

Virginia's Waiver Management System for its Redesigned Waivers for Persons with Developmental Disabilities

HCBS Conference

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Agenda

- Project Objectives
- Pre-RFP and Vendor Selection Process
- Project Scope
- Highlights of System Implementation
- Lessons Learned

PROJECT OBJECTIVES

Virginia's Path to DD Waivers Redesign



Waiver Amendments Approved by CMS

Day
Support
Waiver

DD
Waiver

ID
Waiver

Building Independence Waiver

For adults (18+) able to
live independently in
the community.

Family & Individual Supports Waiver

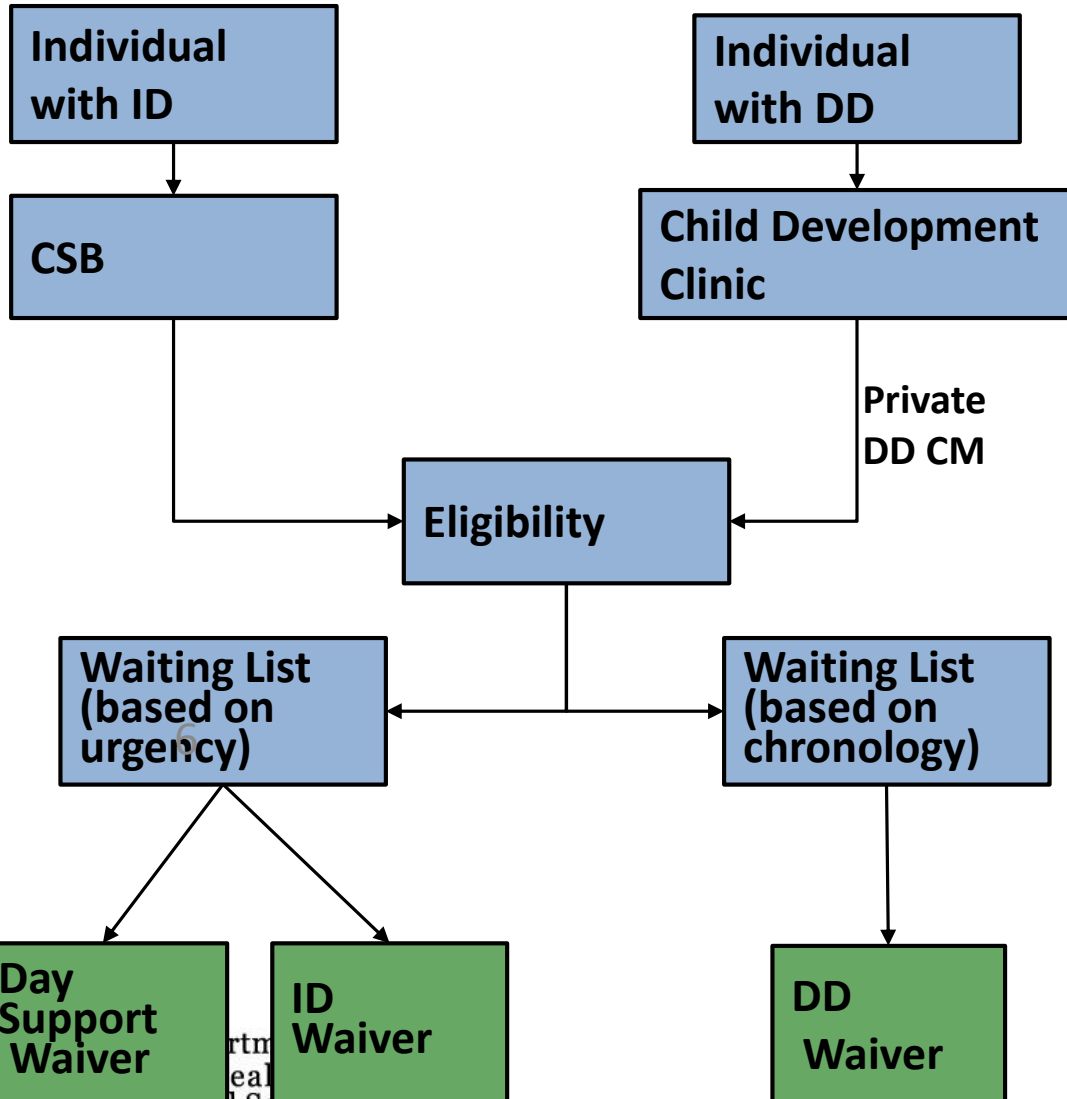
For individuals living
with their families,
friends, or in their own
homes

