

**Bureau of Managed Care
Managed Care Organizations
Policy / Procedures**

General HCBS Waiver Guidance

Division of Rehabilitation Services (DRS) Home Services Program (HSP) Training

Effective immediately, all existing MCO staff registered to use HSP WebCM will be required to complete mandatory HSP WebCM Refresher Training annually. Additionally, all new MCO staff requesting HSP WebCM access will be required to complete HSP 101 Orientation training.

MCO staff that do not complete the required training, and inactive users in HSP WebCM, will be suspended or terminated.

The following guidelines will be implemented to track MCO Staff participation and completion in these trainings:

1. MCO staff are expected to join the training events at the scheduled time. Participants who do not join timely will be locked from the event and will need to register for another date.
2. Reports of each event will be developed, and participation numbers will be given both to LTSS managers and HFS BMC and Bureau of Waivers on a monthly basis for review.

HSP will continue to offer voluntary trainings on varied topics to MCO staff without specific mandates and MCOs are welcome to send staff as warranted.

HSP WebCM Refresher Training

All existing MCO staff registered to use WebCM:

- The virtual events will last a maximum of 90 minutes.
- A minimum 18 events with up to 100 participant slots will be offered throughout the fiscal year
- Persons who do not complete the refresher during FY2023 will have their HSP WebCM account access suspended effective July 1, 2023 and up until they successfully participate in the training

HSP 101 Orientation

All new Health plan staff who request HSP WebCM access:

- The virtual event will last a maximum of 3 hours.
- At least 12 events will be offered annually, and consideration will be given to increase the number of events as staff needs increase.
- New staff who have been granted access to HSP WebCM will have 3 months to complete the HSP101 orientation or risk temporary account suspension until such time that they are able to complete the orientation.

Policy History
General Contract Monitoring

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Staff Training

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Policy Revisions

Revision Approved