

Provider Services Newsletter

August 2021 | FALL | Issue 03



Do You Have 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 to update your bed availability. Log in to the Provider Portal in MIDAS and under Provider Management and click on "Bed Information." Keeping this info up to date allows us to help you keep your beds full! There is also 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

Cultural Competency

Cultural competence is an ongoing process of understanding, appreciating, and interacting with people from cultures or belief systems different from your own. Culture is defined as the customs, arts, social institutions, and achievements of a nation, people, or social group. The world is increasingly diverse and My Choice Wisconsin values honoring members' beliefs. We strive to treat all our members with the best service regardless of English language proficiency, ethnic and cultural background, and sexual orientation and gender identity.

Cultural competency is important in caring for people. Cultural backgrounds and identities shape who individuals are, how they make decisions, and what is important to them. When cultures and beliefs are honored, it results in effective service delivery that meets the social, cultural, and linguistic needs of a member helping to improve health outcomes, quality of care, member satisfaction, and can contribute to the elimination of racial and ethnic health disparities. Everyone is more likely to be successful when care is prioritized around respecting individual values and wishes and having positive attitudes and interpersonal communication styles that respect members' cultural backgrounds. Cultural competency demonstrates empathy and goes a long way in showing members MCW values who they are and where they come from.



Member Voice MATTERS!

The most important benefit My Choice Wisconsin offers is “satisfaction,” and it is essential to the success of our organization and our provider partners. Members are the center of the care planning process from enrollment, to care plan development, to working alongside the care team – and we want MCW members to be highly satisfied every step along the way.

Members and guardians in every program are given an opportunity to provide feedback through surveys. Right now, and through September of this year, members and guardians

in the Family Care and Family Care Partnership programs are receiving surveys. These Member Satisfaction Surveys are sent from the Department of Health Services (DHS) and ask participants to rate their satisfaction with their care team, care plan, services they receive, and provide feedback on the people who provide their supports and services – you!

The results of these surveys impact the funding managed care organizations receive from DHS for the Family Care and Family Care Partnership programs, and they

are used to make improvements, address deficits, and increase satisfaction. As a provider, you may see these surveys arrive in the mail for members. It is important to encourage them to take the time to complete and return it. Honest feedback from members helps us all to continue to improve the quality of care and services that we provide.

If the members you serve have questions about this survey, please have them contact Mary Clare Carlson, our Member Self Advocacy Specialist, at (414) 639-9381 or (877) 489-3814.



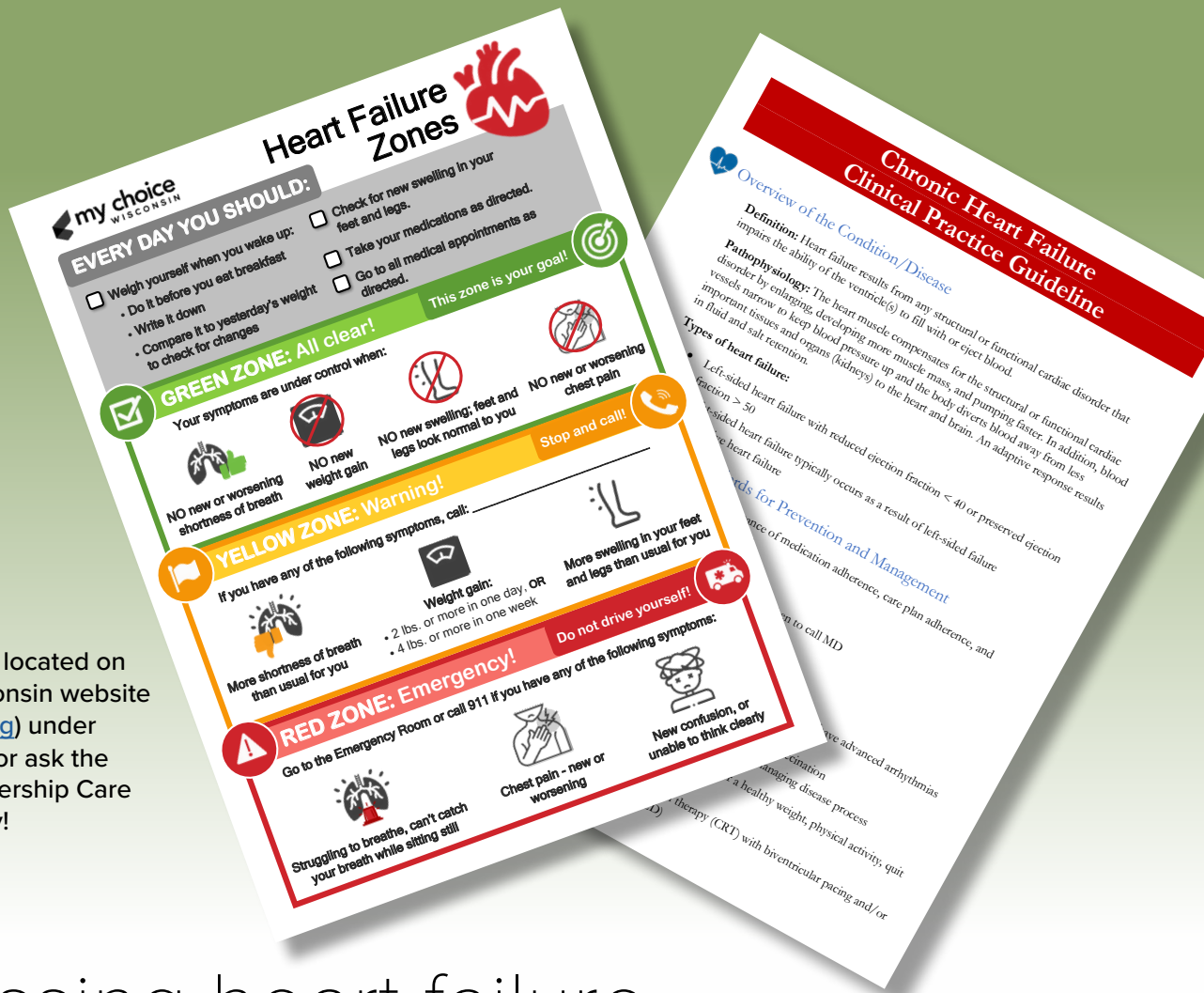
2021 Meetings

[FIND FULL INFORMATION HERE](#)

