

Provider Services Newsletter

May 2023 | SPRING | Issue 09

MEMBER VOICE MATTERS!

The most important benefit My Choice Wisconsin offers is “satisfaction,” and it is essential to the success of the 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 My Choice Wisconsin (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. July through September 2023, all MCW **Family Care Partnership** members/legal decision makers and a sample of **Family Care** members/legal decision

makers will receive a survey in the mail. 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 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 continue to improve the quality of care and services that we provide.

Ensure Accurate Bed Availability Info in MIDAS:



Residential providers, please ensure that your bed availability screens in MIDAS are updated to reflect the current open beds in your AFH. Reporting this information timely and accurately helps:

- **Residents get placed in a timely manner**
- **Minimizes inappropriate phone calls for placement when providers may not have any open beds**
- **Informs us where there may be gaps in the provider network**

If you have questions on how to update your bed information, there is a “Bed Information Tutorial” that you can access via the MIDAS provider portal “User Document” area found under the “Home” tab.

Behavioral/Sleep Tracking

For providers who care for a resident with a contracted dedicated staffing pattern, please ensure that resident's behavior and sleep tracking forms are completed accurately and submitted to the MCO no later than the 5th day of the following month. For example, May 2023 behavior and sleep tracking forms must be submitted to the MCO no later than June 5th, 2023. Failure to submit behavior and sleep tracking in the noted time frame will result in an automatic adjustment to the resident's reimbursement rate until said tracking is submitted. If you have questions about the required tracking needed for your current resident(s) please be sure to reach out to the resident's care manager/RN for further clarification.

2023 Provider Advisory Committee Meeting

Please join us at our upcoming Provider Advisory Committee (PAC) meetings where we aim to foster a relevant and fruitful discussion surrounding topics that affect our providers. We are also looking for additional PAC co-chairs who will meet to discuss agenda items before the meeting takes place – please reach out to ProviderQuality@mychoicefamilycare.org if you would like to volunteer to be a PAC co-chair!

2023 Upcoming PAC Meeting Dates:

Thursday, August 3rd, 2023
@ 1:00 PM

Thursday November 2nd, 2023
@ 1:00 PM

Email providerquality@mychoicefamilycare.org to request Zoom and phone info.

Provider Shout Out

Lead supervisor Leigha Rohloff shouted out **LaVigne Bus Company** for going above and beyond by providing transportation “to one of our members (who is in a wheelchair) very late at night so she could spend time with her family after her mother’s passing/funeral. (They picked her up around 11 pm.)”



EVV

With Electronic Visit Verifications (EVV) going live in May 2023, please be sure to email questions you may have to: evv@mychoicewi.org. Also be sure to visit the WI Department of Health Services website: <https://www.dhs.wisconsin.gov/evv/index.htm>

Reminder to Utilize Website Resources

Friendly reminder to utilize MyChoiceWI.org to see our “resource library” function under the “Providers” tab. Here, providers can find important information about programs, authorizations, contact information, billing, and reimbursements. Providers can also use the category filter to access and search for specific types of documents, find provider forums/trainings, and receive the latest provider updates.