



COMMUNITY CARE OF CENTRAL WISCONSIN

Board Meeting Minutes: Approved

DATE: February 22, 2012
PLACE: Meeting Room A, Central Wisconsin Airport, Mosinee, WI
TIME: 3-5 p.m.
PRESENT: Board Members Jim Clark, Ken Day, Peter DeSantis, Jim Jansen, Rob Kublank, Janis Ribbens, Donna Rozar
EXCUSED: Board Members Peter Hendler, Judy Karpf, Arlene Meyer, and Gene Simon
OTHERS PRESENT: Jim Canales, CCCW Chief Executive Officer; Mark Hilliker, CCCW Chief Operations Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Jason Taylor, CCCW Chief Financial Officer; Tara Adam, CCCW Executive Assistant

1. The meeting was called to order at 3:00 p.m. by Board Chair Ken Day.
2. Notice of this meeting was provided to Langlade, Lincoln, Marathon, Portage, and Wood County Clerks; major newspapers of Wausau, Marshfield, Wisconsin Rapids, Stevens Point, Antigo, and Merrill; and the CCCW website.
3. No Public Comment.
4. Motion by Jim Clark, seconded by Peter DeSantis, to approve the Minutes dated January 25, 2012. Motion carried.
5. Board Education/Governance Monitoring
 - A. Administrative Updates
 - ✓ Update on Family Care Cap Removal
 - CEO Jim Canales updated the Board on the status of lifting the enrollment cap, in that the Senate passed Bill 380 unanimously. Lifting of the cap is now in the hands of the Assembly with Assembly Bill 477. Jim and Mark Hilliker will be in attendance at the hearing with testimony and documents showing cost savings over the last three years, along with member satisfaction history.
 - The State of Wisconsin has, over the last 18 months, been going through a process to develop an RFP for an Information Technology system for all Family Care MCOs and Partnership sites to use in their Long Term Care programs. Recently, the State has decided to not move forward with the RFP procurement process, and to instead use a Certification process, which will allow the MCOs to have expanded choice to determine which provider would be able to meet their programmatic needs and standards. This would allow for a better product to be used and also grants more flexibility. Timelines are uncertain at this point.
 - ✓ Update on Progress of Virtual PACE
 - A timeline change of the Virtual PACE initiative has been made from the original implementation date of July 1, 2012 to January 1, 2013. The proposal from the Department of Health Services (DHS) to the federal government and Centers for Medicare and Medicaid is due by April 26. DHS is soliciting feedback from stakeholders through a newly formed Advisory Committee, which will be meeting on a regular basis throughout 2012. CCCW is the only MCO asked to participate on this Committee.

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- ✓ Update on Union Election
 - CHRIO Jody Kohl explained that the voting period to recertify the union ended today at Noon. Results are anticipated by the end of the week.
- ✓ Report on Specialized Transportation Services
 - Julie Strenn, Director of Provider Network, and Kelly Coyle, Provider Network Transportation Manager, were in attendance to explain specialized transportation services in the CCCW region, as well as specific county use by members, initiatives for further transportation options for CCCW members, and transportation challenges that are faced. Items presented were as follows:
 - Last year, the state went from a Medicaid fee schedule to the broker “Logisticare,” which now provides statewide Medicaid transportation for anyone not in Family Care who has Medicaid services. At the same time, they transitioned transportation services that counties once provided for medical transportation through the Income Maintenance units (medical mileage reimbursement) to Logisticare for non-Family Care members, and transitioning it to the Family Care benefit package for Family Care participants.
 - There has been a reduction in federal, state, and local funds for public transportation systems across the five counties which has resulted in local governments reducing/changing routes to less service and fewer stops and coverage (for the general population).
 - A number of volunteer driver programs have either ended or have chosen to not provide service to Family Care members.
 - Langlade County utilized Menomonie Transit prior to Family Care; they still currently utilize this service. Langlade County does not have a volunteer driver program.
 - CCCW has a great relationship with Merrill transit where an agency fee is paid. There currently is no volunteer driver program in Lincoln County.
 - Wood County has no public transit, but provides a shared ride taxi system. There has been some increase in fees to all individuals. The ADRC-CW also has a volunteer driver program which CCCW contracts with.
 - The ADRC-PC provides a volunteer driver program in Portage County. Public transit is also available. The Village of Park Ridge chose to no longer fund the public transit system, therefore eliminating the Park Ridge bus stop.
 - The Rothschild/Weston/Schofield bus service was eliminated in Marathon County. CCCW has set up taxi service for its members while working with local officials to look at a better coordinated effort. Costs have increased from \$18/month for the bus pass to \$8/trip for taxi service in the Wausau area.

