



Bulletin

NUMBER

#15-25-04

DATE

March 3, 2015

OF INTEREST TO

County Directors
Social Services Supervisors
and Staff

Health Plans

EW Administrative Contacts

Customized Living
Providers

Housing with Services
Establishments

EW Case Managers

EW Care Coordinators

EW Tribal Administrators

ACTION/DUE DATE

Review and implement
March 1, 2015

EXPIRATION DATE

March 3, 2017

Elderly Waiver (EW)

Customized Living MMIS

Authorization Process Changes

TOPIC

EW customized living services Medicaid Management Information System (MMIS) authorization process

PURPOSE

Notify lead agencies of changes effective March 1, 2015 to the service agreement approval process for lead agencies using MMIS to authorize EW customized living services (CLS).

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EW Customized Living Tools

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SIGNED

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Continuing Care for Older Adults

TERMINOLOGY NOTICE

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language

I. Background

The Minnesota Department of Human Services (DHS) has required the use of the Customized Living Tool (CL Tool) to ensure service plans and rates for EW customized living services since January 1, 2010 to meet policy criteria. Minnesota Statutes, section 256B.0915, subdivision 3e, paragraph b states “counties and tribes shall use tools issued by the commissioner to develop and document customized living service plans and rates.”

II. Medicaid Management Information System (MMIS) Authorization Process Changes

DHS is making changes to the service agreement approval process for lead agencies using MMIS to improve the integrity of authorizations for EW customized living services (CLS). These changes do not affect managed care organizations that use their own authorization and payment systems. **Beginning March 1, 2015**, lead agency staff will not be able to approve CLS lines when entering new EW service agreements, or adding CLS lines to existing EW service agreements in MMIS. The CLS lines will automatically be suspended. Lead agency staff should save the service agreements with suspended CLS lines with a suspended header. MMIS will automatically route the service agreement to DHS staff to audit for approval of the CLS lines. DHS will have up to five working days from the date the suspended service agreement is entered into MMIS to review CLS lines. Service agreement letters will be issued when services are approved.

DHS may approve or suspend the CLS line item.

- The CLS line will be approved if there is an accepted CL Tool on file with DHS with the correct provider, the same or higher rate, and same span as the CLS line.
- The CLS line will remain suspended:
 - If there is not an accepted CL Tool on file; or
 - there is a discrepancy between an accepted CL Tool and MMIS on the provider, rate, or span.

If the CLS line remains suspended, the lead agency should:

- Correct the service agreement to comport with an approved CL Tool, or
- Correct the CL Tool to comport with the service agreement, resubmit the CL Tool, and then reroute the service agreement to the DHS queue, or
- Submit the missing CL Tool to justify the prior period rate and then reroute the service agreement to the DHS queue.

Complete instructions are available in the [MMIS instructions posted in the FAQs](#).

Lead agencies are strongly encouraged to submit CL Tools two business days prior to entering service agreements into MMIS to ensure the CL Tool is accepted. If a lead agency staff receives a load error email indicating the CL Tool was not accepted, the CL Tool

should be corrected, validated, and resubmitted. If a lead agency staff receives a prior period rate error email indicating there is either a missing CL Tool or the prior period rate was incorrectly entered:

- The missing CL Tool should be submitted, or
- The prior period rate should be corrected and the CL Tool resubmitted.

III. CL Plans, Providers, and Recipients

Lead agencies are required to give providers a copy of participants' individualized CL Plan and Rate Guide, which includes the services for which providers are accountable and the associated rate that will be authorized in the service agreement. To ensure providers receive a copy of participants' CL Plan as soon as possible, lead agencies should continue to give providers a copy of participants' CL Plan immediately upon completion.

The CL Plan is part of, and must be attached to, the individuals' Community Support Plan/Coordinated Services and Support Plan (CSP/CSSP) or Collaborative Care Plan. Participants should be given a copy of the CL Plan as part of the CSP/CSSP or Collaborative Care Plan by the lead agency as soon as it is completed or revised.

IV. Web Links to Resource Information

[Minnesota Statutes, section 256B.0915, Medicaid Waiver for Elderly Services](#)

[Comprehensive Policy on Elderly Waiver \(EW\) Customized Living bulletin #14-25-06](#)

Americans with Disabilities Act (ADA) Advisory

This information is available in accessible formats for people with disabilities by calling (651) 431-2500 (voice) or toll free at (800) 882-6262 or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.