

COMMUNITY CARE CONNECTIONS OF WISCONSIN

Board Meeting Minutes: Approved

DATE: Wednesday, March 30, 2016
PLACE: CCCW Wausau Office
TIME: 1-3 p.m.
PRESENT: Board Members Mary Lou Bergman, Lori Bina, Clarence Campbell, Sam Hardin, Joy Henrich, David Markert, Donna Rozar, Janis Ribbens, Dale Schleeter, and Bob Weaver
EXCUSED: Ken Day
OTHERS PRESENT: Janna Duffy, CCCW Executive Director of Operations, Mark Hilliker, CCCW Chief Executive Officer, Jody Kohl, CCCW Chief Human Resource and Information Officer, Kris Kubnick, CCCW Executive Director of Operations, Jason Taylor, CCCW Chief Financial Officer, Tara Adam, CCCW Executive Secretary

1. The meeting was called to order at 1 p.m. by Board Chair Ribbens.
2. No public comment was given.
3. Motion by Rozar, seconded by Bergman, to approve the Minutes dated February 24, 2016. All voted in favor; Motion carried. Motion by Bergman, seconded by Henrich, to approve the Minutes dated March 4, 2016. All voted in favor; Motion carried.
4. Board Updates/Education
 - A. Administrative Updates
 - CCCW began certification work, required by the Department of Health Services, for Rock County expansion. Enrollment information was received recently regarding the potential number of people who are qualified to enroll and choose between two MCOs and the IRIS program when operations begin on July 1, 2016. Approximately 450 people will enroll on July 1, 2016 with another 150 enrollees each on August 1, September 1, October 1, and November 1, 2016. Altogether, about 1,000 enrollees will be joining Family Care or IRIS from the Rock County waiver program. The capitation rate for Rock County has been set at \$3,512.90 which CCCW is projecting will provide a breakeven or slight profit margin for the first six months of operation. Also currently taking place are discussions with providers regarding contracting, and county staff regarding employment.
 - The final concept paper from DHS is due to the Joint Finance Committee on April 1, who will vote it up or down at that time.
 - The CCCW office in Marshfield will move into temporary space in the next few weeks. Permanent space build-out will occur at the same time, with a tentative move-in date toward the end of May 2016.

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- MCOs will no longer add Inpatient Psychiatric Hospitalization to their benefit package in 2016, as DHS has communicated their intent to move in a different direction with this service.
- The Annual Quality Review with MetaStar has taken place; they will provide their feedback to CCCW in the next few weeks.
- Curtis Cunningham, Deputy Administrator of the Division of Long-Term Care at the Wisconsin Department of Health Services, will visit CCCW's Stevens Point location on April 8. Curtis is interested in gaining a better understanding of Family Care at the IDT and member level.
- CCCW is reviewing options to a threshold change with the Fair Labor Standards Act exemption status criteria and will bring a recommendation to the Board for their consideration at the April 2016 Board meeting.

B. Monitoring Reports

- Monthly Income Statement. Enrollment projects are on target for 2016 and capitation payments are \$45,000 ahead of projection. Overall, CCCW's bottom line swung in a \$800,000 positive shift.
- Annual Internal Member Satisfaction Survey Results and Report. Member Satisfaction surveys were distributed to 4,600 CCCW members and/or their legal guardians between March 1 and December 1, 2015, and included 17 core statements DHS required all MCOs to include. Seven statements were related to the member's care team, 3 to the Member Centered Plan, 3 to supports and services, and 4 to overall satisfaction. CCCW received a 39-40% response rate with a combined 97% of respondents experiencing excellent satisfaction regarding IDT and their services. CCCW's MCO rating scored 8.91% out of 10 being the highest, with 98% of members stating that they would recommend CCCW to a friend.
- Annual Appeal & Grievance Report. CCCW annually provides its Board with a summary of appeals and grievances which occurred the previous year. Only one grievance (eventually dismissed) and 16 appeals were filed in 2015. Three appeals were related to cost share, and the remaining 13 appeals were specific to services/supports and were resolved informally without going to hearing. Overall, CCCW continues to see a low number of appeals and grievances with a high number of them solved informally.
- Annual Provider Network Satisfaction Survey Report. Surveys were sent to providers in December 2015 and were completed by mid-February 2016. Out of the 750 surveys distributed, 259 were received back with a 34% response rate.
 - Responses regarding communication reflected a relatively high level of agreement.

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- Responses regarding timely and accurate service authorizations and reimbursement timeliness reflected a higher level of disagreement vs. some of the other questions. It is believed that the responses to this question were a result of challenges faced in 2015 with both the new I.T. system at CCCW as well as the new computer system at WPS; however, these issues have been worked through and addressed.
- Responses related to quality received high agreement scores.
- Responses regarding cost-effective member outcomes were good with some respondents suggesting opportunities with the residential rate methodology.
- Solid scores were received regarding continuous improvement.

5. Board Discussion/Action

A. Discuss and Distribute Board Self-Evaluation Questionnaire

A self-evaluation survey will be distributed to the Board; results will be discussed at the April 2016 Board meeting.

B. Review and Approve the CCCW Quality Work Plan

Motion from Rozar; seconded by Henrich, to approve the 2016 Quality Work Plan. All voted in favor; Motion carried.

C. Strategic Planning Update

CEO Mark Hilliker stated that all responses from the Board and CCCW regarding the process to update the Mission & Values are being compiled. It was recommended that with the changes anticipated with Family Care 2.0, it may be a good idea to hold on the idea of updating the Strategic Plan at this time. As the DHS concept paper will be made public in a few weeks, the Board was in favor of revisiting this agenda item at the April 2016 Board meeting.

6. Closed Session

Board Member Rozar read the motion to go into Closed pursuant to Section 19.85(1)(e), Wis. Stats. for the purpose of discussion of the investment of public funds or conduct of other specified public business which for competitive reasons requires a Closed Session, including discussion regarding business opportunities for Agency under reform Family Care programs and statutory changes. Motion seconded by Bergman. Roll call vote taken; all voted in favor. Motion carried.

7. Return to Open Session.

8. An announcement was made stating that action taken in Closed Session will not be announced at this time.

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9. Next Meeting Agenda Items
 - A. Monitoring Reports
 - Monthly Income Statement
 - Quarterly Balance Sheet
 - Quarterly Member Report
 - Quarterly Business Sustainability Report
 - Quarterly Self-Directed Sustainability Report
 - B. Board Discussion/Action
 - Board Listening Session with Stakeholders
 - Discussion of Board Self-Evaluation Questionnaire
 - Strategic Planning Update

10. The next two Board meetings will occur on Wednesday, April 27 and May 25, 2016 at 1 p.m. at CCCW's Wausau Location – 1200 Lakeview Drive, Suite 100, Wausau, WI 54403. Videoconferencing will take place at CCCW's Hayward location - 15618 Windrose Lane, Suite 108, Hayward, WI 54843.

11. There being no further business, the meeting was adjourned with a Motion from Rozar; seconded by Markert. All voted in favor; Motion carried.

12. Meeting adjourned at 3:25 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant