



# High Fidelity Wraparound enrollment process

## New enrollment and authorization for HFWA services

Magellan manages the application process for **all** High Fidelity Wraparound applicants, regardless of waiver eligibility of the youth. This supports the intent of the Medicaid waivers, to offer HFWA as the model for intensive care coordination, and not simply an insurance benefit. Our new process connects FCC's with the family as the first point of contact in the eligibility process.

- 1- Referral is sent to Magellan

*There is no wrong door to refer potential enrollees to High Fidelity Wraparound.*

- Call 1-307-459-6162 for our Care Worker
- Email [WYClinical@MagellanHealth.com](mailto:WYClinical@MagellanHealth.com)
- Complete the referral form online (not immediate – allow additional days for processing)
- FCC can complete a Choice of Provider form with the guardian, sent with the referral to [WYClinical@MagellanHealth.com](mailto:WYClinical@MagellanHealth.com)

Or see #2

- 2- Magellan outreaches family to get a verbal choice of provider
  - a. Magellan notifies FCC/Agency of the family's choice via email
- 3- Agency must respond to Magellan via email that they either accept or decline the referral for HFWA. The email must include the following:
  - a. A confirmation of their acceptance (or decline)
  - b. The name of the FCC and their contact information

*In the event the chosen FCC/Agency does not respond to Magellan within a 48-hour period, the family will be encouraged to choose a different FCC/Agency.*

- 4- Magellan authorizes (via email) 14 days for application period from the date of the FCC's confirmation
- 5- FCC contacts the family within three calendar days of Magellan's notification to confirm Medicaid eligibility. The first meeting is scheduled during this first contact.

***If there is a problem with Medicaid eligibility, FCC must notify Magellan immediately via email to [WYClinical@MagellanHealth.com](mailto:WYClinical@MagellanHealth.com).***

- Move to step seven **ONLY** after Medicaid eligibility is confirmed
  - All applications for HFWA come to Magellan. Youth who do not currently have Medicaid, but are applying to the CME for HFWA, will need to be verified by the state through the application process. Please notify Magellan via email in these instances
- 6- FCC will call Magellan's care worker at 307-459-6162 to assist in the selection of an Independent Assessor in order to complete the CASII/ECSII
  - 7- FCC will assist the family with the Level of Care *See page five of the application. This must be completed by a WY licensed clinician; anyone licensed who can attest to or provide a valid mental health diagnosis*
  - 8- FCC will initiate application

- a. Ensure all proper signatures and documentation are complete
  - i. Access the application on [Magellan of Wyoming website>Welcome>Application \(right side\)](#)
  - ii. The application is nine pages; each page identifies which signature(s) is/are required. Follow the cover page and page 7 for instructions.
    1. The first seven pages are provided by Magellan
      - a. Review the member guide and workbook with the family –understanding their rights and responsibilities with HFWA is part of purposeful transition
      - b. If a family wants to add an FSP to the team at enrollment, that provider name must be included on the Choice of Provider form
    2. The CASII instrument is a separate document and should be provided by the IA
    3. The Release of information forms are provided by each provider
      - i. If the youth **has** a current Medicaid ID number, submit applications through the provider portal, [www.Magellan.com/Provider](http://www.Magellan.com/Provider)
      - ii. If the youth **does not** have a current Medicaid ID number, submit application via email to [WYClinical@MagellanHealth.com](mailto:WYClinical@MagellanHealth.com)

*Please complete each page in its entirety and ensure proper signatures on each page. Failure to do this will result in incomplete enrollment and non-authorization of HFWA.*

9- FCC will submit a fully completed application and evaluations within the first **13 days** of authorization (see note in step 5) to Magellan through [MagellanProvider.com](http://MagellanProvider.com) as stated above

10- Complete an initial CANS and ACE survey with the youth and family.  
Access information on these assessment on the Magellan of Wyoming website>Provider Hub >Assessments

**\*Note – there is currently a wait list for c waiver. Wait times vary and are not at the discretion of Magellan. Magellan will notify providers when changes to wait list occur.**

If families have a need for the c waiver and will be on the wait list, direct them to email Lisa Brockman at [lisa.brockman@wyo.gov](mailto:lisa.brockman@wyo.gov) for their status on the wait list. Magellan will not be able to provide information until the state sends a funding notification for a youth on the c waiver wait list.

11- Upon approval, Magellan will, notify referral source of enrollment into HFWA and initiate an authorization for 46 days. In that time period, the following needs to happen:

- a. Complete initial meetings
- b. SNCD
- c. Planning for the first CFT
- d. Complete initial POC and crisis plan
- e. Minimum of 6 progress notes per month, per role

- f. Allow up to 5 days to see the active authorization online in the provider portal

### Important notes

From the time Magellan authorizes FCC to begin engagement with families to the time of last covered day for initial authorization will total no more than 60 days.

Magellan will not extend the initial application period beyond 14 days. This is time not billable back to Medicaid. If it takes longer than 14 days to complete the application, LOC and initial CASII/ECSII, the provider will have to make their own business decision to continue without payment in place until enrollment. Magellan is offering an additional 16 days before the initial plan of care period. If the application does not come in within the 14 day time span, the extra 16 days is not guaranteed.

To check the status of your authorizations:

- Log into the provider portal
- On the left hand side of the screen under “My Authorizations”, select “View Authorizations”
- If you feel there is a discrepancy in your authorization listings, contact us at [WYClinical@MagellanHealth.com](mailto:WYClinical@MagellanHealth.com).

12- All current administrative and clinical non-authorization policies apply to this process

13- **If no evidence of engagement occurs in the first 30 days and we do not receive application and accompanying documents, youth will be dis-enrolled**

Timelines for concurrent reviews remain at every 90 days. POC and supporting documentation, along with progress notes must be submitted within 14 days of the last covered day of the initial authorization period.

### Enrollment notification guidelines

1. Respond in a timely manner to any communication from Magellan about application so the process does not stall
2. Both the FCC and the family will receive an authorization email – this may take up to 14 days
3. If you have followed the guidelines above and made sure the CASII score (20-26) and LOC meet the criteria with everything complete, you should confidently move forward with your work with the family – Magellan will approve all completed B waiver applications that meet all of the criteria
4. Within three working days of enrollment notification, contact with the family must be recorded in a progress note
5. If you haven’t already, begin SNCD, ACE and CANs ( if these assessments were done in the application period, meet to start team building)
6. Complete Strengths Needs Culture Discovery – if this is your first time, get coach approval before sending to Magellan
7. Upload completed SNCD to [www.MagellanProvider.com](http://www.MagellanProvider.com)
8. Begin meeting preparation and team member engagement
9. Follow the guidelines in the provider requirements document (*reference link to doc*) for further guidance on facilitation of HFWA
10. Contact your program director, supervisor or coach with any questions

*Contact Magellan directly if there are extenuating circumstances that prevent these steps from being followed.*