

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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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 will be used as a 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 Magellan Care Management Entity manages the High Fidelity Wraparound program. We provide support and training for all the people involved in the High Fidelity Wraparound process:

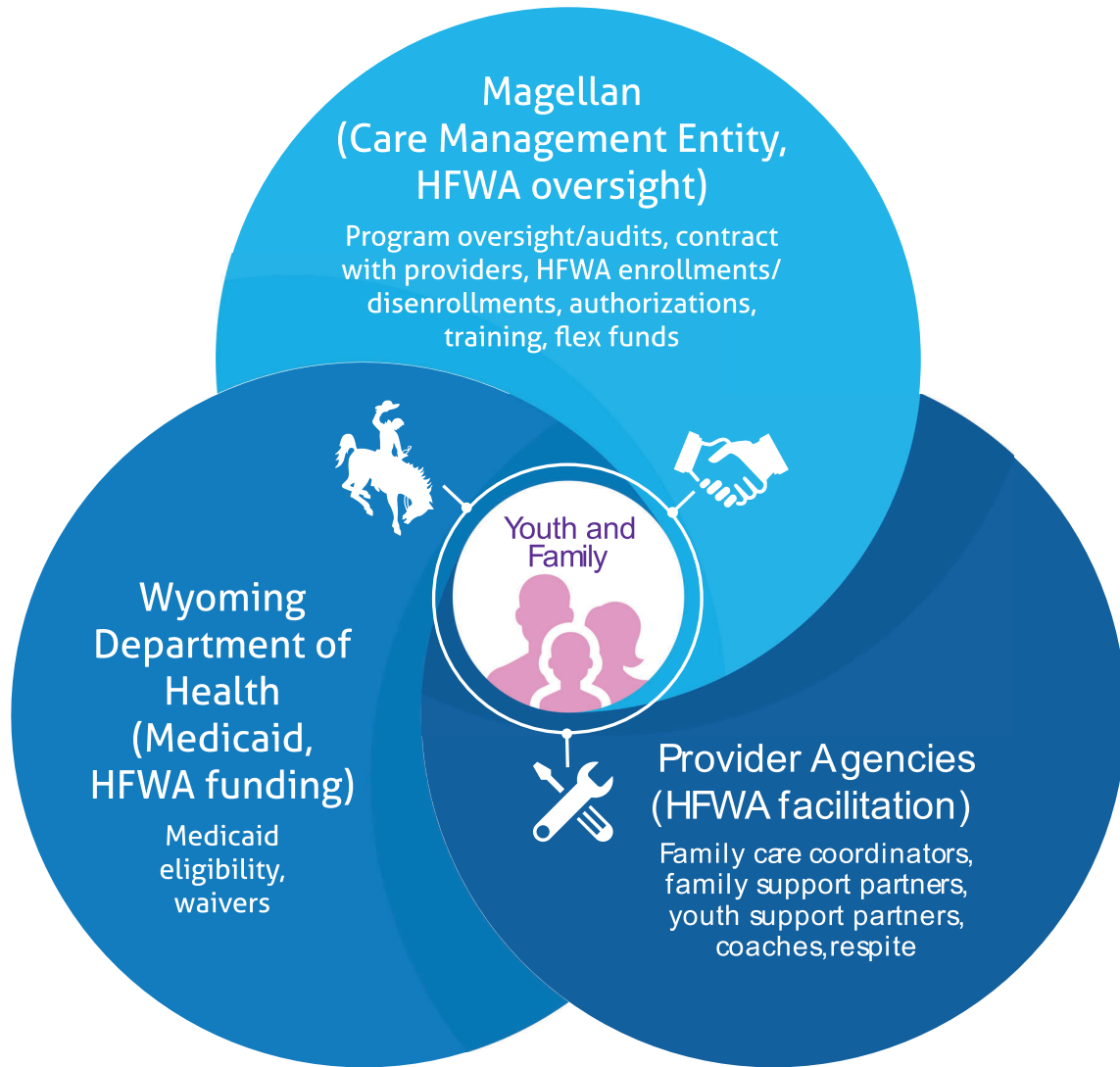
- Providers
 - Family Care Coordinators
 - Family Support Partners
 - Youth Support Partners
 - Respite
- High Fidelity Wraparound Coaches

See below for a picture of how the Magellan Care Management Entity works.

