

*NorthernBridges' mission
is to provide members
the best life possible.*

provider bulletin

The official NorthernBridges resource for provider information.

November 2011

PROVIDER MEETINGS SCHEDULE SET

Service Provider Meetings

We would like our service providers to have an opportunity to exchange information, ask questions and further build on the relationships we have established. Please forward particular areas you would like to have addressed with the group to Krista, klove@northernbridges.net, via email prior to the meeting. The morning session is open to all providers.

December 5, 10 a.m. – 12 p.m.

City of Rice Lake Municipal Building, Lakeshore Room
30 East Eau Claire Street, Rice Lake, WI

December 6, 10:30 a.m. – 12:30 p.m.

Hayward Public Library
10788 State Highway 27/77, Hayward, WI

December 14, 10 a.m. – 12 p.m.

Great Lakes Visitors' Center
29270 County Highway G, Ashland, WI

1-2 Bed Owner Occupied Adult Family Home Meetings

We would like our owner occupied 1-2 bed adult family home providers to take the opportunity to gather with one another and continue to build relationships. Susan Joel, the AFH coordinator, will be providing information on a relevant topic for one hour that will count toward certification required training time.

December 5, 1 p.m. – 3 p.m.

City of Rice Lake Municipal Building,
Lakeshore Room
30 East Eau Claire Street, Rice Lake, WI

December 6, 1:30 p.m. – 3:30 p.m.

Hayward Public Library
10788 State Highway 27/77, Hayward, WI

December 14, 1 p.m. – 3 p.m.

Great Lakes Visitors' Center
29270 County Highway G, Ashland, WI

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

**For bulletin questions or comments call
Krista Love at toll-free 1-866-306-6499 or
email: klove@northernbridges.net**

ATTENTION PROVIDERS WHO USE FORWARDHEALTH

NorthernBridges is required by our contract with the Department of Health Services (DHS) to compare enrollment and disenrollment dates in our internal system with the state's system for medical assistance coverage (ForwardHealth - also referred to as InterChange). This ensures proper payment and member access to services upon enrollment and disenrollment. Alignment of the dates in these systems is verified by the NorthernBridges Finance Department on an on-going basis.

If discrepancies occur between the dates listed in our internal system and ForwardHealth, the Finance Department must notify the appropriate County Income Maintenance Unit and follow-up to resolve the discrepancy. Only Income Maintenance Units

have the ability to make changes to information listed in ForwardHealth. If the discrepancy cannot be resolved locally within three months, we will pass the issue along to the state for resolution.

Many larger providers (clinics, medical equipment providers, etc) use ForwardHealth to verify member medical assistance information prior to providing services. Therefore, providers may also identify a discrepancy. If you become aware of a discrepancy in ForwardHealth for a NorthernBridges member that is or will cause billing issues for your agency, feel free to contact NorthernBridges at 715-934-2266. Ask to speak to the Enrollment Coordinator to ensure the discrepancy has been identified and is being resolved.

NorthernBridges will be looking to expand the specializations of Owner Occupied 1-2 Bed Adult Family Homes moving into 2012. We will be working with providers to find educational and training opportunities, as well exploring alternative funding streams (grants, etc.) that may be available for providers to expand their accessibility.

OWNER-OCCUPIED 1-2 BED ADULT FAMILY HOME LIABILITY INSURANCE

It is important for 1-2 bed AFH-Owner Occupied Adult Family Home providers to understand that traditional homeowners insurance, in most cases, may not cover providers from harm or destruction caused by a member, nor would a provider be covered if a member were to hurt someone else or damage another's property. The Wisconsin Assisted Living Alliance (WALA) and the M3 Insurance have teamed up to offer Owner Occupied Adult Family Home providers liability insurance. Providers who are members of WALA can purchase general liability insurance for \$275, plus tax, per bed, per year. This may be more economical than what can be offered by traditional insurance companies as the size of the group helps to secure a lower rate. The program requirements are as follows:

1. Provider needs to be a WALA Member – www.ewala.org, or 608-288-0246 for application and information
2. Complete the insurance application and submit payment and supporting documents to M3 Website: <http://m3ins.com/walaliabilityplan>, or call

