



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Unwinding

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# CMS requirements during the PHE

- CMS ordered states to keep all individuals enrolled in Medicaid during the PHE.
- When unwinding began in May 2023 CMS required all individuals to remain enrolled until they have an opportunity to complete a Medicaid renewal.
- Once the Medicaid renewal was complete an individual may be disenrolled for multiple reasons.

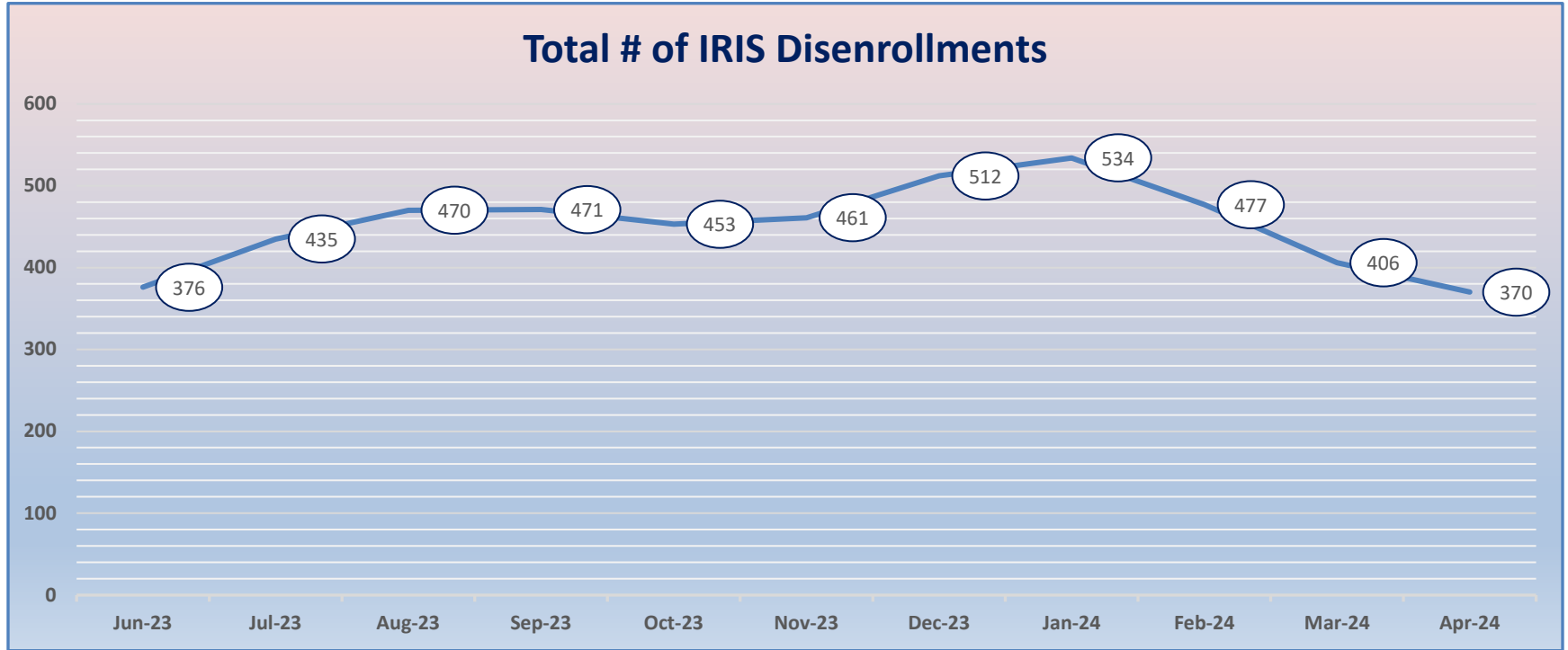
# Multiple Reasons for Disenrollment

- Non-payment of cost share
- Loss of functional eligibility
- No Contact
- Health and Safety
- No longer accepting services
- Fraud and abuse
- Loss of Medicaid Eligibility