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

How everyone works together



Contact us

Magellan in Wyoming

PO Box 1963, Evanston, WY 82931

Office hours for Magellan staff are Monday through Friday, 8 a.m. – 5 p.m.

Family Care Coordinator availability is set individually with each family.

Toll-free (24-hour availability): 1-855-883-8740

TDD/TTY: 711

Website: www.MagellanofWyoming.com

Email: WyomingInfo@MagellanHealth.com

Getting help in other languages and formats

If you would like to get written information in your preferred language, such as Spanish, or in a format such as Braille, please contact us using the toll-free number above or our TDD/TTY number. Or visit www.MagellanofWyoming.com.

What to do in an emergency

If your child's life, or anyone else's life, is in danger, call 911

What is a medical emergency?

This is when a person thinks he or she must act quickly to prevent serious health problems.

What is a behavioral health emergency?

If you or a loved one is having thoughts or fear, you may hurt yourself. Or if there is a fear you may hurt someone else.

Youth crisis support

What is a crisis? If your child/youth is acting in a way you believe might lead to an emergency, do the following:

- Call 911 in a life-threatening emergency or go to your nearest emergency room
- Call 988 for Suicide and Crisis Lifeline
- Call your mental health provider

The Wyoming Partnership Access Line

The Wyoming Partnership Access Line, or PAL, is here to help doctors, nurse practitioners, therapists, and social workers with questions about mental health care. PAL can assist with things like figuring out mental health diagnoses, adjusting medications, or planning treatments.

If you want to learn more about PAL or use their services, it's a good idea to talk to your Primary Care Physician, who can give you directions on how to get in touch with PAL, the Partnership Access Line.

<http://wyomingpal.org>.

We are here for you. You can contact us at any time. 1-855-883-8740

Getting started

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.

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.

1. *Family voice and choice*
Youth and families identify their team. The team provides options so that the plan reflects family values and preferences.
2. *Team-supported*
The team is committed to youth and families through informal, formal, and community support relationships.
3. *Natural supports*
The team supports individual and community relationships for youth and families.
4. *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.
5. *Community-based*
Services are provided in the most open and easy to get to settings as possible.
6. *Culturally competent*
The plan respects and builds on the values, preferences, beliefs, and culture of the child/youth and family.
7. *Individualized*
The team develops a way for the member and family to receive supports and services that closely fit each youth/family's needs.
8. *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.

9. *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.

10. *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.

What is your part in High Fidelity Wraparound?

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

1. Medicaid eligibility is required for High Fidelity Wraparound.
2. Annual Medicaid renewal is required.
3. Update your address, email address, and phone number with Medicaid and your Family Care Coordinator when it changes.
4. Be in contact with your chosen Family Care Coordinator within three working days of referral to set a time to meet in person.
5. Help build a team and make decisions with them.
6. Be a part of the Child and Family Team meetings at least once a month.
 - a. It might be more than one time a month.
 - b. Meetings are planned with your Family Care Coordinator.
7. Help find your family's strengths and needs.
8. Be willing to talk about difficult issues with your Family Care Coordinator or your Family Support Partner/Youth Support Partner.
9. Work with your Family Care Coordinator and Family Support Partner/Youth Support Partner to complete the assessments, crisis plans, and all other documents.
10. Participate in developing your youth's Plan of Care during the first 46 days of enrollment.
11. Use the plans when needed.
12. If the plans are not working, talk about your concerns at the next Child and Family Team meeting or contact your Family Care Coordinator.
13. Understand that this is a process, and it takes time.
14. Build a team of formal and natural supports (friends and family) that will replace your original High Fidelity Wraparound supports.
15. Be aware that the Family Care Coordinator has a timeframe. Your support in following this will help High Fidelity Wraparound continue without interruption.

What does High Fidelity Wraparound look like?

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

- Decide what you want for your future.
- Help you understand and get ready for the process.
- Guide you to develop a child and family team.
- Support your team's progress.

