

## **CCCW Quality Committee Meeting Minutes**

**Date:** January 15, 2014

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

**Time:** 3:00-4:30 PM

**Present:** Dana Cyra, Larry Schroda, Crystal Klement, LuAnn Newlun, Megan Van Meter, Glenn Lamping, Lisa Shrader

- 1. Call to order 3:05PM**
- 2. Minutes from 9/25/2013 Meeting Approved.**
- 3. CCCW Executive Updates**

On New Year's Day (January 1, 2014), CCCW began operating the Family Care program in eleven counties in Northwest Wisconsin through the use of its on-call system. On January 2<sup>nd</sup>, staff began supporting members in offices across the region. CCCW management staff from the Central region traveled to various office locations in the Northwest on New Year's Day in order to welcome staff and troubleshoot problems that might arise on January 2<sup>nd</sup>. To date, operations seem to be going as well as expected.

CCCW finalized leases for 8 office locations in the Northwest region. Necessary build-out is complete for all but the Rice Lake office, which will serve as the "administrative headquarters" for the Northwest region. An open house is planned for April 3, 2014 in all of the Northwest offices.

The office of the commissioner of insurance completed its permitting process and confirmed that CCCW is permitted to operate as a managed care organization in both regions to be served in 2014. A caveat tied to the permitting process is that each of the MCOs operating as a long term care district must, by October 15, 2014, develop the proper authority or structure to wind down operations in an orderly fashion in circumstances of insolvency. This includes proper policies, procedures, articles, bylaws, and

legal structure. The office of the commissioner of insurance also selected CCCW for the completion of a comprehensive audit of its organizational business practices. This will likely take place sometime in March. This means that it will be taking place around the same time as CCCW's regular annual audit. End of year financial reports show that per member per month costs continued to rise slowly through December, while enrollment revenues stayed relatively flat. Combined with unanticipated/unbudgeted 2013 expansion costs (\$350-400,000), this resulted in CCCW spending approximately \$700,000 over what was budgeted for 2013.

Jerry Richards, Project Manager, continues to provide leadership on the development and implementation of the new information technology system known as Care Director. Care Works, the software company, has been working with CCCW all year to identify changes to their base system that are needed in order to support CCCW operations. Staff are currently in the process of doing User Acceptance Testing of changes that have been made. Each department was asked to write scripts or scenarios of steps in the business process for their department. Once completed, staff will be asked to walk through the processes to see if the system is working as needed. Any issues will then be documented and submitted to CareWorks. The initial "go-live" date of February 1, 2014 will not be realized due to a variety of issues facing the project. These issues include, but are not limited to, the migration of member data/information from both the CCCW system and the Northern Bridges system to Care Director. A readjusted "go live" date will need to be determined.

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

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

CCCW submitted all policies, protocols, and plans required for annual and expansion certification. Expansion certification is complete. In regard to annual certification, CCCW was asked to resubmit the annual training plan to include more specific details about curriculum components required by DHS.

Provider Relations Staff in Northwestern Wisconsin completed significant work in contracting with providers for 2014. In the Central region, all 2014 provider contracts were delivered to providers on time. Community Resource Department staff continue to work with providers on incentive grants related to supported living options.

Kate Norby, previously employed by CCCW, is now working under contract to assist CCCW with the implementation of Outcome Based Employment in the Northwest. Outcome-based employment offers more flexibility for staff to work where and when it is best for them. Staff are not expected to work 8 hours a day from an office. The focus is more on managing the work people do than managing the people who are doing the work. This involves a great deal of transition on the part of both employees and managers and will likely require much future discussion.

Quality Management is responsible for the coordination of staff training and staff played a major role in training/staff development activities in the Northwest region. This has been particularly challenging because of the mix of staff who are new to Family Care and staff transitioning from Northern Bridges. Staff who are new to Family Care require significantly more training about how a managed care organization operates and contractual expectations. Those who previously worked for Northern Bridges already know this information but need to be trained on MCO-specific policies and procedures. An ongoing schedule of weekly trainings, supplemented by additional on-line training and local mentoring has been established to ensure adequate training.

Managers and staff in the Member Support Coordination Department have also been extensively involved in the orientation, training, and initial oversight of new IDT staff in the Northwest region. Prior to the start of operations, there were weekly calls between Northern Bridges, CCCW, and DHS aimed at providing appropriate supports to “high risk” members during the transition from Northern Bridges to CCCW. On January 30<sup>th</sup>, a

sample of staff from locations throughout the Northwest region will participate in a Site Readiness visit with DHS. The purpose of the visit is to ensure IDT staff have received adequate training to provide appropriate support to members.

The internal quality evaluation for 2013 and the Annual Quality Plan for 2014 are expected to be available on CCCW's internet site soon. These are on the board agenda for next week and following approval, the documents will be available in CCCW's website. (*CCCW internet site, About Us, Annual Reports, Internal Quality Review*) The next annual external quality review by Metastar is scheduled for the week of March 3-7, 2014. There will also be a review of member records in the Northwest region after CCCW has been operating there for 6 months.

Staff throughout the agency are highly involved in the development of the new information technology system. It has mostly been managers but IDT staff will soon be testing components of the new system. It is imperative that the new system support CCCW staff to meet all contractual requirements related to operations and quality oversight.

## **5. Member Handbook Template for 2014**

The Member Handbook template is used for all MCOs in the state. Committee members reviewed the updated state template for the Member Handbook. There are significant changes related to changes in the 2013 contract. These changes include: (1) clarification that Family Care provides services and items to support long-term care outcomes which are related to member needs and (2) the determination that members do not have the right to appeal the denial of supports that are not within the member's benefit package.

Lisa Shrader suggested there be better clarification regarding cost-share.

The clarification regarding transportation in the new handbook is conflicting. Staff in each area continue to support members with transportation as needed.

Comments, concerns, and suggestions were documented and will be submitted to DHS. All feedback specific to the handbook template must be submitted to DHS by January 31<sup>st</sup>. Committee members are encouraged to send additional feedback to Dana Cyra by e-mail [Dana.Cyra@communitycarecw.org](mailto:Dana.Cyra@communitycarecw.org) on or before January 29<sup>th</sup>. (With track changes if possible)

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

Larry agreed that there are cost-share misunderstandings.

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

Evelyn Heikenen is reaching out to members in the northwest area to join the Member Quality Council.

The Provider Quality Council is reviewing the structure of the group to see if it is still appropriate with the latest expansion in northwest. The members would like to ensure the purpose doesn't change. Members are also deciding how to best involve providers in the northwest. Term limits have also been suggested so that all providers interested can be included. Many providers are interested in partnering with CCCW in the northwest. Staff and providers in northwest region who attended were very vocal and appreciative of the opportunities they now have with CCCW compared to Northern Bridges. Providers in the northwest requested more detailed training on the LTCFS.

The meeting dates for the Provider Quality Council changed and now conflict with this committee. Providers could attend both if the provider meeting was opposite months as the Quality Committee. Penny is working on an agenda with Emily Connor, LTCFS manager in northwest. Providers in our area are now expanding services to the northwest.

## **8. Future Agenda Items (These are items mentioned previously)**

- a. Residential Rates-Colleen Seemann
- b. How screen is used/overview
- c. Update on Community<sup>®</sup>
- d. Status of Member Newsletter

**9. Next Meeting Date: March 19, 2014**

- a. Every 3<sup>rd</sup> Wednesday of the month from 3:00-4:30PM

**10. Adjourned at 4:10PM.**