



March 2017

> Our HEROES

We are surrounded by heroes!

The work we do for families and youth in Wyoming through HFWA is simply amazing; it changes people's lives. We want to thank you for your work, for your passion, for your dedication. We want to know who among us changes lives.

Tell us who you know in the Magellan HFWA network that goes above and beyond. Tell us who personifies our work and should be recognized.

Here's how it works:

1. Think of the person that you work with that is amazing and a HFWA HERO.
2. Record a video of yourself telling us why this person is your HERO and a HFWA HERO. Keep the video under 1 minute.
3. Find or take a picture of your HERO
4. Email the video and the picture to [this address](#).

We will include the nomination in the next edition of the newsletter to share with the provider network and your HERO will be eligible to be recognized at our inaugural HEROES Banquet in August!

Kicking off the very first Our HEROES nomination is for Jeannie Julian. [Watch the video here](#). Thank you, Jeanie for your contribution to HFWA and the future of Wyoming!



For questions, contact Erin Waszkiewicz at ewaszkiewicz@magellanhealth.com or 307-459-6160.

> Professional/Personal Development

Habits: We all have them

We have all had habits at one time or another that we know we should change. Maybe you're thinking about a personal habit or a habit that affects your office environment. The biggest question is how do we change a habit? It can be overwhelming just to know where to start. Charles Duhigg is the author of, "The Power of Habit" and "Smarter, Faster, Better". This link provides a flowchart that breaks down how to change a habit:

<http://charlesduhigg.com/flowchart-for-changing-habits/>

You Are the Experts

We want to hear how and why you are a success; Share your best practices. Since you are the experts in the field, we want to hear from you. Click the link below to share a best practice with us and we'll put it in the next edition of the newsletter!

Share With Us

> Training/Webinars

Check out upcoming training opportunities

"There are no secrets to success. It is the result of preparation, hard work, and learning from failure."
-Colin Powell

[View Schedule](#)

> Information/Updates

CANS:

Providers who continue to experience difficulty uploading the CANS 2016 into the portal should notify the Clinical team immediately, to ensure the issue is addressed. Please email WYClinical@magellanhealth.com to report your CANS uploading concerns. If you have a Plan of Care due and you are unable to upload the CANS 2016 into the portal, please outreach the Clinical team and request permission to manually submit the assessment as a one-time exception.

Eligibility Status Reminder:

Providers are responsible for knowing the eligibility status of all members on their caseloads. Because Medicaid eligibility should be renewed annually and is subject to change, it is best practice for providers to assist their families with contacting Medicaid to confirm eligibility monthly. Agency staff should provide the Medicaid number for verifying eligibility to the family, 1-800-251-1268, and ensure the family contacts Medicaid each month to confirm active eligibility.

We need your help to ensure families enrolled are active Medicaid participants and respond quickly to any requests for updates to avoid errors and non-authorizations.