

## **CCCW Quality Committee Meeting Minutes**

**Date:** July 24, 2013

**Place:** CCCW-Stevens Point, Meeting Room 319

**Time:** 2:30-4:00PM

**Present:** Tricia Mayek, Penny Bartelt, Rebecca Blue, Diane Glaza, Evelyn Heikenen, Joy Henrich, Megan Van Meter, Glen Lamping, Lisa Shrader, Trista DeRosa, Larry Shroda, Tricia Lazare, Chelsey Drifka, Marci Griesbach, Stacey Covi

1. **The meeting was called to order at 2:30PM by Tricia Mayek.**
2. **Minutes for 5/22/13 meeting approved.**
3. **CCCW Executive Updates**

Governor Walker's budget was recently signed and took effect July 1<sup>st</sup>. There will be no more money for further expansion of Family Care throughout Wisconsin. We hope to see this pass legislature during the next eighteen months.

Every five years a geographic area comes up for bid in the state to increase competition. CCCW has the next four years to operate in this area without competition from other MCOs due to no one bidding on our area last year. We will be responding to a request for proposal to expand into county area 7. This area includes eleven counties in the northwest area of the state. Currently, Northern Bridges operates in region 7. Whoever is chosen will be the sole MCO operator in this area as decided by the state. We will be notified of the RFP awarded between August 5<sup>th</sup> and 11<sup>th</sup>. If we are chosen, we will go back our Board of Directors to determine a decision for approval to move forward with our expansion into area 7. We would then plan for service transition in first quarter of 2014.

The Board of Directors welcomes a new board chair person. Ken Day helped to develop the board. Janis Ribbens will take his position taking effect today at the Board of Directors meeting. In addition, Natasha Rotar was selected as the new at large member. Natasha has been a CCCW member since 2008. We currently have two CCCW members on the board. The Board of Directors will be meeting at all office sights throughout this year.

Our financial position remains steady. We are fully meeting solvency and risk requirements set by the state. In 2014, we will be experiencing a dilemma due to a lot of our members passing away. Our disenrollment numbers have increased dramatically which means we have less revenue to work with and less expenses. Our revenues outweigh the expenses. This will impact our final bottom line for 2013. We expect that we will be at a “break-even” point. Originally our margin was projected at a 1.5% increase. We continue to see very slight gains in the steady enrollment number to make up for this decrease.

IT continues to work on developing our new care management system Care Director. The new system will be implemented February 1<sup>st</sup>, 2014. This transition will be very efficient and effective for our company.

Provider contracting received two new grants. Currently, we have a grant to increase integrated employment. One is for our interest in improving community connections and the other is to help our members self-direct. In 2012, we gave out five \$5,000 grants to providers who competed for them. These grants helped our providers look at the development of the communities they are involved in. Providers will be sharing how this change impacted their business on August 13<sup>th</sup> at the Provider Summit. This year, supported living grants will be awarded again. We hope to have a lot of interested providers. Please call Jim directly if you have any questions about this information.

#### **4. Reports:**

##### **a. CCCW Organizational Updates**

- i. The Member Services department in Stevens Point hired Mimi Rethaber as a Manager to fill the open position left after staff rotation to other positions within CCCW.

##### **b. Membership Report by Age/TG**

- i. There was a small increase in enrollments during May. Member enrollments remain consistent. 18-59 year old enrollments increased while elderly enrollments stayed consistent. There was a level of care appeal in May that the state upheld and decided that member would stay at the same level of care. Institutionalized members are continuing to decrease. CCCW continues to increase SDS members. The percentage of SDS members is at 24%. CCCW is almost meeting our goal of 25%.

### **c. 6-Month Regional Member Report**

- i. During the last couple months, disenrollments have decreased back to normal. Two functional screens came up as not functionally eligible in May. There is still a waiting list for Lincoln and Langlade counties until 2014. Mental health services have increase.

## **5. Community Resource Department Update**

The Provider Grant Summit will occur August 13<sup>th</sup>. Providers that were awarded community grants in the fall 2012 will be presenting to other providers on tier successes. Each provider will have twenty minutes to present. CCCW will also present the next grant opportunity for community supported living grants. Transition plans for providers who received grants last year will be discussed as well to help support providers moving forward.

The initial strategic planning process was completed for Commonunity<sup>SM</sup> and prioritization of strategic initiatives within the plan is occurring. All stakeholders will be engaged throughout the process. The Commonunity<sup>SM</sup> interactive graphic has now been published onto the CCCW homepage.

