

# Provider Services Newsletter

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## My Choice Wisconsin Quality Management Work Plan



The goal of the annual MCW Quality Management Work Plan (QM Plan) is to ensure our members receive the best care and services possible and that our practices follow the Department of Health Services contract agreements for the Family Care and Family Care Partnership programs.

We do this by monitoring quality and

making improvements continuously throughout the year. The QM Plan highlights areas that need focused effort and improvement, builds on past achievements, and addresses gaps in performance. Providers play an influential role with MCW and our members in achieving quality standards by working with care teams to deliver great care and services. The My Choice Wisconsin 2020 Quality Plan had 7 goals, which will carry forward into 2021:

- 1.** Care team staff respond to and report situations that endanger the health and safety of any member.
  - 2.** Members receive high quality care management, support, and services.
  - 3.** Vulnerable high-risk members receive appropriate monitoring and support.
  - 4.** Care team staff provide support for preventative care as recommended.
  - 5.** Members receive high quality care to promote the best possible health outcomes.
  - 6.** Members are satisfied with My Choice Wisconsin and the services they receive.
  - 7.** Members receive high quality care from contracted providers.
- The 2021 Quality Plan has a new goal added:**
- 8.** Care teams receive training and evaluation to deliver high quality care management.

My Choice Wisconsin strives for excellence on all quality measures related to our members' care, health, and safety, even if not included in the QM Plan. We want provider input! If you would like to provide feedback on our Quality Plan, please email [Quality.Program@mychoicefamilycare.org](mailto:Quality.Program@mychoicefamilycare.org).



## Are You Up-to-Date for 2021?

It's a good habit to annually check the MCW database to make sure your contact information and billing address are correct. In order to keep payments, tax/financial forms, and important communications timely and accurate, it's crucial we have up-to-date information for your organization! If you need to make changes to your info on file, please email Provider Services: [dlfamcontracts@mychoicefamilycare.com](mailto:dlfamcontracts@mychoicefamilycare.com).

Please also note that due to the 1/2020 merger and the 10/2020 debut of the My Choice Wisconsin website, the old My Choice Family Care and Care Wisconsin websites have been disabled. All of our forms (claims/prior authorization/etc.) have been updated with our new company logo and contact information and can be found in our [online libraries](#). See our [cheat sheet](#) for online bookmarks you may want to save.



## Supportive Visits to Include CSL, SIL, and SHC

Providers who offer services such as Community Supportive Living (CSL), Supportive Homecare Per Diem (SHC Per Diem), or Supported Independent Living (SIL) will now operate as Supportive Visits. Provider will be offered contracts for 2 types of Supportive Visits, with and without personal care services.

### Why are changes needed?

To be compliant with the Electronic Verification Visit (EVV) system in the State of Wisconsin, blended services that included homemaking, personal cares, and/or supervision need to be reclassified and updated to account for EVV. All services (excluding residential and respite) that include

### Most notable changes

1. Unable to bill for SV services on dates where services were not provided.
2. Must bill all SV services with Personal Care daily per EVV requirements.

[See Supportive Visits Provider Resource Guide](#)

personal care services must be EVV compliant and services that only include homemaking and/or supervision must be converted to a non-EVV code.

## Contract Spotlight

### Supportive Visits Staffing Qualifications, Training, and Supervision Requirements:

- Family members of MCW members may not be hired as SV workers without prior written approval from MCW Provider Quality. Requests may be submitted via email: [ProviderQuality@mychoicefamilycare.org](mailto:ProviderQuality@mychoicefamilycare.org)
- Provider caregiver staff shall meet all applicable training standards set for certified Personal Care Worker, Home Health Aide, Certified Nursing Assistant, Registered Nurse, or Licensed Practical Nurse. All foregoing certifications shall be deemed to meet the training standards for SV services. Staff personnel listed as being certified or licensed shall maintain proof of certification or license.

## Upcoming Training Opportunities

### **Dementia Care Specialist Webinar Series**

The WI Department of Health Services presents 6 monthly webinars for people with dementia and their family caregivers. [Register online.](#)

### **Building Blocks for Dementia: An 8-part training series**

Collaborative Stabilization Coalition presents an 8-part training event for direct caregivers of people living with dementia. [Register online.](#)

### **Crisis Prevention and Stabilization in Place Training**

Collaborative Stabilization Coalition presents a 6-part training event for direct caregivers of people with intellectual/developmental disabilities. [Register online.](#)

# DQA Reminders for Assisted Living Providers

## Sign up for e-SOD Process

The Division of Quality Assurance (DQA) Bureau of Assisted Living (BAL) reminds Assisted Living providers to sign up for the [Electronic Statement of Deficiencies \(e-SOD\) process](#) which allows BAL to issue SODs to the provider via email. For most providers, Provider Agreement form F-00593, which consents to receive SODs electronically and indicates which email addresses are to be used, is completed at the time of an on-site survey. If you have not signed up the e-SOD process, contact the [BAL regional office](#) that serves your facility to request, complete, and return the form.

## E-Renewal

BAL requires all regulated assisted living providers to submit biennial/annual reports and license/certification continuation fees online using the e-renewal program. The fees may also be submitted online using a credit card or electronic funds transfer/automatic clearing house via the US Bank secure site.

This requirement applies to 3-4 bed adult family homes, community-based residential facilities (CBRF) with a regular license, certified residential care

**Tip:** SOD compliance letters are often delayed or not provided the Managed Care Organization. When we receive notification of a Statement of Deficiency imposing a No New Admit, we place a hold on the MCW record with a notification letter. The hold remains pending the compliance notification from DQA. If your record(s) has a hold pending and this scenario applies, you can send an email to [ProviderQuality@mychoicefamilycare.org](mailto:ProviderQuality@mychoicefamilycare.org) with a copy of the compliance letter to request the hold is lifted.

apartment complexes (RCAC), and adult day care centers. CBRFs with a probationary license are not eligible to renew their license via e-renewal and registered RCACs are not required to participate in the e-renewal program at this time.

To learn more about the e-renewal program and review the registration instructions, please visit the [Assisted Living Online License and Certification Continuations via E-renewal](#) webpage.



My name is Duazong “Dee” Her and I am the chairperson of the [My Choice Wisconsin Member Advisory Committee \(MAC\)](#). The MAC is a team of MCW member volunteers who represent the diverse ages, abilities, cultures, and geographical areas of the MCW membership. We meet monthly to provide our unique voice to advise and consult with the organization to ensure the quality of care for all our members. It is our goal to make sure all our members’ needs are being listened to and heard.

We are committed to the efforts of MCW to ensure quality services for our members and are open to opportunities where the MAC could partner with our providers to support quality efforts that involve member rights, education, and self-advocacy.

We look forward to having a regular space in this provider newsletter and welcome your ideas for newsletter content from the MAC and our MCW member perspective. Email us at [memberadvisorycommittee@mychoicewi.org](mailto:memberadvisorycommittee@mychoicewi.org).



## 2021 Meetings

FIND FULL INFORMATION [HERE](#)

**Milwaukee and Southeast Wisconsin (GSR 6, 8, 11):**

1:00-2:00 pm - May 20, August 19, November 18

**Dane County (GSR 5, 12, 14):**

1:00-2:00 pm - May 13, August 12, November 11

**Northern Wisconsin (GSR 1, 2, 3):**

1:00-2:00 pm - March 4, June 3, September 2, December 2