



# Provider Bulletin

Resource for Providers of services to Community Care members.

July 2014

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*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.*

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## Practice Guidelines

Did you know there are resources and practice guidelines posted on the Provider Homepage of the Community Care website? Based on best practice standards of care, these guidelines assist providers, care teams and members in making care decisions.

Links to guidelines and resources can be found on the following topics:

- Tools and Resources on Adult Behavioral Health
- Restrictive Measures Guidelines
- Caring for Adults with Intellectual Development Disabilities
- Falls Prevention
- Wound and Skin Care
- Diabetic Care Guidelines
- Preventive Care
- Immunization and Infection Control Resources

Guidelines will be added as they are developed, so check the website often for updates.

<http://www.communitycareinc.org/ForProviders/default.htm>

If there is a resource or guideline you would like Community Care to research and include, please let us know by contacting:



Community Care, Inc.  
Provider Management  
Provider Hotline: 866-937-2783, option 1  
E-mail: [contractinquiries@communitycareinc.org](mailto:contractinquiries@communitycareinc.org)

## Provider Workshop Promotes Partners In Care

On June 3, 2014, Community Care, Inc. (CCI) hosted a "Provider Workshop." We selected topics of training as a result of speaking with our Provider Advisory Committee and various CCI leaders. This was a great opportunity to support our Quality Improvement Plan by having providers receive the same information as our teams. Sixty-four individuals attended this event held at Liberty Hall, in Kimberly, WI and had the opportunity to participate in presentations on the following topics, presented by our internal experts:

- **An Introduction to Community Care, Inc.**
- **Member Rights Preservation**
- **Advance Care Planning: Honoring Choices Wisconsin**

The overall feedback was positive and new topics of interest were generated by those providers who attended. Here is what one provider had to say about the day:

*"Just wanted to drop you a quick note to thank you for organizing and providing the Provider Workshop on June 3, 2014. The presenters were knowledgeable and creditable, and the subject matter was very important and timely to providers. Our organization came away feeling like we are true "Partners In Care" with Community Care. We look forward to utilizing the knowledge that we have acquired and we now know who to go to for any help. I hope that there will be more Provider Workshops in the future. Thanks again!"*

- Workshop Attendee



The conversations and questions throughout the event were true witness of the desire to improve member quality of care. Community Care will be looking to develop future workshops throughout our service counties. Future opportunities will be posted on our website as they are developed.

### 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 2014-2015 Insurance, please send a copy of your Certificate of Liability 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)

## Bed Side Rail Safety

Recent national attention has again focused on deaths and injuries directly related to bed rails, particularly when used with elderly adults. Bed rails continue to be used in a number of facilities regulated by the Division of Quality Assurance (DQA). Serious injury or death can occur when a member becomes caught (entrapped) between a bed rail and mattress or within the rail, or from injuries sustained as an individual attempts to climb over the bed rail.

Providers are responsible for the individual assessment of persons receiving care when considering the use of bed rails. Providers are encouraged to review their practices for initiating the use of bed rails and to re-evaluate the safety of those devices currently being used.

### Potential risks of bed rails may include:

- Strangling, suffocating, bodily injury or death when members or part of their body are caught between rails or between the bed rails and mattress.
- More serious injuries from falls when members climb over rails.
- Skin bruising, cuts, and scrapes.
- Inducing agitated behavior when bed rails are used as a restraint.
- Feeling isolated or unnecessarily restricted.
- Preventing members, who are able to get out of bed, from performing routine activities such as going to the bathroom or retrieving something from a closet.



### Most members can be in bed safely without bed rails. Consider the following:

- Use beds which can be raised and lowered close to the floor to accommodate both member and health care worker needs.
- Keep the bed in the lowest position with wheels locked.
- When the member is at risk of falling out of bed, place mats next to the bed, as long as this does not create a greater risk of accident.
- Use transfer or mobility aids.
- Monitor members frequently.
- Anticipate the reasons members get out of bed such as hunger, thirst, going to the bathroom, restlessness and pain; meet these needs by offering food and fluids, scheduling ample toileting, and providing calming interventions and pain relief.