Community Living Waiver

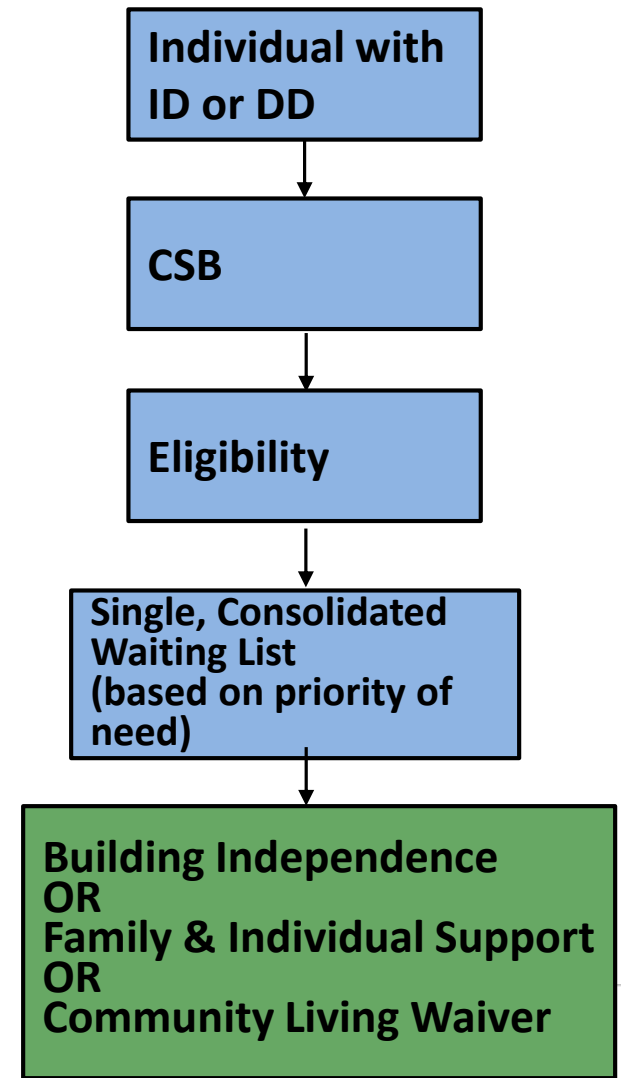
24/7 services and
supports for individuals
with complex medical
and/or behavioral
support needs through
licensed services.

Streamlined, Needs-Based Access

Previous Process



Current Process



PRE-RFP AND VENDOR SELECTION

CMS Funding Approval

RFI

IAPD

RFP

CMS
Approval

Searching for a Vendor



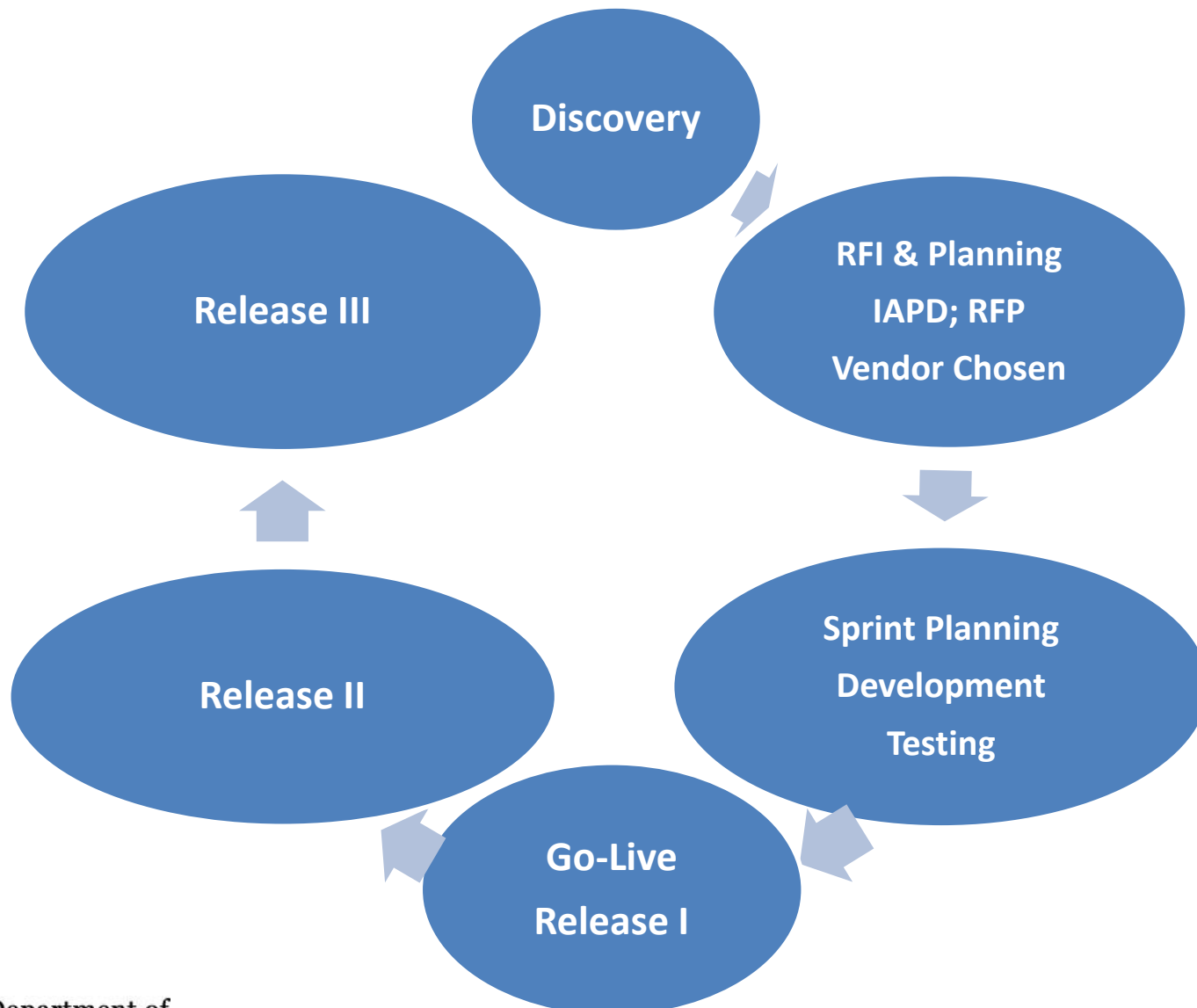
Experienced



Committed

Within Budget

Project Phases



PROJECT SCOPE

Waiver Management System (WaMS)

