

Member Newsletter

Volume 3, Issue 1 | SPRING 2023

DHS Approved 4/3/2023

Featured Article

Changes to Medicaid May Affect Your Benefits



My Choice Wisconsin offers programs for individuals that qualify for Medicaid. Due to the COVID-19 emergency, Medicaid put temporary policies in place so more people could get and keep Medicaid benefits.

One of those temporary policies allowed members to continue coverage without renewing their Medicaid eligibility. The federal government has announced a change to these temporary policies.

This means Medicaid programs will return to the regular renewal process that was in place before the COVID-19 emergency began. Check your mail! Beginning in March 2023, the Wisconsin Department of Health Services (DHS) started sending renewal date notices through the mail.

How can you be prepared?

Make sure your contact information is correct. Log in at www.access.wi.gov, download the MyACCESS mobile app, or contact your local agency to update your contact information.

- **Watch. Read. Act.** Members should **watch** for mail coming their way, especially the letter in March or April that includes their renewal due date. They should **read** all mail carefully, note their next steps, and **act** by the due date.

Remember - you still have benefits! Continue using your benefits to get the care you need to stay healthy. Once you receive a renewal packet from DHS, you must complete your renewal by the due date to keep your benefits.

Learn more on our website:

www.mychoicewi.org/medicaidrenewals

Letter from the CEO

Dear My Choice Wisconsin Members:

It's spring in Wisconsin, which means you may be looking out your window and seeing either blooming flowers or a fresh dusting of snow. But you are definitely seeing a new crop of potholes and construction cones.

During this time of new growth (and construction), renew your commitment to your health! May is Asthma Awareness Month. In honor of that, we encourage our members who have chronic asthma to make sure they have refilled their maintenance medications (like Advair), so they don't have to use their rescue inhalers (like Albuterol) as often. Asthma affects over 25 million Americans. More than 4,000 Americans died from asthma in 2020. Asthma mortality rates are highest for adults and women (CDC, 12/23/2022). Please call your pharmacy to make sure you have your maintenance medications on hand and reach out to your care team for more tips on how to improve your asthma symptoms.

In other areas of growth, MCW is excited to share that we have expanded the service area of two of the five programs we offer. This means we can help more members throughout Wisconsin

to live their best lives. MCW was chosen by the State of Wisconsin Department of Health Services (DHS) to offer Family Care services in 11 new counties. DHS also expanded the counties that offer the Family Care Partnership program, moving MCW into those four new counties as well. Our enrollment continues to grow in these new service areas, and we look forward to the continued opportunity to serve those who need us most.

With this spring issue, we would like to take a moment to thank our valued care team staff. March was National Social Work Month and May is National Nurses Month. The care managers and nurses at MCW are dedicated to helping others live as independently as possible, focusing on the physical and mental well-being of each and every member. Our devoted staff are at the heart of our mission. Please join me in extending our sincere thanks to them!



Thank you as always for trusting us with your care,

Maria Ledger
CEO,
My Choice Wisconsin

Source: Centers for Disease Control and Prevention
www.cdc.gov/asthma/most_recent_national_asthma_data.htm

Electronic Visit Verification

Electronic Visit Verification, also called EVV, is required for all members receiving personal care services. It is a documentation process that your caregiver will complete during visits at your home. Wisconsin Department of Health Services is requiring caregivers to use EVV correctly by May 1st, 2023.

It is important to know that EVV does not:

- Affect your care
- Track your location
- Change how much care you receive
- Change where you receive care
- Change the type of care you receive

We encourage you to talk to your caregivers about using EVV. Your service provider will train caregivers on EVV – if your caregiver has questions, they may contact the provider. Providers who do not use EVV are at risk of not being paid.

If you have questions about EVV, please contact your Care Team!

Member Advisory Committee (MAC)

The Arlyn Doehler Acorn Awards

For several months, the Member Advisory Committee has been working to create an award in memory of one of our most dedicated MAC members, Arlyn Doehler. Arlyn was one of the first people to join the Family Care program in Wisconsin in January of 2001. She was a member of our organization through many changes, most recently the 2020 merger creating the organization you know today - My Choice Wisconsin (MCW).



Arlyn had a passion for MCW and the Family Care program. She knew first-hand how long-term care services helps seniors and individuals with disabilities; it became her mission to share this message. She was on the MCW Board of Directors and was one of the founding members of the MAC. She served faithfully on both committees until her death at age 91 in March 2022.

So why the “Acorn” Awards? Arlyn would fondly compare MCW to a big strong oak tree, offering protection and shelter to those in need; broad branches stretching out to welcome; sturdy, deep roots that provide connection. Yet the powerful oak tree starts from a small acorn. Arlyn liked to think of herself and other long-term care promoters as the acorns that helped start the growth and strength of MCW.

These awards will be given out to three outstanding MCW advocates each year.



