

Inside this issue:

- Claims Payment Information
 - DHS/DEIU Agreement
 - Prevocational Services & Integrated Employment
 - 1-2 Bed AFH News
 - Provider Spotlight
 - PND Staff News

Visit Us...

On the web

www.northernbridges.com

At our board meetings

Our Board of Directors meet each month in Hayward. Check our website for dates and times. All meetings open to the public.

Contact Us

For newsletter questions or comments call toll-free: 1-866-306-6499 or email:

klofefrels@northernbridges.com

**NorthernBridges'
Mission**

***Providing our members
the best life possible.***

Provider Meetings Schedule For April

Provider Meetings

We extend to our providers an opportunity to interact with the NorthernBridges' Provider Network staff to foster and strengthen our relationships.

The dates are as follows:

April 11, 2011

City of Rice Lake Municipal Building,
Lakeshore Room
30 East Eau Claire Street
Rice Lake, WI
10:00am – 12:00pm

April 12, 2011

Great Lakes Visitors' Center
29270 County Highway G
Ashland, WI
9:30am – 11:30am

April 13, 2011

Hayward Public Library
10788 State Highway 27/77
Hayward, WI
10:00am – 12:00pm

1-2 Bed Adult Family Home Provider Meetings

We would like our AFH providers to take the opportunity to gather with us to continue to build our relationships and to discuss issues they may have.

There will be a short information session incorporated into this meeting. The information regarding the topic of that session will be forthcoming.

The dates are as follows:

April 11, 2011

City of Rice Lake Municipal Building,
Lakeshore Room
30 East Eau Claire Street
Rice Lake, WI
1:30pm – 3:30pm

April 12, 2011

Great Lakes Visitors' Center
29270 County Highway G
Ashland, WI
1:30pm – 3:30pm

April 13, 2011

Hayward Public Library
10788 State Highway 27/77
Hayward, WI
1:30pm – 3:30pm

Wisconsin Pressure Ulcer Coalition (WPUC) Renewing and Recruiting Memberships

The WPUC is facilitated by the Quality Services Department of MetaStar. Members of the coalition over the past two years have included representatives of hospitals and skilled nursing facilities, home health and hospice agencies, as well as assisted living facilities.

The WPUC is endorsed and supported by the Department of Health Services Division of Quality Assurance.

The WPUC is renewing memberships and recruiting new members for the group whose mission is to prevent pressure ulcers while fostering cross-setting communication.

For more information, please connect to the MetaStar website using the following link:

<http://www.metastar.com/web/PointsofQuality/PressureUlcers/tabid/323/Default.aspx>

Jody Rothe, RN, Quality Services Department can also be reached at 1-800-362-2320, Ext. 8271

Payment Dates

As many have noted, we have made the decision to go to a payroll-like claims payment schedule. We apologize for the short notice and for the short period of adjustment. However, in an effort to bring you two additional opportunities for payment and to ensure we were able to meet our obligations, we were required to make the necessary changes and to implement them quickly.

Checks will be sent on the dates indicated on the calendars received. Please note you are able to submit claims monthly, bi-weekly or weekly as you choose. We encourage providers to bill more frequently in an effort to keep positive cash flow in your business.

If you have not received a calendar, please contact the Provider Network

Developer who represents your region to have one sent to you.

As the dates for claims submissions approach, **please note that claims will only be accepted for dates of service that have passed. Forward billing will cause your claims to be rejected and will delay your payments.**

Finally, the claim forms **require** that your **current and accurate authorization number** be entered in order to be considered a “clean” claim. Please note a “clean” claim refers to a claim form with all of the necessary fields completed accurately.

For additional information regarding the completion of a claim form, please contact the Provider Network staff at 715-934-2266.

DHS/SEIU Homecare Collective Bargaining Agreement

Information received on December 14, 2010, indicated that the Service Employees International Union (SEIU) Healthcare Wisconsin labor organization was voted to be the exclusive representative of the home care workers in May, 2010.

As of August, 2010, there were 5,014 workers covered by the union. Due to the growth in the Family Care, Family Care Partnership and IRIS programs during fiscal year 2011, the total number of workers is projected to be 5,724 as of July 2011.

