



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

AGENDA

Date: Thursday, August 7, 2014 **Time:** 10:00 am – 12:00 noon **Location:** Community Care Inc., Brookfield Site - South Conference Room

Recorder: Melissa Monty

Attendance: Endsley Erickson Dugan Ferris Krzanowski McPheron
 Meyer Moen Pfister Rumachik Russum Smith
 Sveda Timper Guest: Ed Kohl, Community Care Inc. Chief Program Officer

| Topic | Discussion |
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| Timing of Authorizations and After Hours Coverage | <p>After hours coverage is different by program.</p> <p>For DME related coverage for our PACE program – CCI has an internal DME Dept with a rigorous on call schedule Family Care program is not designed to be an emergency response, the DME vendor should be called. All programs have on call numbers given on the voicemail.</p> <p>999 Unit Limit - Status update - CCI is still working on the updating our Authorization Portal and hope to have it complete by end of summer.</p> <p>Fax cover sheets on every auth - is a large amount of paper. – This is a tougher issue because it is an all or nothing with our system.</p> <p>Timeliness of updated auths when member is hospitalized - it should be done immediately if care team knows about it. It is more difficult if member is Family Care because our teams don't always know if member was hospitalized.</p> <p>Home Care Service Auths – providers see a lot of auths not matching IHATs, but they are able to work with teams to get corrected auths.</p> <p>Therapy auths are still a challenge, CCI has obligation to review the services, which can stretch the time frame a little longer than other auths. Providers are concerned about licensing implications, for example if member has a fall while waiting to start therapy.</p> <p>Ownership should be on the CM to call the member and notify them that the service request was received and is being reviewed, and then follow up with the member to say if the request is approved or denied.</p> |

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| <p>Care Team Roles and Responsibilities – Family Care, Partnership and PACE</p> | <p>Roles are different in each program</p> <p>For issue resolution - starting point is always the Care Manager</p> <p>Care Manager ⇔ Supervisor ⇔ Office Manager ⇔ Regional Director ⇔ Chief Program Officer</p> <p>Suggestion for new website – list of managers/supervisors for each local office</p> <p>Once a member is in a Residential Facility – what is care manager’s responsibility?</p> <ul style="list-style-type: none"> - CCI can’t transfer responsibility, we are still responsible for Functional Screen, Written Care Plans, CCI requires monthly contact, and Quarterly Face to Face - Facility’s care plan and CCI care plan don’t match? CCI teams should consider provider’s plan but ultimately CCI makes the member’s care plan - Sometimes there is a misunderstanding in roles - Care Manager is brokering services and making sure member needs get met. |
| <p>Summary of June Provider Workshop & Future Workshop Planning</p> | <p>June Workshop held in Kimberly WI. Topics of workshop were Member Rights Preservation and Advanced Care Planning.</p> <p>There were 64 attendees and certificates of attendance were provided.</p> <p>Resource tables were also available during the workshop (CCI departments like Risk, Quality Improvement, Claims, Behavioral Health, Provider Management, etc.)</p> <p>Pre and Post surveys showed an increase in knowledge of the subject matter. CCI was very pleased with the .</p> <p>CCI would like to hold a couple more workshops before then end of the 2014 year, topics would be the same as the June Workshop but would be held in different geographic areas like Milwaukee, Kenosha and maybe Ozaukee or Washington Counties.</p> <p>Suggestions for 2015 Workshop – Behavioral Support Planning</p> |
| <p>Bed Rail Safety – Feedback for Information Delivery to Providers</p> | <p>Bed Rail Safety article was in the July 2014 CCI Provider Bulletin.</p> <p>Suggestions on how CCI can get this information to providers effectively?</p> <ul style="list-style-type: none"> - Case specific hand outs, discussion and assessment - Mass mailings don’t seem appropriate as the information will likely be overlooked |

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| Add-On Topics | <p>Complex Behaviors Workgroup – group created to work on relocation of residents in the mental health complexes and state centers. Group is working on a Database of Members to enable MCOs to reach out to each other to find appropriate placements and roommate situations. It would also give providers the ability to view members across MCOs for potential placement matches.</p> <p>Community Care Inc. has updated our provider directories, please visit the website and send us any feedback if you see any issues with your agency listings.</p> <p>Expansion</p> <ul style="list-style-type: none"> – CCI was selected to operate Family Care in Manitowoc, Fond du Lac and Winnebago counties – North East Region went up for bid for Family Care (Marinette, Oconto, Menominee, Shawano, Brown, Kewaunee, Door), CCI submitted a proposal for consideration – CCI was selected to continue to operate programs in Calumet, Outagamie and Waupaca. |
| Topics for next meeting | <p>CCI's new website roll out and feedback</p> <p>What is CCI's response to the dementia/Alzheimer redesign from the state?</p> <ul style="list-style-type: none"> - In-home best practice guidelines for serving dementia/Alzheimer's patients, WPSA is developing guidelines with credentialing and staff training requirements for in-home service providers. |