

CCCW Quality Committee Meeting

Meeting Minutes-DRAFT

Date: January 23, 2013

Place: CCCW – Stevens Point, Meeting Room 319

Time: 2:30-4:00PM

Present: Penny Bartelt, Nicholas Baumann, Rebecca Blue, Dana Cyra, Lindsey Cornelius, Crystal Fiene, Kris Kubnick, Tricia Mayek, Carolyn Schulein, Becky Schultz, Ann Stevens, Barbara Streeter, Megan Van Meter, Glenn Lamping

- 1. The meeting called to order at 2:32.**
- 2. No objections to approval of minutes from November 18, 2012 minutes as written. Minutes approved.**
- 3. CCCW Executive Updates.** Jim Canales, Chief Executive Officer, gave the following updates:

There have been statewide and local level updates with family care throughout the year. Many advocates and counties are pushing government to expand family care to all counties. The governor will be releasing a budget soon that will determine whether there will be expansion of family care. Sustainability initiatives continue to be implemented to ensure the cost-effectiveness of Family Care. If expansion moves forward additional counties may be served by a new managed care organization (MCO) or by a Family Care MCO that is already operating. Community Health Partnership, which provided Family Care and Partnership in the Eau Claire region went out of business, effective December 31, 2012. Southwest Family Care submitted a proposal and was selected to serve that region as of January 1, 2013. The solvency fund of each managed care organization in the state has been liquidated to help with the transition and ensure all providers are paid. CCCW will need to contribute another \$750,000 to re-establish the state solvency fund.

Locally, the 2012 audit will be occurring next month. Wipfli has been handling CCCW audits since 2008. Our final 2012 fiscal numbers were slightly better than planned. CCCW has seen continued quality success, as evidenced by high scores on the member satisfaction survey. CCCW disbursed a one-time provider rate enhancement at the end of 2012 which had been

dependent on CCCW meeting financial and quality standards. Metastar will be coming to CCCW in March to complete the annual external quality review.

CCCW completed hiring for the Community Resources Department, previously the Provider Network Department, SDS, and employment services. The new department, in collaboration with network providers, will continue implementation of CCCW's "Commonunity" initiative. No new positions were created due to realigning the responsibilities among current staff. Kris Kubnick is now the director of the Community Resources Department.

Jim believes CCCW's Quality Committee is a valuable resource for obtaining feedback from members and other stakeholders. Committee members are encouraged to contact Jim directly by phone (715-204-1800) or via the CCCW website with questions or concerns at any time.

4. Updates from January 2013 State LTC Advisory Council Meeting (Specific to family care). Dana Cyra, Director of Quality Management, provided the following report:

- a. The IRIS self-directed supports program is working to develop financial reports that are more comparable to the financial reports for Family Care MCOs. While initial costs within the IRIS program were relatively high, newer people appear to be less expensive to serve. Family Care has seen the same trend.
- b. One of the state's LTC sustainability initiatives involves nursing home modernization. The state will soon be requesting proposals from nursing homes that want to modernize their facilities. It sounds as though grant funds will be available and provider reimbursement will be adjusted in a way that creates an incentive to downsize. It is hoped that older, larger facilities will have an interest in restructuring so residents are served in smaller, more homelike atmospheres, within the larger facility. Facilities can't apply for projects they already have started; the state is only looking at new projects.
- c. Sustainability initiatives resulted in a variety of changes to the contract between DHS and MCOs. The 2013 contract includes changes regarding care management and the RAD method. However, the contract was not finalized until late December, 2012. CCCW management staff are still discussing how the following changes may impact CCCW:

- A change in contract allows MCOs to create authorization policies that reduce documentation requirements specific to items that are medically necessary. CCCW had already made some operational decisions around documentation that are consistent with this change in contract. However, it appears there may be opportunities to further reduce documentation requirements specific to the Resource Allocation Decision (RAD) process for some types of service authorization decisions.
- The 2013 contract allows for more flexibility in regard to IDT staff involvement in member-specific activities. It is important to note that CCCW does not intend to reduce staffing as a result of the changes. Instead, CCCW is looking at practices which have typically required the involvement of both IDT staff to determine if there are specific processes or situations where the involvement of one IDT staff would be sufficient. For example, if IDT staff have an appointment scheduled with a member but something comes up and only one IDT staff member is able to attend, contractual changes may allow the process to proceed with just one IDT staff present. IDT staff may expect to be involved in future discussions regarding potential opportunities this change in contract presents.
- The 2013 contract indicates the denial of a new request for services or items outside the benefit package is no longer subject to appeal. The change does not apply to situations where a decision is made to reduce or terminate something previously authorized, even if it is not in the benefit package. This change warrants the use of a new Notice of Action (NOA) template letter that does not include appeal rights. At CCCW, NOA form letters are automatically generated by the IT system. IT system updates will be required prior to implementation of this change at CCCW.
- Additional language was incorporated to support the DHS sustainability initiative around residential services. The contract includes much more specific language around conditions that make the authorization of residential services appropriate.