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 facilitating team meetings after a period of time. 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. His or her 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 Complete Onboarding and Respite Learning Path. These trainings teach providers about safety, the importance of respecting your family culture, how behavioral health conditions are unique, and ways to navigate complex behaviors. They will know many strategies for achieving positive outcomes.

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 Child and Family team, or Wraparound team, will help you determine how respite can support the goals in your child's Plan of Care. In order to receive respite, the service needs to be identified in the Plan of Care.

Paid supports (formal)

Formal supports usually represent certain agencies. Examples of formal supports:

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

Non-paid supports (natural and informal)

Sometimes, this is someone who has a long-term relationship with the family. They could be extended family members, close neighbors, or friends. These “go-to” people are people the family trusts.

Examples of supports are:

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

Other ways Magellan can support

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. 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.

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 is a good alternative when traveling. These things are needed for Telehealth:

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

Group services

High Fidelity Wraparound groups support youth and families in coming together to meet new people, share common goals, and build new skills. During the support group, youth can do activities that build skill levels, build parenting skills, and connect with each other.

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

You and your child and family team will build a Plan of Care that starts with the needs you and your team say are the most important right now. Those needs will be outlined in the Plan of Care. If your child's needs include physical or behavioral health services that are not covered within High Fidelity

Wraparound, your Family Care Coordinator will help you find those services. For more information on available services through Medicaid besides High Fidelity Wraparound, please go to 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.

What can I expect from My Family Care Coordinator?

Your Family Care Coordinator will be your primary contact for this process. You can choose your Family Care Coordinator from the list of Family Care Coordinators found on the Magellan in Wyoming website, <https://www.magellanofwyoming.com/youth-and-families/find-a-provider>. You can decide if you want to meet with your Family Care Coordinator either in person or via telehealth. The Family Care Coordinator will get to know you and your family, your strengths, your hopes and dreams, the challenges you face, and where you would like to see change. They will help you get started with enrollment all the way to the end of the formal High Fidelity Wraparound.

Your Family Care Coordinator will meet you and explain their role, more about High Fidelity Wraparound, and what to expect. This person will be here to help with anything that comes up for you and your family while in High Fidelity Wraparound. **All meetings should be scheduled at a time and place that works best for you.** The first meetings will include completing paperwork. All forms will take about one week to complete. Your Family Care Coordinator will meet with you a minimum of twice per month.

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!

Application to enroll in High Fidelity Wraparound (1 – 7 days to complete)

A Family Care Coordinator meets with your family. They will discuss the High Fidelity Wraparound process and listen to your family's story.

The spaces below are for you to what should happen when during High Fidelity Wraparound. Feel free to ask your Family Care Coordinator questions.

- Fill out Intake Form, Intake Form Consent, Rights and Responsibilities, Freedom of Choice, the Level of Care by your counselor, for High Fidelity Wraparound services to begin (in the first 7 days).
- Promise to be a part of this process with a team.
- Meet with Family Care Coordinator and independent assessor to explain your story and they will fill out the CASII.

Phase 1: Engagement and planning (Enrolled and beginning, days 8 – 46)

- Develop a vision for the future
- Strength, Needs, and Cultural Discovery.
- The Child and Adolescent Needs and Strengths (CANS) inventory.
- The Adverse Childhood Experiences (ACEs) Survey.
- Prioritize behavior change needs

Talk about immediate needs and crises. With your team, put together an initial crisis plan if needed to become stable.

Describe your vision for the future.

Identify people who care about your family and those who have helped each family member.

Decide who will attend a meeting to develop a plan of care with you.

Decide where to have the meeting.

Write a strengths list. What does your child do best? What do you do best?

Agree on who will contact likely team members.

Phase 2: Plan development (15 — 46 days to complete)

- Crisis Meeting
- Preparation for the first Child and Family Team meeting
- Hold the first Child and Family Team meeting – create a Plan of Care. When the meeting is over, each team member will know what they have to do. They will also know how to contact other team members. This can take more than one meeting.
- Debrief how the meeting went and plan the next one within the next 30 days (max)

Do the next steps with the team:

Make a mission statement that describes how the team will support your family.