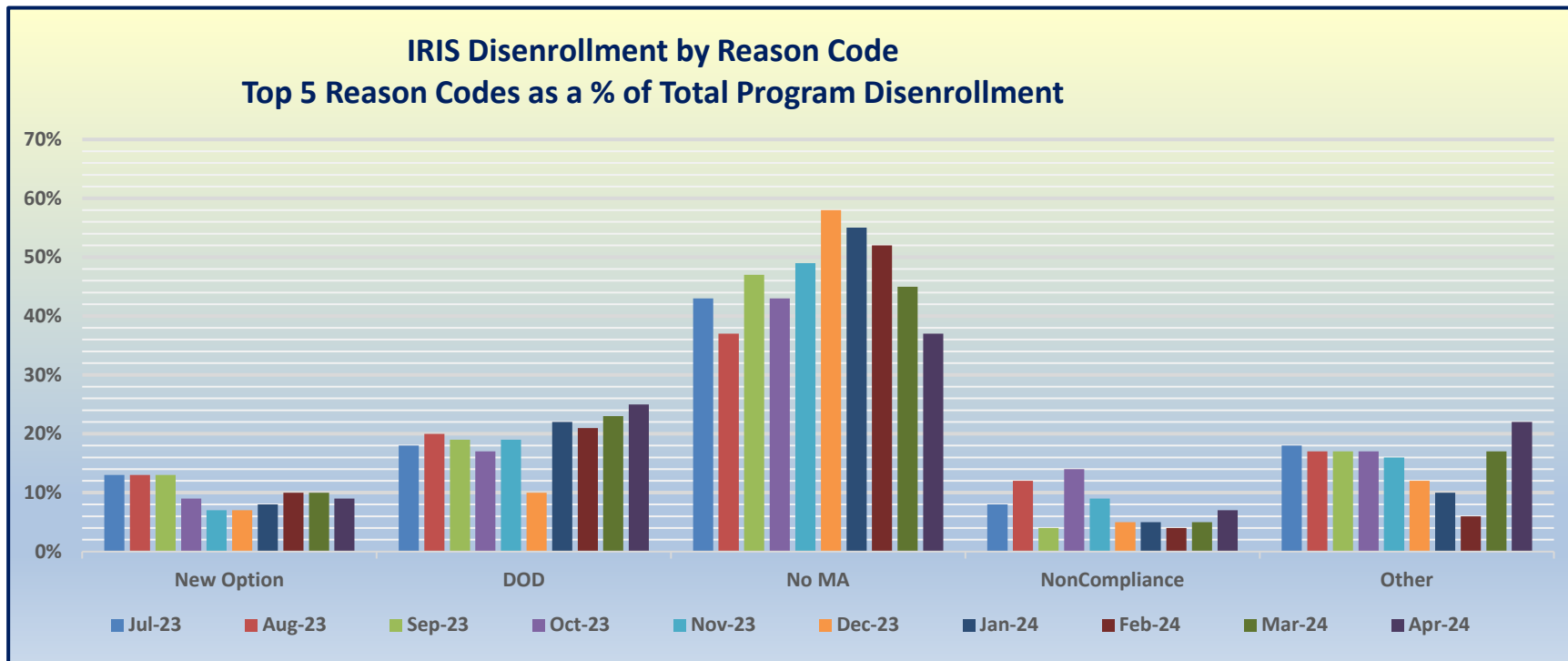
## DHS Guidance to Contractors

- Contractors were required to monitor reports from DHS which tracked Medicaid reviews and due dates.
- Contractors were required to notify Participants of their Medicaid due dates and assist with renewal if asked.
- Contractors were monitoring status of individuals renewal in cares
- Contractors were required to report to DHS prior to unwinding how many members and participants would lose eligibility.
- Contractors were required to notify all members and participants who would lose eligibility.

