



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

AGENDA

Date: Thursday, November 7, 2013 **Time:** 10:00 am – 12:00 noon **Location:** Community Care Inc., Waukesha Site - Large Conference Room

Recorder: Melissa Monty

Attendance: Endsley Erickson Dugan Ferris Krzanowski Meyer
 Moen Misirian Pfister Ring-Wagner Russum Smith
 Sveda Timper

Topic	Discussion
Introductions	<p>Vicki Pfister, RCS Empowers, Inc. (RFW in Action) Mamie Smith, Care Management Plus Health Jean Rumachik, Society’s Assets, Inc. (WPSA) - Donna Misirian, Society’s Assets, Inc. (WPSA) Doug Sveda, NRS Services, LLC Gerry Timper, Productive Living Systems, Inc. (RSA) Amy Meyer, Cedar Community Lori Russum, Premium Healthcare Sandra Dugan, Our Lady of Angels, Inc. (LeadingAge Wisconsin) Sue Ring-Wagner, Kindred Nursing Centers Limited Partnership Colleen Endsley, Fresh Coast Partners, LLC (WALA) Amy Erickson, Valley Transit</p> <p>Matt Moen, Director of Provider Management, Community Care, Inc. Patti Ferris, Provider Quality Manager, Community Care, Inc. Jill Krzanowski, Health Care Contract Manger, Community Care, Inc.</p> <p>Recorder: Melissa Monty, Administrative Assistant – Provider Management, Community Care, Inc.</p>
Purpose and Scope of Committee	<p>For CCI to facilitate provider input, feedback and sharing of information in order to create a better partnership between CCI and our providers.</p> <p>Provider committee members will direct agenda topics.</p> <p>Minutes will be published in Provider Bulletins and on CCI website.</p> <p>Group will meet in the Spring and Fall of each year. Additional meeting can be scheduled should there be a need.</p>

Topic	Discussion
<p>Topics of Focus for this Committee</p>	<p>Suggestions:</p> <ul style="list-style-type: none"> - Contracting (contract language, contracting process, contractual requirements - scope of services) - Plan Benefits Clarification - Authorizations - (999 unit limit creates great tracking burden for providers) (notification process when teams are ending services or changing authorizations) - Communication & Notification regarding member disenrollment - Communication Requirements for providers (better system needed than phone calls/voicemails) (why CCI has the requirements on some things that seem very minute, creates a burden for providers). - Member Functional Screen not accurate (resources to push message with DHS.) - Scheduled Trainings/Technical assistance for providers (consider inviting providers to CCI employee trainings) - Find ways for providers to be proactive with informing care teams about their services. i.e. CCI could host Provider Fairs for teams to learn about providers and services they offer. - Process for loading and updating healthcare provider's delegated credentialing informatics. (provider's experiencing many incorrect denials)
<p>Areas of Improvement for CCI Provider Relations</p>	<ul style="list-style-type: none"> - Timeliness of returned calls/voicemails and emails. - Electronic contracts and communications to cut down on paper exchange. - Branding and name recognition as providers have trouble identifying CCI from other organizations with "Community Care" in their name - CCI should attend association fairs and conferences to be accessible to providers. - Frequently Asked Provider Questions posted to website/published for easy reference. - Provider Handbook/Manual <p>MetaStar Review – Areas identified for improvement: disseminating CCI clinical practice guidelines, informing providers they can appeal on behalf of a member with written permission, provider input into CCI quality plan.</p>

Topic	Discussion
<p>Scheduled Roadshows For CCI Care Teams</p> <ul style="list-style-type: none"> - Request for Feedback on CCI Care Teams 	<ul style="list-style-type: none"> - Money (provider requests for rate increases directed at care teams, report of member needs not matching facility capability so provider requests higher rate) - Communication (consistency with communication requirements between care teams and providers) - Placements/Referrals (appropriate member placements based on facility capabilities and staffing, Education on IHAT and how it ties to tiered rates, provider input into member assessments) - Providers believe if they refuse a referral, teams will stop using them and it will affect the provider receiving any future referrals. - Continued education and trainings (providers feel teams often come to them with questions regarding services and community resources, more trainings for CCI PCWs) - Authorizations (timeliness, prior to service being rendered and accuracy) - Consistency of interactions with teams across all CCI county offices. (Create document: what to expect from the care team, roles of the team members, how often do they need to visit and what kinds of information do they need providers to share) - When provider has urgent issue or something is not going well who should provider contact, who is in charge.
<p>Topics for 2014 Spring Meeting</p>	<ul style="list-style-type: none"> - CCI Quality Plan - CCI Provider Handbook - CCI Billing & Authorizations