Set up ground rules to follow when your team meets (what are a couple that are important to you)?

What does your family think they could change so you can achieve your vision? Choose one or two so you don't get overwhelmed.

Brainstorm different objectives to meet your needs.

What are the Tasks that each team member is going to do or support your family in doing?

- Sign the Plan of Care.
- Each team member understands roles and responsibilities.
- Expand your crisis plan to include who will help if things don't go as planned. The plan will say who should be called and in what order. This document is a work in progress. The team is expected to meet after a crisis occurs to help with better ways to prevent the crisis from happening.
- Schedule future team meetings that work for you.
- Sign any additional release of information forms needed.
- The Plan of Care has been given to all team members.
- Participated in Child and Family Team meetings.
- All team members are doing something in the plan.

Phase 3: Plan implementation (47 days – six months and beyond if needed)

Your family has made a promise to take action on the Plan of Care. Your team members are dedicated to supporting your family. You and your team will do these things at meetings:

- Review accomplishments and celebrate what’s going well.
- Talk about whether your plan is working.
- Adjust things that aren’t working.
- Assign new tasks as needed.
- Review the crisis plan.
- Add new team members if needed.
- Update release of information forms if needed.
- The Family Care Coordinator updated the plan of care with all team members’ signatures. This is done at least every 30 days.
- Progress is shared regularly.
- Received a copy of your plan of care and copies of other needed documents.
- The team is meeting often enough to check on progress and make adjustments for things that aren’t working.
- A meeting summary with details of accomplishments has been shared with all team members.
- Complete youth and caregiver surveys called the Wraparound Fidelity Index (WFI-EZ)—done six months after enrollment.
- An updated Child and Adolescent Needs and Strengths (CANS) inventory and Transition Assets to be completed every 90 days.

Goals completed:

Skills gained:

Transition Readiness custom assessment

The purpose of the Transition Readiness Scale is to have the provider indicate where they are in the process of supporting the transition to team members and natural supports. All answers are provided by the facilitator, not the family. The Transition Readiness Scale is meant to be updated every 90 days with your Plan of Care submission. Preparing for transition starts from the very beginning of your Wraparound process.

1. Is the family linked to a community or natural support system?
2. If services stop today, does the family have things in place to continue successfully?
3. Have you had a conversation with the family about transition?
4. From your conversation with the family, do you think the family is ready to transition?
5. If transition has been discussed, have you created a process to support transition with the family?

Documentation to support the transition process:

1. Have you updated your CANS with the family?
2. Have you met with the family to review their Crisis Plan?
3. Have you supported the family in completing the Core Assessments?
4. Any changes to the Strengths, Needs Culture, and Discovery?
5. Have you had a team meeting in the last 30 to 45 days?
6. If annual assessments have been completed, is there an improvement in the overall scores?

Phase 4: Transition to discharge (*six months – 12 months*)

You will reach a point when the team will not need to meet regularly. This will happen when your family has the confidence to continue toward goals without a formal High Fidelity Wraparound team.

As a family, you'll have a record of everything that happened throughout the High Fidelity Wraparound process. Your family, with team support, makes a plan for the future. This includes who to call if you need help or to meet again as a team. Your team will help brainstorm other options to use after transition from formal High Fidelity Wraparound.

You'll reach this final phase when you and your family can do or have the following:

- Run your own team meetings.
- Have a plan for after your formal High Fidelity Wraparound team has transitioned. This will include roles and responsibilities of each team member.
- Feel confident about the skills on the transition readiness scale (see previous page):
 - Ability to hope and dream.
 - Confidence in advocating for yourself and your family.
 - Understand the systems your family is involved in.

- How to get the support you need.
 - Are able to stay connected to the support system your family needs.
 - Have confidence you can find new community resources to meet the ongoing needs of youth and family.
 - Understand and have a good crisis plan in place.
- You have the discharge summary.
 - Discharge plan that describes how ongoing services will be accessed if necessary.
 - A phone number list of team members and community supports whom you can contact if needed.
 - High Fidelity Wraparound discharge has been discussed with the whole team.
 - Written documents that describe strengths and successes.
 - A quality crisis plan you can use as needed.
 - A discharge Child and Adolescent Needs and Strengths (CANS) inventory.
 - You choose how to celebrate your big accomplishment as a family and a team!

