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MEMORANDUM

Date: June 9, 2010

To: MCO Leadership Teams

From: Monica Deignan *Monica Deignan*
Office for Family Care Expansion

Subject: Technical Guidelines for Prevocational Services in Family Care and Family Care Partnership Programs

As you know, the Division of Long Term Care (DLTC) released Technical Guidelines for Prevocational Services in Family Care and Family Care Partnership last month. In the cover memo from Susan Crowley, DLTC Administrator, it was noted that the Department will be providing training materials and opportunities to MCO staff and managers to ensure the guidelines are implemented appropriately, effectively, and consistently.

Because of the need to ensure consistent statewide implementation of the revised prevocational services definition and technical guidelines, OFCE requests that MCOs do not develop their own training about the guidelines, but instead take advantage of the training the Department is developing. This training will be available on-line in early July. We have already begun collaborating with some MCO staff who we know were interested in development of such training, and welcome input by other MCO staff and training personnel who are interested in contributing.

By offering the training on-line, care managers and other MCO staff will be able to take the training at their convenience, either on an individual basis or in groups. The training will be presented in modules, further enabling care managers and other MCO staff to complete the training at their convenience. At the end of each module, MCO staff taking the training will be able to enter questions they may have, which will then be answered by Division/OFCE staff who were involved in developing the revised service definition and technical guidelines. As much as possible, we want to ensure consistent statewide implementation by avoiding a situation where different training content is being used by different MCOs.

We are also requesting that any MCO that develops supplemental documents for care managers (e.g., shortened versions of the guidelines, flow charts, FAQ documents, etc.) submit those to Tammy Hofmeister in OFCE for review and approval prior to formally issuing these tools for use by your MCO staff. This will ensure that all supplemental documents developed by individual MCOs are fully consistent with the revised service definition and technical guidelines

before they are put into practice. Again, this request is made to ensure, as far as possible, that we achieve consistent, statewide implementation of the revised definition and guidelines.

Should you have any questions or concerns, or want to contribute to the development of DHS training, please direct those to Tammy Hofmeister in OFCE at (608) 266-7251 or tammy.hofmeister@dhs.wisconsin.gov.

Thank you in advance for your cooperation.