



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

## AGENDA

**Date:** Tuesday, April 9, 2019    **Time:** 10:00 am – 12:00 noon    **Location:** Community Care Inc., Waukesha Site - Large Conference Room

**Recorder:** Faith Wenrich

**Attendance:**     Drury             Ferris             Gudwer             Jones             Juett             Krzanowski  
                           Schaeffer         McCook             Moen             Nardi             Reale             Wenrich

Topic	Discussion
Introductions	<p>In attendance:            Welcomed new member: Michelle Schaeffer of Easter Seals Southeast WI.            Dan Drury – Options for Community Growth            Norris Jones – Southern Home Homes            April Juett – AJ’s Living            Krista McCook – Mosaic Management            Mike Nardi – Southport Transportation            Vic Reale – Atrium            Bill Gudwer – Limitless Possibilities</p> <p>Matt Moen, Director of Provider Management, Community Care, Inc.            Patti Ferris, Provider Quality Manager, Community Care, Inc.            Jill Krzanowski, Health Care Contracts Manager, Community Care, Inc.            Recorder: Faith Wenrich, Administrative Assistant, Community Care, Inc.</p>
P4P- Member Satisfaction	<p><u>Moen</u> – The State of WI withheld a percentage of our funding in 2018 to be returned based on the results of a member satisfaction survey. Funding was to be returned to MCOs if benchmarks were met or exceeded. None of the MCOs reached the originally designated benchmarks but funds were distributed based on re-established benchmarks.</p>
P4P – Employment	<p><u>Moen</u> – A percentage of funds have been withheld again for 2019 to be returned based on benchmarks regarding Competitive Integrated Employment (CIE) <a href="https://www.dhs.wisconsin.gov/publications/p01786.pdf">https://www.dhs.wisconsin.gov/publications/p01786.pdf</a>. IDTS (Interdisciplinary Teams) will talk with qualifying members and categorize them according to their levels of interest in employment.</p> <p><u>Schaeffer</u> – Prevocational services ended in 2018 at Easter Seals of Southeast WI. We are trying to move members into CIE but getting some pushback from members, families and guardians that fear members will lose the socialization, connections and routine that they have received from the prevocational services.</p>

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2019 Contract Changes	<p><u>Moen</u> – CCI will contact providers if significant changes will be made to their contract. All new contracts will be using the updated 2019 contract template.</p> <p>Marketing and Outreach expanded</p> <p>Accessibility – a specific sentence added – “The provider agrees to provide, as appropriate, physical access, reasonable accommodations, and accessible equipment to members with physical and/or mental disabilities.”</p> <p>SNF – bill under state rugs codes &amp; rates under MDS scores - state puts out rates that are retroactive and need to be adjusted within 90 days of the new rates being posted to the State website</p> <p>Home and Community Based waiver rules – must incorporate new rules and validations</p> <p>Drury – State told us there will be a database, in the meantime we collect the letters</p> <p>Ferris – March 2019 – new licenses or certifications must have the letter stating compliance</p> <p>Reale – Maybe use a spreadsheet</p>
Provider Satisfaction Survey Results	<p><u>Moen</u> – CCI has a provider Satisfaction Survey that can be found on our website: <a href="http://www.communitycareinc.org/providers">http://www.communitycareinc.org/providers</a> . The link was included in this meeting’s invites and will be included in the signature of most emails sent from Contract Inquiries.</p> <p><u>Drury</u> - Can any of our staff complete the survey?</p> <p><u>Moen</u> – Yes</p> <p><u>McCook</u> – Does CCI want a lot of feedback?</p> <p><u>Moen</u> – That is our goal, we will email the survey link to all of you again to share with your staff.</p>
Direct Care Workforce (DCW) Updates	<p><u>Moen</u> – It was difficult for DHS to track the required DCW attestations and surveys completed for the 1<sup>st</sup> quarter checks. To correct this, the 2<sup>nd</sup> Quarter DCW payments had a control number assigned for each Family Care and/or PACE/Partnership check to enter in the surveys. MCOs were then notified of the providers that did not complete the survey or did not complete the survey correctly. CCI followed up with those providers to re-submit their survey by a pre-determined deadline or it could effect their next payment.</p>
Electronic Visit Verification (EVV)	<p><u>Moen</u> - EVV is an electronic system that uses technology to verify services were provided as authorized. PCA and SHC workers will be required to send information to an EVV system at the beginning and end of each member visit. DHS is implementing EVV to be in compliance with the 21st Century Cures Act. Many states have already implemented this system. We are trying to insure that funding is not being paid for services, PCA and SHC, that aren’t really happening. The systems will be provided by the state, at no cost to providers.</p> <p>*The link to the DHS website FAQs regarding EVV: <a href="https://www.dhs.wisconsin.gov/evv/faq.htm">https://www.dhs.wisconsin.gov/evv/faq.htm</a></p>

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Fiscal Results / Residential Rebalancing	<p><u>Matt</u> – Published fiscal results on the DHS website show CCI experienced a loss for 2018.</p> <p><u>Gudwer</u> – Any more talk about program mergers?</p> <p><u>Moen</u> – CCI will not add expand to any other counties at the current time.</p> <p>Our 2019 business plan includes Residential Rebalancing and will focus on reducing CCI’s largest FC expense – residential services. CCI currently has a higher percentage of Frail Elders placed in AFHs which skews our costs in relation to our competitors. CBRFs, RCACs and Certified OOAFHs are more cost-effective so we are looking at adding more of these provider types to our network. We will train our staff to look at more cost-effective appropriate placements for new enrollees and revisit a member’s assessment when they need a placement change. However, CCI would never arbitrarily move members currently placed in AFHs as that infringes on the member’s rights but if in the wrong placement we can look at possibly reassessing the rates.</p> <p><u>Drury</u> – What if the minimum wage is raised?</p> <p><u>Moen</u> – The cap rate is what it is.</p> <p><u>Gudwer</u> – Do the care teams thank staff?</p> <p><u>Juett</u> – Sometimes, we have had a great relationship with care teams</p> <p><u>Moen</u> – Most providers have staff issues...if you are aware of a CBRF or RCAC provider we could contact please let us know and we could reach out to them. We are also in need of Certified OOAFHs.</p>
New Website Provider Directory	<p><u>Moen</u>: CCI’s provider directory has been updated to comply with CMS and DHS requirements to include providers’ websites, hours of operation, cultural competency, specialties and will continue to update throughout the year.</p> <p><a href="http://www.communitycareinc.org/members-families/provider-directories-v2">http://www.communitycareinc.org/members-families/provider-directories-v2</a></p>
Future Meeting / Topic suggestions	<p>Next meeting? – July 31, 2019 or early August</p> <p><u>Drury</u> – How is Cost Share figured out?</p> <p><u>McCook</u> – Discuss notification when a member receiving services is dis-enrolled due to financial eligibility or failure to pay cost share</p> <p><u>Moen</u> - MCOs cannot dis-enroll members</p>