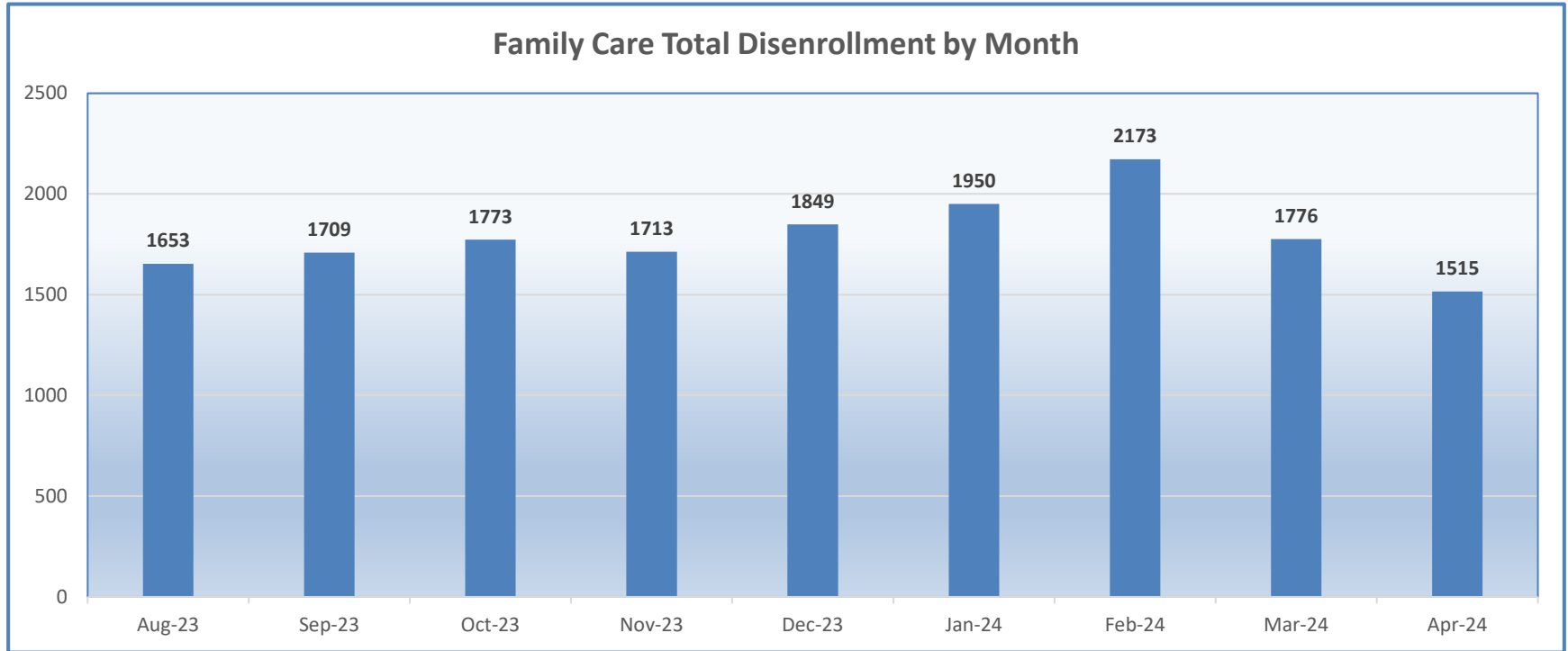
# IRIS Total # of Disenrolled Participants