Family wellness

Primary care physician

It's important to have a medical professional to advise you and your team on care options. Options can include medication management and referral to a therapist. Having a Primary Care Physician helps ensure you have a "go-to" professional in the event of a crisis. Having someone who knows your youth and situation can help your youth receive care in your community whenever possible. This is important for long-term positive outcomes.

Magellan's Family Care Coordinator will work with you and your preferred primary medical health care provider if you have one. If you don't have a Primary Care Physician, your Family Care Coordinator will help you access your Medicaid portal and find a doctor in your area. A Primary Care Physician can help manage healthcare needs in a way your Family Care Coordinator cannot. It is important for your child's overall health to be connected to a primary care provider who understands their healthcare needs and can help make suggestions to the team on helpful interventions and how best to coordinate care.

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

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.

Measuring family satisfaction and experience

High Fidelity Wraparound Index (WFI-EZ)

There are several ways that you can share your experience in the HFWA program with us. Families and youth will be asked to complete a very important survey for High Fidelity Wraparound called the Wraparound Fidelity Index (or “WFI-EZ”). This survey asks about your experience and satisfaction with the High Fidelity Wraparound process and if the principles of High Fidelity Wraparound are being used correctly in providing services to your youth and family. Members of your High Fidelity Wraparound team will be asked to take the survey also.

There is no right or wrong answer to the questions. The results of the WFI-EZ Survey help High Fidelity Wraparound providers, the Wyoming Care Management Entity, and the Wyoming Department of Health make improvements to High Fidelity Wraparound. Magellan and the State of Wyoming have high standards when it comes to working with families. Participation in these surveys allows us to gauge the helpfulness of the process and make positive changes to help families.

Annual Member Satisfaction Survey

Additionally, there is an annual Member Satisfaction Survey that is important for you to complete. This survey gives you the opportunity to let Magellan know about the positives of the High Fidelity Wraparound program as well as areas where we could improve. This survey is confidential unless you give us permission to follow up with you on any comments you make.

Confidentiality

Information about your youth and family will not be shared with others unless you say it's 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.

Member rights and responsibilities

Your family has rights and responsibilities under the High Fidelity Wraparound program. In particular, as a member of the program, your youth's rights are very 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 his/her:
 - Race.
 - Religion.
 - Gender.
 - Sexual orientation.
 - Ethnic background.
 - Disability.
 - Health status.
 - Healthcare service need.
 - Age.
 - Pregnancy.
- Have your youth's information kept private. The only time we may share your information is when required by law. (The Confidentiality section provides more details).
- Have access to care.
- Learn about services in a way that:
 - Respects your 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.
- Not to be forced to do something you're not comfortable with. This is based on a federal law.
- 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.
- File an appeal about a Magellan action or decision.
- Right to request and receive a copy of their 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 it 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 my 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

- As the parent or guardian of a youth, 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 they 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 it is the responsibility of everyone to make sure 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 hours 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.

Enrollee grievances

What if I have a serious issue 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 did 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 Finance-Medicaid
Wyoming Department of Health
Attention: Brenda Stout
Herschler Building
122 West 25th Street, 4-West
Cheyenne, WY 82002

We are here for you. You can contact us at any time. 1-855-883-8740

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 in person, 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 for non-urgent services. We have 30 calendar days after we receive your appeal request to make our decision. If the initial standard appeal request was made orally, a written, signed appeal request must be submitted to Magellan. The date of the initial oral filing will be treated as the date of the appeal request. Within five working days of receiving your appeal, we will send you a letter letting you know we received your appeal request.

Expedited appeal

An expedited appeal is filed when you or your doctor believe waiting 30 calendar days for a decision could harm your health. We have 72 hours after we receive your appeal request to make a decision. If you ask for an expedited appeal without support from your provider, we will decide if the request meets the requirements. If not, your request will be decided within 30 calendar 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 doctors’ 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

You, or someone you choose with your written permission, have a right to a State Fair hearing with the Wyoming Department of Health if the adverse action is upheld by Magellan. You must request a hearing within 90 days from Magellan's notice of resolution (Notice of Action appeal Determination).

