



# Provider Bulletin

Resource for Providers of services to Community Care members.

December 2014

Vol. 5, No. 2

*Our mission is to develop and demonstrate innovative, flexible, community-based approaches to care for at-risk adults, in order to increase their quality of life and optimize the allocation of community resources.*

## INSIDE THIS ISSUE

- 1 Community Care Website Redesign
- 2 2015 Provider Workshops - Save the Date
- 3 Community Care Expansion
- 3 Insurance Requirements
- 4 Provider Advisory Committee Meeting Minutes
- 5 Provider Advisory Committee Meeting Minutes
- 6 Privacy Reminder



## Community Care Website Redesign

We are grateful for the input our provider network offered during the exploration phase of redesigning the Community Care website. Your suggestions helped guide us in determining what features should be included.

After several months of in-house work, our redesigned website [www.communitycareinc.org](http://www.communitycareinc.org) was unveiled December 15, 2014.

- The new site offers a fresh, updated look and feel.
- The site uses simpler, easy-to-understand language and more graphical elements.
- You will find accessing information and navigating the website to be much easier.
- The new site now features a "For Providers" section. This section includes:
  - A searchable provider directory
  - The Provider Handbook
  - A Billing & Claims Page
  - Frequently Used Forms page, which includes "Authorization to Direct Deposit," "Notification of Residential Vacancy Form," "Residential Summary Form," "New Provider Billing Registration Form and a "W-9 Form"
  - A Provider News Page with current and past Provider Bulletins
  - A Provider Education Page that lists educational opportunities available to you
- Additionally, the Provider Claim Submission Login is now conveniently displayed at the top of every page on the website.
- The redesign of our site was done efficiency and cost-effectively in-house through a collaborative team effort by our internal staff.

The introduction of our redesigned site represents just the first phase of our site upgrade. Your review of the site and continued suggestions for ongoing improvement are welcomed and appreciated by emailing [contractingquiries@communitycareinc.org](mailto:contractingquiries@communitycareinc.org) or by calling the Provider Hotline 866-937-2783, option 2.

## 2015 Provider Workshops - Save the Date!

Join Community Care, Inc.'s team training as we welcome Dr. Mark Sweet for his presentation:

**Thinking about Community Support from another angle:**

### **CREATING SAFER RELATIONSHIPS**

*Do you struggle with writing Behavioral Support Plans?*

*Do you find it difficult to identify what triggers a member's challenging behaviors?*

**THAN THIS WORKSHOP IS FOR YOU!**

- Dr. Sweet will discuss factors of wellbeing, how to learn more about a person's point of view and how awareness of these can influence our relationships and advocacy for another person.
- Learn to support each person we have contact with while maintaining feelings of safety, respect and assistance in living lives which feel satisfying.
- Writing goals which will result in a person feeling safe, respected and assist the person in leading a satisfying life.
- Understanding what each person is trying to cope with, assert, or accomplish rather than characterize behavior (e.g. difficult, challenging).

Mark Sweet, Ph.D. is a Trainer & Consultant with Disability Rights Wisconsin (DRW). He also works on a federally funded anti-abuse grant related to individuals with disabilities. Mark is the author of "Creating Safety by Asking What Makes People Vulnerable" and "Conversations about Interpersonal Safety" which are available free at [www.disabilityrightswi.org](http://www.disabilityrightswi.org)

**Tuesday, February 17, 2015 - 8:30am-12:30pm** (only 50 seats available to providers)

Coughlin Center - 625 E County Road Y, Oshkosh, WI 54901

**Tuesday, April 14, 2015 - 8:30am-12:30pm** (only 50 seats available to providers)

Kenosha County Center - 19600 75th Street, Bristol, WI 53104

*Registration information will be mailed out to providers and posted on the Provider Section of Community Care's website in January 2015.*

Community Care, Inc. presents:

### **MEMBER RIGHTS PRESERVATION & ADVANCE CARE PLANNING**

Welcome & Who's Calling the Shots? - presented by Ed Kohl, Chief Program Officer for CCI and Matt Moen, Director of Provider Management for CCI

Member Rights Preservation: Understanding Limitations and Denials - presented by Holly Onsager, BSN, Director of Behavioral Health for CCI, Nancy Leipzig, BA, Regional Director for CCI and Stu Tentoni, PhD, Member Rights Preservation Coordination for CCI

Advance Care Planning: Honoring Choices Wisconsin - presented by Toni C. Kesler, MSN, RN, FNP, ACHPN, Palliative Care/Ethics Manager for CCI First Steps HCW Faculty in association with the Wisconsin Medical Society and Nancy Leipzig, BA, Regional Director for CCI

