

## Plan of Care Frequently Asked Questions

QUESTION	ANSWER
What is my MIS number?	<p>Your MIS number is a Magellan-assigned number that you receive once you have gone through the sign-up process.</p> <p>Agency/Organizations will receive one number <b>and</b> individuals will receive an individual number. Once an individual is accepted as part of a group, the individual MIS number will be sent to the agency's program director, who then will need to distribute it.</p>
When I open a Plan of Care (POC) it says that I need to put in a MIS number for every service provider type (FCC/FSP/YSP) on the team – what if I don't have every number?	<p>You will need to enter a MIS number for the FCC, FSP and YSP. It is best to collect these before beginning to enter the POC information.</p> <p>For those not on the HFWA team (e.g. therapists, doctors, etc) you can enter "NA" into the MIS field.</p>
What does "independent living skills" mean?	<p>For every youth 15 and older, Magellan has been asked to provide information on the skills that they are learning to become a self-sufficient adult (i.e. How to do laundry, budget, drive a car).</p> <p>This isn't necessarily a part of the Wraparound Plan and may be taking place in other areas of their life.</p>
Do I have to enter a discharge date?	<p>Yes. Part of being in the HFWA is having a transition plan for the youth and family from the beginning (when you see the word discharge, think Transition Plan). This date can be edited in follow-up entries.</p> <p>For an initial POC, you can enter in natural supports, summarize the status, and put in the skills that need to be developed in order to transition out of HFWA.</p>
My POC won't let me edit the information I previously entered. How do I fix this?	<p>Your ability to edit your POC is determined by what option you select when you create the initial POC.</p> <p>When you create the initial POC you need to select "initial" or "initial correction" in order to be able to go back and edit the POC at a later date. Do not choose the other options.</p>
What are the due dates for POC's?	<p>For initial POCs, the due date is on or before the authorization end date, which is 30 days.</p>

QUESTION	ANSWER
	For 90 day authorizations, the POC is due 14 days prior to the end date on the authorization.
Do you have a step-by-step guideline on how to enter the required clinical information?	<p>Yes. You can find a training PowerPoint presentation with screenshots on the Magellan of Wyoming website.</p> <p>Under <i>News, events &amp; training</i>, go to the Previous Trainings section and select the Clinical Processes presentation.</p>
How long does it take to enter a POC?	<p>20 minutes. If you have all the information you need ready, it is a very simple process.</p> <p><u>Reminders:</u></p> <ul style="list-style-type: none"> <li>• You can copy and paste information from other electronic documents directly into fields. <ul style="list-style-type: none"> <li>○ There are some special characters that may not allow you to save your information. To find a list of these characters see our Technical FAQ's on the Magellan of Wyoming website. Under the For Providers tab select Frequently asked questions.</li> </ul> </li> <li>• You need to press "Save &amp; Continue" at the end of each section in order to have your information saved.</li> </ul>
Are we going to get a standard POC template to use?	We want to encourage creativity and child/youth involvement in their teams. If it helps to have a template, talk to your program director and use what your organization has already set up. Then simply copy and paste the information from your documents into the fields on the webpage for submission.
How long should I keep records related to a POC?	6 years. Make sure that you are keeping your own copies of records and not relying solely on the Magellan provider website.
I was able to view the POC and now I can't, what happened?	When POC's are initially set up the program director enters a viewing timeline. You'll want to reach out to them to make sure you are approved to see the timeline for the period in which you need it.
I'm stuck, what do I do?	<p><b>Reach out!</b>  Email: <a href="mailto:WYClinical@MagellanHealth.com">WYClinical@MagellanHealth.com</a>  Call: 1-855-883-8740 and ask to speak to a member of the clinical team.</p> <p><b>Reminder!</b> Reach out to get assistance the first time you try to submit your POC and experience a technical difficulty.</p> <p>If you experience a technical difficulty, plans of care can also be</p>

QUESTION	ANSWER
	<p>submitted by following the steps below:</p> <ul style="list-style-type: none"><li>• Address an email to <a href="mailto:WYClinical@MagellanHealth.com">WYClinical@MagellanHealth.com</a></li><li>• Write "Secured1" in the subject line to ensure the information is encrypted</li><li>• Attach a word document with all the required Plan of Care information</li></ul>