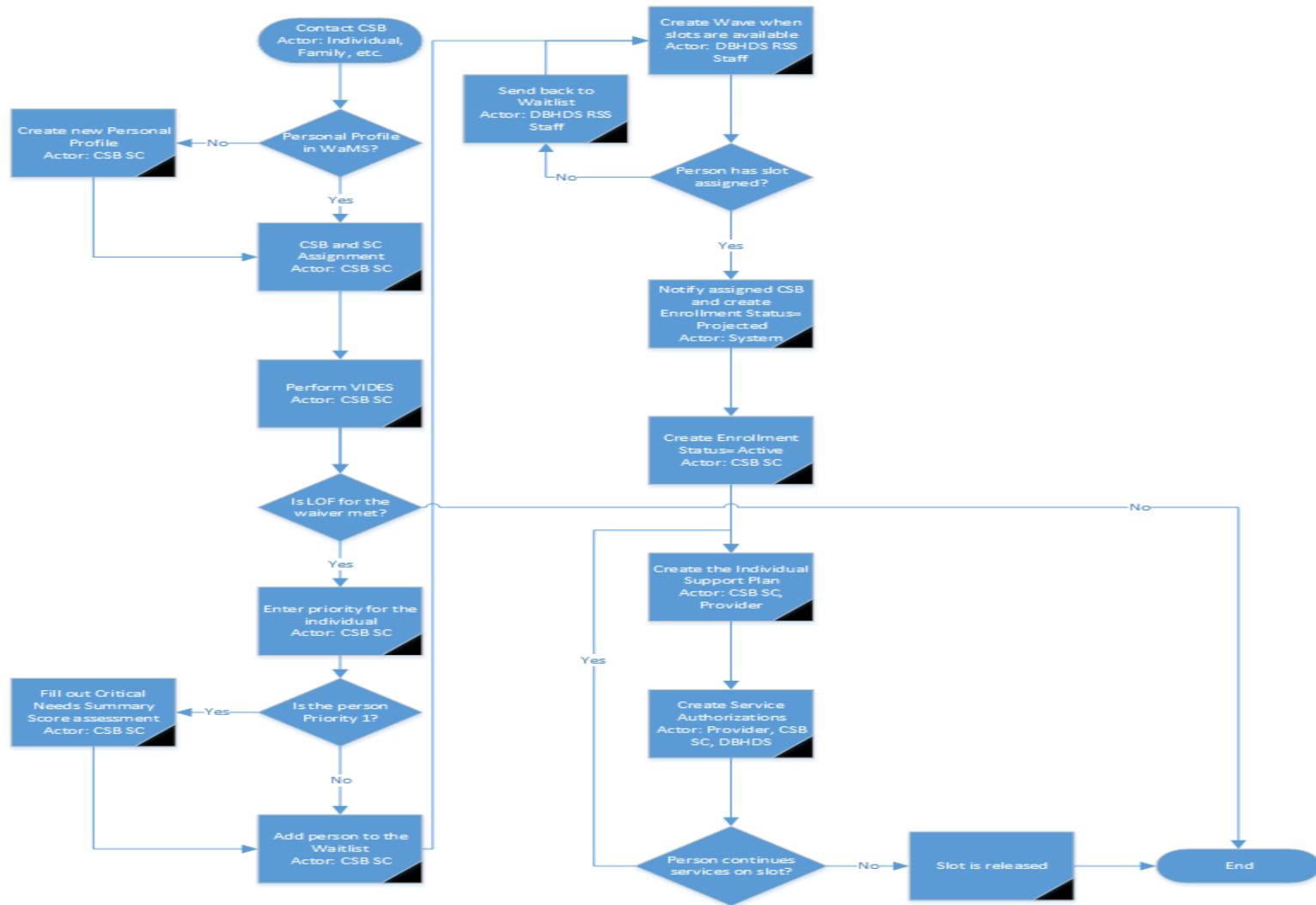
- ✓ A data management system to manage waivers
- ✓ Interfaces with the Virginia Medicaid Management Information System (VAMMIS)
- ✓ Improves data about individual costs for state budgeting



Requirements

Functional Area	High-level Requirement
Eligibility Determination & Waiver Program Management	Provide the system capabilities to support the operational responsibilities of capturing and maintaining accurate, current and historical information on individuals eligible to receive a waiver. This system must be able to support, document, and track all pertinent information.
Service Planning	System must support a flexible model of individualized support planning, allowing varying levels of control and documentation for service planning and authorization depending on business processes.
Service Authorization & Set Up	Support the ability to record, authorize, and track delivered services to individuals by providers and allow internal users to track multiple funding sources, categories and individual budgets.
Provider Management Functionality	The system should capture a comprehensive array of information about providers that provide services to individuals and support the enrollment process of qualifying individuals in agency-defined waiver programs, and allow the ability to view authorizations for submitted services.
Administrative Tools	Provide an administrative module allowing authorized users to configure screens, arrange fields, manage security permissions, and allow the creation of workflow rules within the application.
Reporting	System must support the capability to easily retrieve and print either standardized or ad-hoc reports from data recorded in the system and include formatting flexibility.
Case Management & Assessments	System must support case management for the full lifecycle of individuals supports from initial inquiry for services to case closure, including information and referral; enrollment; assessment and reassessment; service planning and service authorization; case closure; and reporting.
System Integration & Data Exchange *	Include an integration layer, allowing the ability to interface with multiple entities for the exchange of information (i.e. VAMMIS), per the MITA standards, while adhering to the appropriate data exchange requirements such as HIPAA and NIEM.