To request a Hearing, you can contact:

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

Request to Continue Benefits During the Internal Appeal Process and the Hearing Process

Magellan must continue your benefits if:

- (1) You, your authorized representative, or your provider, with your written consent, file the appeal timely.
 - (a) Timely filing means filing on or before the later of the following:
 - (i) within 10 calendar days of Magellan mailing the notice of action; or
 - (ii) the intended effective date of Magellan's proposed action.
- (2) The appeal involves the termination, suspension, or reduction of a previously authorized service(s);
- (3) The services were ordered by an authorized provider;
- (4) The original period covered by the original authorization has not expired, and
- (5) The member requests an extension of benefits.

If you are approved to continue to receive care while your appeal or hearing is being reviewed, care will be continued until one of the following happens:

- you withdraw your appeal request;
- 10 days pass after Magellan mails your appeal uphold the decision, unless you request a Hearing within the 10-day timeframe, with another request for continuing your benefits until a Hearing decision can be reached;
- the Hearing office upholds the non-authorization;
- the time period or service limits of the previously authorized service have been met.

We are here for you. You can contact us at any time. 1-855-883-8740

If a Hearing Officer upholds a non-authorization, the non-authorization would stand, and the provider would not be paid for services. If Magellan or the Hearing Officer overturns the initial non-authorization, Magellan will issue authorization for the services in question.

More important information

Get involved! Advisory councils

Advisory councils are designed to help us gather critical information on how we can improve the services we offer to youth and families. Through regional advisory councils, we share program information and details about local services. We encourage you to participate in a meeting to improve the system of care in Wyoming. Upcoming meeting information can be found by going to www.MagellanofWyoming.com.

Provider resources

Please visit our website, www.MagellanofWyoming.com, to find a high-fidelity wraparound or respite provider. You can use the provider search function on the website to find a provider by location or name. You may also customize your search to meet the needs of your child and family.

Community resources

Please visit our website, www.MagellanofWyoming.com, for an up-to-date list of local community resources that can help you find assistance with job training, food banks, and more.

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.magellanprovider.com/media/55579/psychotropicdrugsinkids.pdf>
- 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 completes the Child and Adolescent Service Intensity Instrument (CASII) and Early Childhood Service Intensity Instrument (ESCI) assessments as part of the process to determine if a youth meets the clinical qualifications for High Fidelity Wraparound. More information about the independent assessor may be found here:

<https://www.magellanoofwyoming.com/youth-families/find-a-provider/>

Nondiscrimination statement

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.

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)
- 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.

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](#)

Glossary

Below is a list of terms you may hear.

Care Management Entity (CME)

Magellan Healthcare serves as the care management entity for High Fidelity Wraparound in Wyoming. This means that Magellan oversees the enrollment of members into the program and oversees the delivery of services.

Crisis plan

A practical, detailed, and useful plan to prevent and/or intervene to keep everybody safe and provide support after a crisis. This should be a plan that is handy so you can use it when needed.

Family Care Coordinator (FCC)

A family care coordinator is a person who is trained to coordinate the High Fidelity Wraparound process for a family. The person in this role may change over time. This depends on what works best for the family. For example, a parent, caregiver, or other team member may take over facilitating team meetings after a period of time.

Family Support Partner (FSP)

A family support partner is a person **who** has experience building relationships in wraparound. This person is a formal member of the team. His or her role is to serve as a partner, peer mentor, advocate, and resource for family members until natural support can fulfill this role.

Youth Support Partner (YSP)

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.

Formal supports

Services and supports are provided by professionals (or those who are "paid to care") under requirements for which there is oversight by state or federal agencies, national professional associations, or the general public arena.

High Fidelity Wraparound Principles

Ten statements that define the High Fidelity Wraparound philosophy and guide the activities of the process.

Independent assessor

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

Member

The use of the term member in the High Fidelity Wraparound setting is referring to the youth enrolled in the program

Mission statement

A statement crafted by the child & family team that provides a one- to two-sentence summary of what the team is working toward with the youth and family.

