

## Planning Director Report

July 28, 2010

### District Formation

#### County Resolution Development and Finalization

- Andy Phillips, NEW FC's legal counsel, distributed the draft resolution in June to the Corporate Counsels of the seven counties. Some of the Corporate Counsels wanted to have a shorter version of the resolution. The collaboration of the Corporate Counsels and Andy resulted in two resolution versions—a short version and the long version. Both versions are equivalent and are ready to be used by the Counties. Andy distributed both version drafts last week to the Corporate Counsels with an explicit request of the Corporate Counsels that they run any further modifications by him to ensure the modifications will not cause any legal issues in the District formation.
- Names of the three individuals recommended for the consumer positions on the District Board will be provided to the counties once the Steering Committee has made their selection; which is expected to occur by early August.
- This first resolution will allow the District to be formed.
- A second and final resolution will be required in 2011 to approve the District entering into a contract with the State.

#### Selection of Three Consumer Board Members

- The Steering Committee Subgroup interviewed two applicants on Monday July 19<sup>th</sup>. Additional interviews are planned this week. When the interviews have been completed, the Subgroup will then make their recommendations to the other Directors on the Steering Committee and then the Steering Committee will finalize the selection the three consumer board members.
- Since the three consumer board members will be listed in the county resolution, all seven counties will be approving the recommended slate of three consumer board members.

#### County Board Presentation of the Resolution

- Six of the counties are planning on reviewing the resolution at their August Board meeting and the remaining county is planning on reviewing the resolution at their September Board meeting.

#### Pre-operating Budget Meeting with the State

- Rolf Hanson, Mary Kennedy and Barb Larson-Herber met with Tom Lawless and staff of DHS on June 29 in Madison.
- The Pre-operating Budget covers July 1, 2010 through February 28, 2012.
- NEW FC is targeting to begin operations with enrollment members March 1, 2012.
- NEW FC had submitted the Pre-operating Budget the last week of May.
- Rolf provided an overview of the major assumptions and the discussion primarily focused on NEW FC development.
- Tom and his staff will be reviewing the budget in more detail during July and a follow up phone conference with Tom and his staff is scheduled for August. Tom indicated that the additional funds requested for the Fiscal Year beginning July 1, 2011 will be incorporated

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in the next budget request for the next biennium and the additional funds requested for the current fiscal year will need to come from current funding. The balance of the current grant for NEW FC for the past fiscal year is being carried over to the current fiscal year.

## Administration

### Base Camp

- The internal communication tool known as “Base Camp” has been set up by Debbie Peterson with assistance from Mary Kennedy.
- Debbie is the administrator for the NEW FC Base Camp.
- Individuals have been set up for Base Camp. We determine access privileges since Base Camp is divided into “dashboards”. Dashboard groups are set up for Elected and Appointed Officials, Steering Committee, Long Term Care Supervisors and Care Managers/RNs. Whenever a new document is placed in Base Camp, Debbie can determine whether individuals will be notified by email that a new document is available.

### Web Site

- Debbie Peterson has taken over the management of our web site. This change reduces the cycle time in posting updates or additions to the website.
- Debbie has added a counter to our web site.

### Scheduling/Meeting

- The State gave all MCO’s the computer equipment to hold web conferences/meetings. Please let Debbie know if you have the capability to telecommunicate.
- Looking at sending email reminders directly to your calendar. If you have Outlook and are interested in having this done, let Debbie know.

### Transportation

- If your county is involved with arranging transportation for persons with disabilities for meeting attendance please contact Debbie—we need to know how to do this if a request is made.

## Planning and Development

### Care Management

- The Care Management Committee will be holding two-day NEW FC Care Management Orientation for all current care managers and RNs in the counties and tribes beginning in August. The sessions will be held at various locations throughout the District.
- The orientation sessions will cover:
  - Waivers vs. Managed Care – what’s different?
  - Role of the Interdisciplinary Team and its Members
  - Grievance and Appeal/Notice of Action
  - Medicare Maximization
  - Self Directed Supports in Family Care
  - Strength based assessments
  - Outcomes
  - Resource Allocation Decision method