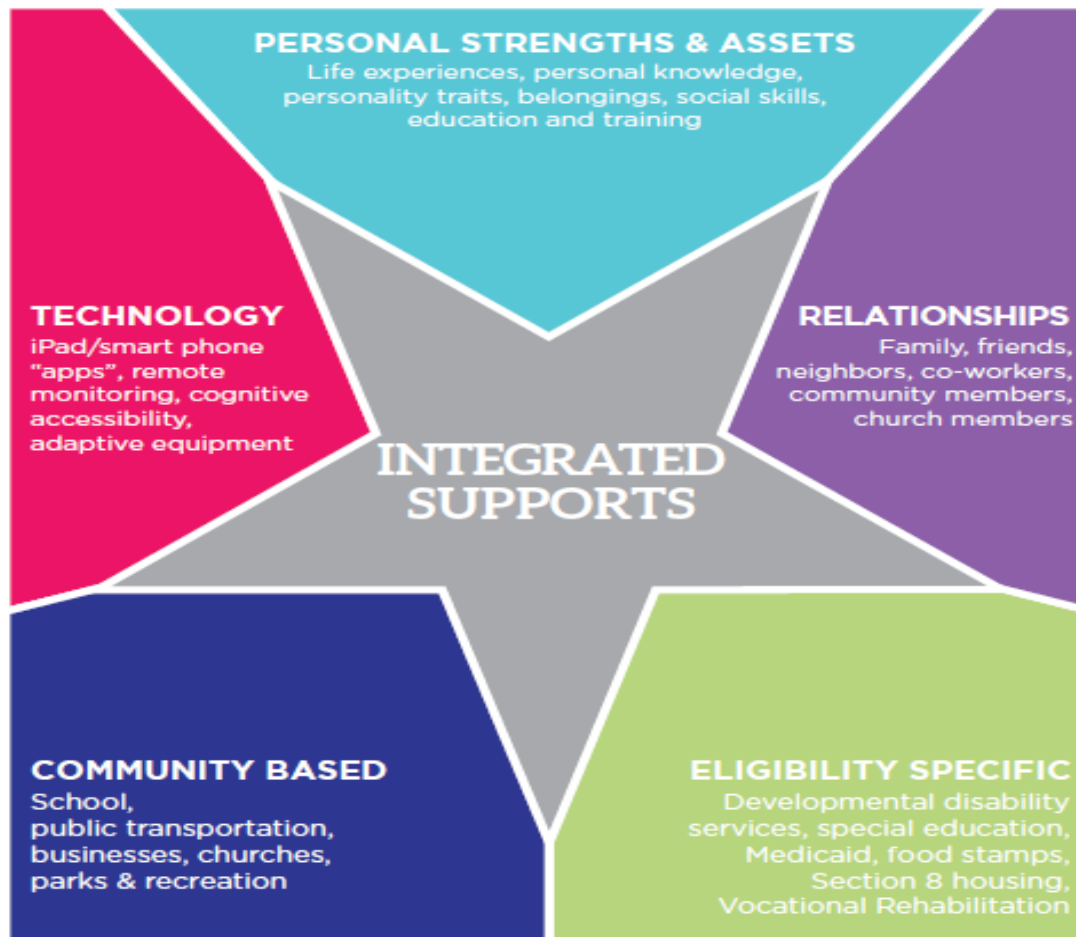
Process Workflow



HIGHLIGHTS OF SYSTEM IMPLEMENTATION

Integrated Supports

Integrated Supports Across the Life Course



Strategies for Supporting Real Lives

Discovery & Navigation: Knowledge & Skills

- Information on disability
- Knowledge about best practices and values
- Skills to navigate and access services
- Ability to advocate for services and policy change

Connecting & Networking: Mental Health & Self-efficacy

- Parent-to-Parent Support
- Self-Advocacy Organizations
- Family Organizations
- Sib-shops
- Support Groups
- Professional Counseling
- Non-disability community support

Day-to-Day Services: Instrumental Supports

- Self/Family-Directed services
- Transportation
- Respite/Childcare
- Adaptive equipment
- Home modifications
- Financial assistance
- Cash Subsidies
- Short/Long term planning
- Caregiver supports & training

Michelle "Sheli" Reynolds, PhD | UMKC-Institute for Human Development | reynoldsmc@umkc.edu

2/2015

Integrated Supports

Plan Integrated Supports

Visualize a typical week with a mix of supports

The supports calendar helps the person and the planning team visualize all of the supports that are needed.

[Request FREE Access](#)

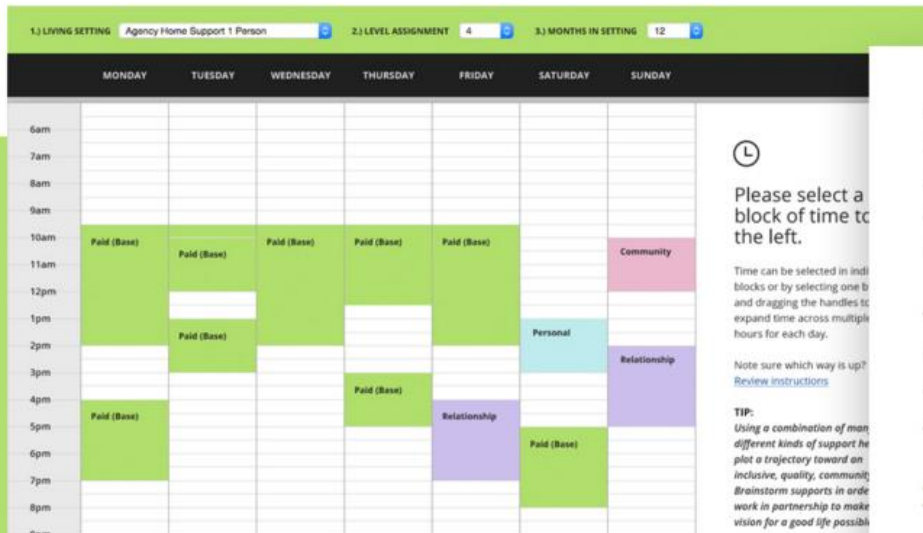
LOGIN

Username

Password

Login

[Forgot Password?](#)



INTEGRATED SUPPORTS PLANNING:

Select from six types of support to help identify opportunities and surface needs.