## IRIS Top 5 Disenrollment Reason Codes, as a % of the total number of disenrolled participants, by month

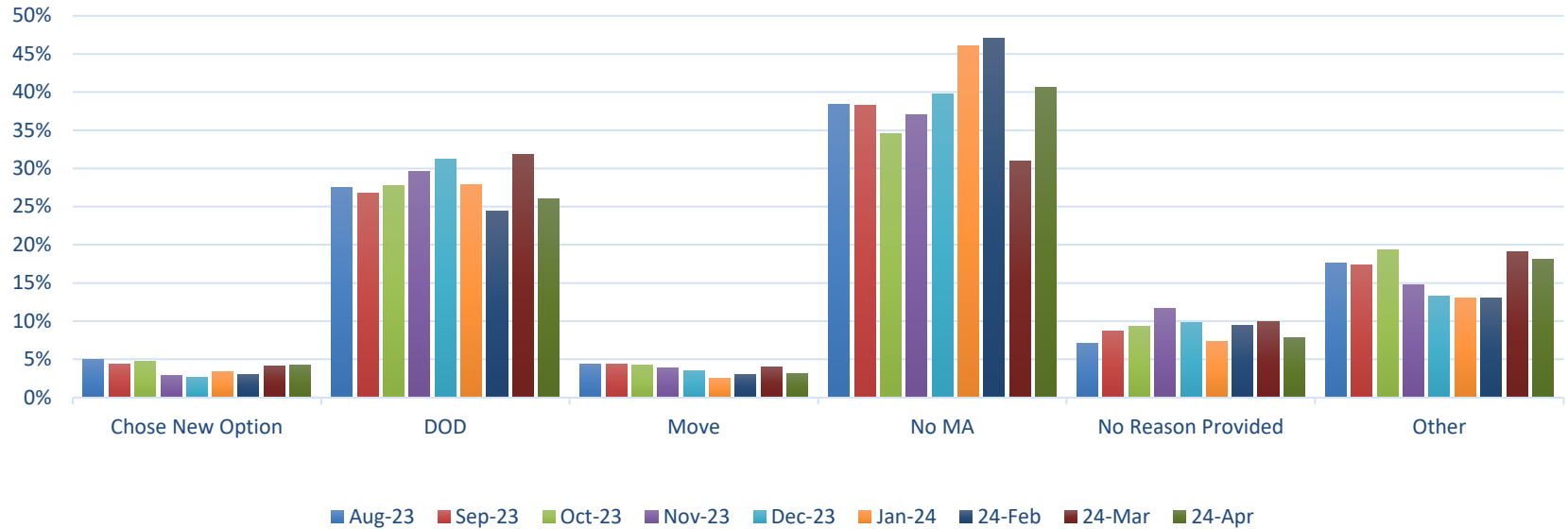


## Family Care Total Disenrollment Numbers (August 2023 – April 2024)



# Family Care Top 6 Disenrollment Reason Codes during COVID Unwinding (August 2023 – April 2024)

Family Care Disenrollment Reason Trend Report  
 % of Total Disenrollments by Month August 2023 - April 2024





## Why don't these numbers provided in this document match the DHS Public Unwinding Dashboard?

- LTC individuals are included in all 3 benefit categories on the dashboard.
- The dashboard does not track individuals who have been re-enrolled. Individuals who lost enrollment may have been reenrolled later in the month.

## Post - Unwinding Eligibility Updates shared at Taskforce

- Adverse action will be the due date given for completing renewals.
- Members who submit renewals by adverse action and have not been processed by that date will get a one-month extension of eligibility.
- DHS will continue to use the National Change of Address (NCOA) database to update addresses prior to sending correspondence to members.
- Individuals will get a one-month extension of eligibility at adverse action if their renewal packet is returned due to a bad address.

## Post Unwinding Updates for IRIS / Family Care

- IRIS only: Expedited Re-enrollment and Involuntary Disenrollment retractions will no longer continue beyond July 31, 2024. As of August 1, 2024, all MA discrepancies will be processed according to IRIS policy, Program Enrollment, Section D.3 Eligibility-related Disenrollments. The policy allows for Participants to be reenrolled immediately through the ADRC and resume their plan.
- Unwinding Technical FAQs for ICAs/MCOs will become obsolete.
- ICAs and MCOs will continue receiving renewal reports developed for Unwinding. These reports support their eligibility outreach and assistance efforts.
- Monthly ICA/MCO Unwinding meetings will end July 2024.

# Role of the ADRC or Tribal ADRS

- Loss or change in eligibility
- Referral to ADRC or Tribal ADRS
- Provide options counseling
- Assist with next steps

