

**MINUTES
STEERING COMMITTEE
NORTHEAST WISCONSIN FAMILY CARE
March 22, 2010
9:00 a.m.
Northeast Wisconsin Family Care
2701 Larson
Green Bay, WI**

Present: Kim Wolfmeyer, Barb Larson-Herber, Rick Kane, Shawano County; Mike Reimer, Craig Johnson, Oconto County; Robin Elsner, Judy Drier, Glenn Sartorelli, Marinette County; Joe Krebsbach, Roger Tepe, Mike Van Ess, Door County; Bill Kelsey, Carol Patterson, Kewaunee County; Brian Shoup, Brown County; Barb Nelson, Lois Krizan, Menominee County; Barbara Moore, serving as technical adviser, Community Care; Kathleen Luedtke, DHS; John Bloor, NEW Curative; Janis Robertson, Clarity Care; Darren Lalnzernc, ASPIRO; Julie Button, Board on Aging and Long Term Care Ombudsman; Ying LaCourt, Helping Hands Caregivers; Mary Kennedy, Consultant; and Rolf Hanson, Planning Director

Rolf Hanson introduced himself and provided a brief summary of his background. Rolf welcomed Steering Committee members to the NEW offices and shared logistic information with them. Introductions of people attending the meeting were made.

Additions and Modifications to the Agenda

There were to additions or modifications to the agenda.

Approval of Minutes of February 1, 2010 Steering Committee Meeting

Minutes reviewed and approved as presented.

Public Comments

There were no public comments.

Information Items

A. Fiscal Agent Report

Barb Larson-Herber shared information regarding the activities of the Fiscal Agent during the past two months. Barb indicated that she had sent a document out to Directors outlining activities that had been done and that this document would be updated on a monthly basis. She asked that anyone with questions or comments contact her. Currently she is in the process of getting telephone and internet service set up. A NEW telephone number will soon be available as will direct e-mail addresses for NEW staff. Computer equipment has been ordered and received. It is anticipated that this equipment will be installed the end of the month. A purchase of service contract has been initiated for computer support. Rolf will have access to this individual for technology service needs.

A budget update will be sent out at the end of the month. This report will reflect costs year to date.

B. Administrative Assistant Hiring Process

Advertising has been completed, the applications have been screened and telephone interviews will be completed within the next week. A list of 3-4 applications will be provided to Rolf for final interviews.

C. Web Page Communications

NEW is contracting with the web site developer to post documents to the web site. This task will be transferred to the Administrative Assistant when that position is trained.

D. Base Camp

Base Camp has been purchased. Mary Kennedy will be creating the database with e-mail addresses and setting up the projects.

E. State and Other MCO Activities

Rolf reported that Susan Crowley held two meetings with providers and some of the MCOs also attended. Providers have expressed concerns about Family Care, the payment structure and the lack of involvement of providers in the roll out of Family Care. Susan's goal was to understand the issues of the providers. The providers are interested in more transparency in Family Care especially with policy development. An example from one of the providers was that the State did not share the Room and Board memo with providers but did share it with WCHSA and the MCOs. Susan said she would continue to work on developing additional means to enhance communication.

F. Care Management Committee Report

No one attended the last state meeting. Mike Reimer has volunteered to alternate with Kim Wolfmeyer and Judy Drier in attending the meetings. Mike will be attending the April meeting.

G. Phone Conference with Tom Lawless

Rolf discussed the conference call that was held with Tom Lawless. The purpose of the call was to discuss the timing of state funding for NEW Family Care and the budget requested from NEW for the cost of planning and start-up activities up to the point of enrollment.

H. Update from the State

Kathleen Luedtke, Planning & Analysis Administrator, Office of Family Care Expansion, provided an update for the group. Kathleen shared that there have been some concerns expressed about the financial health of Family Care. During a meeting with the legislature in November, questions were asked about the status of financial condition of existing CMO's. Service costs have come in higher than anticipated and rates and risk sharing have been adjusted for some MCOs. These financial stresses have been due to the very rapid transition of so many counties in 2009. The State anticipates that the CMO's will be in better fiscal condition next year. Kathleen indicated that initially the

State anticipated that new MCO's would be able to reach maturity (costs being similar to those experienced by the 5 pilot counties) within three years of transition. However, currently it looks as if it might be more likely a 3-5 year period to maturity. Analysis indicates that the high costs appear to be driven by the DD target group, particularly in the area of residential care.

Community Health Partnership and Care Wisconsin appear to be the two MCO's who are dealing with the greatest financial challenges. Care Wisconsin indicated that DD residential costs and rapid expansion to a larger number of counties are major issues for them. The State is looking at the issues that these plans are having. Western Wisconsin Cares appears to be doing better within their capitation and expansion.

Robin asked about rate setting and stated a concern that rates are not sufficient to meet the needs of DD folks living in the community. Kathleen indicated that providers and some other groups have called for an audit of Family Care. The Legislative Council or Audit Bureau might be among the groups who would complete the audit. Kathleen also indicated that there is a workgroup at the State to develop a rate setting methodology, with residential services being the first service to be considered. CMS has repeatedly asked Wisconsin DHS to create methodologies for all services covered by Family Care. Services that are also covered by the Medicaid card default to the rate set in the regular Medicaid program. The Center for Health Systems Research and Analysis at UW-Madison is assisting the Department in the development of the residential rate methodology. Economic issues within the region and client acuity will drive rates, but the methodology will be consistent.