Aging & Disability Resource Centers (ADRCs) received federal grant funds to develop enhanced options counseling. New materials are expected to enhance ADRC counseling around residential service options and criteria used to determine if such services may be

supported should the individual be eligible for public assistance via Family Care in the future .

- Contractual changes for 2013 will be incorporated in an updated template for the Family Care Member Handbook. The state is working on a new template and hopes to have it completed around April 1, 2013. CCCW is working with other managed care organizations in the state to create handbooks in other languages. This will enable MCOs to share the costs of translating the template.
 - One of the sustainability initiatives involves better support to individuals in managing medication. The state completed an analysis of people enrolled in Family Care to identify individuals who might benefit from having a medication device. CCCW received list of 184 members, but only 100 of those identified were still enrolled. Of those, 54 were being served in a residential setting (24-hour care with managed medications). After reviewing other information, CCCW determined that only about 3 members from the initial list might benefit from a medication device. The state's analysis resulted in three tiers of members who may benefit. DHS will likely distribute the list of members who fell into the next tier in the future.
- d. In regard to "Money Follows the Person", a program that results in enhanced Federal funds for serving individuals who relocate from a nursing home to a community setting, ADRCs continue to receive many referrals from nursing homes. However, many of the referrals are for people who were admitted for short term rehabilitation. DHS hired additional staff to assist with this initiative. Additional training to nursing homes may be warranted to ensure referrals to ADRCs are appropriate
- e. At the last meeting of the LTC advisory council, there was significant discussion around transportation. Concerns were expressed that the incorporating transportation into the scope of residential services has resulted in Family Care members not receiving sufficient transportation. In addition, it was reported (by Milwaukee County) that limitations in transportation could not be appealed because MCOs have subcontracted for the service. Since the last meeting, DHS staff investigated all state level appeals and solicited the names of members

who may have been impacted. DHS staff were able to find just one instance where an individual filed a state level appeal specific to residential transportation. In that particular instance, the appeal was denied because the member's behaviors posed safety concerns to other residents. The facts of the appeal, as previously presented to the council, were incorrect.

At the last meeting, it was suggested that CCCW conduct a member survey to determine whether residential transportation is an issue. This presented several challenges. First, it was difficult to determine who CCCW would actually survey (members, member guardians, powers of attorney, etc). Many of those who live in residential settings are not able to participate in surveys; their guardians may have little knowledge of any transportation issues. Quality Management suggested that the next provider survey include one or more questions for residential service providers in regard to any limitations they've needed to impose. This suggestion is still under consideration. In the meantime, a review of open-ended responses to the 2012 Member Satisfaction Survey was completed. Of the 1,450 surveys completed, there were 15 references to transportation. Five (5) were in response to the question, "What do you like best about Family Care". The others were in response to "How can CCCW improve the services we provide?" These comments were not specific to residential services but rather, to transportation providers or transportation routes that did not adequately meet member needs. CCCW Member Services staff follow up on such comments whenever such a comment is returned to CCCW and the person responding provides contact information for follow-up.

5. Reports:

a. CCCW Membership Report. Month to month there has been gradual increase in the number of members. However, there is tremendous stability in terms of ages, target groups, gender, living arrangement, etc. The 6-month regional report displays enrollments by target group. Langlade and Lincoln counties will continue to have small waiting lists until 2014.

2012 Internal Quality Review. The internal review of CCCW's Quality Management was recently completed. An executive summary was sent via e-mail in advance of the meeting. The committee reviewed highlights of the

internal evaluation, including objectives to be incorporated in CCCW's Annual Quality Plan for 2013.

CCCW 2012 Quality Plan included 51 objectives. CCCW achieved 84% of the 51 total objectives. The executive summary and full report will soon be available on CCCW's internet site.

6. **2013 Quality Plan.** CCCW's Annual Quality Plan for 2013 will be significantly different than previous plans. When the Quality Management Department was first created, there was not a formalized plan. At the time, Fond Du Lac County had a plan and process that were deemed to be a best practice. CCCW obtained their materials and used them as a template to create CCCW's Quality Program Description and Plan. Over time, Quality Management staff found it difficult to manage and document progress in a plan that includes such a large number of objectives. For that reason, the 2013 Annual Quality Plan will be based on contractual requirements. The new plan will also distinguish quality assurance monitoring from quality improvement activities. The 2013 Annual Quality Plan will be available on CCCW's website in the near future.
7. **Member and/or Provider Concerns.** Nick Baumann cannot attend this meeting due to his work schedule.
8. **Future Meeting Dates.** Quality Management staff work to evaluate whether the new meeting time will work. Committee members may expect follow-up contact via e-mail to confirm future meeting times.
9. **Future Agenda Items.** Diane Glaza mentioned concerns regarding Merrill transportation. Kris Kubnick will bring more information back to the next meeting for discussion.

Keith Draheim, member representative, would like us to talk more in detail about the incident reporting process. He would like to know at what point is there follow-up to member complaints about providers and what criteria do complaints have to meet to be resolved. How does CCCW compile complaints?

10. **Next Meeting Date: March 27, 2013**
11. **Adjourned at 4:04PM.**