# 2023 MCO Pay for Performance Results



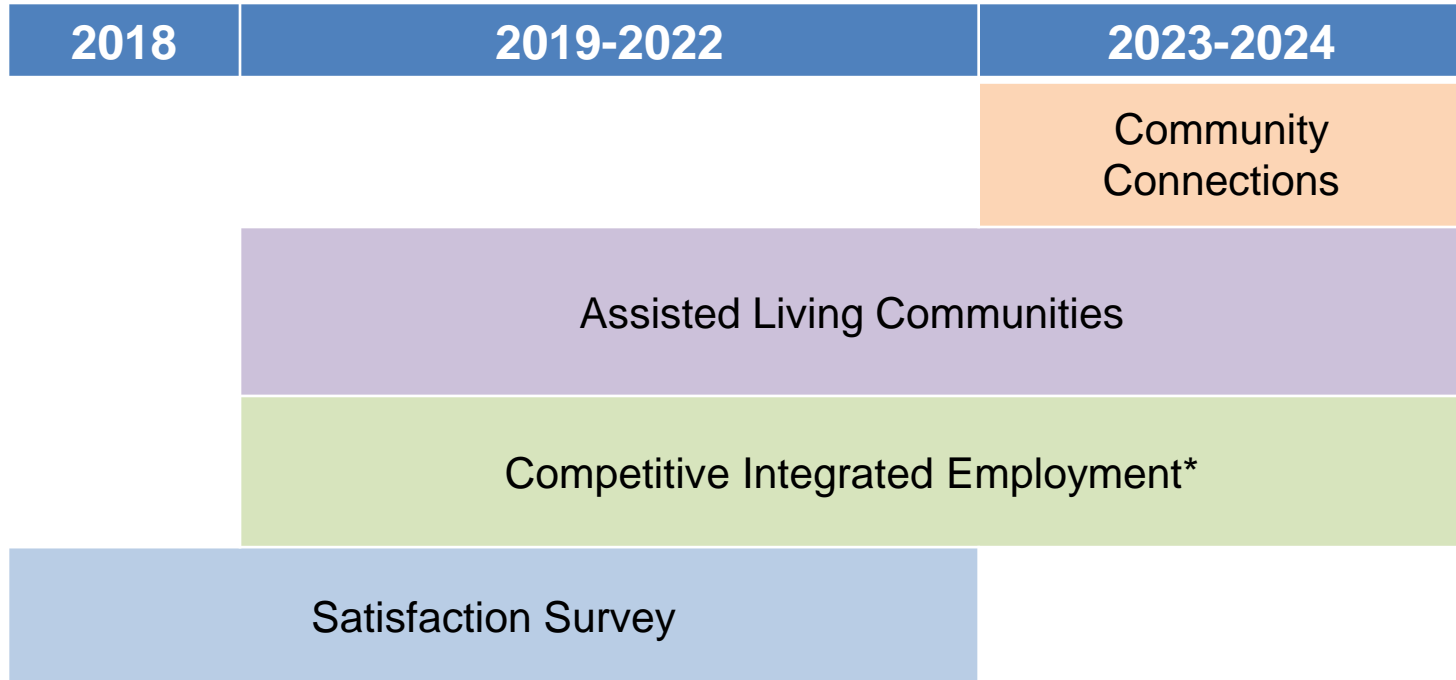
May 2024

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# Purpose of Pay for Performance

Pay for Performance (P4P) is a value-based payment system in which MCOs are incentivized to achieve goals or objectives pertaining to quality. It is an outcomes-based initiative that uses data collection and analysis to drive continuous improvement.

# MCO P4P Initiatives



\*Suspended in 2020 due to COVID.

# **Assisted Living Communities (ALC) P4P**



# Assisted Living Communities Overview

The initiative is focused on incentivizing MCOs to improve quality of care provided at Assisted Living Communities (ALCs) in their provider network. ALCs include three facility types:

- Community-based residential facilities (CBRFs)
- Certified residential care apartment complexes (RCACs)
- 3–4 bed adult family homes (AFHs)

# Assisted Living Communities Overview

## Incentive 1 Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule, and
- Has no enforcement action by DQA in the last three years,
- Has no substantiated complaints with deficiencies in the last 3 years, and
- Has been licensed/certified by DQA for at least three years.

# Assisted Living Communities Overview

## Incentive 2 Category

Members in an ALC that:

- Meet the incentive 1 criteria, and
- +
- Is a member of the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) in good standing, and
  - Has a rate of less than three falls with injury per 1,000 occupied bed days during CY 2023.