The State has held provider forums, the outcome being the need for more transparency in the system, more up-front involvement in issues, and more communication and forums. The State is also involved in conversations with the tribes and their involvement with Family Care. Menominee and Oneida both run waiver programs. Neither tribe will be able to receive funding for care management or services from the state for the waivers when the legacy waivers end. The State is encouraging the tribes to play a role with the CMO and continue to talk about what those potential roles might be. The Oneida tribe continues to evaluate roles with both ADRC and MCO planning. There is a potential for the tribe to receive funding from the State for an ADRC specialist. This position could complete the functional screen and determine eligibility and provide enrollment counseling. Community Care and the State will be meeting with the Oneida Tribe to work on issues with Outagamie County Family Care. There continues to be a potential for the Tribes to be a Care Management Unit. This would be similar to the concept used in Milwaukee County where most care management is provided by care management units by private agencies under contract with the county. The unit would be paid by the CMO on a contract basis.

Kathleen noted that a Tribe could be a member of the governing board but that the Tribe would have to work with the counties to establish that relationship. There are some relationship and contracting issues related to Tribal sovereignty.

Kathleen passed out a handout on transition for planning. She also encouraged Counties to begin looking at their waitlists and making sure that all eligible people were on them so that they would be prepared when time came to lock down these waitlist.

I. Request from Rehabilitation for Wisconsin

Rolf received a request from C. Thomas Cook, the Executive Director of Rehabilitation for Wisconsin, to meet with Directors, Rolf and RFW in April. The purpose of this meeting will be to discuss business models and planning directions for both groups. Rolf provided Directors with potential dates for this meeting. It was agreed that we will try to meet on Friday, April 16, 2010 at 9:00 at the NEW offices.

Discussion Items

NEW Budget and Planning Timeline and Stakeholder Forums

Rolf presented a power point on Managed Care Overview. Rolf stressed that cash flow will be an issue for all and that we must keep the business model in mind. It is important that we assure that our functional screens are done accurately as these will be a key to the capitation rates being correct. A key for Family Care is that the savings resulting from reductions in hospitalizations, delayed entry into nursing homes and other savings will pay for expanded enrollment.

The following are key concepts of the power point that the steering committee must keep in mind and integrate into future planning:

- Claims management, overall management and governance role.
- Essentially we are an insurance company.
- The availability of good data to establish incurred but not reported claims, to provide good information for managing NEW and to produce required reports to the state
- Managing risk for an insured population.
- Understanding the risk and preventing occurrences.
- Aligning services to member outcomes, (emphasis of outcomes versus needs/wants).
- May be opportunity for providers to develop additional capacity and services to provide for increased enrollment and new service delivery options.
- Overall keys for NEW include obtaining revenue, obtaining enrollment, align services to outcomes, match provider network to needs at effective rates, effective and efficient administration, & use of data to manage and set rates.
- Steering group will need to look at types of care management data software.
- How do we integrate the new system into current practice so that we are better able to move forward without disrupting the system? RAD and Functional Screen Data
- Need to develop projected enrollments and develop provider network.
- Providers- Credentialing, ensure geographic and service access, additional volume, business model changes. Unit of measurement and the rate/unit of service (contract unit of measurement must match the network contract unit of measure and the rate paid)

- Need to establish a banking relationship.

Rolf led a discussion about forming the District in 2010. This may need to be accomplished so that we can provide the Wisconsin Retirement Fund with proper notice by November 15th of the year preceding the hiring of District staff. We will need to have the same or essentially the same resolution go to all 7 county boards and tribal organizational councils. There may be some alternatives to forming the District early, but these might require the employees continue to be employed by the county rather than the CMO. It was identified that the District would have the most flexibility if it were to be formed in 2010. We then discussed the value in getting the board established early. Rolf is recommending that a Policy Makers Forum be held in May for the purpose of providing policy makers with information on establishing the District. This forum would include Elected Officials, Administrators/Execs/Administrative Coordinators, and other officials. Rolf will be speaking with the Districts' legal counsel, Andy Phillips, about questions to be asked, Governance/funding/staff and the timeline and decisions needed for an initial resolution.

We discussed what was needed for Counties to get resolutions done by mid-October. Counties need to identify the following information; date of County board meeting,; timeline necessary for getting a resolution completed in their county; what information do they need,; will they need assistance from Andy Phillips; and can they get the resolution completed by the target date?

Rolf will follow up with Andy on the question on whether the District Board has to have the consumers and at large members selected at the time the Board is established. It was felt that our elected officials would want the following Information: 1. What will happen with consumers, 2. Letter from State on what happens if the CMO fails, 3. Why are we doing this if there is no money in the budget yet?. CMS expects the State to expand Family Care statewide

Next Steps/Meetings

The next meeting of the Steering Committee will be April 19, 2010 beginning at 9:00 a.m. and an Elected and Appointed Officials meeting was tentatively set for Monday April 26, 2010 at 1:00 p.m.