributed soon.
 - We’ve cut the time down to a half hour and moved the meetings to a Friday.
 - If there is a better day/time, please email WyQuality@MagellanHealth.com
 - Do we have any providers who are willing to make a commitment to attend for a year? If so, please email WyQuality@MagellanHealth.com.

- Please send any agenda items to WyQuality@MagellanHealth.com
- Member Advisory Group
 - Getting ready to launch these groups.
 - If you have a family that you think would offer feedback, please email WyQuality@MagellanHealth.com.
 - We will send out the link to join.
- Provider Documentation Review Letters Coming
 - These letters are coming soon.
 - We selected a sample of cases to review each quarter. Those reviews are complete, and the results are coming soon.
 - We do have the rubric measuring system on the website. This was also sent out in the CME Connections and discussed at Tuesdays @ Two.

- Training Updates

Rachel McKen

- Release of Information
 - This is in the custom assessments.
 - It's the Consent to Release Protected Health Information
 - Families will need to sign this to participate in the External QIC and Member Advisory groups.
 - Rachel went over the form with the participants on the call.
 - Question (Mejah Cobb) – How would a family complete this?
 - You can complete this with the family.
 - Or you can print as a PDF and send it to the family to complete.
 - Is there a way to email this through Fidelity EHR? Rachel will test this.
- Learning Opportunity for May: Children's Special Health Programs, Wyoming Guardianship and Wyoming Unaccompanied Student Initiative
 - May 17th at 11 am.
- Rise Demo – Rachel demonstrated how to find all trainings in Rise and to find courses based on topics.
 - There is a Rise training on how to create client portals.
 - There is also a 2023 Fidelity EHR training that will be required for re-certification.
 - Question (Kimberly May) – What all can families do with their access?
 - They can see:
 - They can see their member information
 - Team meeting minutes
 - Plans of Care
 - Diagnosis Codes
 - Families cannot edit or delete anything.
- Tuesdays @ 2 p.m. for May are paused.
 - Please focus on your re-certification track.
 - Re-certification is due November 1st.

- Clinical

Angela White

- Formal and Informal Team Supports
 - Team meeting minutes are one thing families have access to.
 - This feature allows Magellan to see if teams are inviting these team supports and whether they're attending.
- Public Health Emergency
 - This is winding down. There will be a lot of documentation from Wyoming Medicaid, so please keep an eye out for those.

- There may be some kiddos that may no longer qualify under the B waiver and may need to transition to the C waiver.
 - All families will need to go through this process.
 - This is happening. It is ending.
 - We want to help support you and your families.
 - Between 10,000 to 15,000 individuals in Wyoming will be at risk for losing Medicaid. Many of those cases will be children and youth.
 - It is possible that you might have kiddos on your caseload that will be impacted.
 - For financial eligibility for the C Waiver, we're only looking at the income of the child. Right now, there is not a wait list.
- Medicaid Eligibility
- Please make sure all kiddos on your caseload are eligible for Medicaid. We suggest this done at the beginning of each month. Encourage families to go to the Wyoming Medicaid Website to get the needed information regarding eligibility and services. Here are the two locations to check:



- <https://health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility/medicaid-income-requirements/>
- Suggest monitoring this monthly.

Standing Items

- Questions and Answers All
 - Question (Mejah Cobb) – is there a training on how we can encourage informal supports to join the team?

Next Provider Call is June 12th, 2023

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