

# FAMILY CARE IMPLEMENTATION

## PROVIDER OVERVIEW

NorthernBridges

March 2009

# What is Family Care?



- Voluntary long term care managed care program.
- Pools all funding currently in system for long-term care including money that funds the current Medicaid waiver programs (CIP, COP-w, and BIW) and Community Options Program, and some Medicaid “card” services such as institutions and personal care.
- Coordination of health care and long term care services.

# Goals of Family Care



- **Access** – Improve people's access to services.
- **Choice** – Give people better choices about the services and supports available to meet their needs.
- **Quality** – Improve the overall quality of the long-term care system by focusing on achieving people's health and social outcomes.
- **Economy** – Create incentives and ability for providing and purchasing cost-effective

# Primary Components of Family Care



- Aging and Disability Resource Centers (ADRC)
  - Provides information and assistance to all.
  
- Managed Care Organization (MCO)
  - Provides services to individuals who qualify for managed long-term care program.

# ADRC's Role



- Provide information and assistance free of charge on programs and services available;
- Perform long-term care functional screen to determine whether person needs a level of care that qualifies for Family Care participation;
- Works with the applicant and Economic Support unit to determine financial eligibility:
  - Generally must be eligible for Medicaid.
  - May be cost share requirement depending on income and assets.

# MCO's Role



## □ Assessment

- Involves face-to-face meeting between interdisciplinary team (IDT):
  - Member
  - Social Worker or Case Manager
  - Nurse (RN)
  - Anyone else whom member wants involved
- Identify person's needs, strengths, resources, and preferences.

# Individual Service Plans



- Defines what services will be provided
  - ▣ Must help member move toward desired outcomes
    - Examples of outcomes:
      - I decide where and with whom I live.
      - I make decisions regarding my supports/services.
      - I decide how I spend my day.
      - I have relationships with family and friends I care about.
      - I do things that are important to me.
      - I am involved in my community.
      - I feel safe.
      - I am free from abuse and neglect.

# Balancing Member Preferences with Fiscal Constraints of MCO

- Interdisciplinary Team (IDT) uses Resource Allocation Decision (RAD) method
  - What is the most cost-effective way to meet this individual's outcomes?
    - Identify individual outcomes
    - Check effectiveness
    - Explore cost-effective options
      - For every decision, not just the major ones
  - Ensures fairness by treating like cases alike.

# What are some benefits of Family Care for providers?

- Aging and Disability Resource Centers will provide **information** and counseling about home and community based services **to private pay consumers at no cost to the provider.**
- When Family Care becomes an entitlement 36 months after implementation in each county, there will be **more business** for providers.
- Instead of contracting with multiple counties to provide service, only **one contract** will need to be held with the MCO **to provide services in all 11 counties in the region.**
- The dedicated Provider Network Developer position will allow the MCO to be **responsive to provider concerns and problems** that may arise during the course of the contract.

# About NorthernBridges



- Our Mission –
  - Providing our members the best life possible.
  
- Our Vision –
  - We are the leader and standard of excellence for member services.
  
- Our Values –
  - Integrity/Respect/Humility
  - Leadership/Ownership
  - Excellence
  - Passion for Win/Win
  - Fun with Challenge/Change

