



FAQ: New enrollment process

Questions originated from the October 23 Director's Process Council

We will continue to build on this document to ensure a clear understanding of the process. In November we will hold a Learning Opportunity every Wednesday to discuss this new process. As questions are asked in that forum, we will add to this list and maintain an up-to-date version on www.MagellanofWyoming.com.

1. Can the program director submit the application for the FCC?
 - Yes
2. Can an FSP/YSP be authorized at the same time as the SNCD submission?
 - Magellan is excited to let you know that the FSP and YSP can now be added at the time the FCC submits the application! They have been added to the Choice of Provider form in the application (page 2). The roles must be clearly defined in the objectives, strategies and on the recommended services on the first POC. The progress notes in the time prior to the first POC and onward will need to justify what each role is doing. Please remember that the application period is 14 days. Therefore, the FSP and YSP are not authorized until after that time period.
3. Can FCCs outreach to the IA directly to schedule CASII assessments?
 - No – we would like to be part of that process and be able to hold them accountable.
4. Can Lynn have a shared calendar with the IAs to reduce the phone calls the providers will have with Magellan?
 - This was a great suggestion, and we will work on having a calendar available to Lynn that shows IA availability so we can increase efficiencies.
5. Will Magellan have a time frame responsibility to the providers with this new process?
 - Yes. Magellan has three business days to outreach to the family, and we will notify FCC/referral source about the family's choice the same day families decide.
6. Can licensed workers be trained on the CASII so that multiple providers are working on this process and increase independence and reduce conflict of interest?
 - This will be a discussion in the future with the Department of Health.
7. Can we consider a routine monthly call between Magellan and Directors so that Directors can offer feedback on the new process?
 - Yes – Every Wednesday in November, we will hold a learning opportunity. From there, we'll evaluate how often it's needed. Also, we are available to hear feedback outside of these meetings at any time.
8. Can the 1:10 ratio be increased if a youth is in the discharge planning stage of services?
 - No.
9. Should Respite be part of the ratio?
 - We are being thoughtful on this and currently talking through whether Respite should be included in the ratio; more to come.

10. If an application is currently in process, and is not complete by November 1, must the new process be utilized?
- No; those applications will be grandfathered in. We will not be building the 14 day application authorization or the 16 day assessment authorization for these cases. We will need to build them the old way, with only the 30 day initial authorization
11. CAN FSPs do encounters prior to authorizations?
- See question number 2.