

CMS Waiver Management System (WMS) Frequently Asked Questions (FAQs)

1915(b) and 1915(c)

September 2019

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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. I forgot my password, how can I reset my password?

A. For security reasons you cannot reset your password yourself. For state users, please reach out to a user with a State Sys/Op or State Medicaid Director role. For Regional Office users, please reach out to a user with a Regional Office System Administrator/Operations Manager or Regional Office Associate Regional Administrator role. For Central Office users, please reach out to a user with the Central Office System Administrator or a Central Office Operations Manager role. All roles listed can change passwords by signing in to WMS and selecting the **Maintenance** tab, then selecting **Edit Users** and locating the user who will need their password reset. Next, they will select **Edit** and the **Reset Password** button. This will change the password to a temporary password shown on the screen, which they can provide to you to enter when logging in. If you still require assistance, please contact the Help Desk using the **Contact** link on the bottom of any WMS screen.

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. What is the difference between an amendment and a renewal?

A. An amendment is a change to a waiver's services that is written into the base waiver once it is both approved and effective. You can create an unlimited number of amendments for a waiver. Changes can also be included in a renewal, but the purpose of a renewal is to continue its services.

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 accidentally 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 input the information into the correct application format is to open 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. Can I work on two or more draft amendments to the same waiver at the same time?

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. Does effective date or amendment number determine implementation order?

A. The implementation of the amendment is determined 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.

Q. What do I do if I create a waiver in the wrong waiver family or in a new waiver family?

A. A waiver cannot be transferred from one family to another. For this reason, the waiver must be withdrawn, and the data must be input into the correct waiver family and submitted there. In this instance, you will need to copy and paste the information from the incorrectly created waiver into the correct waiver family. It is not possible to link them to transfer the information. The easiest way to input the information into the correct waiver family is to open the incorrectly created waiver, create a PDF copy, create an amendment or renewal (as appropriate) in the correct waiver family, and then copy from the PDF to the amendment or renewal.

Q. Why is my Factor D not calculating in Appendix J?

A. Please check the Appendix J-2 tables for blank service rows which will affect your Factor D calculations. If your waiver is in the Draft status you may edit the affected service row(s) via the Appendix J Waiver Services table by choosing the **manage components** link to the right of each affected service. You will be taken to a page within the service where you can then remove the additional blank service row using the **delete** button. Repeat this step for all affected services rows. If your waiver is in any status other than Draft, please contact the Help Desk using the **Contact** link on the bottom of any WMS screen.

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?

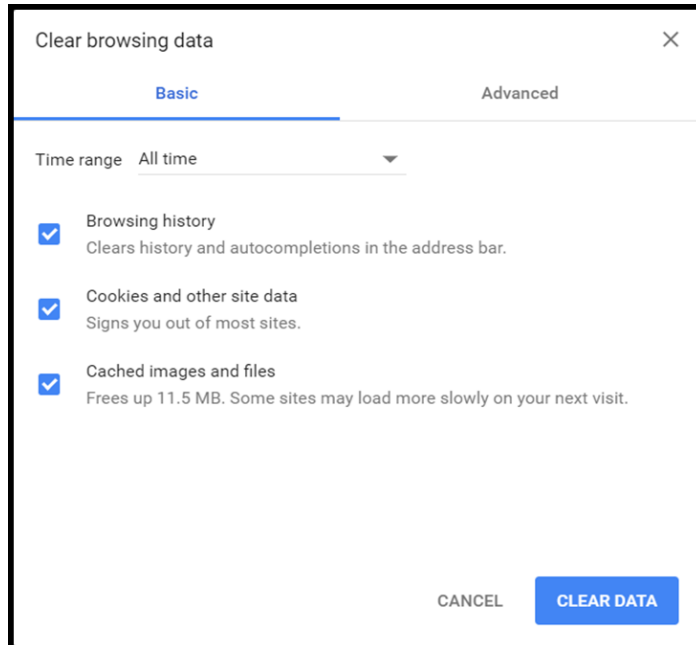
A. First, to return to the window on which you were previously working, close the window displaying the unexpected error message (do not select **Report the Problem**). [Clear your cache](#) and attempt the action again. If the error message persists, select **Report the Problem** in the error message or the **Contact** link on the bottom of any WMS screen and send a request to the WMS/MMDL Help Desk. Be sure to take a screenshot of the error message to provide to the Help Desk. Two ways to avoid unexpected error messages include: 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. How do I clear my cache?

A. When experiencing web browser difficulties, one of the first troubleshooting actions is to clear your cache. The browser cache stores website data, which occasionally needs to be refreshed to work properly. Please follow the steps below to refresh the cache in your browser.