The intuitive drag-and-drop interface is ideal for real-time collaboration to put together a supports plan that

[Learn how to explore this design](#)

[Watch a Demo](#)

Comments

System Foundation

- A system that has:
 - Security infrastructure
 - Notification and workflow infrastructure
 - Person profile
 - Ability to track the history of a person through multiple waivers
 - Organization and Staff profile
 - Flexible setting of OUs and sub-OU hierarchy
 - Staff roles
 - Linked concepts needed for waivers and programs
 - Person, waitlist, slots, assessments, plans of care, SAs

Intuitive UI and Navigation

"Top Level Navigation" tabs allow the user to navigate from area to area. They include icons to help the user quickly identify an area of interest. Active tabs are highlighted in a lighter shade with bold texts.

The "Workplace Header" displays a title of the "Current Page/Screen".

The "Global Menu" can be activated by hovering over the text with the cursor.

The screenshot displays the Virginia Waiver Management System (WaMS) interface. At the top, there is a "Global" Header with the user's name "FETegrim, karkk" and organization "LHR - DHRCS". Below this is a "Top Level Navigation" bar with tabs for Home, People, My Lists, Alerts, Assignments, Waitlist, SIS, Clot Management, and Person's Details. The "Person's Details" tab is active. On the left, a "Left Side Navigation" menu shows sections like Person's Information, Case Management, Screening and Assessment, Programs, and Enrollment Status. The "Programs" section is expanded, showing "Service Authorization" as the active section. The main "Workspace" area displays a "Service Authorization - Summary" for "Carl TestPerson73". The summary includes fields for Create Date, Service Authorization Number, Medicaid Number, Provider, Bed Capacity, Last Modified Date, Active status, Provider NPI, and Provider Address. There is also a "SIS Information" section with fields for SIS ID, Level, and Assessment Date.

"Global" Header

Workspace

"Left Side Navigation" includes a client summary and "Drop Down". Client related modules are organized in section. Sub-sections can be viewed by expanding the accordion. A section highlighted in blue indicates the "active" or "selected" section. "Active" sub-sections are highlighted in Gray to provide added context. *Note: Depending on your role & permission, some links displayed on the left side navigation will not be displayed.

Slot Management - Examples

Virginia Waiver Management System (WMS) --V3 QC

Home | People | My Lists | Alerts | Assignments | Reports | Waitlist | SIS | Slot Management | Service Authorizations

Slot Management

Slots

Slot Number: Waiver Type: **Community Living** Allocation Year: State Slot?: **No** CSB: Status: **Assigned** Person First Name:
 Person Last Name:

Search

Slot Number	Waiver Type	Allocation Year	State Slot?	Assigned	CSB	Start Date	End Date	CSB ID	Person First Name	Person Last Name	Actions	
SAF_2015_515	Community Living	2015	No	Assigned	CSB OU	03/10/2017	1229993OM688111	Monica	Jacob	Yellowitz	Edit Swap Slot	
SAF_2015_8	Community Living	2015	No	Assigned	CSB OU 2	02/14/2017	193663AP975110	Paige	Orange	Test	Edit Swap Slot	
SAF_2015_55	Community Living	2015	No	Assigned	VALLEY CSB	07/07/2016	1519411AR1191300	Kate	Spade	Cher	Edit Swap Slot	
SAF_2017_101	Community Living	2017	No	Assigned	CSB OU	03/24/2017	1319913AK248100	Sonny	Mary	Test	Edit Swap Slot	
SAF_2017_102	Community Living	2017	No	Assigned	VALLEY CSB	03/24/2017	2389011OS1191100	Paige	Okada	Fawly	Edit Swap Slot	
SAF_2015_9	Community Living	2015	No	Assigned	CSB OU	08/11/2016	2949174AM658100	David	James	Wilson	Edit Swap Slot	
SAF_2017_117	Community Living	2017	No	Assigned	CSBTestOrganization4	06/20/2017	1049661AP966121	James	Martin	Janelle	Cooper	Edit Swap Slot
SAF_2015_528	Community Living	2015	No	Assigned	CSB OU	08/04/2016	2900041AD090210	Mary	William	poling	Test	Edit Swap Slot
SAF_2015_533_01	Community Living	2016	No	Assigned	CSB OU	06/30/2017	2229061IV759111	James	Happy	Lee	Test	Edit Swap Slot
SAF_2017_118	Community Living	2017	No	Assigned	CSB OU 2	07/10/2017	21199W2AJLY5100	Happy	Lee	unissa	Edit Swap Slot	
SAF_2017_119	Community Living	2017	No	Assigned	CSB OU 2	07/14/2017	1939132AJ299100	Happy	Lee	unissa	Edit Swap Slot	
SAF_2015_5	Community Living	2015	No	Assigned	CSB OU 2	08/11/2016	1229242AM359111	Happy	Lee	unissa	Edit Swap Slot	
SAF_2016_3	Community Living	2015	No	Assigned	CSB OU	08/01/2017	122969GEKGP8111	Happy	Lee	unissa	Edit Swap Slot	
SAF_2015_510	Community Living	2016	No	Assigned	CSB OU	08/10/2017	222804MAJGK9111	Happy	Lee	unissa	Edit Swap Slot	
SAF_2015_523	Community Living	2015	No	Assigned	CSB OU	08/08/2017	222994DAHGS8111	Happy	Lee	unissa	Edit Swap Slot	
SAF_2017_103	Community Living	2017	No	Assigned	CSB OU	08/11/2017	1899683UMH8100	Happy	Lee	unissa	Edit Swap Slot	