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## **Provider Meetings**

- Shawano County had two provider meetings on Monday June 28<sup>th</sup>.
- NEW FC received a letter from the Executive Director of Homme Homes in Wittenberg following the provider meetings in Shawano sharing his observations and recommendations on Family Care. Rolf responded by letter back to the Executive Director.
- Kewaunee County has scheduled a provider meeting for Tuesday, August 17.
- Rolf and Barb Larson-Herber of Shawano County met with the CEOs of four of the Community Rehabilitation Programs (CRP) in the District (Aspiro, Curative, East Shore Industries and Sunshine House). Shawano County also has a CRP. The focus of the discussion was Prevocational Services which was prompted by recent DHS guidance to Managed Care Organizations in Family Care on Prevocational Services.
- In June, Rolf met with representatives of New View Industries of Oconto County and toured their facility; and met with two of the other major providers in Oconto County.
- Rolf will be attending the state MCO/DHS Provider Workgroup meeting on July 27<sup>th</sup> to make connections with the provider network staff from the other MCOs.

## **Consumer Materials and Meetings**

- One tri-fold brochure was developed for Brown County with general update information for consumers to use in upcoming Brown County consumer meetings.
- Developing a brochure for Care Managers and RNs relating to persons currently receiving waiver services.

## **Claims Management and Care Management Software**

- Prior to this year, DHS selected two preferred vendors that MCOs can use for claims management. DHS initiated a process to select preferred vendors for care management software. Kim Wolfmeyer and Rolf Hanson will be participating in this process for NEW FC. DHS expects to make a selection by June 30, 2011 which will likely fit with our timeline for selecting a care management system.
- The two preferred claims vendors are WPS and Vestica. Vestica also has care management software and WPS teams up with another vendor for care management software. NEW FC had an initial meeting with Vestica earlier in July and will be having an initial meeting with WPS in August. Northern Bridges currently uses the Vestica systems and South West Care Alliance uses WPS.

## **Human Resources**

- A tri-fold brochure providing initial information was developed for Care Managers and RNs currently employed by the counties. The brochures will be distributed to staff in the next couple of weeks.
- The number of Care Managers and RNs that the District will need is greater than the number currently employed by the counties.
- The District will need to hire a number of people in a number of other areas.
- Rolf met with and will be meeting a number of education institutions to share information on NEW FC. Thus far, he has met with the University of Wisconsin Green Bay (Business School and the School of Social Work), Bellin College of Nursing, and the Northeast Wisconsin Technical College.

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- The Wisconsin Association of Family Care has a Human Services Group comprised of the HR directors from each of the MCOs and I will be attending their next quarterly meeting.

## State and Industry Information

### Fiscal Work Group

- On Tuesday July 13, I attended the Fiscal Work Group (FWG) in Madison. The FWG is comprised of staff from all the MCOs and DHS staff. Meeting agendas cover a number of topics related to finance and the FWG meets in person bi-monthly with a monthly phone conference in the months that it does not meet.
- There is also a MCO Chief Financial Officers group that has monthly phone conferences.

### Wisconsin Family Care Association and DHS

- On Wednesday July 14, I attended the Wisconsin Family Care Association in the morning. This group is comprised of the CEOs and or COOs from all of the existing MCOs except for one MCO which is a for-profit company. I provided an update on NEW FC and distributed a tri-fold brochure with the update. In the afternoon, this group met with DHS. A number of topics were covered in both meetings.

### Audit of Family Care

- The Joint Legislative Audit Committee approved on July 14 moving ahead with an audit of Family Care. The scope of the audit by the Legislative Audit Bureau will include meeting with a number of organizations, reviewing financial and other information provided by the State, doing site visits at some of the existing MCOs as well as other activities. More details of the audit are expected to be known in the coming weeks. The Wisconsin Family Care Association will be meeting with the Legislative Audit Bureau staff.

### Southwest Family Care Alliance

- The Southwest Family Care Alliance voted on July 19, 2010, to begin employ care management staff and discontinue contracting with counties for care management. This change is expected to be completed by January 1, 2011.

### MCO's First Quarter 2010 Financial Performance

- The nine MCOs reported an aggregate \$1.1 million surplus for Family Care for the first Quarter. This is a significant improvement over the prior year.

If you have any questions and or need additional information, please feel free to give me a call 920-883-6193 and/or email me [rolf.hanson@new.rr.com](mailto:rolf.hanson@new.rr.com).