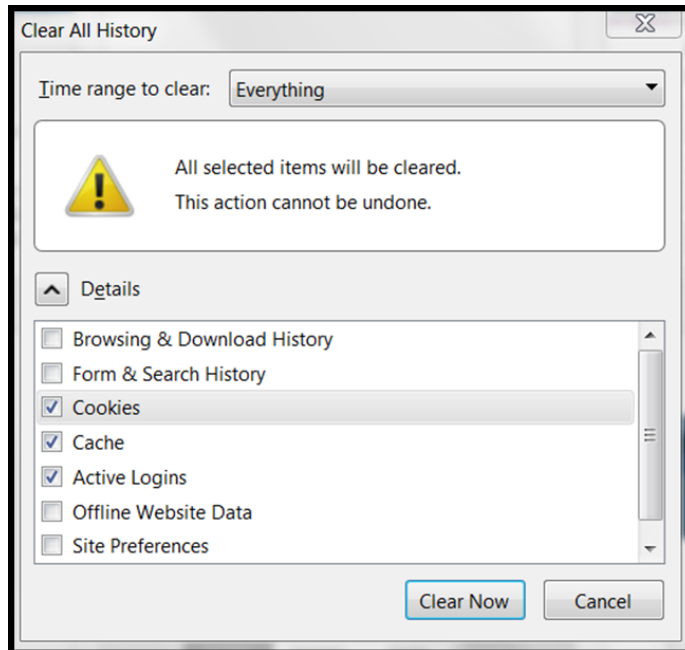
Google Chrome

1. Open Chrome and use keyboard shortcut **Ctrl+Shift+Del**
2. Select **All Time** from the Time Range drop-down
3. Check **Browsing History, Cookies, Cached Images**
4. Select **Clear Data**



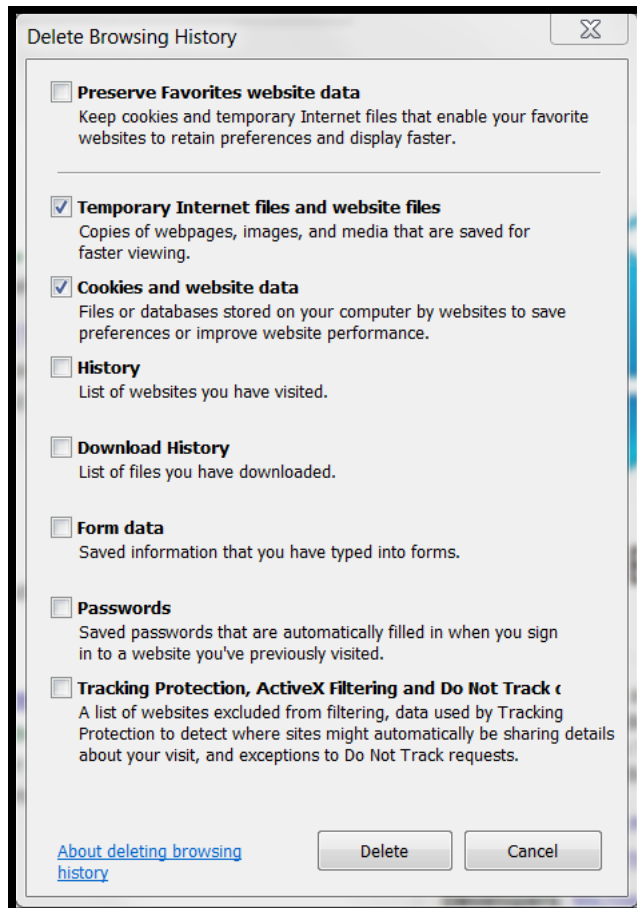
Firefox

1. Open Firefox and use keyboard shortcut **Ctrl+Shift+Del**
2. Select **Everything** in the Time Range to Clear drop-down
3. Check **Cookies, Cache,** and **Active Logins**
4. Select **Clear Now**



Internet Explorer 11

1. Open IE 11 and use keyboard shortcut **Ctrl+Shift+Del**
2. Uncheck **Preserve Favorites Website Data**
3. Check **Temporary Internet Files and Website Files** and **Cookies and Website Data**
4. Select **Delete**



Q. What does it mean if I received an Input is not of a valid format error message?

A. The information causing the error will appear in quotes within the error message. Please modify data according to the formatting requirements provided in the message. If the error still remains, please follow the steps listed in this FAQ document to [clear your cache](#). If the error remains, try to also clear cache and proceed in the following browsers: Internet Explorer, Google Chrome, Mozilla Firefox. If you are not successful after trying all three browsers, please contact the Help Desk using the **Contact** link on the bottom of any WMS screen.

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 browser should I use for WMS?

A. Internet Explorer is considered the optimal browser for WMS.

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-reference with other sections or appendices.

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

A. Select **Print** on either Page One or within the waiver in the top menu bar. Select the section you want to print or select the **Entire Application**, then select **Create Printable View**. A 508 compliant PDF with expanded text fields is automatically generated in the web browser, and you must **Save** that PDF. To ensure the output is formatted correctly you must always Save the PDF first versus choosing **Print** in the browser. Once the PDF is saved you can then open the file and print if a hard copy is necessary. When you are finished printing the application, close the print browser window. Please see [Instructions for Printing in WMS \(Waivers and 372 Reports\)](#) in this document for more details around printing and creating a PDF.

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

A. Please see [Instructions for Printing in WMS \(Waivers and 372 Reports\)](#) in this document for more details around printing and creating a PDF.

