



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

## AGENDA

**Date:** Wednesday, April 18, 2018    **Time:** 10:00 am – 12:00 noon    **Location:** Community Care Inc., Waukesha Site - Large Conference Room

**Recorder:** Faith Wenrich

- Attendance:**     Beiser     Busakowski     Drury     Ferris     Gudwer     Jones     Juett
- Krzanowski     McCook     Moen     Nardi     Reale     Wenrich     Lavrenz
- Guests:**     Kortsch     Thompson

Topic	Discussion
<p>Provider Education - Handout</p>	<p>Ferris – Discussed the Trauma Sensitive Care Trainings with Jonathan Cloud, a national trainer and consultant. This is a 3 session series with a certificate issued when completed. The attendance goal for this 2018 series is 600. It is currently free of charge and a great opportunity. Providers can also subscribe to the Provider Training E-Newsletter called A Meaningful Day – using Mail Chimp- and look for updates and other trainings at <a href="http://www.communitycareinc.org/for-providers/provider-education">http://www.communitycareinc.org/for-providers/provider-education</a>.</p> <p>Juett –Jonathan Cloud is awesome, he gives member insight. After staff has attended sessions, she sees a marked improvement in practical skills, more than expected.</p> <p>Moen – It’s an opportunity to provide for our Network - member challenges have increased - higher acuity members need more options</p>
<p>Provider Engagement Survey</p>	<p>Moen – Plan to survey provider network - we are asking for feedback regarding survey questions</p> <p>Drury – Survey Monkey is great</p> <p>Moen – Topics?</p> <p>McCook – Hard to find the time to go to the website – is there a better way to communicate?</p> <p>Reale – Need care teams contacts, a directory?</p> <p>McCook – Experience with CCI and/or relationships with staff</p> <p>MCFI – Ask about pre-auths, claims, payments</p>

Topic	Discussion
<p>The Functional Screen – description / purpose - Michelle Kortsch</p>	<p>Kortsch – The Wisconsin Adult Long Term Care (LTC) Functional Screen is used for all programs. It was developed by the state of WI for use during the first 30 days of member enrollment and then every 6 months thereafter as part of the Care Plan process. The state uses it to determine the rates MCOs receive. Certified screeners follow very specific instructions and CCI audits the screens regularly as well as testing the staff.</p>
<p>Discuss Network Adequacy by time and distance – suggestions on how this could be measured</p>	<p>Moen - DHS wants us to show how many of the 42 LTC service categories we have per area for members. Does CCI have enough providers and how do we measure this?  McCook – Search provider type per appropriate # of members  Search providers by physical location in a county or the counties served by provider  Utilize the Provider Advisory Committee  # of Beds could be a factor</p>
<p>The Authorization Process - Tracy Thompson</p>	<p>Authorizations are created at the Care Team level. Tracy’s team enters the auths that specifically follow the Medicare and Medicaid rates/guidelines.  Lavrenz – How can providers assist with this process – what if documentation needs to be provided?  Answer - The care team would contact the provider  Reale – sometimes an auth has Medicare co-insurance, mention if only needs a room and board auth - specify whether member is Medicare or Medicaid or both  Thompson – Staff notifies of co-insurance before entering auth  Transportation auths – shortest distance vs shortest route  Nardi – What determines the shortest distance?  Gudwer - Is there a “tickler” when an auth needs to be renewed?  Answer- no, but if auths are entered every six months it is based on the member review (see Functional Screen) and may or may not be renewed.</p>

Topic	Discussion
Future Agenda Topics and Dates	Bring intended survey – Next meeting in about 4 months
Other	<p>Juett – What about LOAs?  Moen – don't like them – longer process, member and time specific, at DOS end time, needs to be reassessed because services could change</p> <p>Ease reaching care managers  Timely payments  Survey questions should apply to all service types</p>