



Wyoming Provider Newsletter



April 2017

> Our HEROES

Watch this video: I'm Looking for a hero!

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. TIP: Relax about the video part! Remember it doesn't have to be Oscar worthy, just from the heart.
3. Find or take a picture of your HERO.
4. Email the video and the picture to [this address](#).



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

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

> Professional/Personal Development

How to Be Productive at Work, Rest and Play

From the author of the bestselling book, The One Thing this blog post discusses productivity in a way that might be new to many of us. [Click here](#) to read about time blocking, learning to say no and much more!

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!



> Training, Education and Community

Check out upcoming training opportunities. [Click here](#)

SAVE THE DATE: **MAY 3, 2017:**
The Mayor's Resiliency in Youth Lunch-n-Learn Series, Part 1

Featuring Governor Mead signing the proclamation for Youth Mental Health Awareness Week and a youth speaker. Watch for the invitation!

"The willingness to keep learning is, I think, the most important thing about trying to be good at anything. You never want to stop learning." – Emile Hirsch



> Information/Updates

For Independent Assessors

Please double-check your IA enrollment submissions prior to uploading into the portal. Confirm all documents are for the correct member, completed, and signed. A complete application packet includes:

- the HFWA application
- CASII with score sheet
- Freedom of Choice form
- Provider Choice form
- Level of Care

If you have any questions about this process, please outreach Lynn Hamilton LAHamilton@magellanhealth.com.

All Magellan CANS 2016 assessments

Should be submitted to the clinical team via the Manage Outcomes application in the portal. If you are unable to submit the new CANS, please check the training for CANS, available [here](#). If this doesn't answer your question outreach Sharon Weber at SWeber@magellanhealth.com and cc WYClinical@magellanhealth.com. We are unable to accept future emailed submissions if you have not yet completed this outreach. Your prompt follow-up regarding this issue will minimize a gap in authorization days due to missing documentation. Thank you.

MagellanProvider.com

Often times, if Magellan software is not operating correctly, it's due to a browser or hardware issue of the user. This is the responsibility of providers. We have researched this extensively and have found most issues are because of missing browser updates, settings and/or clearing of cache - not the [MagellanProvider.com](#) portal.

We are here to support you with MagellanProvider.com portal difficulties, and we will need specific information to identify the type of help needed. The information you provide helps to answer whether a problem is related to the portal or your system, investigate the barrier, and help you with next steps.

Please provide the following details so we can hand off to IT for further investigation:

1. Application which experienced the issue
2. Provider information – MIS and user
3. Member information – full name and WYC#
4. What steps were being performed that led to the issue
5. Operating system and browser being used at the time of the IT concern
6. Please provide screen shots to illustrate the issue

Please contact your IT department/person regarding anything related to browser, operating system (software installed on your devices), or hardware functions in your PC or other devices.

General resources that may help

- [Spinning wheel guidance](#)

Updated IT FAQ's coming soon

Critical Incident Reporting

The Magellan of Wyoming CME is required by contract to receive, compile, and submit a report on critical incidents quarterly to WDH.

[Read more](#)

Another resource: [DFS statewide offices](#)