### When bed rails are used, perform an on-going assessment of the member's physical and mental status; closely monitor high-risk members. Consider the following:

- Lower one or more sections of the bed rail, such as the foot rail.
- Use a proper size mattress or mattress with raised foam edges to prevent members from being trapped between the mattress and rail.
- Reduce the gaps between the mattress and side rails.

It is common to have questions or concerns about bed side rails. Talk with the member's care team to learn more about the risks of bed side rails. Our teams will work with you to find a safer choice than the use of a bed side rail.

## Provider Advisory Committee April 15, 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> <li>• Amy Meyer, Cedar Community</li> </ul>	<ul style="list-style-type: none"> <li>• Lori Russum, Premium Healthcare</li> <li>• Sandra Dugan, Our Lady of Angels, Inc.</li> <li>• Sue Ring-Wagner, Kindred Nursing Centers Limited Partnership</li> <li>• Colleen Endsley, Fresh Coast Partners, LLC</li> <li>• Amy Erickson, Valley Transit</li> </ul>
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### Topic: Community Care Inc. (CCI) Quality Improvement (QI) Plan

A slide show presented Community Care's quality plan, we then opened floor to discussion and ideas on how CCI can work with providers to successfully complete the QI plan for 2014

#### Learning needs/Improvements Suggested

- Restrictive Measures/Behavioral Support Plans
- Wound Care
- Advance Care Planning – sharing information and tools
  - Planning and conversation tools for developmentally disabled adults still living with parents, starting the discussions before the crisis situations occur
- Chronic Disease Management
  - Younger population disorders like MS, CP, Spinal Cord injuries, Including sensitivity to members thoughts, feelings and human response
- Disabilities Care – look at adapting CCI internal trainings to provider education opportunities
  - Mental Health dual diagnosis – training, tools, support
- Diet/Exercise
  - Including adaptive exercise for disabled members
- Falls Prevention
  - Share falls tool with providers
  - Sensitivity to members in their own homes, many are afraid to report falls thinking they will be removed from home

### Topic: Community Care Inc. Provider Handbook

#### Suggested topics:

- Credentialing/training requirements
- Reporting requirements – what and to whom
- Appeal rights of provider on behalf of a member
- Roles of Care Team Members for all programs
- Clear and Interactive Index
- Risk Agreement Information
- Need to ensure handbook and contracts have same requirements
- Notification process for updates and changes – possible listserv so providers get email notification

## Provider Advisory Committee Meeting Minutes continued...

### Topic: Service Authorization Issues

999 unit limit – limit scheduled to go away with a system update hopefully around July/August 2014

Timeliness, prior to service being rendered – comments: 72 hours for therapy or nursing home care authorizations 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)

Accuracy – issue: notes on authorizations 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 authorization? CCI will look at sending more education to our teams. As long as units are correct on authorizations, claims will be processed. If units are not correct, providers would need to request a new authorization with correct units.

Notification process when teams are ending services or changing authorizations – for member disenrollment our current system does not allow CCI to electronically refax an authorization with disenrollment notes, a new update planned in coming months will allow this. Until update – Service Authorization Team will print and manually fax canceled authorizations 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.

**For all authorization issues** – feedback to CCI supervisors is important so we can track, educate and correct situations.

## Reporting Your Residential Vacancies

To report, update or remove your facility's vacancy information, please access our electronic vacancy form via the provider section of our website <http://www.communitycareinc.org/ForProviders/default.htm>. **You must have a Residential Summary on file prior to submitting the form or your vacancy will not be listed.**

Paper vacancy forms and phone calls updating vacancy information are no longer accepted. All vacancy information needs to be submitted through this electronic form.

Community Care cannot guarantee member referrals or placements since we are unable to determine how many members will be seeking placement at one time.



### Provider Management Department

1801 Dolphin Drive  
Waukesha, WI 53186

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