



OPERATIONAL MEMO

Title: Wellness Education Benefit: Service Information for Case Managers	Topic: HCBS Waiver Services
Audience: CHCBS Case Managers and Case Management Agencies	Sub-Topic: Case Management, Wellness Education Benefit
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Purpose and Audience:

The purpose of this Operational Memo is to inform the Case Management Agencies (CMA) for the Children's Home and Community-Based Services (CHCBS) waiver of the process for adding the Wellness Education Benefit (WEB) for CHCBS waiver members.

Information:

The Wellness Education Benefit (WEB) is a new 1915(c) waiver service that was made available to CHCBS waiver members on May 1, 2024. The WEB consists of monthly mailed articles to each individual member that address health and wellness topics relevant to the member. The WEB articles help members, and their unpaid caregivers, understand information that assists with managing health-related issues, promoting community living, and achieving goals identified in their Person-Centered Support Plans. With the addition of the WEB, CHCBS members will have access to another waiver service that will support them to continue living in their community.

Action To Be Taken:

For existing CHCBS members, the Department of Health Care Policy and Financing (HCPF) automatically added the WEB service to all CHCBS Prior Authorization Requests (PARs) with certification start dates prior to May 1, 2024. The PAR will reflect the WEB service beginning May 1, 2024, with one unit added per month through the remainder of the members certification period.

Case managers should confirm that the WEB has been added to their current members' CHCBS PAR.

When revising a CHCBS PAR with a certification start date prior to May 1, 2024, please select at least one Activity of Daily Living (ADL) or add a goal to the WEB PAR line prior to submission of the PAR. This will prevent the error below from occurring.

Message Description	Panel	Field	Row
 At least one ADL or one IADL or one Goal is required.	Line Item		3

As previously instructed, case managers will need to add the WEB service to CHCBS members initial or continued stay review PARs beginning 5/1/2024 forward.

Case managers will add the WEB service to the Bridge PAR by selecting the Wellness Education Benefit, 98960 U5 in the “Service” dropdown and adding one unit per month in the “Units” field on the Line Item, as shown in the screenshot below.

Line	Status	Service Description	Units	Dollars	Eff Date	End Date	ADL	IADL
A	01	98960 - Wellness Education Benefit U5	12.000	\$42.36	05/01/2024	04/30/2025	N	N

Line: 01 Rendering Provider ID: <input type="text"/> Provider Name: <input type="text"/> Eff Date: 5/1/2024 End Date: 4/30/2025 Service: 98960 - Wellness Education Benefit U5 Service Description: 98960 - Wellness Education Benefit U5 Additional Service Description: <input type="text"/> Units: 12.000 Dollars: \$42.36 Balance Units: 0 Balance Dollars: \$0.0 Quantity Used Dollars: \$0.0 Quantity Used Units: 0 Claims First Paid Date: N/A Claims Last Paid Date: N/A Receive Alert?: NO Alert Threshold: 90% Status: <input type="text"/> Payment Method: Pay Unit Limit Claims Activity: <input type="checkbox"/>	Activities Of Daily Living : Bathing <input type="checkbox"/> Dressing <input type="checkbox"/> Toileting <input type="checkbox"/> Mobility <input type="checkbox"/> Transferring <input type="checkbox"/> Eating <input type="checkbox"/> Supervision <input type="checkbox"/> Memory/Cognition <input checked="" type="checkbox"/>	Instrumental Activities of Daily Living : Hygiene <input type="checkbox"/> Medication Management <input type="checkbox"/> Money Management <input type="checkbox"/> Shopping <input type="checkbox"/> Meal Preparation <input type="checkbox"/> Laundry <input type="checkbox"/> Accessing Resources <input type="checkbox"/> House Work <input type="checkbox"/>	Frequency Calculator Unit Value: Month No. Days/Hrs/Trips: 0 Days/Wk: <input type="text"/> No. of Weeks: <input type="text"/> No. of Months: <input type="text"/> Recommended Units: 0 Max Amount: 0
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- The WEB service will have the following service description on the PAR, as shown below, and it can be identified by the 98960 U5 code.

Service	98960 - Wellness Education Benefit U5
Service Description	98960-SELF-MGMT EDUC & TRAIN 1 PT U5

- Once the WEB service has been added to the PAR, it will be transmitted to the Service Plan in the Care and Case Management (CCM) System following the submission of the PAR.

Updating your member’s address in the CCM:

- The WEB will be sent to the member’s “Preferred Mailing Address” listed in CCM.
- Streamline Eligibility allows for an interface from CCM and CBMS through PEAKPro transactions to communicate the “Preferred Mailing Address” field.
- The “Preferred Mailing Address” toggle in CCM needs to be switched on within the “Addresses” section for the updated address to be transmitted.
- Please ensure the following items are completed, otherwise the address will not transmit:
 - The zip code must be entered for the address.

- The member must have a 100.2 assessment in “Completed” status in CCM.
- The member must have a program card associated to the 100.2 assessment in any status other than “Closed”.
- **Please also update your member’s “Preferred Written Language” in the CCM.**

Returned Mail:

- HCPF will organize monthly lists detailing which members did not receive their WEB and will communicate those lists to the appropriate CMAs.
- The CMA is responsible for updating the member’s Preferred Mailing Address by either the first or third Tuesday of the month, whichever is reasonable, to ensure the member receives their next WEB.

Provider Billing:

- Case managers do not need to contact the provider directly to inform them of a member enrolling into the WEB.
- Case managers do not need to send the PAR to the WEB provider. HCPF will notify the WEB provider of CHCBS members who have the service on their PAR.
- Members with the WEB on their PAR will receive the WEB monthly.
- The WEB provider will bill for provision of the WEB in the Medicaid Management Information System (MMIS).

If there is an issue adding the service to a PAR in the Bridge, case managers should contact: ccmhelpdesk@gainwelltechnologies.com.

Talking Points for Member Conversations:

- The WEB provides educational materials regarding health and wellness.
- The WEB provides state resource information (food, housing, state contacts, etc.).
- The WEB is an ongoing monthly service and will help members maintain waiver eligibility.
- Members have the option to opt out from the WEB; however, members may need another monthly service to maintain waiver eligibility. Case Management will no longer be a billable service through the PAR effective 7/1/2024.
 - Members can be at risk of losing waiver eligibility if they do not have another service in place at least every month.
- **The WEB does not replace case management monitoring activities or responsibilities.**

Opting out of the Wellness Education Benefit

CHCBS members have the choice to opt out of receiving the WEB. However, if a member chooses to no longer receive the WEB, they could be at risk of losing their

waiver eligibility. Members who currently receive Case Management as their only monthly waiver service are encouraged to remain enrolled in the WEB as case management will change to Targeted Case Management activity billed outside of the CHCBS waiver program on July 1, 2024. Members can contact their case manager with questions about opting out.

Attachment(s):

WEB Training and Enrollment Guide

WEB Frequently Asked Questions

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