

CCCW Quality Committee Meeting Minutes

Date: July 16, 2014

Place: CCCW-Stevens Point Meeting Room 319, Participation via Zoom

Time: 3:00-4:30 PM

Present: Dana Cyra, Jim Canales, Penny Bartelt, Crystal Klement, Barbara Gering, Kit Ruesch, Joy Henrich, Glenn Lamping, Deb Josephson, Gary Sorano, Carrie Breitenfeldt, Larry Schroda, Marlene Winters, Jim Canales, Kevin Walker, Sarah Benson

- 1. Meeting called to order at 3:02pm.**
- 2. Motion to approve minutes from 5/21/2014 Meeting.** Motion to approve by Debbie Josephson and seconded by Joy Henrich. All in favor. Minutes approved.
- 3. CCCW Executive Updates-Jim Canales, CEO**
 - a. Statewide, the Wisconsin Health News Report announced a deficit of 99mil due to current Badger Care and NH payments. The previous deficit was 22mil. If this deficit continues to grow, it will put pressure on all DHS programs including Family Care. The Medical Assistance program is struggling which may affect us negatively in the future.

The State expanded Family Care to northeast Wisconsin. Currently 57 of the 72 counties have Family Care. Out of the 15 counties remaining, 7 will have Family Care in early 2015. The State is not in a hurry to expand to the 8 remaining counties. The Request for Proposals are due this week to the State for the northeast counties. CCCW has chosen not to respond to the RFP for either the northeast counties or the area currently served by Lakeland Care District. DHS will make a decision as to who will be awarded these contracts sometime in August.

A Dementia Care initiative is also being implemented by DHS to help support the increasing number of WI residents affected. Family Care organizations will be impacted by this initiative. We have been

instructed to identify lead staff and work with our providers to meet DHS regarding dementia care.

- b. Locally, CCCW had a very smooth transition during the northwest expansion which began on January 1st. The Transition Committee has reported many positive outcomes. Stakeholders are very pleased with staff response times and agency communications. At the Residential Rate meeting, providers in the northwest were very pleased to partner with CCCW. The only challenges that were encountered included technology glitches and telephone connections. Initial enrollments were lower than projected. CCCW also discovered that the number of members in residential care settings was higher than anticipated. Due to the high costs of residential care, CCCW has implemented a variety of strategies to control costs by assisting members to access community – based supports whenever possible.

All offices in the northwest, except Ladysmith, hosted an open house in June. An external committee that includes CCCW staff and tribal representatives is working to identify ways to work collaboratively to address the needs of tribal members. Contracts for services with tribes are also being established.

As of August 1st, the agency will have a new name: Community Care Connections of Wisconsin. The Board of Directors was reconstructed to include 5 representatives from each region and one member at large. Peter Desantes is the new member at large. He will serve a 2 year term. The next board meeting is next week Wednesday at 1:00pm in the Wausau office.

CCCW contracted with CareDirector to develop a new IT system. This is the largest system change the agency will ever go through. The system is expected to be implemented on August 25th. This has been a major initiative internally.

4. Reports:

a. CCCW Membership Reports

This report shows that the composition of CCCW members in terms of target group, gender, age, and residence continues to remain stable.

One appeal was filed regarding Level of Care. The age breakdown of members is now included in the membership report. In recent months, there has been some growth in membership due to a higher number of enrollments than.

b. Metastar Report-NW Expansion CMR-Sarah Benson, Quality Manager

Per state requirements, after 6 months of operation under CCCW, MetaStar conducted a review of care management practices in the northwest. This review took place May 19th through May 23rd. Thirty member records were randomly selected. (Although, a portion were chosen from a list that Northern Bridges, the previous MCO, had developed that included at-risk members they wanted ensure had a smooth transition.) Results showed no quality of care concerns. Out of the 30 records chosen, 21 met all requirements at 100%. There are 14 indicators reviewed per record, 4 of which were met in less than 90% of applicable member records. On June 12th, CCCW received the preliminary report shared today. No formal response was submitted by CCCW and we are awaiting the final report. We do not anticipate any changes will be made. Two opportunities for improvement were identified. These include completing Reassessments and updates to Member Centered Plans when warranted and timely issue of Notice of Action letters when warranted. CCCW currently has a Performance Improvement Project to address NOAs being issued timely. CCCW has added questions to the Member Satisfaction Survey to ensure members are made aware of their appeal rights via the timely issue of NOA letters. The survey is now being dispersed to both regions. Timely issues of Notice of Action letters when warranted appears to be a statewide concern.

c. State Indicator Report for 2013-2014

On an annual basis, all Family Care MCOs are required to submit indicator data to DHS. State indicators include immunization rates for influenza and pneumococcal vaccines, and staff turnover among Care Managers (CRCs) and Registered Nurses (HWCs). Results are compiled by Metastar and each MCO receives a report of their results in comparison to the results for other MCOs and statewide results.

CCCW submitted separate results for each region for 2013, due to timelines. In the future, CCCW will submit both regions in one report.

In the central region, influenza vaccines were slightly higher than the overall State rate at 71.6%. There was only a 1% difference between target groups. However, pneumococcal vaccine rates were 16.5% lower than the State rate. We may want to focus effort on increasing the rates and look for a reason why this is lower.

In the northwest region, results were just the opposite. Influenza vaccine rates were very low at 49%. However, the Pneumococcal vaccine rates were at 79.7%, which is consistent with the statewide averages.

5. Discussion/Review: Notice of Privacy Practices Update

New member handbooks will be issued during member reviews with IDT staff. Guardians will also be mailed a copy. On August 1st, the new handbook will be available online. A request will be made to include the full list of offices with phone numbers on our website.

Discussion began regarding what documents guardians and members receive. The new IT system will ensure updates for contacting members. Dana will discuss with the CareDirector workgroup a suggestion to include mailing preferences and possible duplicate mailings.

Overall, member reps and staff feel that the updated Privacy Practices are easier to read and more concise. Medical record requests are not described in depth due to the many circumstances this entails. Please email any input you have for this section to Dana.Cyra@communitycarecw.org within the next couple days.

6. Member and/or Provider Concerns

There was a concern with Wausau transportation regarding MTM. Members feel as though they are receiving reduced quality service. The suggestion was made to ensure members update their IDT team when provider issues arise. This will ensure that CCCW's Provider Network can track incidents and address quality issues.

7. Future Agenda Items

IT system/Member Portal (Mailing preferences)

Provider-Residential Rate Process

Term Limits

Suggestions to increase vaccine percentages

8. Next Meeting Date: Sept 17, 2014

9. Meeting adjourned at 4:27pm.