



# Provider Information Forum

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Family Care Expansion in  
Manitowoc County &  
Winnebago County



## Provider Network Team

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- Jill Burdette
  - Provider Network Manager
- Mary Stephenson
  - Provider Network Specialist
- Theresa Schmidt
  - Integrated Employment Specialist
- Sherry Schwandt
  - Adult Family Homes/Respite Coordinator

CCO Mission:  
We Excel in person-centered,  
outcome based managed care.



## Family Care

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- CCO Contract with DHS
- Application
  - Requirements
  - Process
- Contract
  - Requirements
  - Process
- Timeline
- Provider Files

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## Family Care Contract

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- Yearly Contract between Creative Care Options (CCO) and Department of Health Services (DHS) Division of Long Term Care

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## Application Requirements

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- Mission Statement
- All applicable licensing/certification
- Demonstrate an ability to ensure the health and safety of members
- Willing and eligible to sign and adhere to a contract
- Demonstrate that member care is delivered with sensitivity, understanding, and respect for members' culture
- Civil Rights Compliance Plan

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# Application Process

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- Applications
  - Mailed or Emailed to Providers
    - Starting in September
  - Based on SPC codes
  - Prior year service contract

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## CCO Contract Requirements

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- Audit
- Caregiver Background Checks
- Civil Rights Compliance
- Claims Submission
- Confidentiality
- Licensing, Certification & Staffing
- Modification, Renewal, & Termination
- Provisions of Services
- Quality Assurance / Quality Improvement programs
- Rights and Grievances Procedures
- Reporting

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## CCO Contract Process

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- Contract
  - Review 2009 Rate Proposal from Provider
  - Run Analysis 2008 vs 2009
  - Negotiate Rates for 2009
  - Send out CCO contract for 2009

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## CCO contract Timeline

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- Receive rate from State in October
- September – December
  - Provider Network Team
    - Review all applications
    - Run Analysis
    - Review Budget for Provider Increases
    - Sends out Provider Service Contracts

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## Provider Files

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- Application & Contract
- Copy of licensure or certification in good standing
- Medicare, Medicaid, NPI numbers
- Insurance
- Background Checklist, Policy, Attestation letter
- DQA information
- Civil Rights / Affirmative Action

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- Questions

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