Q. Certain fields within the 1915c waiver and 372 Report appear misaligned, how do I fix it?

A. Misaligned fields in WMS occur when users do not add the site to Compatibility View.

User Maintenance

User Name:

CMS User ID:

First Name:

Last Name:

Phone:

E-mail: TTY

Role:

State:

Region:

Active:

CMS Program Access:

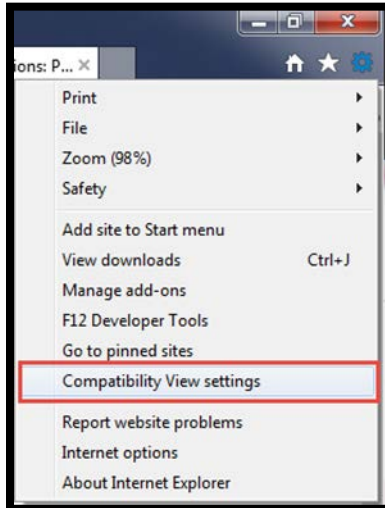
Program	Description	Access
MAC	Medicaid State Plan Eligibility	<input type="checkbox"/>
CHP	Children's Health Insurance Program Eligibility	<input type="checkbox"/>

To realign the page, complete one of the following options:

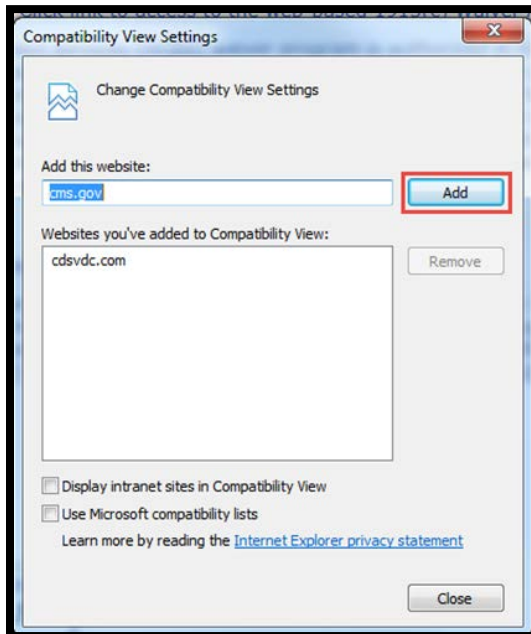
1. Select the **gear icon** (or Tools) in the URL link (see the red box in the screenshot below).



2. Change compatibility view in your settings menu by selecting **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**.

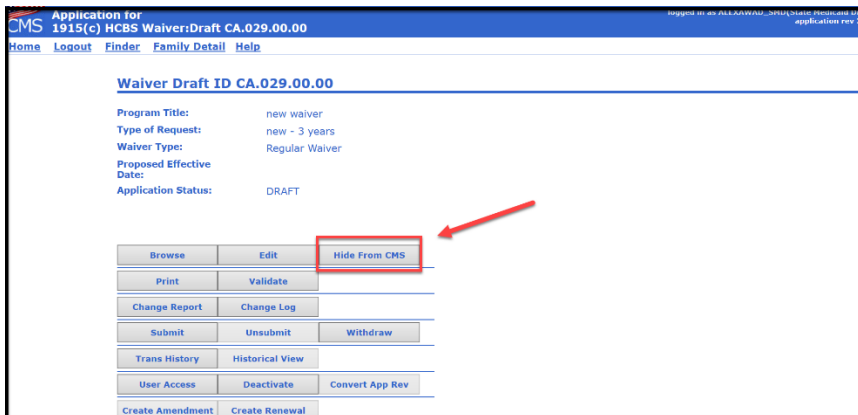


Q. How can I allow CMS to view my waiver?

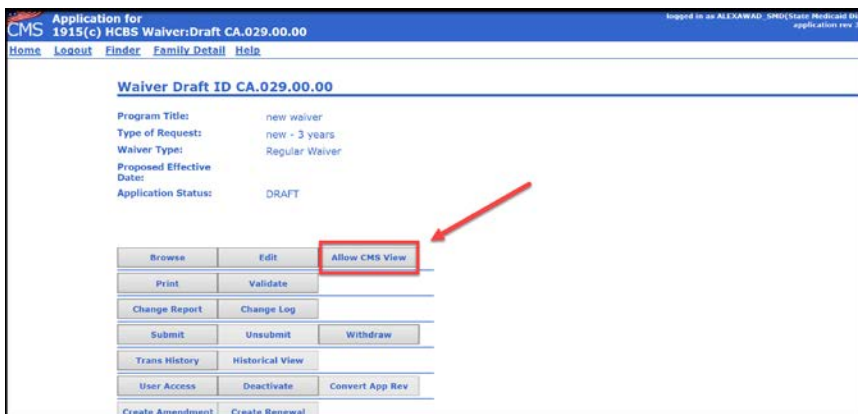
A. Waivers will be visible to CMS when submitted. While a waiver is in Draft status, state users can allow CMS Regional Office users from their region and CMS Central Office users to view their draft waiver by selecting **Allow CMS View** from Page One of the waiver.

If you select **Allow CMS View** and CMS is still unable to view your waiver, please hide the waiver from CMS and then allow them to view again. This can be done by following the below steps:

1. Select **Hide From CMS**.



2. Select **Allow CMS View**.



If you complete these instructions and CMS is still unable to view the waiver, please report the issue to the Help Desk using the [Contact](#) link at the bottom of any WMS screen.

Q. What is the Change Log?

A. The Change Log shows all the changes made to the application within the selected date range. It is organized by the date in which changes were made to the application. Here you can input a date range and view all the changes made to the waiver within the selected range.

