

Provider Services Newsletter

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Fraud, Waste, and Abuse – Tips for Providers

You can help fight fraud and abuse in the Medicaid system! While most providers are not complicit in fraud or abuse, there are cases where providers have knowingly participated in an illegal scheme. Medicaid fraud can lead to civil monetary penalties, criminal fines and restitution, prison, and exclusion from public health care programs.

Medicaid fraud occurs when a person knowingly executes, or attempts to execute, a scheme that could result in an unauthorized benefit

Medicaid abuse occurs when provider or supplier practices directly or indirectly result in an unnecessary cost to the Medicaid program

Tips

Knowing and following these tips improves billing; helps fight fraud, waste, and abuse; and helps strengthen the integrity of the Medicaid program:

- Check Medicaid member eligibility on a regular basis
- Bill only for covered services provided to eligible beneficiaries
- Document, authorize, and justify the medical need for services provided
- Do not sign blank medical services documents
- Do not unbundle or upcode services
- Do not order unnecessary services
- Contact the MCW Claims Team if you discover incorrectly billed claims
- Check with your Network and Contract Team at MCW for information about services in your area since these programs vary from region to region

For more information about Medicaid Program Integrity, visit the [CMS Medicaid Program Integrity Education website](#).

[Report fraud](#) to the Wisconsin Office of Inspector General.

Understanding the Provider Concern Process

At My Choice Wisconsin, our primary goal is to help our members achieve and maintain health and independence in the community, and we need your help to accomplish our mission. When a member's experience is less than satisfactory, complaints are made to the MCW Provider Quality Team. Provider concerns are most often a result of poor communication or incorrect expectations and are quickly resolved. Some issues are a little more serious and require immediate remediation to resolve the issue, fix a broken process, or retrain staff. Regardless of the issue, it is our collective responsibility to our members to address and resolve it as soon as possible.

My Choice Wisconsin has a system in place to ensure provider concerns are dealt with immediately and efficiently right in the Provider Portal. When an issue is brought to us by a member and/or care team and is entered into the Provider Concern interface, providers are notified of the issue in three different ways: an auto-generated MIDAS email sent to the primary email address on file, a phone call or voice message from one of the MCW Provider Quality Assurance Coordinators, and a red text alert on the notification section of the Provider Portal MIDAS home screen. Once the provider has received or has seen any of these notifications, the provider has the responsibility to log into the MIDAS Provider Portal and go to the Provider Concern section to view the concern summary.

Often, the Provider Concern process stalls when a provider fails to respond to a correspondence. To negate this, MCW asks that, upon notification of a Provider Concern, the provider assign one of their employees to this specific Provider Concern. They should promptly enter correspondence and submit documents when requested, monitor the Concern, and check the Portal after a MIDAS notification is received.

2021 Provider Satisfaction Survey

It's that time of year again: Provider Satisfaction Survey time! At MCW, our core values support how we make decisions. One of our core values is Service - we are committed to service excellence through continuous improvement. We rely on you, our provider partners, to help us identify areas in which we can improve our services to build upon the excellent relationships we have with our provider network.

If you have not already done so, please take a few minutes (15 or less) to complete the [2021 Provider Satisfaction Survey](#), open until 12/31/2021. Your responses help us to identify trends and create goals. We thank you for your continued partnership and, as always, for the valuable feedback!

When responding to a Provider Concern, ask yourself:

- Does my response cover what is being asked of me?
- Does my response add context and insight into the alleged event?
- Does my response summarize the efforts I have taken to resolve the issue?

Your response should always offer insight into the issue and focus on constructive resolution and improvement to a process. We strive for contract compliance, ensuring member health and safety, and assuring quality standards are being met or exceeded when dealing with all provider concerns.

My Choice Wisconsin offers a Provider Concern tutorial to help you navigate the MIDAS Provider Concern interface. It can be found in the "User Docs Section" of the Provider Portal: *MIDAS\ UserDocuments\ Provider Portal\ Provider Resources\ Provider Tutorials\ MCW Provider Concern Tutorial*.

Training & Education Opportunities for Providers

Find more info on our [Provider Forums & Trainings page](#).

