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User IDs/ Passwords/ Password Resets

Q. Do I have to log out of the system when I am finished working on the waiver application and want to exit the system?

A. Select the Logout link when you're finished with the application site and then close your browser. By doing so, you prevent others from potentially gaining access to your application in your absence.

Q. How do I change my password?

A. Enter your User Name and Password in the Login screen. Do not log in! Select Change Password at the top of the screen. The Change Password screen will display with your User Name. Enter your new password and re-enter it to confirm. Select Change to create the new password or Cancel to void this transaction. After changing your password, to return to the waivers, select Finder in the top menu bar.

Q. What do I do when I receive an invalid log-in and I can’t remember my password?

A. If you receive an invalid log-in and can’t remember your password, contact your State Medicaid Director, State Sys/Op Manager or click the ‘Contact’ link at the bottom of any WMS screen to reset your password.
Waiver Application (New, Amendments and Renewals)

Q. How do I create an amendment?

A. An amendment can only be created from a base waiver, not from another amendment. A base waiver is either a new or a renewal waiver. You can tell it’s the base waiver if the last two digits of the waiver number are double zeros (ex. ZZ.01.00.00). In an amendment the last two digits contain a zero and a number greater than zero (ex. ZZ.01.00.01).

Q. Can I copy information from a Microsoft® Word document and paste it into the web application?

A. Yes. The text boxes will accept pasting of Word document content as long as the text is devoid of Word unique characters such as smart quotes. Be advised that some formatting, such as charts, tables, and bullets, is not supported in the web-based application and will be lost if you try to paste these items from a Word document. If you are having problems with pasted information not saving, try the following:

1. Save your Word Document using Save As and select Plain Text (*.txt) in the Save as type: field.
2. Click on Save.
3. A file Conversion dialogue box should appear. Check the box labeled: Allow character substitution.
4. Click on the OK button.
5. Open this document in Notepad. Copy and paste into the appropriate text field.

Q. What do I do if I accidentally created a new waiver instead of an amendment or renewal waiver?
A. If you accidently create a separate waiver instead of a renewal, you will need to copy and paste the information from the unwanted waiver into the renewal. It is not possible to link them to transfer the information. The system cannot transfer the information from one waiver type to another. The easiest way to put the information into the correct application format is to open up the new waiver, create a PDF copy, create an amendment or renewal (as appropriate), and then copy from the PDF to the amendment or renewal.

Q. When a state creates an amendment (to an approved application already in the data base) will the program automatically direct the state to exactly which sections to complete?

A. No, but it will request that the user summarize the changes that will be made in section Amendment, 2.Purpose. The user will only need to make changes to the appropriate sections rather than completing the entire application again.

Q. Is it possible to concurrently work on two or more draft amendments to the same waiver?

A. Yes, however, it is important to understand that amendments are not linked to each other prior to being approved by CMS. Concurrent draft amendments can lead to conflicts between the various draft amendments, particularly when the draft amendments attempt to add the same information (such as a service), e.g., adding the same service to two draft concurrent amendments will lead to a duplicate service validation error, i.e., if you add a service to the second amendment that is also found in the first amendment. Other validation errors, related to the duplicate service error, can also appear – for example, missing Factor D information for a duplicate service in Appendix J. The timing of when the validation error appears will also vary depending upon submittal, approval, and effective dates of the amendments, but it will usually appear when the second amendment is submitted first. The duplicate service will have to be removed from the second amendment before it can be submitted to CMS.

Q. If amendment ZZ.01.R00.02 is created after amendment ZZ.01.R00.01 but has an earlier effective date, which one is implemented first?
A. The implementation of the amendment is determined only by the effective date, not the amendment number. Therefore, even if ZZ.01.R00.01 was created before ZZ.01.R00.02, ZZ.01.R00.02 will be implemented first due to its earlier effective date.

**Attachments**

**Q.** Is there a way to attach additional information or appendices to a waiver application?

A. No, the application is self-contained and only information inputted in the existing fields is acceptable. The character limits in the text fields should be sufficient to convey necessary information without using attachments.

