

Wisconsin
Department of Health Services

Overview of Family Care,
Family Care Partnership and PACE

Bureau of Adult Quality Oversight



Examples of Wisconsin's LTC Program Services

Note: The groups shown are a representative list of services only and are not fully inclusive.

	IRIS	Family Care	Partnership/PACE
MA Waiver Services Supportive Home Care Home Modifications Home-Delivered Meals Lifeline Assisted Living Employment			
MA LTC Card Services Home Health Medical Supplies Nursing Home Personal Care Mental Health Alcohol or Other Drug Treatment	Accessed Through Medicare or Medicaid Card		
Acute and Primary Medicare or MA Emergency Room Visit Hospitalization Doctor Visits Lab Tests Prescription Drugs Dental Care	Accessed Through Medicare or Medicaid Card	Accessed Through Medicare or Medicaid Card	

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Key Managed Care Principles

- Incentives for high-quality care to support member outcomes in a cost-effective manner.

- Integrated services in one benefit package to improve coordination and efficiency of delivering care.



Managed Care Principles

- Quality and cost-effectiveness
- Capitated payment
- Competitive business model for service rate negotiations, contract relationship
- Provider network
- Choice



Managed Care Organizations

- Support elders and people with disabilities to obtain **care and results** while managing public funds wisely.
- Risk-based, managed care business model with reimbursement based on actuarially sound rates on a per member basis.
- Public agencies or districts, private organizations (for-profit or not-for-profit.)



Managed Care Principles

- Public/private partnership/franchise
- Managing Risk:
 - Risk and Solvency
 - Prevention and Wellness and Disease management
- Utilization management



Definition: Long-Term Care Outcome

- A situation, condition or circumstance that a member or IDT staff member identifies that maximizes a member's highest level of independence.
- A long-term care outcome is based on the member's identified clinical and functional needs.



How are Decisions about Services made?

- The member's long-term care outcomes are identified.
- The Inter Disciplinary Teams (IDTs) use the Resource Allocation Decision (RAD) method to identify services.



The RAD Method

(2013 new version)

1. Core issue/concern/need?
2. How does the core issue relate to the member's **long-term care outcome**?
3. Options to address the core issue while supporting the **long-term care outcome**?
4. Review options with the member.
5. Organizational policy or guidelines may apply.
6. Negotiate with the member or guardian to reach a decision that best supports the member's long-term care outcome.



Interdisciplinary Care Teams

- Help consumers identify outcomes
- Include consumers in decision-making and creating a member-centered plan
- Arrange for services to be delivered to the consumer
- Coordinate with other services such as medical care
- Assure quality of long-term care services



Quality Management

- ❑ Required of the MCO under the Department of Health Services (DHS) contract, including ongoing monitoring of quality measures and Program Improvement Plans.
- ❑ External Quality Review Organization (MetaStar) annually reviews MCO quality programs:
 - Performs quality site visits
 - Monitors implementation of contract requirements
 - Performs member-centered plan reviews and member outcome interviews
 - Reports findings to DHS and the Centers for Medicare and Medicaid Services (CMS)
- ❑ DHS performs an annual member satisfaction survey.



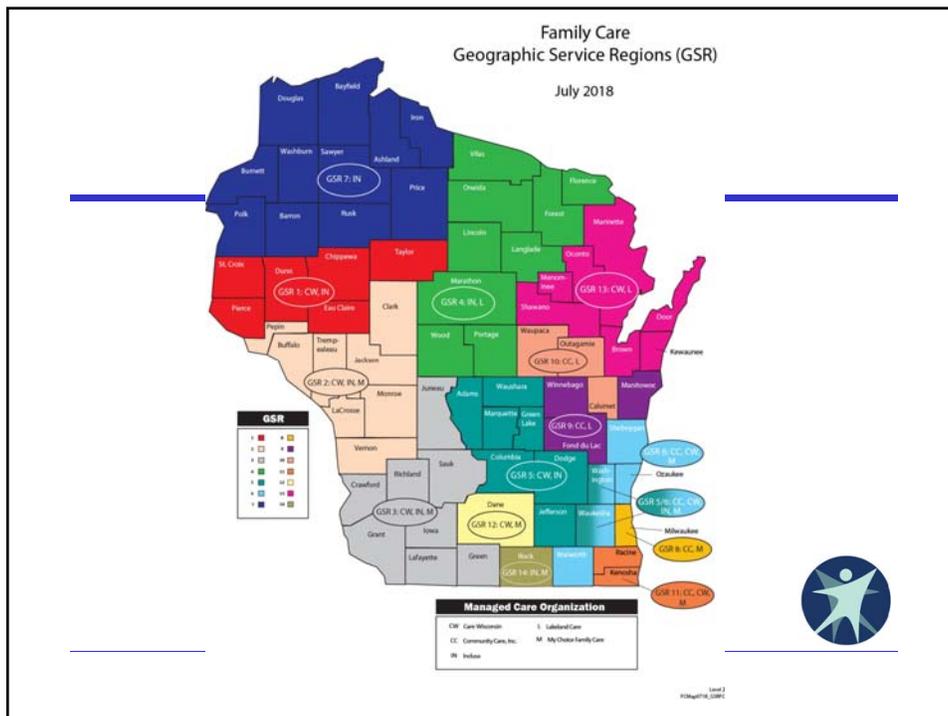
Managed Care Organization (MCO) Oversight Teams

- ❑ Oversight teams include:
 - Contract Coordinator (CC)
 - Member Care Quality Specialists (MCQS)
 - Fiscal staff
(from the Bureau of Financial Management)
 - A Regional Operations Manager



Oversight Team

- ❑ Contract Coordinator: contract compliance
- ❑ Managed Care Quality Specialist (MCQS): member specific issues and quality
- ❑ MCO assignments and contact information are on the Family Care website.



DLTC Contacts

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Questions



Website Information

Family Care Internet Website

<http://dhs.wisconsin.gov/lcicare>