Training

Department of Health Services:
Person Centered Planning Training Online; enroll anytime
[PCP: Training | Wisconsin Department of Health Services](#)

Learn More

Department of Health Services:
Trauma Informed Practices
[Resilient Wisconsin: Trauma-Informed Practices | Wisconsin Department of Health Services](#)

Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) [WCCEAL \(wisc.edu\)](#)



Putting Your Voice to Action

The Provider Advisory Committee held meetings for each region in November and early December. The turn-out was excellent and generated great conversation! We learned that providers are interested in leadership roles within the regions and we're working with them to set up open communication so you have a voice in shaping the best practices at MCW.

Please join us in 2022. MCW is always looking to operate more efficiently to best serve our members and to make your job easier. These meetings give you the opportunity to have time with MCO leaders and give advice and feedback that we can utilize when improving our processes.

The purpose of the PAC is to discuss topics of mutual importance with the goal of strengthening the partnership between MCW and you, our providers. This collaborative, strategic, and solution-focused group works together to improve services to our members and the provider network. Topics are mutually generated and may include communication, contracting, training/technical assistance, business expansion, establishing service standards, and system and process improvements related to referrals/billing/authorizations.

Examples of solutions MCW has implemented due to PAC suggestions include:

- When EVV was introduced, providers shed light on the tediousness of now needing to bill daily and the time spent doing so through the MCO's provider portal MIDAS. MCW responded by building a calendar style version where providers could bill daily all in one step on the same screen.
- Providers have stated it is difficult to know who they should contact and for what purposes. My Choice Wisconsin is currently working on a key contacts document that will be available in the provider portal once complete.

Next steps from you:

- Stay tuned for email reminders for 2022 Provider Advisory Committee dates and links to join the meetings.
- Help us build the agenda. Before each meeting, we send out a registration link and a request for agenda topics. Email ProviderQuality@mychoicefamilycare.org topics one week prior to the meeting; please indicate your name, which provider agency you represent, and which meeting you are attending.

- Come to the meeting with both concerns you would like discussed and ideas for possible solutions. This group's solutions-based strategy is to work together whenever possible.

To learn more about the Provider Advisory Committee, click [here](#).

Milwaukee and Southeast Region

1:00-3:00 pm on February 3 / May 5 / August 4 / November 3 (GSRs 6, 8 & 11)

Milwaukee, Racine, Kenosha, Sheboygan, Walworth, Washington, Waukesha, Ozaukee

Zoom Registration: <https://carewisc.zoom.us/j/89518039184>

Dane Region

1:00-3:00 pm on February 10 / May 12 / August 11 / November 10 (GSRs 5, 12 & 14)

Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Marquette, Rock, Waushara

Zoom Registration: <https://carewisc.zoom.us/j/81654756917>

Northwestern Region

1:00-3:00 pm on February 24 / May 26 / August 25 / November 17 (GSRs 1, 2, & 3)

Buffalo, Clark, Chippewa, Crawford, Dunn, Eau Claire, Grant, Green, Iowa, Jackson, Juneau, La Crosse, Lafayette, Monroe, Pepin, Pierce, Richland, Sauk, St. Croix, Taylor, Trempealeau, Vernon

Zoom Registration: <https://carewisc.zoom.us/j/89130225462>



My Choice Wisconsin Earns 5-Star Rating

My Choice Wisconsin Health Plan has received a 5 out of 5 star rating for the Partnership and Medicare Dual Advantage plans! Every year, Medicare evaluates plans based on a 5-star rating system. They examine how well Medicare Advantage and Part D prescription drug plans perform in several categories including quality of care, pharmacy, member complaints, and customer service. The plans receive a star rating based on performance measures that are intended to help potential members compare plans. A 5-star rating is the highest distinction and is considered excellent. The MCW Health Plan 5-star rating means it has the highest overall score for how well it offers members access to healthcare and provides a positive customer service experience. The 5-star advantage will increase the likelihood that potential members will choose MCW and our current members will remain members!

We want to take a moment to thank and congratulate our providers for this accomplishment. Members interact with you every day and when they are satisfied, it reflects in the measures that determine our star rating. As providers, you positively impact members in numerous ways that contribute to how valued a member feels as a part of our organization and as a participant of your service.

Update Your Bed Availability

At My Choice Wisconsin, we want all of our Residential Providers to be successful and part of that is keeping your beds full! Please remember to report your bed availability at least once a month, immediately after an opening occurs, or when there are other changes regarding openings at your facility.

