

Provider Services Newsletter

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Cultural Competence in the Healthcare Workplace

Cultural competence is defined as the ability to appreciate and communicate with people whose cultures and backgrounds are different than our own.

"A caregiver who is culturally competent is curious, respectful, and responsive to their patients' beliefs and preferences. While there's no way for home care staff to know all the nuances of every culture, with the right training they can learn how to assess patients' cultural backgrounds and language skills to communicate more effectively."

Medcom, Inc. explores the diversifying nature of not only the American population, but also the healthcare workforce and the growing need for nurses of racial minority backgrounds. They also illustrate how organizations can lead by example and detail strategies for training culturally competent caregivers.

Read the full article, [Cultural Competence in Home Health, Hospice, and Home Care](#), at Medcominc.com.

Adult Family Home (AFH) Training

One to two bed Adult Family Home providers are required by the state standards to attain 10 hours of training their first year as an AFH provider and 8 hours annually thereafter. This training may be acquired in person, online, through reading, etc. One option My Choice WI would like AFH providers to be aware of is the AFCN newsletter. The AFCN (Adult Family Caregivers Network) is a Wisconsin based company that provides caregiver trainings in the form of a newsletter with an attached test. With AFCN, providers are able to complete caregiver training at their own pace and in the convenience of their own home. AFCN training is a convenient, inexpensive option for caregivers. The cost is approximately \$1.75 per newsletter. My Choice WI will give 1-2 bed AFH providers one hourly training credit per newsletter completed.

AFCN training is developed with the small owner occupied AFH in mind. The majority of the AFCN newsletters focus on the needs of individuals with developmental disabilities and/or the elderly. Newsletters are available by monthly subscription, or there is an option to go through archived newsletters and pick topics that pertain to specific resident needs.

AFCN contact information:

Telephone - 715-258-2448

or toll free: 800-350-4422

Fax - 715-258-9048

Order Inquiries:

orders@impacttrainingcenter.net



Quality Management Work Plan

The purpose of the annual MCW Quality Management Work Plan (QM Plan) is to ensure that our members receive the best care and services possible and that our practices follow the Family Care and Family Care Partnership contract agreements we hold with the Department of Health Services. We do this by monitoring quality and making improvements continuously through the year. The QM Plan highlights areas that need focused effort and improvement, builds on past achievements, and addresses gaps in performance. Providers play a role with MCW and its members achieving quality standards by working with Care Team staff to provide quality care and services to members.

My Choice Wisconsin strives for excellence across all quality measures related to our members' care, health, and safety, even if not included in the QM Plan.

The MCW 2021 QM Plan had 8 goals, which have carried forward into 2022:

- 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.
- 8.** Care Team staff receive training and evaluation to deliver high quality care management.

We want provider input! If you would like to provide feedback on My Choice Wisconsin's Quality Plan, please email Quality.Program@mychoicewi.org.

Flu Vaccine

The seasonal influenza vaccine, or flu shot, has many benefits and plays an important role in keeping our members and their supports healthy by preventing the flu. The flu vaccine can reduce flu-related illnesses, visits to the doctor, and missed work or activities due to flu, as well as prevent flu-related hospitalizations and even death. In recent years, flu vaccines have lowered the risk of flu-associated hospitalizations among older adults by about 40% (www.cdc.gov/flu/vaccines-work/vaccineeffect.htm). The flu shot works with our body's natural defenses to lower your risk of getting sick. Getting the vaccine also lowers the chance of spreading the flu to other people. Providers play a vital role in supporting the health of our member, including wellness through vaccination.



Your role as a Provider

- Consider getting your yearly flu shot and encourage all staff caring for clients to receive theirs.
- Encourage clients to take care of their health by receiving a yearly flu shot.
- Assist clients with scheduling appointments, arranging transportation, and reporting back to their MCW Care Team afterwards.
- Provide information to clients about the flu vaccine as needed.
 - The CDC provides a wealth of vaccine information on their website at <https://www.cdc.gov/flu/prevent/vaccinations.htm>.
 - Connect with the member's MCW Registered Nurse.

The best time to get the flu shot is before the end of October, however, as long as the flu virus is circulating, the vaccine can be received. Getting the flu shot can be easy and convenient. Members and their supports can get vaccinated at their doctors' office, local pharmacy, workplace, community health clinic, and/or health department. Let's stay healthy together!

We invite you to join us at our upcoming PAC meetings!

Help us build the agenda by emailing topics one week prior to the meeting: ProviderQuality@mychoicewi.org



2022 Meetings

FIND FULL INFORMATION [HERE](#)

Milwaukee and Southeast Region

GSRs 6, 8 & 11: Milwaukee, Racine, Kenosha, Sheboygan, Walworth, Washington, Waukesha, Ozaukee

1:00-3:00 pm on May 5 / August 4 / November 3

Zoom Registration:

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

Dane Region

GSRs 5, 12 & 14: Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Marquette, Rock, Waushara

1:00-3:00 pm on May 12 / August 11 / November 10

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

Northwestern Region

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

1:00-3:00 pm on May 26 / August 25 / November 17

Zoom Registration:

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

Who to Contact When

Save this [contact sheet](#) to quickly find out who to contact with questions about claims, MIDAS set up, EVV, change of ownership, and more!

What is the Question?	Who Should I Contact?
Provider Contract Questions (All Programs)	dfamccontracts@mychoicefamilycare.com or contact your assigned Contract Specialist (contact info below)
Provider Rate Questions	Contracted Providers to contact their Contract Specialist below
Residential Provider Vacancies	Go into the MIDAS Portal and update bed capacity under bed information. Below is the path and link: MIDAS Provider Portal -> Provider Mgmt -> MIDAS Provider BedInformation
INTERNAL Claims Status or Questions	My Choice Wisconsin or MCFC legacy Origin Member Claims: Provider.Liaison@mychoicefamilycare.org Care Wisconsin Origin Member Claims: Provider-Help-Desk@carewisc.org
EXTERNAL Claim Status or Questions	My Choice Wisconsin or MCFC legacy Origin Member Claims: Call WPS: 800-223-6016 Care Wisconsin Origin Member Claims: Call Claims Help Desk: 855-878-6699
Member Concerns	Appropriate Care Management Program Staff (Family Care, Partnership, SSI, DualAdvantage)

Reminders for Residential Providers

- Update your bed availability in MIDAS.
- Email the residential team at famcresidentialteam@mychoicewi.org if you have openings and/or want to expand services for: high/complex behaviors, high medical needs, non-ambulatory members, hayers, skilled services, etc.

You can find it on the [Contact Info for Providers:](#)

[All Other Programs Contact Sheet](#)