Q. What is the Change Report?

A. The Change Report displays the latest changes made to a waiver between submissions. It is organized by Appendices but does not show all changes.

Q. What is the Transaction History?

A. The Transaction History displays a list of each status change in a waiver, date and by whom. Here you can see when a waiver was created, submitted, placed in RAI etc.

Q. What is the Historical View?

A. Historical View allows users to view past versions of a Waiver (with or without incorporated amendments).

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. Can a Regional Office user access more than one region?

Regional Office user roles can only access a single region from their account. If a Regional Office user needs access to multiple regions, they must create separate accounts.

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 user.

Q. How do I add new users and deactivate users?

A. For states, the State Medicaid Director and State Sys/Op Manager are the only roles that can create new users for the state or edit an existing user profile. For Regional Office users the Regional Office System Administrator/Operations Manager and Regional Office Associate Regional Administrator roles can create users. For Central Office the Central Office System Administrator and Central Office Operations Manager can create users. All roles listed can create roles or deactivate users for their respective user group following the instructions below.

1. From the Finder screen select **Maintenance**.



2. Select **Edit Users**.



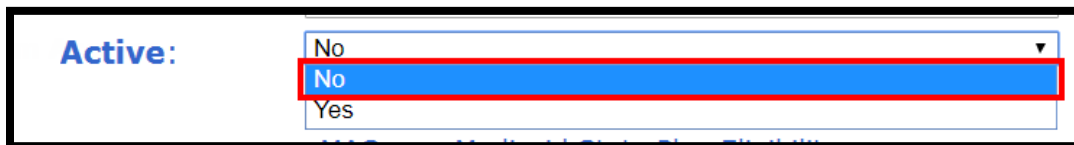
3. If you are creating a new user, at the bottom of the page select **Create New User**.



4. If you are editing or deactivating the profile of an existing user, locate the users profile, select **Edit** from the far right column on the same row.



5. To deactivate a user, select **No** in the Active field and then select **Save**. For new users, on the top half of the User Maintenance screen, complete the fields accordingly and then select **Save**.



Note: You must select **Save** prior to selecting the program access on the bottom half of the screen. Please ensure that Compatibility View in your browser is enabled to maintain the proper field alignment. Please refer to this question for more information: [Q. Certain fields within the 1915c waiver and 372 Report appear misaligned, how do I fix it?](#)

[Save](#) [Back](#)

User Maintenance

User Name:

CMS User ID:

First Name:

Last Name:

Phone: TTY

E-mail:

Role:

State:

Region:

Active:

6. On the lower half of the screen is the CMS Program Access section, where you will find all programs to which you can provide access to a user. Place a check next to each program(s) for which the user needs access and select **Save**.

Program Description		Access
MAC	Medicaid State Plan Eligibility	<input type="checkbox"/>
MPC	Medicaid Premiums and Cost Sharing	<input type="checkbox"/>
CHP	Children's Health Insurance Program Eligibility	<input type="checkbox"/>
BIP	Balancing Incentive Program	<input type="checkbox"/>
HHS	Health Home Services	<input type="checkbox"/>
RAC	Medicaid RAC Program	<input type="checkbox"/>
MPS	Medicaid Payment Suspensions - State Annual Report	<input type="checkbox"/>
1915(c)	1915(c) Waiver	<input type="checkbox"/>
1915(b)	1915(b) Waiver	<input type="checkbox"/>

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

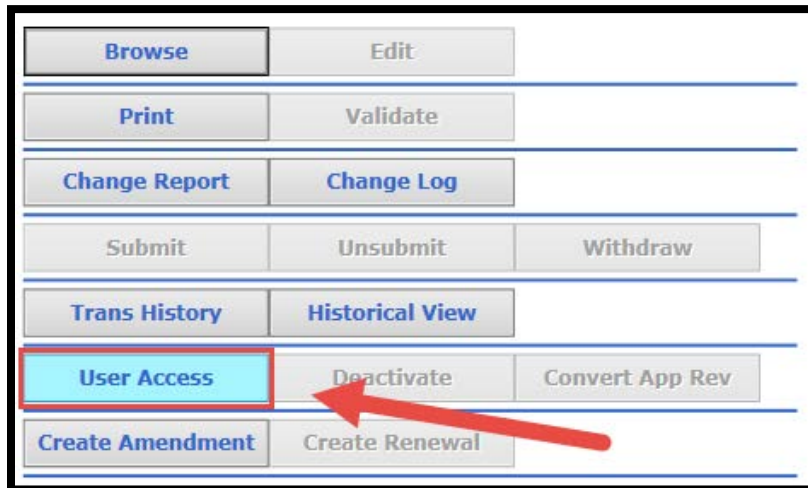
A. Yes. The State Sys/Op Manager/State Medicaid Director user can create a user to have a read-only role by selecting the State Auxiliary Role in the User Maintenance screen.

Q. What is a Waiver Team?

A. A waiver team is comprised of the users able to edit and receive notifications for a waiver.

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

A. Only State Medicaid Director/State Sys/Op Manager users 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, and then select **Save**. This will give users the ability to edit the application. For state users, the User Access feature also determines who receives notifications.



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 selects **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.