The process is simple. Log in to the Provider Portal in MIDAS and under Provider Management, click on “Bed Information.” Keeping this info up to date allows us to help you keep your beds full! There is a tutorial of this process in the Provider Portal: MIDAS>Home>User Documents>keyword search “Bed Availability Inputting”



If you have any further questions, please contact our Residential Team Specialist at 414-287-7600 or simply send us an email at famcresidentialteam@mychoicefamilycare.com

Call for Providers in the My Choice Wisconsin Network

My Choice Wisconsin is seeking service development in the listed counties below. If your organization is able to grow with MCW in any of the following capacities, please complete a provider interest form. If you are interested in expanding your service area with My Choice Wisconsin, please email our team at dlfamcontracts@mychoicefamilycare.com.

| County of Need | Providers Most Urgently Needed | Target Group |
|--|--|--|
| Dane County | Accessible AFHs, CBRFs, and RCACs, high/complex behaviors, high medical needs, hoyer lifts | Physically Disabled, Developmental Disability |
| Western Region (all counties) | Accessible CBRFs, high behavioral homes | Frail Elderly |
| Jefferson County and nearby counties | Accessible corporate AFHs with awake overnight staff for members with moderate to higher behaviors | Developmentally Disabled |
| Northeast Region | Accessible AFHs and up to 8 bed CBRFs for members with higher medical needs and behaviors | Developmentally Disabled |
| Columbia County | Accessible AFHs for members with moderate to high behaviors | Developmentally Disabled |
| Dodge County | Accessible 4 bed AFHs | Developmentally Disabled |
| Waukesha County | Accessible (and hoyer lifts) AFHs and CBRFs with day staffing | Physically Disabled and Developmentally Disabled |
| Waukesha County | Smaller accessible facilities for members with dementia | Frail Elderly or Physically Disabled |
| Washington/Ozaukee and nearby counties | Accessible AFHs with hoyer lifts, high/complex behavioral homes | Frail Elderly, Physically Disability, Developmental Disability |
| All Counties | Transportation, Supportive Home Care | All target groups |

Licensed Health Care Provider Advocacy

As a licensed health care provider, you are often faced with advocating for the members you serve. You must make sure they have the information they need to make calculated decisions about treatment and health care options. At times it can be confusing for providers to know how much they can or cannot say.

To help reduce confusion, My Choice Wisconsin has added language to our revised Provider Handbook and Provider Orientation. It clarifies how licensed health care providers can help members better understand their options, as well as what kind of communications are allowed.

An MCO may not prohibit or otherwise restrict a provider acting within the lawful scope of practice from advising

or advocating on behalf of a member who is his/her patient, including any of the following:

- For the member's health status, medical care, or treatment options, including any alternative treatment that may be self-administered
- For any information the member needs in order to decide among all relevant treatment options
- For the risks, benefits, and consequences of treatment or non-treatment
- For the member's right to participate in decisions regarding his/her health care, including the right to refuse treatment, and to express preferences about future treatment decisions

Who is My Member's Care Team?

Wondering how to contact a new or existing member's care team? **Call MCW Customer Service at 1-800-963-0035.** We can provide the names of the care team staff, the care team's direct leader if needed, phone numbers, and even email addresses. The care team will follow up with you via phone or email by the end of the next business day. Our website also has contact information regarding claims, appeals, contracting, and prior authorizations:

www.mychoicewi.org.

Hello from the MCW Member Advisory Committee



We know that as long term care service providers you were already facing challenges prior to 2020. Then in March of 2020 came COVID-19 and a worldwide pandemic. So many of you courageously stepped up as the pioneering essential workers that you are and partnered with My Choice Wisconsin to support our members to be remain safe and healthy in the midst of the pandemic. You also worked hard to protect your staff as well. It was uncharted waters for all of us, and yet you persisted.

We as the My Choice Wisconsin Member Advisory Committee want to thank you! Thank you for standing with us during the uncertainty of the pandemic. And even as some of the worst of the pandemic is behind us, you as providers are now facing a historic staff and workforce shortage. Yet you persist.

Thank you for your commitment to caring for our members. We appreciate all you have done and all you are continuing to do on behalf of our members. Thank you!