**Error Messages**

**Q.** I received an unexpected error message, what should I do?

A. Click on the underlined text “report the problem” when the unexpected error message appears, to send an email to the MMDL/WMS Help Desk. Two ways to avoid unexpected error messages are: 1) never use the browser back and forth arrows to navigate through the waiver application; and, 2) never remain inactive on the waiver application for more than thirty minutes.

**Q.** What does the error message ‘Session Timed Out’ mean?
A. The system automatically times users out and sends an error message when a user does not navigate the application within 30 minutes. When a ‘Session Timed Out’ error message appears, a loss of data may occur. Therefore, it is recommended to continually save your work every ten minutes. Please take special note, writing in a text box for 30 minutes does not count as refreshing the page. You must select save or navigate through the application to avoid being timed out.

**Application Tools/Functions**

Q. What is the difference between Check and Validate?

A. Validate allows you to perform a cross-appendix edit check of your waiver application either in its entirety or by individual appendix. Check, on the other hand, allows you to perform an edit check of the responses in a specific section or subsection only and does not include cross-checks with other sections or appendices.

Q. How do I print sections of the waiver or the entire application?

A. Click **Print** on either Page One or within the waiver in the top menu bar. Select the Appendix you want to print or select the Entire Application, then click Create Printable View. This will open another browser window where you will select your browser’s print function. When you are finished printing the application, close the print browser window.

Q. How do I create a PDF of the waiver?
A. To create a PDF:

1) Select **Print** in either the application itself or on Page One.

2) Select **Entire Application**.

3) Select **Create Printable View**.

*Printing Selection*

To print a section or to print the entire application, make a selection below and select Create Printable View. This action will open up another browser with a printable version of the waiver application. To print, select either the print icon in the toolbar or use the browser’s print function. When you are finished close the printable version of the waiver application.

Select section to print:

- Main Module
- Appendix A
- Appendix B
- Appendix C
- Appendix D
- Appendix E
- Appendix F
- Appendix G
- Appendix H
- Appendix I
- Appendix J
- Quality Improvement Strategy
- Entire Application
- Create Printable View

It may take a few moments to load the printable version. Please wait for the browser to finish loading before printing the contents.
4) Select Print.

![Print dialog box]

5) Under the option for selecting a printer type, select your PDF creation software. This will create a PDF instead of printing it.

![Printer selection dialog box]
Q. Certain fields within the 1915c waiver and 372 Report appear misaligned, how do I fix it?

A. To realign the page, complete one of the following options:
1. Select the broken piece of paper in the URL link (see the red box in the screenshot below).

2. Change compatibility view in your settings menu.
   1. Select Tools on the top of the page.
   2. Select Compatibility View Settings
   3. This box will pop-up. The website URL should appear in the Add this website textbox. To add the website, select Add.
Submit/Unsubmit

Q. Can a waiver be submitted if it is not cost-neutral?

A. No, because it will not pass the validation checks.

Q. Once a state submits an application, is the content locked?

A. Yes, once a state submits an application, the content is locked. The state or CMS may take an action to unlock the content. The State can unlock the content by selecting Unsubmit. CMS can unlock the content by selecting RAI or Informal RAI.

Q. Who can submit the waiver application?

A. Any individual assigned the State Medicaid Director role.

User Roles and Assignments

Q. Who controls state user access to the application?

A. Access to a state’s waiver application is controlled by the State Sys/Op Manager and/or the State Medicaid Director.

Q. If I am a State Sys/Op Manager/State Medicaid Director, how do I add new users to the system?
A. Log-in to the system and click on Maintenance at the top of the Finder screen and then select Edit Users. Scroll down to the end of the page and select Create New User. Enter in all the information requested at the top of the screen and select Save. You must select Save prior to selecting the program access in the lower half of the page. Place a check next to the program(s) to which the user requested access. Select Save again.

Q. Can I restrict certain state users to read only access?

A. Yes. The State Sys/Op Manager/State Medicaid Director can create a user to have a read-only role by selecting the state auxiliary role in the User Maintenance screen.

