

COMMUNITY CARE CONNECTIONS OF WISCONSIN

Board Meeting Minutes: Approved

DATE: Wednesday, February 25, 2015
PLACE: CCCW Rice Lake Office - 2500C South Main Street, Rice Lake, WI
TIME: 1-3 p.m.
PRESENT: Board Members Lori Bina, Ken Day, Peter DeSantis, Sam Hardin, Dee Kittleson, Bob Kopisch, David Markert, Janis Ribbens, Donna Rozar, and Bob Weaver
EXCUSED: Dale Schleeter
OTHERS PRESENT: Mark Hilliker, CCCW Chief Executive Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Jason Taylor, CCCW Chief Financial Officer, Janna Duffy, CCCW Executive Director of Operations, Kris Kubnick, CCCW Executive Director of Operations, Tara Adam, CCCW Executive Secretary

1. The meeting was called to order at 1 p.m. by Board Chair Janis Ribbens.
2. No public comment given.
3. With a correction to the time of the meeting to read 1-3 p.m., Motion by Ken Day, seconded by Dee Kittleson, to approve the Minutes dated January 28, 2015. All voted in favor; Motion carried.
4. Board Updates/Education
 - A. Administrative Updates – Governor’s Budget Proposal for Family Care and the Long-Term Care System

CEO Mark Hilliker provided an overview of the Governor’s Budget Proposal for sweeping changes pertaining to Family Care and the Long-Term Care System. The changes include:

 - i. Statewide expansion of Family Care to all counties by January 1, 2017.
 - ii. Primary and Acute Care services would be included in the Family Care benefit package, along with the Long-Term Care services currently provided.
 - iii. Long-Term Care Districts, like CCCW, would be required to dissolve (end business) by June 30, 2017. There are three additional Long-Term Care Districts in Wisconsin that would also be required to end business.
 - iv. Any Care Management Organization (CMO) that provides services in the new system would have to be certified to provide services statewide, and would have to be licensed as a Health Maintenance Organization (HMO). Reserve requirements necessary to provide statewide service are significant (\$75 million to \$100 million). No current MCO in Wisconsin has the ability to meet this capitalization requirement.

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- v. Members transferring between Care Management Organizations would only be allowed to do so during an open enrollment period that occurs once yearly. Currently, member transfers are allowed at any time.
- vi. Oversight of the Family Care program would move from the Department of Health Services to the Office of the Commissioner of Insurance.
- vii. Implementation of the new model would occur very quickly as proposed. In comparison, Family Care was piloted in five (5) counties for eight (8) years prior to regional expansion.

Other changes included in the Governor's Budget that affect the Long-Term Care system:

- i. Elimination of the IRIS program, a program that currently supports more than 11,000 people statewide. All self-direction would be supported within the new Family Care program.
- ii. Significant changes to the operations of the ADRCs.

If the budget language stands as proposed, four Managed Care Organizations serving more than 17,000 Family Care members would be required to close their doors by mid-2017. People with disabilities and frail elders would be impacted significantly by the movement from a person-centered and community-centric model of long-term support toward a medically-focused and insurance-based model. Wisconsin's Family Care program is a recognized national leader in the delivery of managed long-term care services that focuses on independence, supporting meaningful community-based lives, and cost-effectiveness. The program has increased access, reduced waiting lists, improved quality, enhanced choice, and reduced per member costs significantly since its inception. This long history of innovation and program excellence is jeopardized by the proposed state budget.

The CCCW Board believes the proposal must have further discussion and include engagement with legislators and stakeholders for these significant changes. CEO Mark Hilliker will provide the Board with resources and links to advocacy groups, as well as links and information on updates with the budget proposal.

B. Administrative Updates – Family Care Pre-Enrollment Steps Presentation

Krista Love, CCCW Senior Provider Relations Manager, gave a presentation on the pre-enrollment process an individual must go through at the Aging & Disability Resource Center (ADRC) prior to becoming a member of the Family Care program. The ADRC has many options and resources available for those interested in seeking assistance, including long-term care benefits. They also provide information on a broad range of valuable services, such as

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assistance that is available for home care, home modifications, housekeeping, transportation, nutrition, home delivered meals, and assisted living.

C. Monitoring Reports

- Monthly Income Statement. The 2015 net income stands at \$96,551 as enrollments are close to projection thus far. Projected growth throughout 2015 is forecast to be 9-10 members per month across the 16 counties. Cost savings initiatives have been implemented and will continue throughout 2015. January's bottom line is \$100,000 short of projection; however, February's shorter month will bring that number closer to plan. February should also bring the organization back into compliance with working capital.
- Quarterly Quality Indicator Report. This report analyzes the number and reasons of disenrollments, broken down by target group and office locations. The report also provides information on the numbers of members who self-direct one or more of their cares. CCCW believes this number will increase throughout 2015. A high 76% of members would "definitely recommend" CCCW to friends and family.
- Annual Grant and Other Resources Acquisition Report. One grant, continued from 2013, was received in 2014:
 - SDS Integrated Employment Grant. Granted through the Wisconsin Board for People with Developmental Disabilities, this grant provides up to \$50,000/year for six years in designing a model for helping people self-direct their employment opportunities. The focus in 2014 was on building partnerships with fiscal and vocational providers.
- Annual Internal Quality Review. The Executive Summary of the 2014 Annual Internal Quality Review was provided. Four targets were set: 1) the quality of care management services provided by CCCW; 2) the quality of customer service CCCW provides to members and other stakeholders; 3) the quality of services CCCW purchases for members via subcontracted providers; and 4) utilization review to ensure supports provided to members are both effective and cost-effective. The Executive Summary outlined achievements and areas of progress on these four targets.

5. Board Discussion/Action

A. Discussion and Selection of Stakeholder for Board Listening Session

The Board discussed a few options for a provider speaking/education session at the March 2015 Board meeting. Mark Hilliker will outreach and determine interest on the speaking session for a few providers who provide different service types.

B. Board Discussion of Appointment/Reappointment of Board Members, both from County Governments and Member-At-Large and Action, if Necessary

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Board Chair Ribbens requested those members who are up for reappointment (Day, Weaver, Hardin, Kittleson, and Kopisch) to contact their respective county boards to begin the process of reappointment or appointment of a new member for the next two-year term. Chair Ribbens will also be sending a letter to each of those counties or group of counties with the information.

6. Next Meeting Agenda Items
 - Update on Governor's Budget Proposal for Family Care and the Long-Term Care System
 - Monitoring Reports
 - Monthly Income Statement
 - Annual Internal Member Satisfaction Survey Results and Report
 - Annual Appeal & Grievance Report
 - Annual Provider Network Satisfaction Survey Report
 - Board Discussion/Action
 - Board listening session with stakeholders
 - Discuss and Distribute Board Self-Evaluation Questionnaire
 - Review and approval of CCCW Quality Work Plan (from January schedule)
7. The next Board meeting will occur on **Wednesday, March 25, 2015, at 1 p.m. at CCCW's Wausau Location – 1200 Lakeview Drive, Suite 100, Wausau, WI.**
8. There being no further business, the meeting was adjourned with a Motion from Peter DeSantis; seconded by Dee Kittleson. All voted in favor; Motion carried.
9. Meeting adjourned at 3:06 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant