

Southwest Wisconsin Care Management Coalition (SWCMC)

Meeting Minutes

Teleconference

Date: Thursday, June 19, 2008

1:00 – 3:00 PM

Present: Crawford County: Kathy Leard

Grant County:

Green County: Linda Boll, Greg Holcomb, Julie Sachs

Juneau County: Steve Ruff, Heidi Randall

Iowa County: Judy Lindholm

Lafayette County: Tom McDonald

Richland County:

Sauk County: Bill Orth, Sue Hebel

SWCMC: Randy Jacquet, Teri Buros, Joan Hansen, Stacy Hach, Dave Folks, Tammy Garrelts, Patty Kemerling, Kris Willey

Unified Services: Neal Blackburn

Area Agency on Aging:

Independent Living Resources: Kathie Knoble-Iverson

DHFS:

Hodan Center: Tom Schraeder

Other: Dawn Schricker and Amy Weiss, from Gemini Employee Leasing

Attachments emailed: Agenda for June 19, 2008, meeting; Draft Meeting Minutes from May 15, 2008; SFCA logo; SFCA job ad; SFCA staff list.

- 1. Check-In and Introduction:** Meeting called to order by Randy Jacquet at 1:06 p.m.
- 2. Approve Meeting Minutes:** One correction noted by Joan Hansen: on page 3, item 13. e., Personnel Request Update, the December 21 date on the second to last line should be December 31. Motion to approve corrected minutes by Bill Orth, seconded by Judy Lindholm. Motion carried.
- 3. Review Agenda:** The agenda was reviewed. There were no “walk ons.”
- 4. Update on Managed Care Expansion in Wisconsin:** Linda Boll reported on the ADRC Connection conference call yesterday, when there was discussion about ADRCs doing financial eligibility determinations. Donna McDowell (DHFS) led the discussion and emphasized that this is all very preliminary. She suggested that perhaps the ADRC should be doing the financial eligibility side for Family care. They are looking for ideas: for streamlining, one-stop shop, etc. There were a number of responses, from “absolutely not,” to possibly having one-stop shop just for information. There was a lot of concern and not much support. Donna referred to the concept of a “hybrid worker.” A few saw some streamlining that could occur with less complicated groups (e.g., SSI), perhaps piloting the concept. There was no discussion of adding resources to ES, more in the vein of getting the process in one place and various models for doing that. The group discussed the training that would be

required to do the applications, and how inclusive it would need to be (e.g., food share, other ES work). This was not clarified.

5. Update on Regional Governance for MCO:

a. County Board Resolutions: Randy related that several counties passed resolutions in the past few days to form the long-term care district, and asked for reports from the various counties

- Sauk (Bill) - Resolution passed with one dissenting vote. The Human Services board chair advocated no dissention. There was a positive discussion. Bill has already attended many meetings to answer questions. Board members appointed: Joan Fordham, county board rep.; Carla Cady, at-large rep; Betty Irwin, consumer rep.
- Juneau (Steve Ruff) - Outcome was positive. There was virtually no discussion. A few questions about whether the state will really pay. Board member appointed: Bev Larson, HS Board Chair, will be county board rep.
- Grant (Neal Blackburn) - Vote was 15 to 12. Board member appointed: Larry Wolf, county board rep.
- Iowa (Neal) - Vote was 18 - 2. Board member appointed: Dwayne Hiltbrand from Avoca, county board rep.
- Richland (Randy) - Resolution passed without much discussion (there has already been a lot). Board member appointed: Jeanetta Kirkpatrick, county board rep. She is currently chair of the Human Services, Finance, & Personnel, and is on the CMO Advisory Board.
- Crawford (Randy) - Had already passed the resolution on April 15.
- Green - Will be voting at 6/24 meeting.
- Lafayette (Tom MacDonald) - County Human Services board passed the resolution last Thursday. It was on the agenda for the county board for Monday, but the meeting was cancelled (due to "too few items on the agenda"). Will be on July agenda.

Teri Buros (joining from home) mentioned that she called Monica Deignan at DHFS yesterday to tell her six of the eight county boards had passed, and to explain the situation with Lafayette and Green. Randy asked if participants would identify the other board members that were named in the resolutions.

- Sauk (Bill) - Carla Cady, Director of Commission on Aging in Columbia Co.; Betty Irwin, citizen member on the LTS committee, very active, will represent the elderly population.
- Green (Bill) - Karen Thomas, at-large member, active on LTS planning committee a number of years; Dave Wytenback, consumer rep., parent of a child with DD.
- Richland (Teri) - Ray Schmitz, consumer rep, family member with DD; Philomena Poole, NP, member at large, initial member of the consumer advisory committee, has done dementia work.
- Crawford (Teri) - Betty Broadbent, was our second Provider Network Developer. Coming on board as DD rep.

b. Governance Committee Bill reported on the Governance Committee that took place this morning. The committee discussed the first meeting of the Long-Term Care District

Board, which will take place Monday, June 30, 4:30 p.m., at Arthur's in Spring Green. Information will be sent with the agenda. The board will approve their by-laws, elect officers, appoint the interim CEO (Teri), and approve the contract with the State. Teri added that each director from the participating counties will spend time with the new board members to provide orientation and background before the meeting. There is a lot to learn.