Q. Can I open multiple waivers in WMS?

A. It is not recommended to open multiple waivers at the same time in WMS or to open the same waiver in multiple tabs or windows.

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?

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 by selecting **Deactivate**, and then hidden on the Detail Finder page, by selecting **Hide Inactive**.

Waiver Numbering

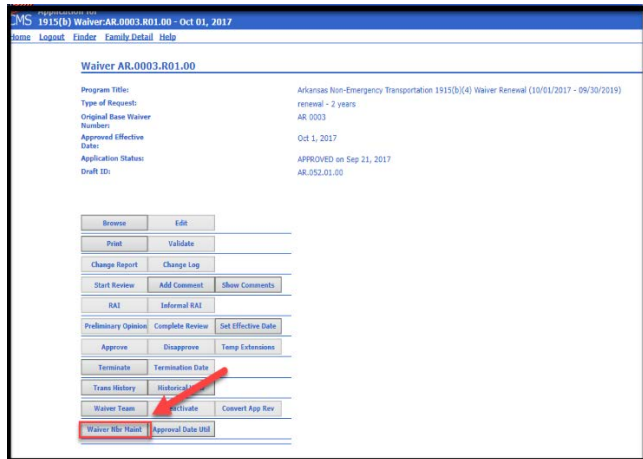
Q. How are waivers numbered?

A. For all new waivers, the system will automatically generate a number. An amendment is a change to a waiver's services that is written into the base waiver once it is both approved and effective. In an amendment number, the last two digits contain a zero and a number greater than zero (ex. ZZ.01.00.**01**). You can create an unlimited number of amendments for a waiver. Changes can also be included in a renewal, but the purpose of a renewal is to continue the waiver services. You can create a renewal from a base waiver, not from another amendment. In a renewal, the digits next to the R are greater than 00 (ex. ZZ.01.R**01**.00, ZZ.01.R**02**.00, etc).

Q. Can I renumber a waiver?

A. Waivers are assigned a specific ID by WMS based on their amendment and renewal number. If you believe you have a special circumstance that needs to be addressed, please contact the Help Desk using the **Contact** button on the bottom of any WMS screen. If you hold the user roles Regional Office Associate Regional Administrator (ROARA) or CO Operations Manager (COOP Mgr), you may renumber a waiver by completing the following instructions:

1. From Page One of the waiver, choose the **Waiver Nbr Maint** button as shown in the screenshot below.



2. Type the number you would like to renumber the waiver in the Renewal Number field and select **Save** from the menu, and then click **Back** in order to navigate back to Page One of the waiver.

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 set of reports for a waiver family:

1. 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 Waiver Base # field.

The screenshot displays the '372 Report Waiver Base Detail Finder' interface. At the top, it shows 'CMS 372 Reports' and navigation links for 'Home', 'Logout', '1915(c)', and '372 Finder'. The main content area is titled '372 Report Waiver Base Detail Finder' and shows 'State: CA' and 'Waiver Base #: 0129'. Below this is a table with columns: State, Base #, End Date, Report Period Year, Report Type, Status, and a 'browse' link. The table lists eight reports for California with Base # 0129, spanning from 1992 to 1998. A red arrow points from the 'Report Period Year' column to the 'Waiver Base #' field in the form below. The form includes a 'State' dropdown set to 'CA', a 'Waiver Base #' text box containing '0129', and a button labeled 'Add New Report for Selected Waiver Base'.

State	Base #	End Date	Report Period Year	Report Type	Status	
California	0129	Sep 30, 1992		Lag	ACCEPTED	browse
California	0129	Sep 30, 1993		Lag	ACCEPTED	browse
California	0129	Sep 30, 1994		Lag	ACCEPTED	browse
California	0129	Sep 30, 1995		Lag	ACCEPTED	browse
California	0129	Sep 30, 1996		Initial	ACCEPTED	browse
California	0129	Sep 30, 1997		Lag	ACCEPTED	browse
California	0129	Sep 30, 1998		Initial	ACCEPTED	browse

State: CA
Waiver Base #: 0129

State: CA Waiver Base #: 0129 Add New Report for Selected Waiver Base

2. Select **Add New Report for selected Waiver Base**.

CMS 372 Reports
Home Logout 1915(c) 372 Finder

372 Report Waiver Base Detail Finder

State: CA
Waiver Base #: 0129

State	Base #	End Date	Report Period Year	Report Type	Status	
California	0129	Sep 30, 1992		Lag	ACCEPTED	browse
California	0129	Sep 30, 1993		Lag	ACCEPTED	browse
California	0129	Sep 30, 1994		Lag	ACCEPTED	browse
California	0129	Sep 30, 1995		Lag	ACCEPTED	browse
California	0129	Sep 30, 1996		Initial	ACCEPTED	browse
California	0129	Sep 30, 1997		Lag	ACCEPTED	browse
California	0129	Sep 30, 1998		Initial	ACCEPTED	browse

State: CA Waiver Base #: 0129 **Add New Report for Selected Waiver Base**

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

1. 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 Waiver Base # field.

