

## Wellsky Consolidation Project Q&A

**1. Will users be able to utilize rosters or claim services until the consolidation starts?**

Yes, users will still be able to update rosters, routes, and any other service delivery information prior to the consolidation.

**2. Are agencies still going to have Admin Users?**

Yes, agencies can have multiple admin users based on agency needs. Agencies will review user lists and access roles with Wellsky during the consolidation period.

**3. What/Where is the sandbox in the system?**

The Sandbox is a non-production environment for training, practice, onboarding new users, and/or testing. Sandbox access information will be sent out prior to consolidation start dates. The sandbox can be accessed through the Wellsky Customer Portal under Application Links.



**4. Will users have access to create subservices after the consolidation?**

No, users will need to email Lauren Gautier, GOEA, to review and receive HCBS approval as part of the request process. Once approved, Lauren Gautier will create the new subservice and notify users of its completion.

**5. Should users refrain from entering data into Wellsky?**

No, please continue daily operations as usual as long as it does not include updating/adding administrative level data such as; services, subservices, sites, etc. from December 19th until after the consolidation as this data will not migrate into the consolidated database. There will be no pause in access.

**6. How will this affect mobile assessments?**

The consolidation will not impact mobile assessments.

**7. How long will it take for GOEA to approve subservice requests?**

Compliance and Planning and HCBS are working on process details and will notify agencies once an approval timeline is in place.

**8. How will users separate routes other than subservices?**

There is a Routes feature in Wellsky that we will be utilizing to identify routes. A subservice should not be used to identify a route; it is a subset of a service. For example, a home-delivered meal service may have subservices of frozen or hot meals.

**9. How many accounts will have access during the Consolidation Period?**

All current users will have access to their AAA database for the first week of the consolidation grouping, and then when Wellsky is preparing the user access to the consolidated database, Wellsky will provision the users based on the users that were identified in Step 1 and will review with each AAA. This SHOULD be the same users, so each user should have access to both databases (sandbox and production) when they need it with the exception of the Final Conversion weekends.

**10. When recreating a roster will users still have subservices after the consolidation?**

You will have to recreate all of your rosters in the consolidated database but you will still have subservices in the system. Once the consolidation is complete, subservice options will only be added in the system by GOEA after HCBS approval.

**11. If users move to using the "Site" function instead of using the site as a subservice will the function to claim as a site be available on the rosters?**

Yes, the sites exist on the roster and users will be able to report them and break those up to show what each site provided.

**12. Will there be additional costs to add additional users?**

Yes, one user per license. Nothing will change with the licensing model.

**13. We claim our Assessments by the person who performed that task. Is there a function to show that?**

Yes, that will be subproviders or service deliveries. Users will not need to make any changes or adjustments to subproviders at this time. Wellsky will be showing users the new structure and how to enter data for them.

**14. Will the consolidation start immediately and is this permanent?**

The consolidation will start based on the schedule that was previously sent out beginning January 3, 2025. The consolidation is permanent.

**15. Will the consolidation be done online or in-person?**

The consolidation will be done online via phone call or email. Wellsky will not be visiting any sites. Zoom is recommended for screen sharing capability.

**16. Will subservices in the database prior to December 19<sup>th</sup> migrate into the consolidated database?**

The subservice component will not migrate into the consolidated database because it will align as it should be reported in the new statewide admin structure which aligns with the OAAPS reporting and statewide reporting needs.

**17. Will multi-parish agencies have security access to add/update COA system users that fall under their umbrella?**

Yes and Wellsky will assist agencies with the access feature and permissions at the time of the consolidation. Agency Administrators will have access to manage users for their organization(s).

**18. Will agencies be charged additional costs for Wellsky assistance during and after the consolidation?**

No, agencies will not be charged additional costs for Wellsky consolidation project assistance.

**19. Will the Multi-Parish AAA Admin Structure change in regards to the COAs that fall under their umbrella?**

The Multi-Parish AAA Admin Structure will not change in regards to their affiliated COAs. COAs will need to continue following procedures and protocol as outlined by Multi-Parish AAAs.

**20. Will agencies be able to have multiple contacts to lead communication with Wellsky during the consolidation process?**

Yes, agencies will submit a primary and backup contact, which will need to be submitted to GOEA via survey that was sent out by Kayla Doyle, GOEA, on December 19<sup>th</sup>.

**21. Will the consolidation be discussed during the 2025 Subgrantee Conference?**

Yes, the consolidation and reporting information is an intended topic at the conference.

**22. Can agencies utilize any internet browser during and after the consolidation? Is it correct that this will be the same process as now where Microsoft EDGE with IE MODE must be setup?**

At this time, users will not be able to use any internet browser during and after the consolidation. There is parallel work ongoing with the Wellsky Solutions team to upgrade the deployments of A&D for the entire customer base, which will allow the use of other browsers beyond MS Edge and alleviate the need for Silverlight. However, we do not have a timeframe on this so current usage of the browser and system will remain the same as it is now.

**23. Will the Area Agencies on Aging or AAAs maintain control of user logins, passwords, lockout issues, resetting passwords, terminating users and adding users?**

The Administrator for the AAA will have access to maintain user information.

**24. During the consolidation process, WellSky indicates Rosters, Report Definitions and the Consumer Table will not be converted and will have to be re-created once consolidation is complete, how much time will be allowed for re-creation of the reporting structure?**

The Consumers Table is a part of the consolidation. Due to the updates in the administrative structure, Roster and Report definitions will be obsolete and will need to be re-created in the consolidated environment. During the transition to consolidated environment, AAAs should have time to create their Rosters and Report Definitions. If assistance is needed, please contact GOEA. If additional help is required, GOEA will contact WellSky Professional Services.

**25. Will subservices convert to the new database?**

GOEA's HCBS team conducted a comprehensive review of the subservices used by all AAAs across the aging network. They found that these subservices were used to capture additional details about service delivery, which could be recorded in other fields within Aging & Disability more efficiently and appropriately. Based on the team's feedback, WellSky Professional Services created a mapping table, similar to the NAPIS Map in Aging & Disability, to map historical combinations to the consolidated administrative structure. This will be further discussed during the consolidation process and documented in the Aging & Disability Database Consolidation Reference Guide.

**26. Will exemptions be made should an agency not be able to fulfil GOEA's required reporting? (Monthly, Quarterly)**

Any and all exemption requests will require approval from GOEA and will be determined on an as needed case by case basis.

**27. What is the Consumer Table and will agencies have to re-enter every client in their database?**

AAAs will not need to manually re-enter all the participants. Here's the bullet point from the executed scope of work: Consumer data migration is limited to migration of all WellSky A&D Consumer Demographics (WellSky A&D Consumer Demographics equates to the Consumer table), three (3) years of Service Deliveries and Service Orders, active Service Plans, Activity records, and one (1) most recent Consumer Assessment for each Consumer.