Teri also reported that Lafayette has been removed from the by-laws as a partnering county. The plan is to amend the by-laws at the first meeting to put them in. The hope is for their county board rep to attend the meeting at least as a participant, though not as a voting member.

- 6. Rate Update for Southwest Family Care Alliance:** Teri gave the update on the process of getting the rate from the State. She and Stacy started working on this with Tom Lawless from the State as soon as we got the Intent to Contract. The State had three weeks to get us a rate. They did that, but it was too low. By May 29, after negotiations, we were still about \$170 per-person per-month apart. Last Friday Teri, Stacy, and Tom met and came up with a model and rates that are adequate. We have a business plan, and we have data from Sauk for the plan. So we now have a rate in writing, and draft contract. We agreed to a risk-sharing corridor of 2%. This means that the State will share that for profit or loss. Stacy has done a lot of work on this.

Greg Holcomb asked if we are still going to buy stop-loss. Teri explained that we can't go in and out. Stacy added that she asked Tom Lawless if we could get back in after this year if we chose to. It turns out that since Portage Co. pulled out this year the future is questionable, since the program is designed to have more than one county participating. Teri said that John McMahon from the northwest group might be interesting in coming on in 2009. This program was critical for Richland Co. when the MCO was small, stop-loss made us solvent. The question is, as we get larger, will it still be needed? 2009 might make sense.

- 7. New Logo:** The new logo was discussed. Randy stated that he likes it. Teri commented that the number of colors in the color version could make it costly to print. Sarah Brehm stated that the color version was mainly for website/online use and covers of handbooks, etc., but that most office uses would be black and white (letterhead, business cards, forms, etc.) Sue Hebel said it works for them to use their color printer to print the first page of a document with a color cover, then have the balance printed in black and white. Discussion ensued regarding the graphic elements and what they represent (blue - river, green - hills). Teri suggested that we talk offline about when to use color.
- 8. County Updates on Communication Activities:** Teri reported that Richland County sent letters to all current MCO members, explaining that Richland County Health & Human Services would no longer be the MCO, that SFCA was taking over. She asked if there had been any comments from members. Dave Folks said he had not gotten any feedback, positive or negative, and that it seemed to be a fairly low-impact announcement. Joan Hansen said she had not received any comments either.

Randy said that Richland County also sent letters to all existing MCO providers, indicating that Health and Human Services was assigning their service contracts to SFCA. He has not

received any comments. Patty Kemerling said she has not heard from any providers regarding the change.

9. Future of the Coalition: Randy stated that the idea for this item was to keep it on the agenda, and review at each meeting. The last decision was to hold a regular monthly meeting in July, and decide on future meetings then. Teri said she would like to have things scheduled two months ahead. Steve Ruff added that, for counties not going “live” right away, there needs to be some way to continue participating, and the coalition meetings are a way to do that. Teri said that it would be especially helpful for the counties yet to come on board, if Sauk can talk in July and August about how things are going. We can also ask Trish to join for the Richland ADRC perspective. It was agreed that there would be meetings in July and August. Sarah will email a list of upcoming meetings.

10. Citizen Comments: There were no citizen comments.

11. Comments from SWCMC Website: There were no comments from the SWCMC website.

12. Administrative Updates for ADRC Planning:

Heidi Randall reported that the resolution passed to implement the ADRC. They are moving forward, working on personnel, union questions. It is going well. Randy added that they have signed a contract with the State for the four-county region. Teri said that her understanding is that the northern region director recruitment has been a challenge. After advertising for six to eight weeks, they have no candidates to interview yet. The local ADRC directors have been meeting to have virtual management of the development of the region, without having a manager on board. Tom commented that the advertised pay rate is too low for the southern region.

13. Administrative Updates for MCO Planning:

a. Provider Development – Patty reported that the State approved the provider contract template yesterday. Pine Valley and Richland County HHS will be getting contracts from us soon. The State has been going over our policies very rigorously during the certification process. Kris Willey said she has been doing site visits; conducting care manager trainings regarding the provider network piece in Sauk and Green. These will continue through the summer and fall. There is a provider forum next week in Green County, and there was a big response to the invitations. She has also done a fiscal training, which was well attended. Greg asked how many responded (Kris said 75) and asked if internal provider staff were invited. Kris said that everyone on the spreadsheet from Julie Sachs received an invitation. Greg said he will take care of any that might need to be added.

b. Information Technology – Tammy Garrelts said she is evaluating current processes and business operations for bringing on new counties. Right now she is working on splitting the SFCA business office from Richland County (email, file server, etc.), and getting processes in place for Sauk. January 1, 2009, is the goal for having a complete IT solution. There are a few options that are good candidates.