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- Marathon County and the City of Wausau no longer contract with Abby Vans for their Para Transit. Metro Ride is providing service in the city, and North Central Health Care (NCHC) provides for the county. The county Para Transit that NCHC runs, effective 3/1/11, and the volunteer driver program, effective 5/1/11, will no longer be available to CCCW members even though the CCCW contract was paying the full cost of the ride.
- Transportation purchased from NCHC has increased in costs.
- Specialized medical vehicle providers are struggling with their ability to move forward in receiving the state-mandated Medicaid rate reimbursement for transportation. Logisticare would be able to pay a Per Member, Per Month rate, making it unattractive for specialized medical vehicle providers to contract with CCCW. In addition, two small and one large specialized medical vehicle providers have gone out of business.
- Agency fees are a challenge in that CCCW could be paying significantly more than is paid now.
- Initiatives include applying for grant money, working with the ADRC-CW for intake transportation needs, and evaluating opportunities for CCCW to be a transportation provider.

B. Monitoring Reports

- ✓ Member Report. CEO Jim Canales reported that membership has increased to 3,221 members. Over 200 people would be immediately eligible for service if the enrollment cap were lifted today.
- ✓ Income Statement. January's Statement is showing a net income of approximately \$554,000. The number, as always, is an estimate due to the 90-day window providers have to submit claims.
- ✓ Quarterly Quality Indicator Report. COO Mark Hilliker explained the document showing quality indicators tracked each quarter through member surveys. This includes, among other things, the number of filed appeals, number of members who self-direct, number of falls, and other critical incidents which take place. A total of 936 surveys were returned which equates to approximately 36% of members who chose to respond.
- ✓ Employment Network Annual Report. Mark Hilliker distributed a handout showing summary information about the 2011 *Ticket To Work* program. This program is in the process of being evaluated to determine the value in continuing it beyond 2012.

6. Board Policy Discussion/Actions

- Consideration of Employee Compensation Action Related to Status of Union
Due to the unknown outcome of the union vote, there is no direction at this time on employee compensation.
- Consideration of Action to Initiate Union Negotiations
Due to the unknown outcome of the union vote, there is no direction at this time on action with initiating union negotiations.

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7. Next Meeting Agenda Items
 - Possible overview of IDT/member face-to-face meetings
 - Possible overview of the process of a Functional Screen
 - Possible overview on the process of provider reimbursement
 - Administrative Reports
 - Member Report
 - Monthly Income Statement
 - Annual Self- Directed Supports Members Satisfaction Survey Results
 - Annual Member Satisfaction Survey Report
 - Annual Provider Network Satisfaction Survey Report
 - Annual Appeal Grievance Report
 - Annual Year-End Financial Statement
 - Board Actions
 - Board listening session with stakeholders
 - Take actions necessary to request appointment of Board members by county governments
 - Review and approval of CCCW Quality Work Plan
8. The next Board meeting will occur on Wednesday, March 28, 2012, at 3 p.m. in Meeting Room A at Central Wisconsin Airport.
9. There being no further business, the meeting was adjourned with a motion from Donna Rozar, seconded by Rob Kublank. Motion carried.

Respectfully submitted by Tara Adam, CCCW Executive Assistant