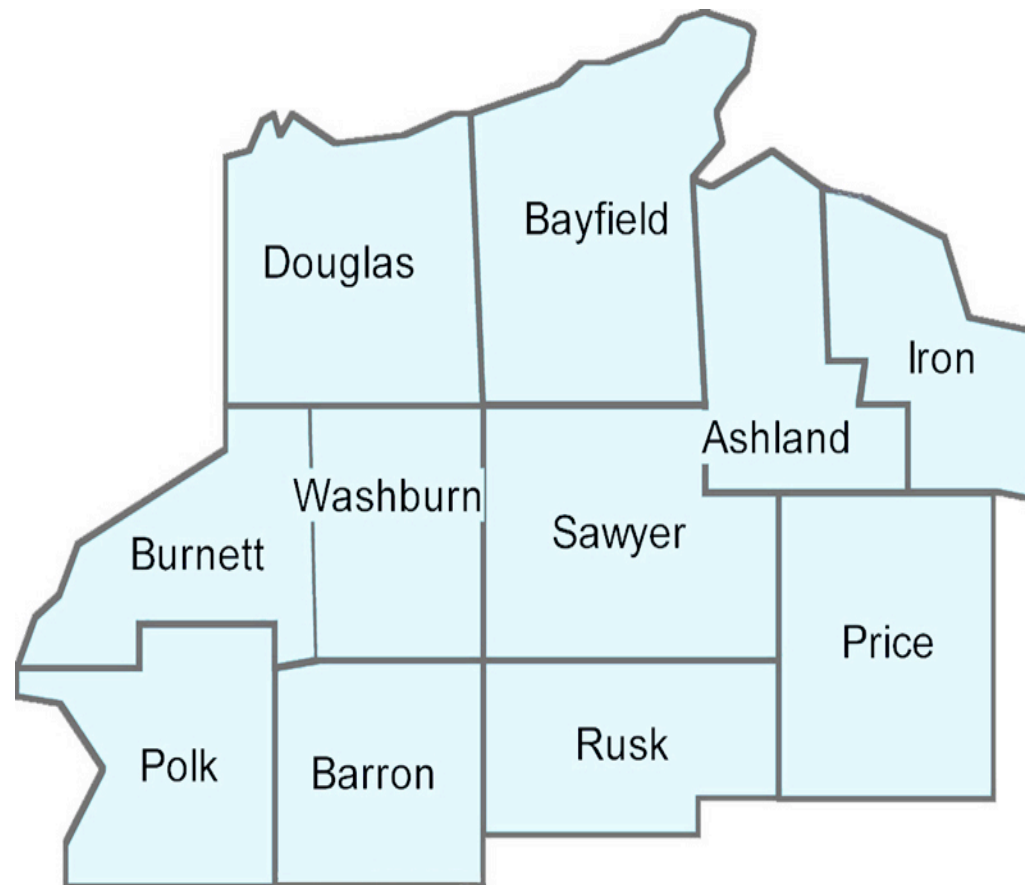
# When is this happening?



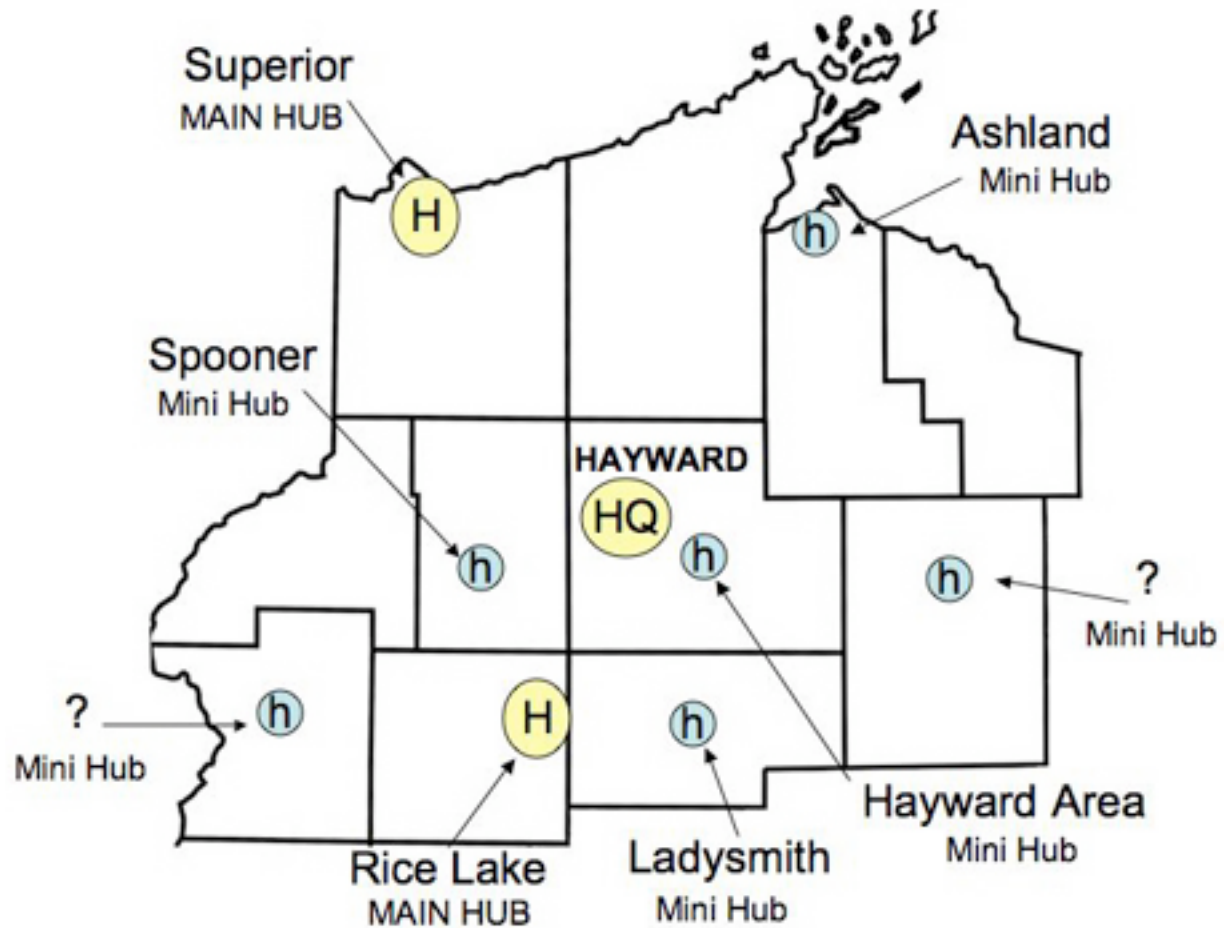
- Enrollment is scheduled to be phased in as follows:
  - May 2009 –
    - Barron
    - Douglas
  - June 2009 –
    - Washburn
    - Burnett
    - Polk
  - July 2009 –
    - Rusk
    - Ashland
    - Bayfield
  - August 2009 –
    - Sawyer
    - Price
    - Iron