Meridith Wagner, 800-272-2443, Ext. 4172, Direct Line: 262-524-4172, Meridith.wagner@m3ins.com

Cathy Jehn, 800-272-2443, Ext. 2826, Direct line: 608-288-2826, Cathy.jehn@m3ins.com

Mike Zahn, 800-272-2443, Ext. 2878, Direct line: 608-288-2878, mike.zahn@m3ins.com

STATUS OF A STATE-WIDE RESIDENTIAL RATE SETTING METHODOLOGY

Several MCOs have developed and implemented rate-setting methodologies that reflect regional and geographic differences in local provider networks, encourage capacity and innovation through market competition, and support care delivery in the most integrated and cost-effective settings. The

Department of Health Services (DHS) is committed to building on this growing expertise and is not currently pursuing plans to implement a residential rate setting methodology for statewide use by the Family Care MCOs.

If you have questions regarding becoming an Owner Occupied 1-2 Bed Adult Family Home provider, please contact Sue at sjoel@northernbridges.net or by phone at 715-934-2266, ext. 1131. The Adult Family Home Provider's Guide and application can be found at www.northernbridges.com.

NORTHERNBRIDGES 2012 BUSINESS PLAN STRATEGIC INITIATIVES

In the month of October, NorthernBridges submitted a business plan to the Department of Health Services to define business strategies for 2012. NorthernBridges remains slightly above the cost effective benchmarks that have been achieved by established MCOs (or MCOs in business for longer than three years). Due to managed care purchasing levels met by others, the capitation rate for NorthernBridges has been lowered for 2012. It is the expectation of DHS that NorthernBridges

continue to find cost savings. The below mentioned residential rate setting methodology is expected to produce some of this savings. Work will be concentrated in the areas of utilization review, prevocational and supported employment services. The provider network staff will remain in contact with providers regarding the strategies and the changes that will be necessary to reach the expected benchmarks.

NORTHERNBRIDGES RESIDENTIAL RATE SETTING UPDATE

NorthernBridges will be moving forward with our residential rate setting methodology. The new contracts will be sent on December 1, 2011, with the new rates becoming effective January 1, 2012. Meetings with providers will be scheduled throughout the month of November. The goals of the methodology are to achieve consistency, equality, and predictability. The basics of the methodology include a rate that is determined by a member's care needs. A Residential Rate

Data Collection Tool is completed by the care management teams. This tool is submitted to the provider network staff, who utilizes the information to determine a rate. Those providers who will be experiencing lower rates due to the methodology will be called to request a face-to-face meeting to discuss the new rates. Information will be sent to all providers, members and guardians regarding the new methodology during the month of November.



15954 Rivers Edge Drive, Suite 300
Hayward, WI 54843

NorthernBridges.com

PRSR STD
U.S. Postage
PAID
Hayward, WI
Permit No. 6

Return Service Requested

FAMILY CARE REPORTS PROGRESS

Family Care, is in the black, according to a state financial report for the second quarter of 2011 issued by the Department of Health Services (DHS) at the end of September. Seven of the MCOs reported a surplus during this period, while an eighth reported a modest loss (0.7%). Only four MCOs reported surplus results for the same period in 2010. NorthernBridges is continuing to operate with a modest surplus and to hold its administrative costs below 5 percent, under the state's benchmark of 5.7 percent. The majority of our revenue, over 90%, is spent on supporting our members.

The state budget has capped Family Care and other long-term care program enrollments as of June 30, 2011. This cap may affect NorthernBridges' bottom line. As indicated by CEO, John McMahon, the coming year definitely presents new challenges, but the good news is that Family Care is doing well and so is NorthernBridges.

NorthernBridges will be establishing a provider advisory committee in 2012. More information will follow later in the year.

PND STAFF

Tasha Hagberg – Central Region including Centuria, Ladysmith, Park Falls, Spooner
thagberg@northernbridges.net
715-934-2266, ext. 1152

Hunter Qualls – Northern Region including Ashland, Hayward, Superior
hqualls@northernbridges.net
715-934-2266, ext. 1124

Susan Joel – Adult Family Home Coordinator
sjoel@northernbridges.net
715-934-2266, ext. 1131

Krista Love – Provider Network Development Manager, Rice Lake support
klove@northernbridges.net
715-934-2266, ext. 1127