

Waiver Action Worksheet (WAW) Workflow

The Waiver Action Worksheet (a service in Credible) is to be used anytime there is a change in the clients funding OR a request to change the waiver funding. This service is created and completed by the Service Coordinator. It will then be reviewed by the Area Manager after completion and Area Manager will communicate with the Waiver Manager via email to review and process the waiver change. Once Waiver Manager has added a note to the billing strip and added their signature to the completed service, it will go back to Area Manager for approval at AM Finance meeting and marked “approved” in Credible. Once these steps have been completed, the Waiver Action change has been completed.

SERVICE COORDINATOR:

1. Schedule Waiver Action Worksheet service in Credible (schedule a service)

Program / Service Type: DS: Waiver Action Workst ▼

2. Initiate the service by clicking Begin Service
3. Fill in the contents of Service
 - a. Service Coordinator: Your First and Last name
 - b. Area Manager: Area Manager’s first and last name
 - c. Guardian: Guardian’s First and Last name if applicable, if not state self
 - d. Effective Date of Change: This date is the date in which we want the CHANGE in funding to take effect.
 - i. You can backdate, or future date if needed
 - Please note, if additional funds are being requested, this date may change based on where the funds are coming from.
 - e. **Client ID, SS#, DOB, Physical Address** all autofill
 - f. Address change: Yes or No
 - i. If Yes, please type new address into the text box
 - ii. If no, move to the next question
 - g. Needs Assessment Completed?: Yes or No
 - h. Level of Care Completed?: Yes or No
 - i. Area Manager/QDDP signed NA/Loc and approved?: Yes or No
 - j. Please Select all services to change: *Once you click on a service, fields specific to that service appear at the end of the service where you will need to enter specific information. You can do MULTIPLE services in this one form, select all services that are changing.
 - i. For each service, you will compete:
 1. Current Frequency Hrs. Wk
 2. Change Frequency Hrs. Wk
 3. New Frequency Hrs. Wk

- a. DO NOT fill out the cost, this will be calculated by the Waiver Manager
- b. There may be times where additional questions pop up that you will need to answer. EXAMPLE: Service: Community Support
 - i. Agency Managed OR ARIS Managed (choose one)
 - ii. Hourly Rate: If ARIS, Indicate requested rate of pay

Community Support - Current Frequency Hrs/Wk:	10
Community Support - Change Frequency Hrs/Wk:	5
Community Support - New Frequency Hrs/Wk:	15
Community Support - Current Cost:	
Community Support - Change Cost:	
Community Support - New Cost:	
☐ Agency ☒ ARIS	
Hourly Rate	Dollar Amount

- iii. ARIS Enrollment Info: (If ARIS is chosen this will appear)
 Employer of Record goes here. Name/Phone/Address for Employer of Record.

4. Once finished with all services, click **Next** to save
5. Click **Complete** to Sign & Submit the service
6. Review information, enter your password, and click **“Sign and Submit”**
7. Send an Email to the Area Manager with the Service ID of the Waiver Action Worksheet (this can be found in the Service List tab OR within the service list in the client medical record)

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AREA MANAGER:

1. Receives email from SC with completed Waiver Action Worksheet (WAW) Service ID
2. The service can be found in Credible in the client’s medical record OR in the general service list tab with filter “My Multistage” (as once SC completes the service it automatically goes to Area manager through Multistage Approval)
3. Review the completed service to ensure completeness/accuracy

4. If in agreement with the information provided, Area Manager will email Waiver Manager with the Service ID for the completed WAW & they will do their part (see below)
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1. Once Waiver Manager has completed their portion, WAW will be approved by Area Manager during Area Manager Finance meeting on Wednesdays. **Area managers should NOT approve a WAW prior to the Waiver Manager doing their part*

WAIVER MANAGER:

2. Receives email from Area Manager with Waiver Action Worksheet (WAW) Service ID
3. Access the service in Credible
4. Review, determine cost, and effectively make waiver change.
5. Edit the billing strip to add a note:
 - a. Click "Update"



- b. Type in the "Notes" section to include initials and date

Notes:	
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- c. Click Update Service to save changes
6. Add signature to the service by clicking Sign & capturing your signature in one of the open signature boxes



7. WAW will be approved by Area Manager during Area Manager Finance meeting on Wednesdays.
8. Area Manager will circle back and let SC know that the WAW is completed, SC will move forward with any action items that may need to be done ie: ISA change form