### **a. PPS Employment Report**

- i. Reports provided during the meeting. Every six months, all MCOs submit the number of members they have that are working. CCCW is a leader for the number of members in integrated employment. Facility-based employment is decreasing, while community-based employment continues to increase.
- ii. There are nine facilitators with fiscal agencies who went through training. Five members are currently in the process. Within ten weeks one facilitator secured employment. This will be pitched to DVR at a meeting August 1<sup>st</sup>. Will be reviewing the early stages of the final report and seeking additional \$50,000 to support next year.
- iii. CCCW will be funding tuition for two people this year to participate in Project search. Project search is in Marshfield and operates in collaboration with St. Joseph's Hospital, Marshfield High School, and various other businesses. DVR funded tuition last year. Three of the participants are now employed and five others are on their way to employment. See Bloomfire for more information.

## **b. Link-ed and BPDD Grant Awards**

- i. The 1<sup>st</sup> grant provided (worth \$6,000) is to help support people within their community. Collaboration with Lutheran Social Services has begun to work towards creating innovative and sustainable models of community connecting. The Marshfield area is working to engage twelve active members. Ten of our members are interested in participating. This will help develop meaningful, inclusive, and socially valued supports and community connections during the day to complement employment for people who are not employed full time.
- ii. The 2<sup>nd</sup> grant provided (worth \$5,000) is based on self-determination. This is to help support moving beyond purchased services or “what money can’t buy” to “create a meaningful life in the community”. This will be done by creating a sustainable and autonomous time bank within the Wausau community. A “time bank” is discovering the gifts each person has and sharing those gifts with each other. We will be creating written documents and material that describe best practice principles and lessons learned to support new time bank opportunities in all communities we serve and beyond.

## **6. Provider Relations.** Update from Stacey Covi, Provider Relations Sr. Manager

- a. In July, a new rate of equity tool was created to align with how CCCW is paid through DHS with our capitation rate. We are running numbers to figure out current rates. CCCW formed an internal workgroup to review capitation for the new cap rate and see where numbers are at on the long term care screen. We are realigning the acuity tool when necessary. This fall will be very busy. Can only change once a year, so the rollout will be January 1, 2014.

## **7. Member and/or Provider Concerns**

- a. Larry suggested putting a report out for how members feel providers are doing. Will be discussed at the Member Quality Council next month.

## **8. Updates from Member & Provider Quality Councils**

- a. The Member Quality Council recruited a large number of members to the committee. Seven members are now participants. Received input from members in terms of the IT system’s Member Portal. There were

many suggestions for future updates. Members are starting to direct areas that they would like to discuss at the council.

- b. At the Provider Quality Council, Kris Kubnick gave an update that the department is now fully staffed and developing strategic planning. The providers were updated about the rate tool. The 2013 Provider Survey that was completed was discussed. The survey was sent out to provide feedback from providers for the next meeting. It is easier for CCCW to have a better way to measure the answers and provide better service. Providers gave an update regarding the grants that were awarded. Providers on the council gave feedback that even though the grant money ran out they are still utilizing what they learned and have major changes in place. Evelyn said one of the providers was trying to figure out how to continue without the grants and the community stepped up and provided money for the provider to continue maintaining this project. At another provider, a loan closet was developed and is operating with the assistance of the residence.

## **9. Implemented Contract Changes - July 1**

- a. The state contract runs from January to December. CCCW needed to send new staff instruction out and make appropriate changes that were implemented July 1<sup>st</sup>. These changes allowed us to reorganize and make the following major updates to our IDT Handbook:

In the past, the main focus was on PEONIES. Now the state has made a clear distinction between long-term care outcomes and Personal Experience outcomes. The long-term care outcomes requirements are new to MCOs. A personal experience outcome can only be subjectively measured by the member. The member has to decide if their outcome has been met making this process unique. The Member Centered Plan was updated to reflect this change and staff members were educated. Members will notice an extra line for this on their paperwork as well.

The big change was the RAD method process. Questions were updated and clarified for staff members. Members use the RAD process to help best support long term care outcomes. The RAD is a state document that has to be used by all MCOs. The IT system was updated to reflect the change. A staff “help” sheet was created.

The last big change now in effect is the NOB “Notification of Out-of-Benefit” letter. Members fall into one of two benefit packages. Every

request made is taken into consideration and may still be authorized even if the services are out of their assigned benefit package. An additional notice (NOB) is required when benefits are denied because they do not address a LTC outcome and the requested service is supplied outside the member's benefit package.

## **10. Suggested Topics from last meeting**

### **a. Medication Adherence**

- i. Janelle Ruedinger was here last meeting to give us the pilot update. There is not a full month implementation report as of yet. The committee will continue to update members at future meetings. The state now requires all MCOs to use the Med Adherence tool. More data will be provided in the future.

### **b. IT System Databases**

- i. Member suggestions were submitted by Dana. We are almost in the testing stages and will ask for member volunteers if needed.

## **11. Future Agenda Items**

Med Adherence – continue to update on the progress of the project.

IT System Databases – continue to give updates as needed and seek member/provider involvement as needed for testing.

## **12. Next Meeting Date: September 25, 2013**

## **13. Adjourned at 3:33PM.**