Milwaukee and Southeast Wisconsin (GSR 6, 8, 11):
1:00-2:00 pm - November 18

Dane County (GSR 5, 12, 14):
1:00-2:00 pm - November 11

Northern Wisconsin (GSR 1, 2, 3):
1:00-2:00 pm - December 2



Both documents are located on the My Choice Wisconsin website (www.mychoicewi.org) under Provider Resources or ask the Family Care or Partnership Care Team staff for a copy!

Addressing heart failure

At My Choice Wisconsin, we are always looking for better ways to provide safe, effective care and services to our members. A “Performance Improvement Project” (PIP) is an action plan that we create to help our organization achieve a specific goal. This year, we are focusing on reducing hospitalizations related to Heart Failure for Family Care and Partnership members.

Part of this project includes educating members and/or caregivers on the MCW Heart Failure Clinical Practice Guideline and Heart Failure Zone Tool:

- The Chronic Heart Failure Clinical Practice Guideline is an educational resource that explains the disease, discusses prevention or management, and talks about how to anticipate, recognize, and respond to symptoms.
- The Heart Failure Zone Tool is a one-page flyer for members and/or their caregivers outlining what members with chronic heart failure should do every day and how to respond to symptoms. The daily checklist includes:

- ✓ **Weigh yourself/the member**
- ✓ **Check for swelling**
- ✓ **Take medication as directed**
- ✓ **Go to medical appointments as directed**





Due Dates

Data is due to the MCO the second Friday of each month.

Data is collected monthly and recorded in a quarterly report.

Send questions/inquiries to Paige.Domach@mychoicefamilycare.org

DHS-Required Quarterly Reporting

Restrictive Measures Utilization and Behavioral Tracking

What is the Current Requirement?

Data collection is required for all approved restrictive measures plans. Currently, providers are to send data tracking monthly to IDT staff for review. For behavioral requests, providers must also track and analyze behaviors as explained within the [DHS Restrictive Measures Guidelines and Standards](#).

What is changing?

As of July 1, 2021, DHS is requiring that MCOs work with providers to obtain and submit monthly data to DHS quarterly.

Why is data tracking so important?

Tracking and analyzing the data helps the team identify if there are

DHS-MCO contract Article XIV.C.3

“Approved restrictive measures reporting is due quarterly. The report shall be submitted no later than forty-five (45) calendar days after the end of the reporting period.”

any patterns, trends, or correlations to when behavior is more or less likely to occur and what intervention strategies have been most effective. It serves a twofold purpose:

Functions as a tool to help identify new and emerging behaviors, potential triggers, and successful ways to respond.

Determines the effectiveness of the supports and interventions when the team incorporates known patterns and trends into a plan.

Utilization Reporting Submission Expectations:

Reporting Period: Data is collected monthly and recorded in a quarterly report.

Due Dates: Quarterly report due to DHS 45 calendar days after the end of the reporting period (previous quarter).

A Message from the My Choice Wisconsin Member Advisory Committee

We at the Member Advisory Committee want to ask you to **EMPOWER** our members that you support to know that **THEIR VOICE MATTERS!**

In the coming weeks, the Wisconsin Department of Health Services (DHS) may be sending a Member Satisfaction survey to a My Choice Wisconsin member that you support. If the member receives a survey, please encourage them to take a few moments to fill it out right away and return it using the self-addressed, postage-paid envelope. If the member in question needs assistance in completing the survey, you may assist them, but the answers need to come from the member. **EMPOWER THEM TO KNOW THAT THEIR VOICE MATTERS!**

This survey allows our members to share how they feel about their Care



Team and how they are supported. It is not an opportunity for you as a provider to share your experience; that opportunity comes in a separate survey. We are not asking you to be their voice but to “hold the microphone” for them to amplify their

own voice. The member’s answers help MCW to know what is working well and what could be improved, and they influence future planning efforts so members can be supported in the best way possible. **EMPOWER THEM TO KNOW THAT THEIR VOICE MATTERS!**

We on the Member Advisory Committee will also be looking at the survey results. As we learn what is important to our members from their survey answers, we will continue to work to support the quality of care for all our members. We will work to continue to amplify their voices. We are asking you to simply hold the microphone for them. **EMPOWER THEM TO KNOW THAT THEIR VOICE MATTERS!**

Thank you in advance and thank you for all the ways you empower our members each and every day as well.

Upcoming Training Opportunities

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

Dementia Care in a Crisis

This 4-part series will focus on responding to crisis situations that may put individuals at risk of losing their current living environment and how you as a caregiver and provider can help prevent that from happening. To learn more, see the flyer [here](#).

When: September 22 (Virtual, Zoom),
September 29 (In-person, Madison)
October 6 (Virtual, Zoom),
October 13 (In-person, Madison)

My Choice Wisconsin is looking to expand our network and partner with our network of providers to serve our Complex and High Behavior member population. If you are interested in building your business with us, please reach out to dlfamcontracts@mychoicefamilycare.com.