# Assisted Living Communities 2023 Results

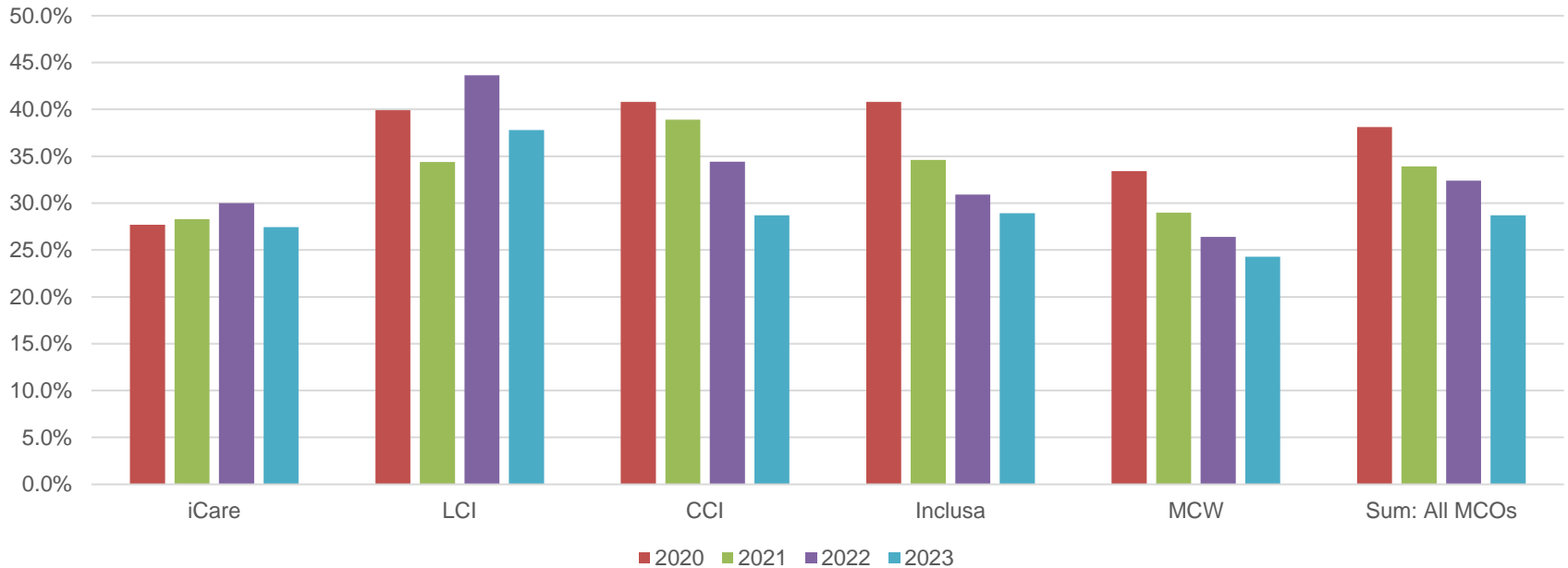
	iCare	LCI	CCI	Inclusa	MCW	All
# of Members in <b>Incentive 1</b> Category (HCBS and DQA abbrev. survey)	59 (27.4%)	915 (37.8)	1,739 (28.7%)	1,453 (28.9%)	1,267 (24.3%)	5,433 (28.7%)
# of Members in <b>Incentive 2</b> Category (HCBS, DQA abbrev. survey, WCCEAL, and falls measure met)	11 (5.1%)	174 (7.2%)	429 (7.1%)	450 (9.0%)	288 (5.5%)	1,352 (7.1%)
# of Members in <b>Neither</b> Category	145 (67.4%)	1,331 (55.0%)	3,890 (64.2%)	3,119 (62.1%)	3,666 (70.2%)	12,151 (64.2%)
Total # of Members in ALCs (MCO data submissions as of 12/31/2023)	215 (100%)	2,420 (100%)	6,058 (100%)	5,022 (100%)	5,221 (100%)	18,936 (100%)

# Assisted Living Communities 2023 Results

	iCare	LCI	CCI	Inclusa	MCW	All MCOs
<b>Incentive 1 Earnings</b>	\$10,859.56	\$168,415.24	\$320,080.99	\$267,439.72	\$233,204.49	\$1M
<b>Incentive 2 Earnings</b>	\$ 8,136.09	\$128,698.22	\$317,307.69	\$332,840.24	\$213,017.75	\$1M
<b>Total Earnings</b>	\$18,995.66	\$297,113.47	\$637,388.68	\$600,279.96	\$446,222.24	\$2M