**Wednesday, April 29<sup>th</sup>, 2015 - 8:00am-12:30pm**

ADRC of Ozaukee County, 121 W. Main Street, Port Washington, WI 53074

*Registration information will be mailed out to providers and posted on the Provider Section of Community Care's website in January 2015.*

## Community Care, Inc. Expansion

Community Care, Inc. (CCI) is pleased to announce the State of Wisconsin - Department of Health Services has issued a letter of intent for CCI to operate as a Family Care Managed Care Organization (MCO) in:

- Fond du Lac,
- Winnebago, and
- Manitowoc Counties

CCI will begin offering services January 1, 2015 in each county. All new and current participants in Family Care or IRIS in Fond du Lac, Winnebago and Manitowoc counties will have Community Care as an option for Care Management.

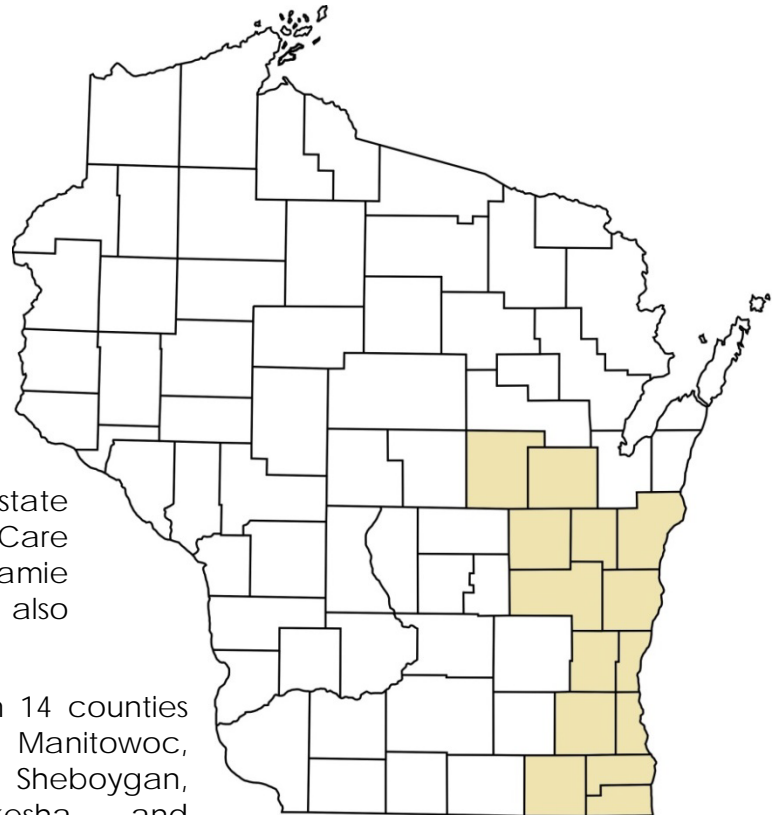
Though CCI's current provider network is certified in these three new counties, we encourage our in-network providers to review their contracts to identify if any additional services or locations should be added through an amendment to enable you to provide services in these three counties. You can contact Provider Management by:

- Calling our provider hotline at 866-937-2783 (option 2), or
- Emailing us at [contractinquiries@communitycareinc.org](mailto:contractinquiries@communitycareinc.org).

CCI also received a letter of intent from the state confirming the state plans to renew its Family Care and Partnership programs in Calumet, Outagamie and Waupaca Counties. The five-year renewal also would start January 1, 2015.

CCI will now offer the Family Care program in 14 counties including Calumet, Fond du Lac, Kenosha, Manitowoc, Milwaukee, Outagamie, Ozaukee, Racine, Sheboygan, Walworth, Washington, Waupaca, Waukesha, and Winnebago.

CCI continues to offer the Family Care Partnership program in 9 counties including Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine, Washington, Waupaca, and Waukesha. We offer the PACE program in Milwaukee and Waukesha counties.



### Community Care Insurance Requirements

Community Care requires contracted providers to provide evidence of insurance annually. If you have not already submitted a copy of your 2015 proof of insurance, please send a copy of your Certificate of Insurance to the Provider Management Department.