Move Slot To: CSB: **BECAUSE WE CARE** OR Move to State

Showing 1 to 37 of 37 entries

Virginia Waiver Management System (WMS) --V3 QC

Home | People | My Lists | Alerts | Assignments | Reports | Waitlist | SIS | Slot Management | Service Authorizations | Person's Details

Slot Management

Swap Slot

Overview

Person's Information

Name: Sonny Chen Date of Birth: 03/06/1990
 Medicaid ID: 1111111111 Slot Number: SAF_2017_102
 SSN: 111-111-1111 Waiver Type: Community Living

Swap Slot

Release the previous assigned slot to: State CSB

Cancel Confirm

Slot Number	Waiver Type	Allocation Year	State Slot?	Assigned	CSB	Status	Actions
SAF_2017_123	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_124	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_125	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_126	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_135	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_136	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_137	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_138	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_140	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_141	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_142	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_143	Community Living	2017	No	Yes	Available	08/02	
SAF_2017_144	Community Living	2017	No	Yes	Available	08/02	

Waitlist Management - Examples

Virginia Waiver Management System (WaMS) - V3 QC

demo (On behalf of: Supervisor, DBHDS)
Organization Unit: DBHDS

Home | People | My Lists | Alerts | Assignments | Reports | Waitlist | SIS | Slot Management | Service Authorizations

Waitlist Menu

Waitlist

Waves

Last Name: First Name: Person's ID: SSN: County: Added From Date: Added To Date:

Eligible From Date: Eligible To Date: Show Top #: Waitlist Status: Priority: Services Requested: Assigned CSB:

Search Create New Wave

Waitlist Status	Priority	Person ID	Last Name	First Name	Date Of Birth	City	County	Critical Needs Summary Score	Date Added	Eligibility Date	Last Date of Contact	Requested Services	Actions
<input checked="" type="checkbox"/>	Active	Priority 1	TestPerson23	Ross	01/23/1960	Amelia			05/30/2016	N/A	02/01/2017		Update Remove
<input type="checkbox"/>	Active	Priority 2	TestPerson	Christopher	01/04/2016	Madison			06/17/2016	N/A	02/26/2017	Assistive Technology, Benefits Planning	Update Remove
<input type="checkbox"/>	Active	Priority 2	1229242AM359111	William	Mary	12/12/2015	Caroline		08/16/2016	N/A	01/01/0001		Update Remove
<input type="checkbox"/>	Active	Priority 2	1319512AP149120	Bell	Page	03/21/1995	Arlington		02/24/2017	N/A	02/24/2017	Assistive Technology, Community Engagement, Community Guide	Update Remove

Wave Created Date: 08/21/2017

Assigned CSB: CSBTestOrganization1

Created By: DBHDS SuperUser

of People in Wave: 1

Choose the way to select slots: Randomly Manually

Waiver Type: **Community Living**

of slots to assign: *

Cancel Continue

Individual Support Plan – Examples (1)

Virginia Waiver Management System (WAMS) - V3 QC

demo (On behalf of: for CSR OU, SIC2)
Organization Unit: CSR OU

Home | People | Dashboard | My Lists | Alerts | Assignments | Reports | Waitlist | Slot Management | Service Authorizations | Person's Details

Happy Lee
Age: 27
ID: 222994DAHGS8111 DOB: 12/26/1989

Individual Support Plan - Part III. Shared Planning

Person's Information
Case Management
Screening and Assessment
Programs
Enrollment Status
Retain Slot Form
Individual Support Plan
Summary
Service Authorization
Letters

Part III Shared Planning

Edit Shared Planning

Life Area: * **Select Type**

Desired Outcome: *

I no longer want/need support when: *

Types of Support: * **Select Type**

Support Providers:

Start Date: *

End Date: *

+ Add Planning

No.	Life Area	Desired Outcome	I no longer want/need support when...	Types of Support	Supporter Names/Providers	Natural Support	Start date	End Date	Status	Actions
1	Work and Alternates to Work	test	ddgd	Eligibility-based	DEPENDENCE CENTER OF NOVA		07/31/2017	06/23/2017	In Progress	Edit Delete

Change History

Action Taken	Action Taken By	Date of Action	Values

Record has been saved

Virginia Waiver Management System (WAMS) - V3 QC

demo (On behalf of: for CSR OU, SIC2)
Organization Unit: CSR OU

Home | People | Dashboard | My Lists | Alerts | Assignments | Reports | Waitlist | Slot Management | Service Authorizations | Person's Details

Happy Lee
Age: 27
ID: 222994DAHGS8111 DOB: 12/26/1989

Individual Support Plan Status: Pending Support Coordinator Input

Person's Information
Case Management
Screening and Assessment
Programs
Enrollment Status
Retain Slot Form
Individual Support Plan
Summary
Service Authorization
Letters

Overview [Edit](#)

Providers [Add](#)

Part I. Essential Information

Part II. Personal Profile

Part III. Shared Planning [Manage](#)

No.	Life Area	Desired Outcome	I no longer want/need support when...	Types of Support	Supporter Names/Providers	Natural Support	Start date	End Date	Status
1	Work and Alternates to Work	test	ddgd	Eligibility-based	DEPENDENCE CENTER OF NOVA		07/31/2017	06/23/2017	In Progress

Part IV. Agreements

Part V. Plan for Supports

Attachment [Upload Attachments](#)

Form Notes [Add Form Note](#)

Changes History

Individual Support Plan – Examples (2)

This screenshot shows the 'Person's Details' page in the WAMS. The left-hand navigation pane has 'Part V. Plan for Supports' selected and highlighted in blue. The main content area shows an 'Overview' section with a table of support activities.