New email addresses for SFCA staff will be effective this coming Monday. Messages sent to the current addresses will be forwarded for 30 days. See the staff list

attachment for new addresses.

- c. **Personnel Update, New Positions** – Sarah reported that the four new positions were advertised in all eight counties, and that the *SFCA job ad* attachment contains the text, though formatting will vary depending on publication due to cost. Joan said she has not received any applications for the Quality Assurance Specialist position. Teri asked people to pass the work if they know anyone would be interested. We will have to extend the deadline, but would like to have the positions filled as soon as possible.

Updated Contact Information – Sarah said that, as was mentioned earlier, the SFCA Staff List attachment contains all contact information for the SFCA office and staff.

- d. **Certification Requirements Status** – Joan reported that we are working through the certification plan with the State. There is not much to do for Richland County for July 1, since most of the elements are already in place. Stacy is working on the 3-year business plan. Patty has been working on changes to contracts and policies. Dave is working on policies and procedures. The Sauk pieces are supposed to be in place by July 15, Green by November 15. A lot of work to do.

Teri explained that there are many stages to the MCO process. The Intent to Contract does not guarantee a contract. There is a rigorous annual certification process as well, that covers all aspects of business and clinical operations. The State won't enter into a contract if they don't think you can meet the certification requirements. They may enter a contract with a plan for completing the requirements if you haven't gotten them all completed. One big hurdle is to regionalize all the policies that were originally written just for Richland County.

14. Work Group Updates:

- **ADRC Work Group** – Judy reported on the group's last meeting. They are concentrating on the Core-4 (county board reps from each county); distributing applications for at-large and consumer members; developing prefix-routed phone system, probably hosted by Iowa Co.; 2009 budget; and developing training for the boards once they are in place.
- **Care Management and Quality Work Group** – Dave reported on the last meeting, held May 9. They looked at the roles of care managers regarding various areas. There is no consistency between counties. Decided it would continue as a local decision, and that time spent on various tasks would be included in the rate setting methodology. Also discussed DD Centers & WATTS reviews; service authorization process (these will be mailed to the Alliance for the time being, online eventually, important that they be submitted in a timely manner).

Regarding “tweeners” (people who don't qualify for service, but are in need of service), there is concern about how those people will be served. According to the State, the money is going to go away. Dave is talking with the State about gradually phasing out community aids and COP funds rather than taking them away day one. The State view so far is that counties should be working on making these people financially eligible and making this a priority on the transition plan.

On the future of the CM&Q Work Group, it was decided to continue meeting. Dave is working on a charter for the group (e.g., advisory role for various care management units).

Teri asked how pre-enrollment is going. Sue said it is moving along in Sauk, though they lost a few work days due to the flood. There are 150 ready, verifying addresses. The majority are choosing Family Care; a few are choosing Care Wisconsin for specific providers. There is a lot of interest in SDS and the State Waiver. They have found that one meeting with a client for pre-enrollment counseling generally is not enough. Linda said they started in Green on June 9, have about 12 done. All have been Family Care to-date, several with SDS interest. It takes more time than anticipated, is an extra burden.

- **Governance Work Group** – Also see item #5. Bill repeated that the work group spent most of the recent meeting on the 6/30 LTCD board meeting agenda. Andy Phillips joined them to finalize that and go over the by-laws. The status of the contract was discussed. The group decided to keep meeting when the Coalition meets as in the past, but they will change to more of an operations group in the future.

Amy Weis asked if any contracts had been sent out yet. Patty said that they will not be sent out until after July 15.

15. Next Meeting Date/Location

- ADRC Work Group – May 22, 2008, 12-4 p.m. UW Extension Room, Iowa County Courthouse. June 13, 2008, Iowa County Board Room, Iowa County Courthouse. July 15, 2008, 9 a.m. to 3 p.m. Dodge Bowl, Dodgeville.
- Care Management Work Group – June 20, 2008, 9:30 to 3:30 p.m., Iowa County Courthouse Board Room.
- Governance Work Group – May 27, 2008 at 1:30 p.m. Teleconference 1:00 -3:30 p.m.

16. Agenda Items for Next Meeting: None.

17. Adjourn: Bill Orth moved to adjourn the meeting. Seconded by Steve Ruff. Motion carried. Meeting adjourned at 2:19 p.m.

Respectfully submitted,

Sarah Brehm