**We require Community Care, Inc., 1801 Dolphin Dr., Waukesha, WI 53186 be listed as a Certificate Holder on your Certificate of Liability Insurance.**

Copies can be mailed to Provider Management, 1801 Dolphin Drive, Waukesha, WI 53186, faxed to : 262-446-6707 or emailed to [contractinquiries@communitycareinc.org](mailto:contractinquiries@communitycareinc.org)

## Community Care Provider Advisory Committee August 7, 2014 Meeting Minutes

The purpose of the Provider Advisory Committee is to facilitate provider input, feedback and sharing of information in order to create a better partnership between Community Care, Inc. (CCI) and our providers. Provider committee members direct agenda topics. Minutes will be published in Provider Bulletins and on CCI website. The committee will meet at least twice per year and additional meetings can be scheduled as needed. Committee membership is currently full. If there would be openings, CCI would post notice to the provider section of our website.

### Committee Members:

<ul style="list-style-type: none"> <li>• Vicki Pfister, RCS Empowers, Inc.</li> <li>• Mamie Smith, Care Management Plus Health</li> <li>• Jean Rumachik, Society's Assets, Inc.</li> <li>• Doug Sveda, NRS Services, LLC</li> <li>• Gerry Timper, Productive Living Systems, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>• Amy Meyer, Cedar Community</li> <li>• Lori Russum, Premium Healthcare</li> <li>• Sandra Dugan, Our Lady of Angels, Inc.</li> <li>• Colleen Endsley, Fresh Coast Partners, LLC</li> </ul>
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### Timing of Authorizations and After Hours Coverage

- After hours coverage is different by program.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

### Bed Rail Safety – Feedback for Information Delivery to Provider

- Bed Rail Safety article was in the July 2014 CCI Provider Bulletin.
- Suggestions on how CCI can get this information to providers effectively?
  - Case specific hand outs, discussion and assessment
  - Mass mailings don't seem appropriate as the information will likely be overlooked

## *Provider Advisory Committee Meeting Minutes continued...*

### **Care Team Roles and Responsibilities – Family Care, Partnership and PACE**

- Roles are different in each program
- For issue resolution - starting point is always the Care Manager
  - Care Manager ⇨ Supervisor ⇨ Office Manager ⇨ Regional Director ⇨ Chief Program Officer
- Suggestion for new website – list of managers/supervisors for each local office
- Once a member is in a Residential Facility – what is care manager's responsibility?
  - 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.

### **Summary of June Provider Workshop & Future Workshop Planning**

- June Workshop held in Kimberly WI. Topics of workshop were Member Rights Preservation and Advanced Care Planning.
- There were 64 attendees and certificates of attendance were provided.
- Resource tables were also available during the workshop (CCI departments like Risk, Quality Improvement, Claims, Behavioral Health, Provider Management, etc.)
- Pre and Post surveys showed an increase in knowledge of the subject matter. CCI was very pleased with the event.
- 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.
- Suggestions for 2015 Workshop – Behavioral Support Planning

### **Add on Topics**

- 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.
- 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.
- Expansion
  - 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 counties) CCI submitted a proposal for consideration
  - CCI was selected to continue to operate programs in Calumet, Outagamie and Waupaca.

## Privacy Reminder

As required by federal and state laws, Community Care and all of our providers must protect the privacy of our members and only share information with others who have the legal right and need to know.

Please remember the Business Associate Agreement which is included in the contract you signed with Community Care clearly identifies how you can use and disclose member information. It also describes your responsibilities to protect that information and how to report any disclosures or improper use to Community Care. The Business Associate Agreement applies to those not typically covered directly by the federal and state laws.

Please remember:

- Any discussion about a member's information, services or care received must be conducted in private.
- Emails containing member information such as his or her name or any other identifiable information, including date of birth, social security number or address, must be encrypted.
- Member information is confidential. Any information you as a provider hear, see, and/or learn must be considered privileged and can only be shared with those who have a legal right and need to know.
- We thank you for your continued cooperation and encourage you to contact any member of the Community Care Provider Network team with questions.



### Encryption - Send a Secure Email

If the information you are emailing to Community Care contains confidential data or member-specific material, please send us a secure email to ensure that information remains private.

Our email encryption service is available for communicating with Community Care and can be accessed by visiting <https://web1.zixmail.net/s/login?b=communitycareinc>. This encryption service protects confidentiality and complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

First time users to our secure email service will need to create a user account. For help, please review our secure email service instructions <http://www.uapguide.com/community-care/introduction>.



### Provider Management Department

1801 Dolphin Drive  
Waukesha, WI 53186

Provider Hotline Toll Free: 866-937-2783

Fax: 262-446-6707

[contractinquiries@communitycareinc.org](mailto:contractinquiries@communitycareinc.org)