This screenshot shows the 'Part V: Plan for Supports - Summary' page for Happy Lee. The page title is 'Part V: Plan for Supports - Summary' with a status of 'In Progress'. A 'Manage' button is visible in the top right. The main content area contains a list of instructions for the plan, including 'Service and Outcomes', 'General Schedule of Supports', 'Signatures', and 'Safety Restrictions', each with an 'Edit' link.

This screenshot shows the 'Service and Outcomes' page for Happy Lee. The page title is 'Individual Support Plan - Service Outcome'. The 'Overview' section includes fields for 'Effective Date' (03/15/2019), 'Provider' (INDEPENDENCE CENTER), and 'Service' (In-home Supports(H2014)). Below this is a 'Manage Service and Outcomes List' section with a table for adding or editing service outcomes.

Service and Outcome #	Desired outcome	Life Area	I no longer want/need supports when...	Start Date	End Date
1					

This screenshot shows the 'Signatures' page for Happy Lee. The page title is 'Manage Signatures List'. It includes fields for 'Signer Type' (Person), 'Signature Type' (E-Signature), 'Print Name' (Happy), 'Relationship/Service' (test), and 'Date Signed' (07/06/2017). A digital signature is visible in the signature box. Below the form is an 'Add New' button and a table of existing signatures.

Signatures							
Signer Type	Signature Type	Signature	Print Name	Relationship/Service	Date Signed	OrganizationUnit Name	Actions
No data available							

Customized Dashboard

My Life, My Community | Virginia Waiver Management System (WaMS) - -PRE-UAT | demo (On behalf of [redacted]) | Organization Unit: BLUE ROOM CSB | Menu Account

Home | People | Dashboard | My Lists | Alerts | Assignments | Reports | Waitlist | Slot Management | Service Authorizations

03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

07/06/2017	[redacted]	Individual Support Plan	Attachment has been removed from Individual...
07/06/2017	[redacted]	Individual Support Plan	Attachment has been added to Individual Support...
07/06/2017	[redacted]	Individual Support Plan	Attachment has been added to Individual Support...
07/06/2017	[redacted]	Individual Support Plan	Attachment has been removed from Individual...
07/06/2017	[redacted]	Individual Support Plan	Attachment has been added to Individual Support...
07/06/2017	[redacted]	Individual Support Plan	Attachment has been removed from Individual Plan
07/06/2017	[redacted]	Individual Support Plan	Attachment has been added to Individual Support...
07/06/2017	[redacted]	Individual Support Plan	Attachment has been removed from Individual...
07/06/2017	[redacted]	Individual Support Plan	Attachment has been added to Individual...

[View More](#)

To-Do List

Enrollment | SA | Assignment | ISP

Show me: **My people with enrollment** | Status: **Active** | Waiver Type: []

Person Id	Last Name	First Name	Actions
2639815OR466120	[redacted]	[redacted]	View
27397720J438120	[redacted]	[redacted]	View
2489171OC469100	[redacted]	[redacted]	View
1219406NA954120	[redacted]	[redacted]	View
1359082AS724100	[redacted]	[redacted]	View

[View More](#)

Enrollment Status

Active

Canned Reports

SIS

- Level and Tier Details

Slot Management

- CSB slot transfers
- DBHDS slot details
- MFP details for released slots
- MFP details tracking

Person Information

- All individuals
- Individual living situation on waitlist (summary and detailed)
- Individual living situation on waiver (summary and detailed)
- Individuals not assigned to CSB

Waitlist

- Length of time on waitlist by priority
- Statewide waitlist by age group & priority (summary)
- Waitlist by CSB (summary and detailed)
- Waitlist individuals with Medicaid