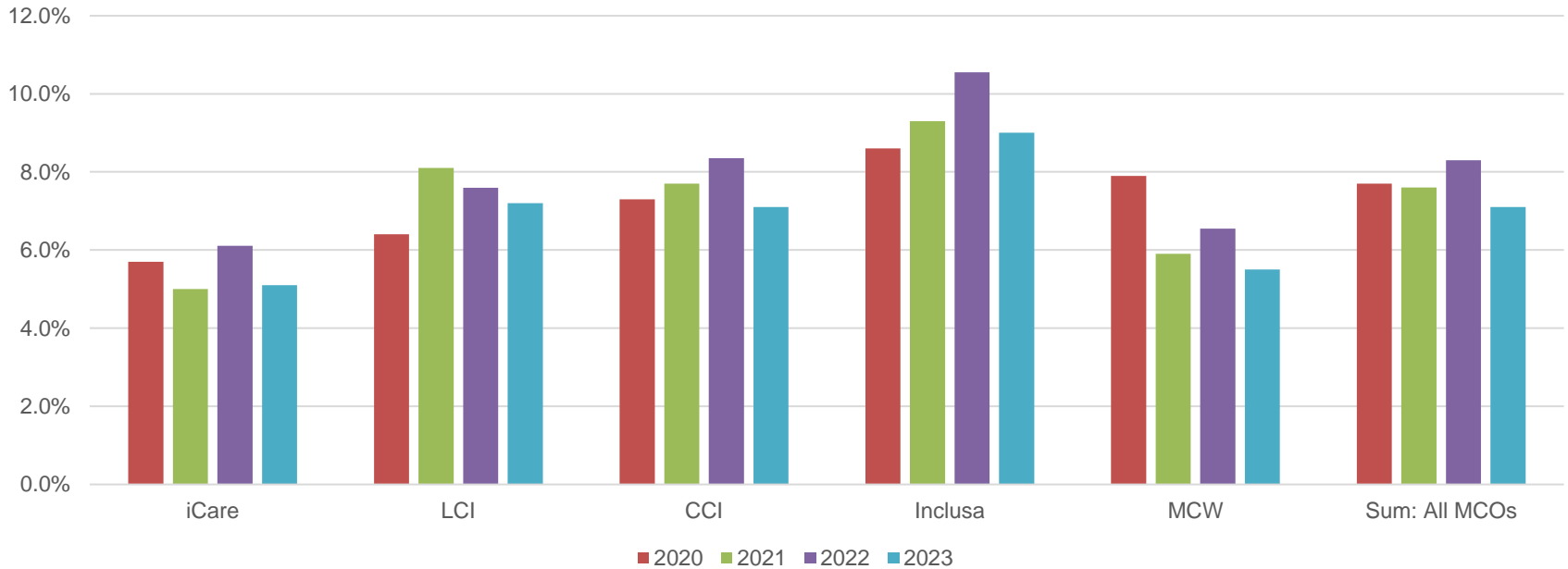
# ALC P4P Incentive 1: 2020-2023 Comparison

% of Members in Incentive 1



# ALC P4P Incentive 2: 2020-2023 Comparison

% Of Members in Incentive 2



# ALC P4P Effectiveness: WCCEAL

- In Quarter 4 (Q4) 2023 there were 515 WCCEAL ALCs, up from 508 in Quarter 4 2022.
- Gold membership benefit began in Quarter 3 2019 and continues to increase. Gold members exemplify a high level of engagement with WCCEAL. As of Q4 2023 there were 263 Gold Member ALCs up from 214 in Q4 2022



# Competitive Integrated Employment (CIE) P4P

# Competitive Integrated Employment (CIE): 2019-2020 Overview

2019:

- MCOs submitted a comprehensive, unified five-year plan to advance CIE.
- MCOs submitted documentation of CIE conversations with 90% of its members ages 18–45 to gather level of employment interest.
- MCOs submitted documentation of follow-up employment activities intended to support members in maintaining employment, identifying employment interests and opportunities, or successfully gaining employment.

2020:

- P4P was suspended due to the effect of COVID-19 on rate of unemployment.
- MCO employment leads continued to meet with DHS on a bi-monthly basis to problem solve issues related to employment during COVID-19.

# Competitive Integrated Employment 2021, 2022, and 2023 Overview

Withhold and incentive criteria are based on maintaining or increasing the number of members ages 18–45 employed in CIE. Percent increase is compared between Quarter 1 of the calendar year to Quarter 4 of the calendar year based on MCO IES data submission.