# Northern Bridges Service Area

- 11 Counties



# NorthernBridges Headquarters & Hub Sites Map



December 2008

# How many people will NorthernBridges be serving?

People currently served by waivers	1,792
People currently on waiting lists for waiver services	1,269
Total potential people to be served	3,061

# Increase in number of people to be served



- Currently            1,792
- Projected            3,061
- 70% increase in the number of people to be served.

# Profile of People to be Served



- Elderly 36%
- Developmentally Disabled 37%
- Physically Disabled 27%

(Based on target groups of people currently being served by waivers and those on waiting lists)

# What types of services?



- Developmentally Disabled
  - Statewide Family Care Data shows:
    - Transportation – 52%
    - Equipment & Supplies – 43%
    - Adult Family Homes – 33%
    - Pre-vocational Services – 28%
    - Supported Employment – 25%
    - Daily Living Skills – 25%
    - Financial Management – 24%

# What types of services?



- Physically Disabled –
  - Statewide Family Care data shows:
    - Equipment & Supplies – 78%
    - Supportive Home Care – 59%
    - Transportation – 40%
    - Counseling and Therapeutic Resources – 38%
    - Home Health Care Services – 24%

# What types of services?



- Frail Elderly –
  - Statewide Family Care data shows:
    - Equipment & Supplies – 76%
    - Supportive Home Care – 56%
    - Transportation – 51%
    - Counseling & Therapeutic Resources – 27%
    - Home Delivered Meals – 24%
    - Community Based Residential Facilities – 22%

# What can providers do to get ready for Family Care?



- Participate in local planning efforts to share expertise about the people you serve;
- Learn what it means to be member-centered and Family Care's focus on quality of life outcomes for each consumer;
- Learn how Family Care Interdisciplinary Teams (IDT's) work so you can be engaged in the care planning process;

# What can providers do to get ready for Family Care?



- Be ready to contract with a new type of organization that will be positioned to address your cost and consideration;
- Offer services that helps NorthernBridges manage both quality and costs; and
- Develop new services based on the individual needs and preferences of members in your area.