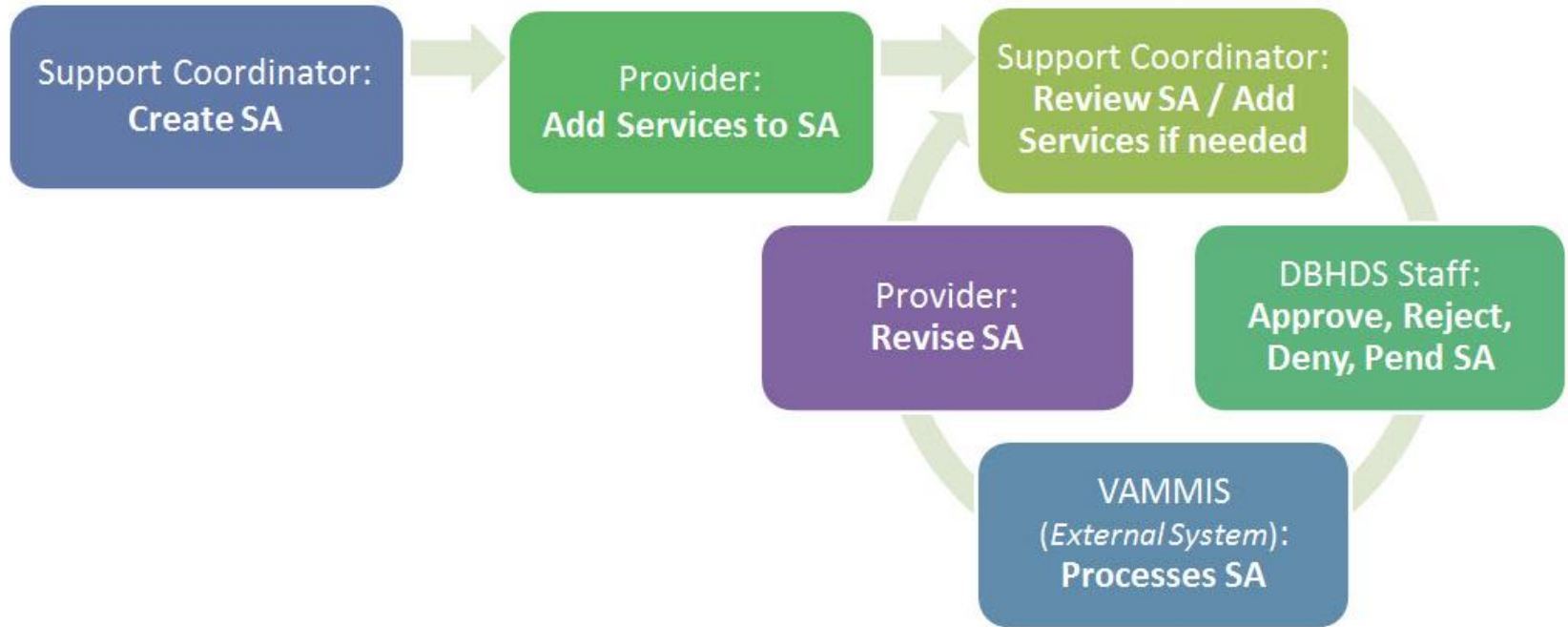
Waivers

- Individuals with services
- Statewide summary
- Active without services
- Individuals on hold status
- Individuals with projected status > 90 days
- Statewide waiver slots by age group summary

Service Auth.

- SA staff Productivity

Service Authorization Process



Data Migration

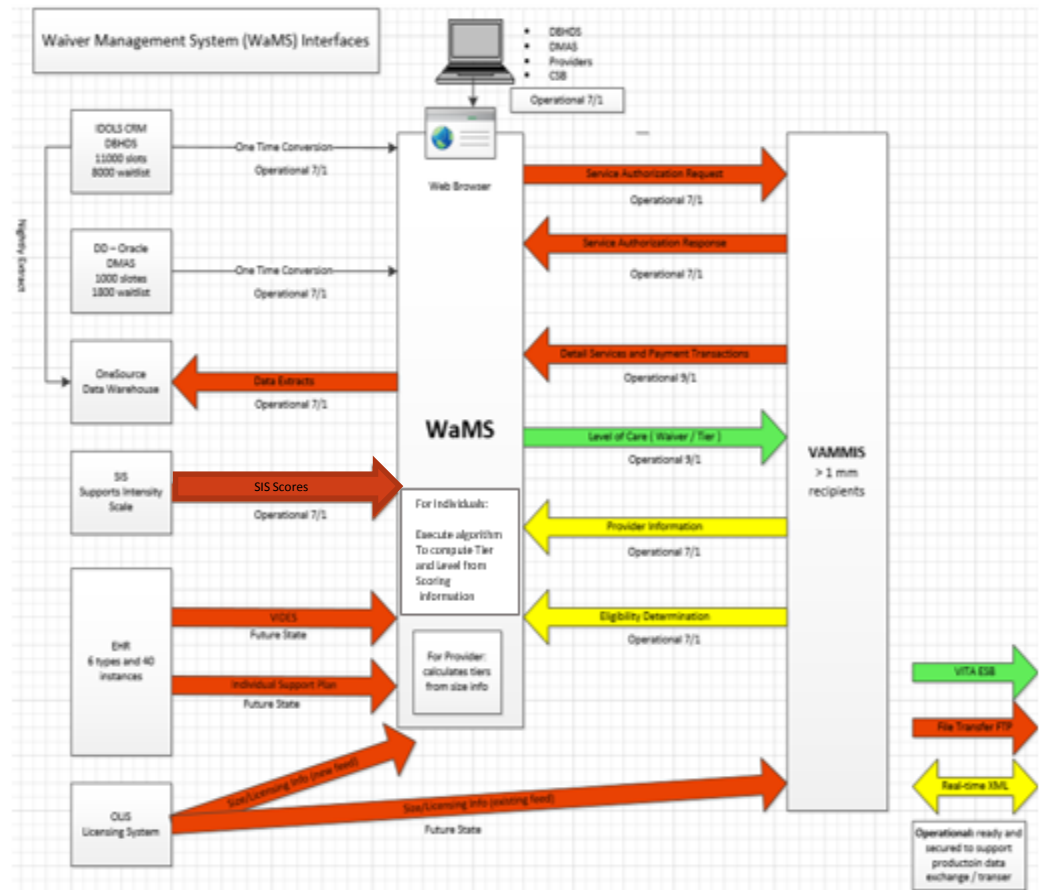
Data Migration

Category

Migrated

Medicaid Individuals:	27,312
Providers:	5,738
CSBs:	40
PCMs:	45
DD Waiver Waitlist:	2,433
DD Waiver Slots:	1,205
IDOLS Waitlist:	8,591
IDOLS Slots:	10,864
ISP:	21,939
Enrollment:	23,824
Service Authorizations:	34,810
SIS Import:	7,901

Data Interface Architecture



SIS Scores

LESSONS LEARNED

Lessons Learned

- Pre-RFP preparation is very important
- An aggressive timeline, while not ideal, is achievable
- Select a vendor with a proven solution, track record, and can-do attitude
- Put a good governance structure in place, and have clear decision makers
- Build a collaborative and cohesive team
- Expect changes and have a process to handle them flexible process
- Set priorities and focus on them

Questions

