

SFCA Provider Bulletin

News & Notes for Southwest Family Care Alliance Providers

September 10, 2009



Care Under Management

Southwest Family Care Alliance (SFCA) is a Managed Care Organization contracted with the State of Wisconsin. A principal responsibility of SFCA is to bring Care Under Management, which essentially constitutes assuring that high quality, outcome-based, cost effective plans are in place for all of the SFCA members. These plans, and the services connected to them, must be provided within the budget provided to us

by the State. The state pays us a set amount per month based on the number of members in the Alliance. At this time we are spending more on services than our budget allows. We will be looking closely at this over the next 30 days to determine how best to reduce costs and get the SFCA budget back on track.

Please plan to attend the provider meeting in your area (see schedule at left) to hear more about our plans to bring "care under management."

Fall Provider Meeting Schedule

Join us to learn more about:

- Care Under Management: What does it mean, and how might it affect you?
- Unintended Events Reporting

You are welcome to attend the meeting that is most convenient for you, regardless of the county where you are located.

Juneau County: Sept. 24, 9-11am
Hatch Public Library
111 W. State St., Mauston

Lafayette County: Sept. 28, 10-11:30am
Darlington Community Building
627 Main St., Darlington

Sauk County: Sept. 29, 9-11am
West Square Building
505 Broadway St., Baraboo

Crawford County: Sept. 30, 10-11:30am
Crawford Co. Extension Conference Room
225 N. Beaumont Rd., Prairie du Chien

Green County: Sept. 30, 11am-1pm
Green County Human Services Building
Pleasant View Complex
N3152 Highway 81, Monroe

Richland County: Oct. 1, 10:30am-12:30pm
Brewer Public Library
325 N. Central Ave., Richland Center

Unintended Events Reporting

Unintended events include critical incidents that cause death or create a significant risk or serious harm to the health, safety or well-being of a member. *Adverse events* are another category of unintended events. Adverse events are any undesirable and unintended circumstance, event, or condition that did not result in serious harm to a member's health or safety, but that indicates, or may indicate a quality issue with the services provided by SFCA or any of its contracted providers.

SFCA monitors both categories of unintended events, and must be notified immediately when such events occur. Adverse events include accidental falls that did not result in injury, medication errors that did not adversely affect members, mild behavior changes, minor illness, injuries, etc. The member's care managers should be contacted first. As the care managers investigate the incident and develop interventions or strategies to address the incident, they may ask that a copy of your unintended event report, various pertinent policies and procedures, training programs, etc., be submitted as part of the investigation. As a provider, you may be asked to participate in any identified corrective actions to reduce or prevent the reoccurrence of such an event. The Quality Department at SFCA has begun to hold meetings with various providers to discuss the communication and coordination of activities needed to address unintended events.

Claims Notes from the Fiscal Department

- If you do not submit claims electronically, you have three choices for submitting paper claims: the WPS claim form (available on our website at <http://familycarealliance.org/providers.html>), the HCFA-1500 form, or the UB 04 form. You may not submit an invoice or other type of document.
- You must have an authorization for a Southwest Family Care Alliance member before performing services or providing supplies. These are obtained from the member's care manager. Be sure to reference your authorization letters and Services, Rates, and Special Provisions letters (SRSP) for the necessary information to put on claims. We cannot process claims without this information. (Note: the member I.D. on the claim is their social security number.)
- You must submit your claims no later than 90 days from the date of service, or 90 days from the date of another insurance payment or denial.
- For more help filling out the WPS claim form, see the document "Tips for completing the WPS Claim Form" on our website at the address listed above.
- Please do not call us for payment status until a minimum of 10 business days after you submitted the claim. According to your contract with us, SFCA has 30 days to process a claim after it has been submitted. Depending on our workload we generally process them much more quickly than that, but we do request you wait for 10 business days before you contact us about a payment.

Provider Training Topics

What kind of training would help you serve your members better? Is there a health issue, treatment, or caregiving skill that you would like to learn more about? SFCA will be starting a schedule of regular provider trainings now that the majority of our expansion activities have been completed. If you have an idea for a provider training, please let us know. Previous training topics include signs of depression, caregiver burnout, advocacy, and diabetes. Send email to provider_network@familycarealliance.org with your ideas, or call 608-647-4729 and ask to speak with a member of the Provider Network staff.

Prevention and Wellness Program: Immunizations

As part of the SFCA Prevention and Wellness Program, we are encouraging our members to get flu and pneumonia vaccinations. We will be collecting vaccination information from a segment of our members as a way to monitor health and safety. These members will receive a flyer containing information about Public Health Immunization Clinics in their area. We ask that these members inform their Family Care nurse if and when they receive their flu and pneumonia vaccines. Your support as we encourage members to receive these vaccinations is greatly appreciated.

Member Satisfaction Survey

The SFCA 2009 Member Satisfaction Survey will be distributed in mid-September. The survey will be mailed to SFCA members who have at least 6 months experience with SFCA. If a member has a guardian, they too will receive a survey. Participation in the survey is voluntary and confidential. We request that members return the completed survey to us on or before October 30, 2009. Anyone wishing to receive assistance in completing their survey may contact Mari Wipperfurth, Quality Assurance Specialist, at 608 647-4729 ext. 516.

Background Check Reminder

Provider organizations with staff providing services that result in direct contact with SFCA members are required to complete criminal background checks in accordance with HFS 12 Wis. Adm. Code. If your organization is in this category, remember that background checks need to be redone every four years. The SFCA Provider Network Department will be doing random quality checks to ensure that your background checks are up to date.

Do We Have Your Email Address?

Did you receive a paper copy of this bulletin? Do you have an email address we could have sent it to instead? Please help us keep printing and mailing costs to a minimum by letting us know your email address. Send your email address to provider_network@familycarealliance.org or call 608-647-4729 and ask to speak with a member of the Provider Network staff.

Get answers fast when you access your authorization and claim information online at the **SFCA Provider Portal**. To sign up for training, call 608-647-4729 x501, or send an email to joy.propp@familycarealliance.org with your business name and a contact person's name, phone number, and email address.