# What's required to be a provider with NorthernBridges?



- ❑ Submit completed application form
- ❑ State license if applicable
- ❑ Medicaid and Medicare certification if applicable
- ❑ Adult Family Homes – either local certification or State licensure
- ❑ Must enter into contract with NorthernBridges
- ❑ Must meet contracting standards: i.e. service criteria, civil rights adherence, criminal background checks, insurance, communication and reporting requirements

# Communication and Reporting Requirements

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- Communicate any significant change of condition, such as:
  - If member's legal status changes, e.g. guardian appointed, Power of Attorney activated or deactivated or decisional capacity is questioned.
  - If there is a plan to use physical or chemical restraints with a member.
  - If there is use of emergency restraints.
  - If there is allegation/suspicion of abuse or neglect.

# Communication and Reporting Requirements



- If there is any significant change in health status, i.e. weight loss, increased confusion, frequent falls.
- If member requires an ER, Urgent Care or emergency clinic visit or is admitted to the hospital.
- If there is a need to change a service or add a new service.
- If there is a new diagnosis of chronic condition or new medical treatment initiated.

# Important Things to Remember



- All services must be authorized by NorthernBridges team
  - Services/goods to members must be authorized prior to delivery and regardless of primary payer source.
  - NorthernBridges IDT develops services plan which specifies every authorized service.
  - NorthernBridges does not pay for goods and services before enrollment or after disenrollment.

# Important Things to Remember



- Providers may request new or additional services or extensions of existing authorizations for service by contacting the care manager. A request, however, does not imply that a change will occur.
- In case of emergent need for service authorization a 24 hour authorization phone line will be available.
- Providers can not seek payment from members when reimbursement is denied because the service was not authorized.

# Important Things to Remember



- Federal law requires that payment for services can not be made prior to actual service delivery.
  
- Begin planning for possible cash flow changes now
  - Build internal agency reserve for transition
  - Obtain a line of credit to assist in transition period

# Verifying Member Enrollment

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- Since members can enroll in an disenroll at any time during the month, providers should always verify member eligibility before providing services.
  - To check enrollment status, Medicaid Providers may use:
    - Call State Provider Services – 1-800-947-9627
    - Logon – [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov)
  - Providers may receive contact from MCO Care Manager.
  - Contracted Providers may contact MCO to verify enrollment as needed.

# Provider Payment Rates



- Rate setting methodology being developed.
- Residential service rates will be assessed shortly after transition to contracting with NorthernBridges based upon needs of individuals in care.
- NorthernBridges needs to maintain and expand current provider network.
- NorthernBridges may not pay more than Medicaid fee-for-service rates for card services.

# Payment Information



- Claims may be submitted either in traditional paper form or electronically (to be developed).
  
- Payment will be available up to two times each month.
  
- Common items that delay payment:
  - Amounts billed differ from contract or MA amounts.
  - Incorrect or missing procedure codes.

# Who to call with questions?

- Claims Payment Questions –
  - 1-800-508-6967 (applicable upon roll out date for Family Care in each specific county)
  
- NorthernBridges Provider Network Staff
  - Rita Mueller
    - 715-934-2266 ext. 1113;
    - Email – [rmueller@northernbridges.net](mailto:rmueller@northernbridges.net)
  - Sarah Benson
    - 715-934-2266 ext. 1125;
    - Email – [sbenson@northernbridges.net](mailto:sbenson@northernbridges.net)
  - Glenn Taylor
    - 715-934-2266 ext. 1129
    - Email – [gtaylor@northernbridges.net](mailto:gtaylor@northernbridges.net)

# Other Resources



- NorthernBridges Website:  
[www.northernbridges.com](http://www.northernbridges.com)
- Booklet – Family Care for Long-Term Care Service Providers – Responses to Questions from Providers  
<http://www.dhs.wisconsin.gov/managedltc/stakeholders/pdf/qaforproviders.pdf>
- State of Wisconsin Long Term Website:  
<http://dhs.wisconsin.gov/ltcare/>

# Other Resources con'td.



- Family Care Guide for Wisconsin Medicaid-Certified Providers:

<http://dhs.wisconsin.gov/medicaid2/handbooks/familycare/index.htm>

- Family Care Benefit Information

<http://dhs.wisconsin.gov/ltcare/generalinfo/benpackage.htm>

# Questions?



- What special circumstances should we be aware of as we move forward in contracting with your agency for Family Care?
- Questions of us?