CMS 372 Reports
Home Logout 1915(c) Maintenance

372 Report Waiver Base Summary Finder

Region	State	Base #	Min Report Year	Max Report Year	
9	California	0129	1992	1998	detail
9	California	0139	1990	2017	detail
9	California	0141	0	2017	detail
9	California	0164	1991	2006	detail
9	California	0183	0	2017	detail
9	California	0336	1999	2017	detail
9	California	0348	2001	2007	detail
9	California	0384	2003	2007	detail
9	California	0431	2006	2017	detail
9	California	0457	2007	2017	detail
9	California	0486	2009	2017	detail
9	California	0795	2010	2012	detail
9	California	0855	2013	2017	detail
9	California	183	2011	2011	detail
9	California	40136	1995	2002	detail

State: CALIFORNIA Waiver Base #: Add New Report

2. Select Add New Report.

Region	State	Base #	Min Report Year	Max Report Year	
0	California	0129	1992	1998	detail
0	California	0139	1990	2017	detail
0	California	0141	0	2017	detail
0	California	0164	1981	2006	detail
0	California	0183	0	2017	detail
0	California	0336	1999	2017	detail
0	California	0348	2001	2007	detail
0	California	0384	2003	2007	detail
0	California	0431	2006	2017	detail
0	California	0457	2007	2017	detail
0	California	0486	2009	2017	detail
0	California	0795	2010	2012	detail
0	California	0855	2013	2017	detail
0	California	183	2011	2011	detail
0	California	40136	1995	2002	detail

State: CALIFORNIA Waiver Base #: **Add New Report** ←

Note: 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 completed only once.

Q. Can I copy and paste from a Microsoft® Word document 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 372 Reports?

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, 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** at the bottom of any screen within WMS, or call the Help Desk at (301) 547-4688.

CMS Waiver Applications
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Welcome

News

Interested in Providing LTSS in a Managed Care Delivery System?
Click this [link](#) to obtain information about strategies States may employ to offer Long Term Services and Supports through a Managed Care Delivery System.

Scheduled Maintenance:
The system may be unavailable Tuesdays & Fridays from 4 to 5pm PST.

§1915(c) HCBS Waiver Application:
The web-based 1915(c) Home and Community Based Services Waiver Application was launched on November 17, 2006.

Links & Downloads

HCBS Taxonomy:
Download [Taxonomy Category and Subcategory Definitions](#).

User Training (Ver. 3.5):

1915(c) Waiver Application & 372 Reports - Click link to access to the web-based 1915(c) Waiver Application

The Medicaid Home and Community-Based services (HCBS) waiver program is authorized in §1915(c) of the Social Security Act. The program permits a state to furnish an array of home and community-based services that assist Medicaid beneficiaries to live in the community and avoid institutionalization. The Centers for Medicare & Medicaid Services (CMS) recognizes that design and operational features of a waiver program will vary depending on the specific needs of the target population, the resources available to the state, service delivery system structure, state goals and objectives, and other factors. **See [Links & Downloads](#) for a description of changes to the 1915(c) waiver application and CMS 372 reports implemented February 28 and March 14, 2014.**

1915(b) Waiver Application - Click link to access to the web-based 1915(b) Waiver Application

This waiver preprint is for a State's use in requesting authority under section 1915(b) of the Social Security Act (the Act) to operate a managed care program. Specifically, it is designed for use in authorizing programs involving Managed Care Organizations (MCOs), Prepaid Inpatient Health Plans (PIHPs), Prepaid Ambulatory Health Plans (PAHPs), and Primary Care Case Management (PCCM) systems. In addition, it can be used for section 1915(b)(4) fee-for-service selective contracting programs.

[Contact](#) | [Centers for Medicare & Medicaid Services](#)

FAQs | Site Map

CMS

Appendices

Appendix A. 508 Compliant Outputs and Printing in WMS

Introduction to 508

As of 12/3/18, the following outputs from the Waiver Management System (WMS) are now considered 508 compliant (see Note underneath the bulleted list):

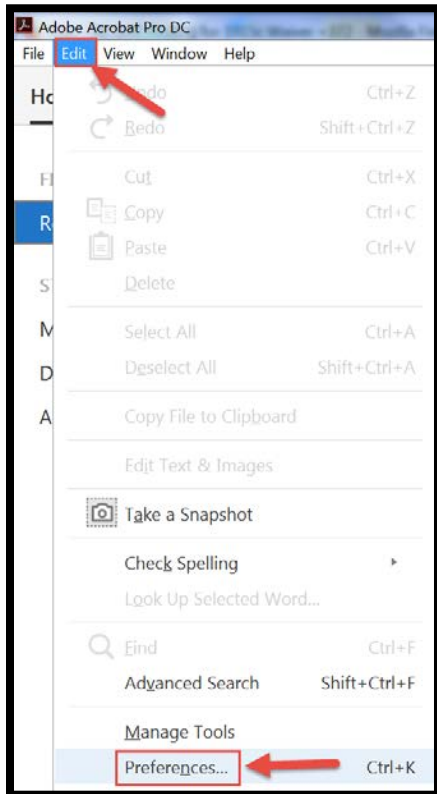
- Printed Waiver PDFs
- Printed 372 Reports

Note: As is standard with other accessibility checkers, users must perform a manual check on their document's logical reading order to ensure full 508 compliance. Refer to the end of this message for links to CMS Section 508 compliance information.