Natural supports

Individuals or organizations in the family's own community, kinship, social or spiritual networks. This could be friends, extended family members, ministers, neighbors, etc.

Outcomes

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

Plan of care (POC)

A document that describes the family, the team, and the work that has to be done to meet the family's needs and achieve the family's long-term vision.

Provider

A person who contracts with Magellan to provide High Fidelity Wraparound. This may 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 assets, skills, capacities, actions, talents, potential, and gifts in each family member, each team member, the family as a whole, and the community. In High Fidelity Wraparound, strengths help family members and others to successfully navigate life situations. Thus, a goal for High Fidelity Wraparound is to promote these strengths and to use them to accomplish the goals in the team's plan of care.

Telehealth

An available service that allows anyone with an Internet connection to work with certified providers around the state to receive their services.

Vision statement

A statement made by the youth and family (with help from his or her Family Care Coordinator) that describes how he or she wishes things to be in the future.

Wraparound team

A group of people—chosen with the family and connected to them through natural, community and formal support relationships—who develop and implement the family’s plan, address unmet needs, and work toward the family’s vision.



ADDENDUM TO:

Magellan Healthcare, Inc. Wyoming's Care Management Entity

FAMILY AND YOUTH GUIDE TO HIGH FIDELITY WRAPAROUND

What does High Fidelity Wraparound look like? (Page 10)

Scope of Benefits for the High Fidelity Wraparound Program

The Magellan of Wyoming Care Management Entity works closely with the Wyoming Department of Health. This program provides and manages High Fidelity Wraparound Services. High Fidelity Wraparound services are available to youth who meet criteria for enrollment and their families. These services are a benefit of your Wyoming Medicaid. You can call the Magellan Wyoming Care Management Entity at 1-855-883-8740 for more details about how to get started. You can also go to our website at <https://www.magellanofwyoming.com/> to read more information. You can send us a message with questions through our website.

Youth and families who hope to enroll in High Fidelity Wraparound must complete application forms. Two of these forms are done with professionals in your community. These two forms help explain why you need services and how you might benefit from services. Your Family Care Coordinator will help you get all forms done. Your Family Care Coordinator will also send all forms to Magellan for you. Magellan will look at all forms and let you know once your services begin.

Duration and Amount of Services

There are a few things to remember once your services begin. The amount of time you receive services depends on your needs and your progress. Most youth and families receive services anywhere from six months to eighteen months. You may request more time if you need it. Your Family Care Coordinator will speak with Magellan about your current needs and progress. Your Family Care Coordinator will share all updates with you.

You will work with your Family Care Coordinator to make sure your needs and action steps are clear and written in your service plan. Your Family Care Coordinator will work with Magellan to ask for prior authorization of services while you are enrolled. Magellan will review each request

and grant units to wraparound providers working with you on your action steps. You may decide to add a Family Support Partner, Youth Support Partner, or respite provider to your team. You may add all of these providers to your team or add none of them. It is up to you and your level of need.

Magellan will create the first prior authorization for your Family Care Coordinator for forty-six days. You and your team will work together during this time to start working on your service plan. Your Family Care Coordinator will ask Magellan for new prior authorizations every 90 days while you are getting services. Keeping this schedule will help make sure you stay enrolled. Your Family Care Coordinator will work with Magellan to make sure authorizations are in place to support action steps that meet your needs. Our goal is to support your success at home, in school, and in your community.

You will receive a letter if Magellan cannot approve a request for prior authorization from your Family Care Coordinator. This letter explains why we could not approve what your Family Care Coordinator sent to us. This letter also tells you how you can ask us to take a second look at the request. This process is called an appeal.

Your Family Care Coordinator will meet with you at least twice a month.

You can find more about the scope, amount, and duration of your High Fidelity Wraparound benefits in your Family and Youth Guide and on our website. You can find next steps for getting started on our website at <https://www.magellanofwyoming.com/youth-and-families/why-wraparound/what-is-the-process/>.

We want you to understand your benefits and services. Please call us or speak with your Family Care Coordinator if you have any questions. We are here for you!