

## Provider Network Certification - Additional Questions

Please answer the following questions to demonstrate that the MCO has the capacity to serve the expected enrollment in its service area. (Attach supporting documentation as needed.)

- 1) Actual Enrollment at 1/1/07 by Target Group #
  - Elderly
  - PD
  - DD
  - Total
- 2) Projected Enrollment 1/1/08 by Target Group #
  - Elderly
  - PD
  - DD
  - Total
- 3) What trends in enrollment has the MCO identified over the past year? How were the trends identified?
- 4) How does the MCO project the needs of the projected membership so that it maintains an adequate capacity in all areas?
- 5) Has the MCO identified any specific needs of its target population(s) or sub population(s) that are not adequately accounted for in the provider network? What are those needs? Describe the approach you will use to improve access to those services.
- 6) What is the average case load size per care manager (CM) and RN? Please list the number of CM or RN positions that you have open.
- 7) Does the MCO have available for the assessment process professional staff in all disciplines included "in the benefit package, e.g., OT, PT, Speech, etc.?"
- 8) Does the MCO have capacity to offer the following services 24 hour a day, 7/day/week?"
  - Personal Care
  - Supportive Home Care
  - Home Health
  - Transportation
- 9) Besides the residential service providers (CBRF, RCAC, AFH) that are part of the provider network, does the MCO have the capacity to develop individualized supported living situations for members? Please explain.
- 10) Has the MCO established standards for travel and distance times or service delivery timeframes for any of the services listed in the Family care benefit package? (for example,

the MCO may have a standard that requires its personal care providers to provide a worker within 24 hours of the request.) If so, what are these standards? How does the MCO plan to establish and monitor provider compliance with these standards?

- 11) What is the process for members to request and, if appropriate, obtain services outside the provider network?
- 12) Given the shortage of direct care workers throughout Wisconsin, does the MCO have recruitment strategies that include recruitment of family members, neighbors, and back up plans that provide for availability of staff in emergencies?
- 13) How does the MCO assure access to prevention and wellness services?
- 14) Describe the MCO's monitoring approach to assess compliance with the minimum care management contact standards in the MCO contract.
- 15) If you provide acute and primary services, what major physician groups do you contract with?
- 16) Detail the primary languages of members along with the estimated number of members needing interpreters for those languages. Please address interpreter needs for members speaking non-English languages and for members who are deaf or hard of hearing. Please describe how the MCO provides interpreter services to members.
- 17) How do you ensure that members have access to services, such as:
  - a) Inpatient hospital, ER, PCP, specialty physician and nursing home without excessive travel; and
  - b) Access to services provided in ways that respond to members' cultural differences?