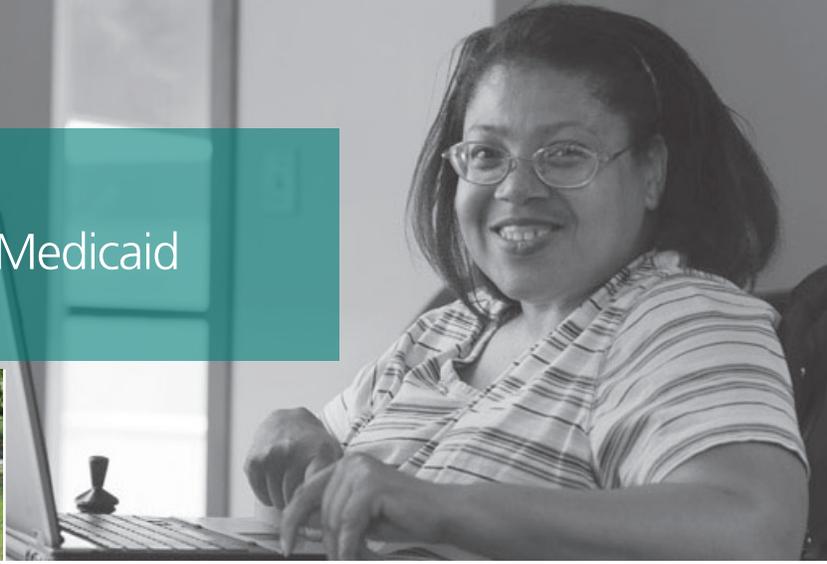


# case study:

## Financial Management Services in Medicaid Waiver Programs in Wyoming



**PCG** | **Public Partnerships**  
Supporting Choice. Managing Costs.™



### THE CLIENT

Wyoming Developmental Disabilities Division (DDD)

### THE PROJECT

Financial management services for individuals participating on the Child Developmental Disabilities, Adult Developmental Disabilities, or Traumatic Brain Injury waivers.

*"[Self-direction has] given us a lot of opportunity to dream a bit and see what's possible. It's a brilliant plan and we are so glad that we got the chance to pioneer it."*

-Valerie H., mother of a participant in Wyoming

### THE OPPORTUNITY

Wyoming had never offered self-direction to individuals with developmental disabilities before. DDD wanted assistance designing, developing, and implementing this program. DDD sought a vendor who had extensive experience with different programs across the country, and who could guide them through the process of thinking about how to set up the program over several months and then launch the program.

In September 2009, DDD awarded PCG Public Partnerships, LLC (PPL) a two-phase contract: phase one included a ten-month start up period during which PPL would provide consulting services to the Division as it designed the program. Phase two was a one-year contract to provide financial management services to self-directing individuals on one of the three waivers, beginning on July 1, 2010.

### THE PPL APPROACH

The PPL team provided services including

- Development of program rules with DDD and IT staff, using examples from other programs across the country;
- Configuration of PPL information technology platforms and PPL's Web Portal to fit DDD's unique program requirements;
- Statewide launch of PPL services with on-site participant information sessions to explain the transition, program requirements, and tax requirements to participants, their employees, and their representatives;
- Frequent phone and in-person presentations to DDD staff as well as case managers and support brokers;
- Enforcement of state and federal program requirements;
- Customized reports to identify any barriers to enrollment and active use of the program; and
- Monthly meetings and quarterly on-site meetings with DDD to improve program efficiency.

### THE RESULT

- In its first year, the program grew an average of 12% per month, enrolling over 100 participants in the first two months alone.
- Over 160 providers have been hired as household employees to self-directing participants, earning over \$700,000 in just the first nine months.
- On average, the PPL customer service staff fields over 400 calls per month.
- Over 83% participant and provider utilization rate of the user-friendly Web Portal online timesheet submission system.
- The program is expected to continue to grow at a rate of 8-10% a month, despite a small population in an extremely rural state.