




# Community Care, Inc. (CCI) - Provider Advisory Committee

## AGENDA

**Date:** Tuesday, April 15, 2014 **Time:** 10:30 am – 12:30 pm **Location:** Community Care Inc., Waukesha Site - Large Conference Room

**Recorder:** Melissa Monty

- Attendance:**     Endsley     Erickson     Dugan     Ferris     Krzanowski     Meyer     Moen  
 Pfister     Ring-Wagner     Russum     Rumachik     Smith     Sveda     Timper  
 **Guests:** Susan Peterson, Jeremy Hau, Tracy Thompson

Topic	Discussion
<p>CCI Quality Plan 10:40am-11:30am</p>	<p>Presenter: Susan Peterson</p> <p>  Apr_2014_QI_Plan  _Update_Prov_Advis</p> <p>Slide show was presented then opened floor to discussion and ideas on how CCI can work with providers to successfully complete QI plan for 2014</p> <p><b><u>Learning needs/Improvements Suggested</u></b></p> <p>Restrictive Measures/Behavioral Support Plans  Wound Care  Advance Care Planning – sharing information and tools</p> <ul style="list-style-type: none"> <li>- Planning and conversation tools for developmentally disabled adults still living with parents, starting the discussions before the crisis situations occur</li> </ul> <p>Chronic Disease Management</p> <ul style="list-style-type: none"> <li>- Younger population disorders like MS, CP, Spinal Cord injuries</li> <li>- Including sensitivity to members thoughts, feeling and human response</li> </ul> <p>Disabilities Care – look at adapting CCI internal trainings to provider education opportunities</p> <ul style="list-style-type: none"> <li>- Mental Health dual diagnosis – training, tools, support</li> </ul> <p>Diet/Exercise</p> <ul style="list-style-type: none"> <li>- Including adaptive exercise for disabled members</li> </ul> <p>Falls Prevention</p> <ul style="list-style-type: none"> <li>- Share falls tool with providers</li> <li>- Sensitive to members in their own homes, many are afraid to report falls thinking they will be removed from home</li> </ul>

Topic	Discussion
<p>Provider Handbook Topics 11:30am-11:50am</p>	<p><b>Suggested topics:</b></p> <ul style="list-style-type: none"> <li>• Credentialing/training requirements</li> <li>• Reporting requirements – what and to whom</li> <li>• Appeal rights of provider on behalf of a member</li> <li>• Roles of Care Team Members for all programs</li> <li>• Clear and Interactive Index</li> <li>• Risk Agreement Information</li> </ul> <p>Need to ensure handbook and contracts have same requirements Notification process for updates and changes – listserv so providers get email notification</p>
<p>Authorization Issues 11:50am-12:30pm</p>	<p>Resources: Jeremy Hau, Tracy Thompson</p> <p><b>999 unit limit</b> – limit scheduled to go away with a system update hopefully around July/August 2014</p> <p><b>Timeliness, prior to service being rendered</b> – comments: Better than a year ago. 72 hours for therapy or nursing home care auths still seems too long for members in need of those services. Weekends and holidays still an issue especially when dealing with unexpected change in conditions or failing equipment. (CCI will plan more discussion at next committee meeting involving care team leadership employees)</p> <p><b>Accuracy</b> – issue: notes on auths sometimes do not match units – this may be a care manager error, i.e. Care manager’s may be coping and pasting notes from a previous auth? CCI will look at sending more education to our teams. As long as units are correct on authorization claims will be processed. If units are not correct, providers would need to request a new auth with correct units.</p> <p><b>Notification process when teams are ending services or changing authorizations</b> – for member disenrollment our current system does not allow us to electronically refax an auth with disenrollment notes, new update planned in coming months will allow this. Until update – Service Authorization Team will print and manually fax canceled auths due to disenrollment. CCI does get retroactive disenrollment so we do not always know of enrollment changes on the day they happen. Change of services – CCI will work with team leadership to ensure standards in their notification processes for teams when ending or changing services.</p> <p><b>For all auth issues</b> – feedback to CCI supervisors is important so we can track, educate and correct situations</p>
<p>Add on: Next Committee Meeting</p>	<p>Topic – Timing of Auths and After Hours Coverage – Care Team Leadership will be present. Schedule next meeting for Late July or Early August due to urgent issue</p>