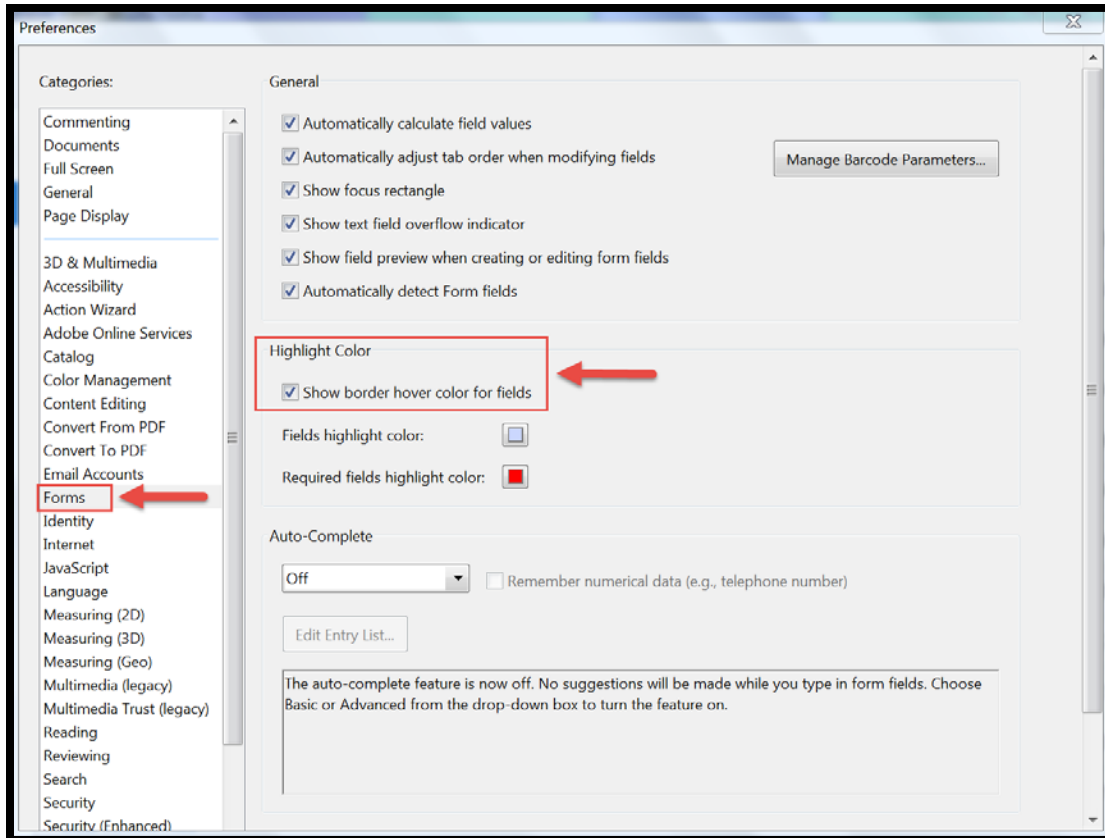
Recommended Action for All Users

- It is highly recommended that all users follow the steps in this document to [clear their cache](#) before proceeding with the printing instructions.
- If you have PDF reader software, you must change your Form highlighting preference to ensure radio buttons and checkbox values appear correctly in printed outputs (see screenshots below). The screenshots below reflect Adobe Acrobat as an example—your PDF reader preferences may not be on the same menu or may be titled differently.

1. Open the Preferences dialogue box (in Adobe choose **Edit, Preferences**).



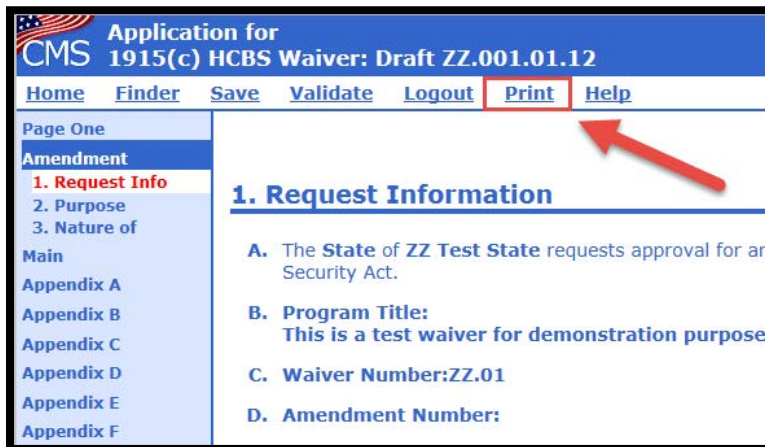
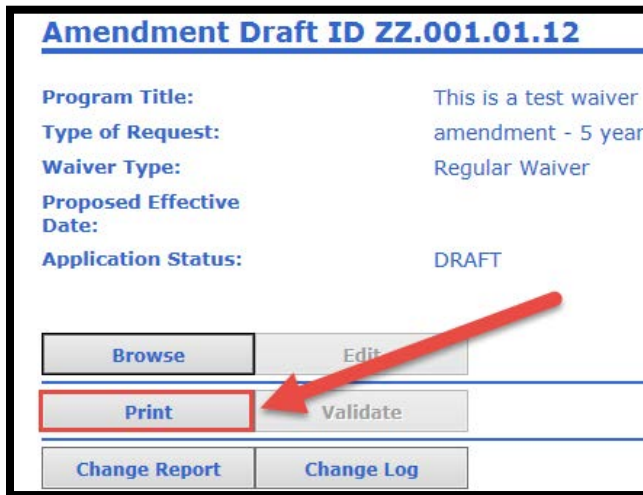
2. Change the highlighting option for your Forms preference (in Adobe select **Forms** in the Categories panel on the left and then select **Show border hover color for fields** under the Highlight Color preference).



