



Provider Bulletin

Resource for Providers of services to Community Care members.

August 2012

Vol. 3, No. 1

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News about the Bulletin:

Effective 2013, Community Care will no longer be mailing out Provider Bulletins. It will only be accessible in the Provider Section on our website www.communitycareinc.org.

Be sure to visit regularly for helpful information on such items as policy updates and reminders, insurance requirements, upcoming trainings and other important information.

Provider On-Site Visits Begin

Community Care, Inc. strives to protect and promote the health, safety and welfare of our members. Having a quality and competent provider network is one way to achieve this. In order to assess and enhance our network, we have begun to conduct random, scheduled and pre-contract (for additional provider sites being added to an existing contract) on-site visits of our contracted providers. These visits will help us identify quality providers, identify gaps and provide an opportunity to provide technical assistance.



During these visits, providers will be asked to verify the competence of health professionals and other service workers as it pertains to the services provided under contract. This includes a criminal background check, completion of education or skills training necessary to provide specific services, and evidence of successful completion of competency requirements.

Additional items that we may need to see based on your License/Certification or services provided may include, but are not limited to:

- Requirements from the DHS regulations by which you are governed
- Employee files
- Member file(s)
- Vehicle(s) used in transporting members
- Medication Storage
- Ramped Exits
- Smoke and Carbon Monoxide Testers
- Tour of Facility

*** This list is not all inclusive, additional information may be requested**

Please ensure your staff is aware of these potential visits, since the visits may be unannounced. We appreciate your cooperation in advance.

If you have any questions please call our Provider Hotline at (866) 937-2783 (select option # 2, for Provider Management) or email us at ContractInquiries@communitycareinc.org.

Office of the Inspector General (OIG) Employee Screenings



As part of its contract with the government, Community Care is required to monitor employees, board members, consultants, volunteers, and first tier, downstream, and related entities (FDRs) against the Office of the Inspector General (OIG) exclusion list to identify persons and entities excluded from participation in federal health care programs.

Any individual or entity which has been excluded by the government cannot receive reimbursement – directly or indirectly – for services provided to Community Care members. Additionally, any payments made for services provided by an excluded individual or entity will be recovered by the government. Depending on the situation, the government may also impose fines or penalties on providers found to be submitting claims involving excluded individuals.

Because you provide services to Community Care or our members, you are included in the first tier, downstream, and related entities (FDR) group. Every month, we screen all providers; however, Community Care relies on the providers to screen their staff to make sure no one has been excluded from participation in government programs.

You are strongly encouraged to check the OIG website monthly to screen your employees. The website address is: <http://oig.hhs.gov/exclusions/index.asp>. Community Care may ask to see evidence of this monitoring as part of our provider management oversight activities.

Since you cannot be reimbursed for services provided by an excluded party, it is to your benefit to identify excluded individuals as quickly as possible. Should you identify an excluded individual or entity, you are required to notify Community Care's provider management staff immediately so we can work with you to assess the situation and to develop a corrective action plan.

Community Care Insurance Requirements

Community Care, Inc. requires contracted providers to provide evidence of insurance annually.

All Contracted In-network Providers are required to provide proof of and maintain the following:

- General Liability: (\$500,000 minimum policy limit)
- Professional or Umbrella Liability: (\$500,000 minimum policy limit)
- Worker's Compensation and Employer's Liability Insurance
- Vehicle Liability Insurance, if transportation is provided to members.

All Contracted Owner-Occupied Residential Facilities:

- Homeowner's Insurance
- Vehicle Liability Insurance, if transportation is provided to members.

If you have not already submitted a copy of your Insurance in 2012, please send a copy of your Certificate of Liability Insurance, for the above applicable policies, to the Provider Management Department. **In addition, 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, faxed, or emailed to the address listed below:

Community Care, Inc.
Attn: Provider Management
1801 Dolphin Drive, Waukesha, WI 53186
Fax: (262) 446-6707

Email: ContractInquiries@communitycareinc.org

NEW IN 2013 - ALL PROVIDERS, including Owner Occupied Residential Facilities, will be required to carry both General and Professional Liability Insurance. More information will be sent to those providers in August 2012.

Reporting Your Residential Vacancies

To report or update your facility's vacancy information, please access our new electronic vacancy form via the provider section of our website or by clicking [here](#). You must have a [Residential Summary](#) completed prior to submitting the form or your vacancy will not be listed.

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

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

For questions, please call our Provider Hotline at **(866) 937-2783**, and select option 2.

[Frequently Asked Questions](#)

Items Included In Your Care & Supervision and Room & Board Rates

As you know, Community Care, Inc. implemented in early 2011 its Scope of Services for Corporate Residential facilities. That document contained a listing which is not all encompassing, but rather a listing of general categories and examples of costs typically incurred in each category. Community Care has monitored provider inquiries as it relates to this listing. Following is clarification on the most often questioned items:

Responsibility of the Residential Provider

| | | |
|--|--------------------|----------------------|
| Hoyer Lift | Sit to Stand | Grab Bars |
| Standard Bath Chair/Bench | Hand-Held Shower | Shower Chair |
| Lift | Door Alarms/Locks | Elevated Toilet Seat |
| Ramp | Stair Lifts | Gait Belts |
| Call Lights/In-Home Alarm Systems | Home Modifications | Wipes |
| Sharps Containers (including disposal) | Gloves | Ensure |
| Dietary Supplements | Enteral Supplies | Thicket |

Responsibility of Community Care

| | |
|---|---|
| Specialized Bed/Mattress | Commode |
| Bed Positioning Devices | Ambulation Devices (wheelchair, walker, cane) |
| Hoyer Sling | Glucometer & Other Diabetic Supplies |
| Personalized, specialized eating utensils | Incontinence Supplies |
| Wound Care Supplies | G-Tube Supplies (Hardware) |

Changes in your Claims Submissions for Residential Facilities

As you are aware, claims for residential services must now be billed in a standard format required by both The Centers for Medicare & Medicaid Services (CMS) and the State of Wisconsin Department of Health Services (DHS).

Community Care has developed a Claims Submission Portal (CSP) which meets these state and federal billing requirements. This will be the only method of claim submission available when you submit your July 2012 claims (unless you bill using a standard UBO4 claim format through a clearinghouse as hospitals and skilled nursing facilities do).

Community Care held numerous training sessions throughout July to assist in this transition. We are happy to say many providers have billed for July dates of service and have been paid successfully and more quickly than in the past.

If you still require additional details regarding this change in your billing process or would like to request individualized training, please call our Provider Hotline at **(866) 937-2783** and press 1 for Claims Customer Service or email us at provider.education@communitycareinc.org.