On February 23, 2023 the MAC committee presented the first three Arlyn Doehler Acorn Awards to:

- Lisa Frei, MCW care team staff advocate
- Kelly Beard, MCW support team staff advocate
- King Hall, MCW member who serves as a volunteer on a committee within the organization

Each of these people embody the “acorn” spirit in their support of the MCW mission. Congratulations!

Quality Update

We want member input on our Quality Plan!



The goal of the annual Family Care Quality Management Work Plan is to make sure My Choice Wisconsin (MCW) Family Care and Family Care Partnership members receive the best care and services possible and that our practices follow the contract agreements for the programs we offer. We do this by monitoring quality and making improvements throughout the year. The MCW Quality Plan lists the areas that need focused effort and improvement, builds on past achievements and addresses gaps in performance. It cannot include all aspects of member care. The MCW 2022 Quality Plan had 8 goals, which will carry forward into 2023:

- 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 Teams receive training and evaluation to deliver high quality care management.**

MCW aims for excellence across all quality measures related to our members' care, health, and safety, even if not included in the Quality Plan.

If you would like to provide feedback on our Quality Plan, please email Quality.Program@mychoicewi.org.

Advanced Directives Video

In our last newsletter, we had an article called Advanced Directives for Healthcare. It explained how Advanced Directives documents may protect your dignity and help avoid arguments and assumptions about your care.

It's an important topic, so we wanted to take it

one step further: our three My Choice Wisconsin nurse practitioners made a video to help you learn more about your options! You can find this video on My Choice Wisconsin's YouTube channel. The video is in English, as well as subtitled in seven different languages. Find them here: <https://bit.ly/3lsvhir>

Advanced Practice Clinician Annual In-Home Health Review

By MCW Clinical Care Division

If you are a MCW member enrolled in the Partnership or Dual Advantage program, you are eligible for an annual in-home health review by a nurse practitioner (NP) or physician assistant (PA).

During this visit, an NP or PA will review your past and current health, conduct a physical assessment, and discuss your future health needs. They will talk with your MCW care team and your primary care provider so you can get the right care and services to support your health needs.



A member of the MCW team will be calling you to schedule before the end of 2023. Want to get started now? Call today: toll-free 800-963-0035 (TTY 711) or you can reach us at 608-245-3445.

Stay on top of your wellness. You're one step closer to staying as healthy and independent as possible!

Member Spotlight



Meet Patty (& Vi)

MCW member Patty and Adult Family Home owner Vi go way back, over 20 years back! After the passing of her grandmother and mom, Patty and her sister decided to find a living place that would give Patty independence and support. And that's where Vi came in - her home is nestled along the shore of Swan Lake in the small town of Portage. It reminded Patty of her old family house and provided her with her own space.

Patty is a creature of habit and loves her routine. She takes the bus to Northwoods Inc. during the week where she likes to draw, write letters, and see friends. Thursday is her workday at the bank. Employed there for 12 years, Patty knows everyone. She meets up with her sisters one weekend a month and enjoys a meal out. Patty and Vi take regular strolls around the neighborhood too.



If you asked Patty her favorite pastimes, she'd say going out to eat and visiting the library. You can find them enjoying a Butter Burger at Culver's or dining at the local spot, Dino's. Her time at the library is a good outlet for learning about local and nearby towns. Turns out she's a whiz with maps! Patty can trace their route on a map when visiting the city of Madison.

Patty's MCW Care Manager Kiley says she has her monthly slot on the calendar too. Kiley says Vi and the home she provides has given Patty structure and peace in her days. The services they coordinate, from transportation and job coaching to the day services program, enable Patty to do her favorite things and live her best life.



10201 West Innovation Drive
Suite 100
Wauwatosa, WI 53226

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mychoicewi.org
800-963-0035 TTY: 711

Dual Advantage Members:

Activate Your Over-the-Counter Debit Card Now to Start Saving!

New in 2023, MCW Medicare Dual Advantage members have an OTC debit card they can use to buy over-the-counter items in participating retail stores! Your OTC card can be used to purchase thousands of items to help you stay healthy and live your best life. The list of covered products is in your OTC benefit catalog and on the OTC online portal. The portal also gives you a full list of the participating stores and their locations.

Be sure to activate your card when it arrives in the mail:

- 1.** Call 1-855-816-9469 (TTY: 711) OR visit the website listed on the mailed sheet that came with your OTC card.
- 2.** Enter your My Choice Wisconsin Medicare Dual Advantage membership number (found on your member card).
- 3.** Enter the number on your OTC card.
- 4.** Provide your birthdate as the eight-digit activation code/pin. (For example, if your birthdate is January 3, 1960, you enter it as "01031960".)

If you have any questions about the OTC benefit, products offered, or locations to use the card, please call 1-855-816-9469 (TTY 711).

The OTC catalog can also be found on our website at www.mychoicewi.org/medicare-dual-advantage/member-resources/