

TA Tidbit

MWMA Inability to Access Services and Program Closures

Joint Responsibility:

- Providers have the responsibility to inform case managers when a person is not utilizing services.
- Providers have the responsibility to know the actual dates and amount of services provided, and to make sure billing is accurate.
- Case managers have the responsibility to utilize MWMA to record when someone is not utilizing waiver services.

When to Submit Inability to Access Services in MWMA:

When a person is **temporarily** not accessing waiver services, but is expected to return to services within the time allowed by regulations. Situations include but are not limited to:

- Admittance to a hospital, nursing facility, or ICF-IDD
- Incarceration
- Choosing to leave services for a timeframe that allows for return per regulations

Important:

- Do NOT click on the date returned box until a person has returned to services.
- DO promptly record when someone has returned to services.

When to Submit a Program Closure:

When a person is no longer enrolled in a waiver. Situations that necessitate program closure include:

- When a person chooses to no longer receive waiver services
- When a person no longer lives in Kentucky
- When a person has been out of services longer than allowed by regulations
- When a person has met level of care for another waiver and wants to switch to it.

The termination date is to be entered as the last date waiver services were received. Program closures will not go through if there are billing claims beyond the last day of services.

For more details, including step by step instructions, refer to these materials in the Adobe Learning Manager (ALM):

- Reference Guide titled *Inability to Access Services & Program Closures*
- MWMA User's Manual pages 268-293