Q. How do I assign state users edit rights to a specific waiver application?

A. Only State Medicaid Director/State Sys/Op Manager have the ability to assign state user edit rights. To assign state users edit rights to a specific waiver application, select the User Access button on Page One of the application, and check the desired boxes in the Access column. This will give users the ability to edit the application.
Multiple Users

Q. Can multiple users enter information into the application at the same time? Will they be locked out?

A. Yes, it is possible for multiple users to access and edit an application at the same time; however it is not recommended. If the users happen to be working on the same section, the data entered by one user can overwrite the data entered by another, causing a loss of information. For example, if USER1 and USER2 are working on the Level of Care section and USER2 finishes last, only USER2's data will be saved to the waiver. USER1 will have lost their work. The user that hits “save” most recently is the one whose work will be kept in the system, which is why users must coordinate their efforts when working on an application.

Approval/Disapproval Notifications

Q. How will we know when our application is approved or disapproved?

A. The State Medicaid Director and the State Sys/OP Manager roles will receive email notifications.

Deleting Applications

Q. Can states delete applications that were inadvertently created?
A. No, applications cannot be deleted, but states have the capability to hide draft applications not currently in use. If a state creates an amendment/renewal/new waiver and would like to remove it, it will first need to be deactivated and then hidden. The waiver can be deactivated from the Control Panel, and then hidden on the Detail Finder page, by selecting Hide Inactive.

Waiver Numbering

Q. Is there a place to put the old waiver number on the web-based application?

A. Yes. There is a field in amendment, renewal, and migration applications to enter the old waiver number in the Main section, 1. Request Info.

Q. How are waivers numbered?

A. For all new waivers, the system will automatically generate a number.
Entering Information into the CMS 372 Report

Q. How do I access the 372 Report Module?

A. In the Waiver Finder screen select 372 Reports. A summary listing of your state’s 372 reports will display. Select detail to view a specific waiver’s 372 reports. Then select edit or browse as appropriate.

Q. How do I create or add a new 372 report? *

A. To add a new report to an existing waiver set of reports:

At the bottom of your state’s listing of reports in the 372 Report Waiver Base Detail Finder, enter the waiver base number in the field provided. Select Add New Report for Selected Waiver Base.

To add a report for a waiver for which no reports have been entered yet:

At the bottom of your state’s listing of reports in the 372 Report Waiver Base Summary Finder, enter the waiver base number in the field provided. Select Add New Report.

* Only state users can create and edit 372 reports. State users who do not have either the State Sys/OP Mgr. or State Medicaid Director roles in the system must be assigned edit access by one of these individuals. This is done by accessing the 372 report Maintenance screen and selecting the State User Access link and then designating individuals by checking the checkbox next to their names. This designation needs to be done only once.
Q. Can I copy information from a Microsoft® Word document and paste it into the 372 report?

A. Yes. The text boxes will accept pasting of Word document content as long as it is devoid of Word unique characters such as smart quotes. Be advised that some formatting such as charts, tables, and bullets is not supported in the 372 report and will be lost if you try to paste these items from a Word document. If you are having problems with pasted information not saving try the following:

1. Save your Word Document using Save As and select Plain Text (*.txt) in the Save as type: field.
2. Click on Save.
3. A file Conversion dialogue box should appear. Check the box labeled: Allow character substitution.
4. Click on the OK button.
5. Open this document in Notepad. Copy and paste into the appropriate 372 report text field.

Q. An error appears referring to a service in the validation report. Where does that correspond in the report?

A. The problem may arise when indicating ‘other’ for services. The ‘other’ option has two parts and both must be completed or an error will appear in the validation report. When ‘other’ is selected for services, be sure to also complete the associated textbox.

Q. What timeframes should be followed when submitting quality information on the 372s?
A. The timeframes on the 372 are by waiver year, but the report is not due to be submitted to CMS until 18 months after the close of the waiver year. However, in order to maintain the most up to date information on the state’s quality activities, the state should report quality information on the past 12 months. In other words the quality information will not coincide with the utilization and expenditure information on the report. If this has not been followed to date, the State may include this information on their next scheduled submission of the 372 form by reporting both on the previous waiver year, and up to the present with the addition of information. In such instance, the State should inform the Region that the quality information includes a “catch up” report.

For More Help

Q. Who should be contacted with questions?

A. If you still have questions, please create a case and submit it to the WMS Help Desk. To create a case, select Contact on any page within WMS, or call the Help Desk at (301) 547-4688