Instructions for Printing in WMS (Waivers and 372 Reports)

Follow the steps below to generate a 508 compliant waiver or 372 Report with fully expanded text boxes. If you are unable to complete the instructions below, it may be because you do not have the correct software to read a PDF. If this is the case, please provide the waiver number(s) you are trying to print to the Help Desk.

1. Select **Print** from either Page One of the waiver or from the menu when you are in the waiver/report:



2. If you are printing a 372 Report skip to step 3.

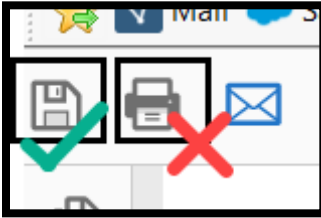
If you are printing a waiver, on the Printing Selection screen, if you would like to print the entire waiver, select **Entire Application**. If you would like to print a specific appendix, select the appendix. Then, select **Create Printable View**, which will open the waiver in a new browser.

Note: It may take a few moments to load the PDF. Please wait for the browser to finish loading before continuing.

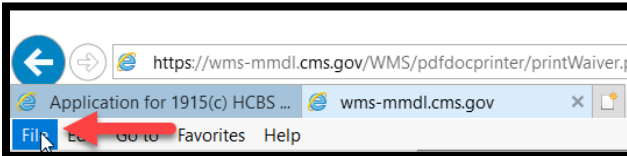
3. Users with PDF reader software - The 508 compliant PDF with all text fields expanded is automatically generated in the web browser, and you must **Save** that PDF after confirming the logical reading order.

Important: You no longer need to use the **Print** function in your web browser to create a PDF once the waiver appears. Refer to the information below regarding saving the PDF:

- Move your **mouse** cursor over the document and a small **toolbar** should appear. The toolbar location can vary depending upon your browser but is often located at the upper-left or lower-right of the page.
- Once you've located the toolbar, select the icon that looks like a computer diskette or an arrow pointing down to save the PDF file. (See screenshot below)



Note: If the toolbar is not visible, look in your browser's File menu for the **Save** option (see screenshot below). (Press the Alt key to make the menu bar visible if hidden.) You can also right-click on the document and select **Save** to save the PDF file.



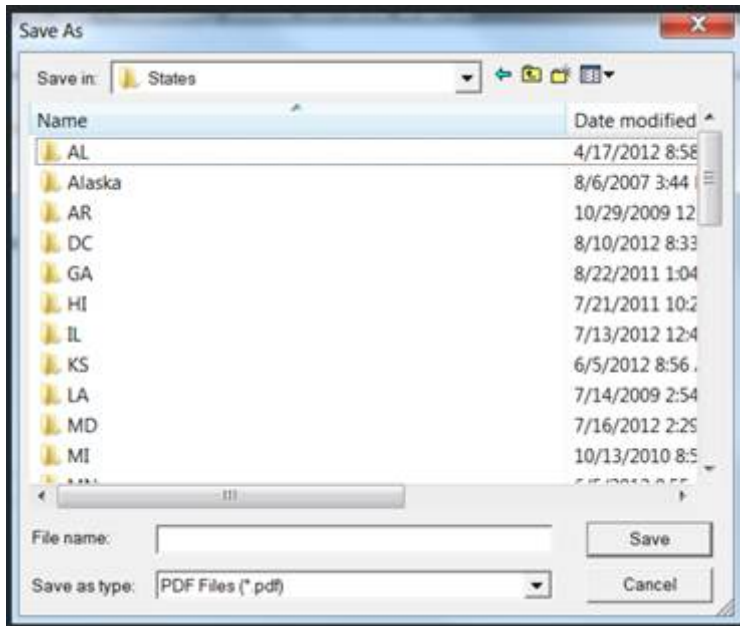
Users without PDF reader software - If you do not have PDF reader software on your machine and therefore have been reaching out to the Help Desk to generate waiver PDFs, please keep the following in mind:

- If you are using the Chrome or Firefox web browser when you print, the PDF generated in your web browser is considered 508 compliant, so you can **Save** that file after confirming the logical reading order.
- If you are using the Internet Explorer (IE) web browser, you will receive the following dialogue box (see screenshot below). Make sure to choose **Save** (not Open). Due to IE limitations, only the saved file is considered 508 compliant—not the PDF that displays

in the browser.



4. **Save** the PDF. Once you save the file from this dialogue box and confirm the logical reading order, it is ready. To ensure the output is formatted correctly you must always **Save** the PDF first versus **Print** it. Once the PDF is saved you can then open the file and print, if necessary.



CMS Section 508 Policy Reference Information

Refer to the following link for a description of CMS' Section 508 Policy:

https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/Section508/Section_508_policies_procedures.html

Refer to the following link for information regarding making documents 508 Compliant:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/Section508/508-Compliant-doc.html>