DHS and SEIU reached a tentative agreement to become effective on July 1, 2011. The agreement is subject to

review and approval of the legislative Joint Committee on Employment Relations (JCOER). JCOER made considerations at its December 14 meeting.

At the time of this newsletter’s typing, no additional information was available from that meeting.

For additional information, please log on to:

http://www.seiu1199wi.org/ourlocal/ppcu_action/index.cfm

Prevocational Services and Integrated Employment

On December 22, 2010, a new memorandum was published by DHS titled *Clarification on Technical Guidelines for Prevocational Service in Family Care and Family Care Partnership Programs*. The memorandum clarifies issues around member enrollment and participation in prevocational programs and includes the new definition of prevocational services that has been adopted.

NorthernBridges is currently participating in a DHS-sponsored grant with the goal of bringing more integrated employment opportunities to our members. More information regarding these opportunities will follow.

If you are interested in offering NorthernBridges' members integrated employment opportunities, please contact Holly Samson at 715-934-2266, ext. 1136.

The link for the memorandum is: <http://www.dhs.wisconsin.gov/LTCare/Partners/infoseries/crowleyprevocclarmemorrevised.pdf>

Provider Understands Those He Serves

Robert Sullivan can relate to the members whose wheelchairs he repairs. He uses a wheelchair himself.

"I was in a motorcycle accident 17 years ago," explained Robert. "I can no longer walk so I know how important mobility is to the people whose equipment I service."

Robert didn't let his disability disable his life. "I wanted to focus on what I could do and not what I couldn't do," he said.

He and his wife Kathy started their own business called Sullivan's Supply. Robert repairs manual and electric wheelchairs and scooters and does vehicle conversions such as installing lifts and specialized driving equipment. He also makes ramps and other aids for his customers. Kathy does the bills and other paperwork.

Reflecting NorthernBridges' Values

"Robert is very dependable and responsive," said Anita Dugan, NorthernBridges Care Manager. "We've had members who have had safety issues with wheelchair brakes and he goes out that day to take care of it. His actions reflect his high integrity. There have been times he did not charge mileage because he was already in the area. He understands how important it is for NorthernBridges to be as cost-effective as possible so we can provide services to those who remain on waiting lists. Rob and Kathy truly represent NorthernBridges' values."

Robert is also a volunteer with the Three Wishes program where people donate wheelchairs that he loans out or gives away. "I get people moving again," he says with a smile.

1-2 Bed Adult Family Home Coordinator News

Sue Joel has been very busy re-viewing the new Adult Family Home Certification Standards that are currently in draft form from the state.

Sue is also putting together a very exciting information and networking program for our 1-2 Bed Owner Occupied Providers. She plans to roll out the program in April with time for an information session, as well as time for providers to interact with one another.

If you have any questions regarding becoming a 1-2 Bed Adult Family Home provider, please contact Sue at: sjoel@northernbridges.net or by phone at 715-934-2266, extension 1131.

The 1-2 Bed Adult Family Home Provider's Guide and application can be found at: www.northernbridges.com.



Robert and Kathy Sullivan in the workshop of their wheelchair repair business.



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Provider Network Development Staff News

NorthernBridges' Provider Development Network (PND) was fortunate to hire a new staff person to assist the provider network staff, as well as the Adult Family Home Certification staff. **Tasha Hagberg** joined the ranks of PND in mid-January. Tasha will be assisting in the recertification of Adult Family Homes in the Central and Southern Regions and will also be assisting Holly in representing PND in the Southern Region.

Tasha can be reached at:
thagberg@northernbridges.net,
715-934-2266, ext. 1152

Holly Samson continues to represent the Southern Region: Rice Lake, Centuria, Ladysmith, Spooner.

She can be reached at:
hsamson@northernbridges.net
715-934-2266, ext. 1136

Hunter Qualls continues to represent the Northern Region: Superior, Ashland, Park Falls, Hayward.

He can be reached at:
hqualls@northernbridges.net,
715-934-2266, ext. 1124

Krista Love is the Manager of PND and is available at:

kl洛夫rels@northernbridges.net
715-934-2266, ext. 1127