## **0.25% Withhold**

Maintain **90-100%** of the number of members in CIE age 18–45

## **Or 0.125% Withhold**

Maintain **80-89.9%** of the number of members in CIE aged 18–45

## **0.10% Incentive**

Make a **4% increase** in the number of members in CIE aged 18–45

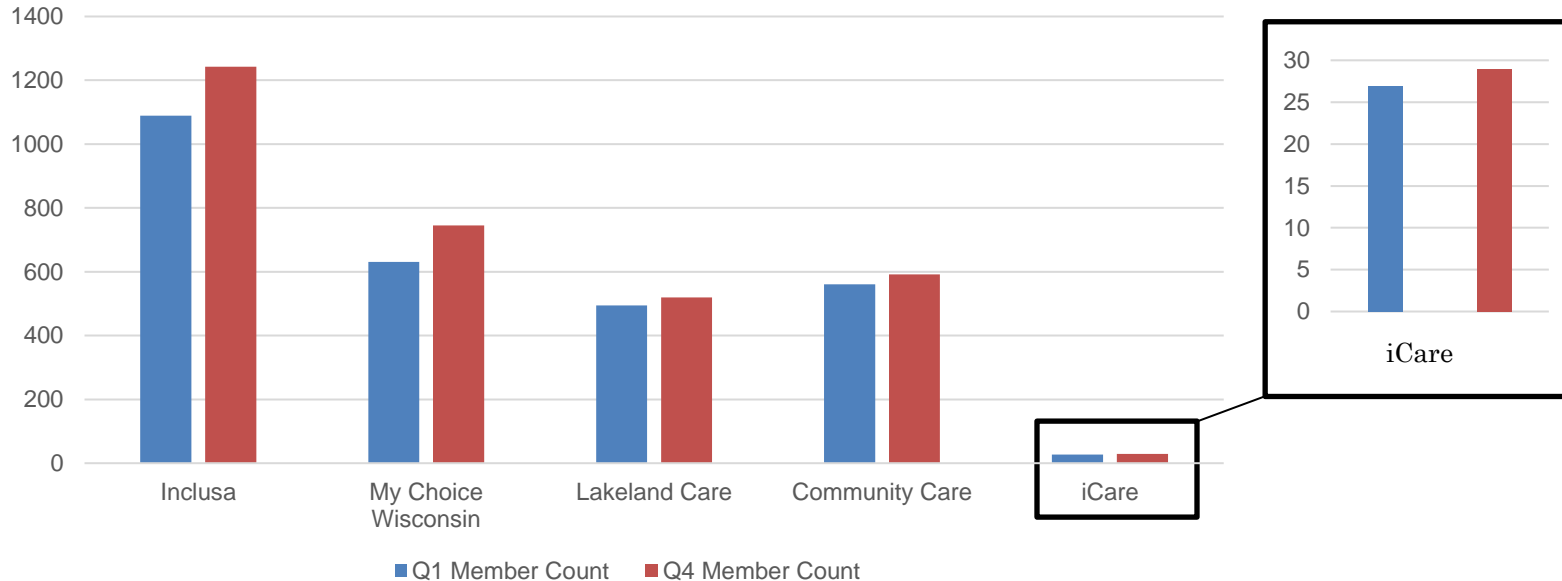
## **Or 0.05% Incentive**

Make a **2-3.9%** increase in the number of members in CIE aged 18–45

# CIE:2023 Results

All MCOs increased the number of members employed in CIE between Quarter 1 (Q1) and Quarter 4 (Q4) by more than 4% and earned the .10% incentive

# of Members Ages 18–45 in CIE



# CIE:2023 Results

	Quarter 1	Quarter 4 (Q4) Results			Required Q4 Member Count MCO must meet to obtain each Withhold and Incentive Threshold				
MCO Name:	Member Count	Member Count	Median Hours per Week	Median Hourly Wage	Target for .125% Withhold	Target for .25% Withhold	Target for .05% Incentive	Target for .10% Incentive	% Increase Q1 to Q4
Inclusa	1,089	1,242	15	\$11.83	871	980	1,111	1,133	14%
MCW	631	745	15	\$12.00	505	568	644	656	18%
LCI	494	519	15	\$12.00	395	445	504	514	5%
CCI	561	592	15	\$12.00	449	505	572	583	6%
iCare	27	29	17.5	\$11.00	22	24	28	28	7%

# Community Connections P4P

# Community Connections

- The goal of Community Connections is to:
  - increase the percentage of members who are active in inclusive community life and civic engagement, and
  - provide opportunity for members to integrate into their communities to be socially connected, in accordance with their personal preferences in alignment with Wisconsin Medicaid Managed Care Quality Strategy.

# 2023 Withhold

- .25% of the MCOs' 2023 Capitation payments are tied to MCOs developing a Strategic Plan



# 2023 Withhold Results

.25% Withhold Requirement	CCI	iCare	Inclusa	LCI	MCW
<b>Strategic Plan Part 1</b> <ul style="list-style-type: none"> <li>Part 1A. Plan Objective and Responsibilities</li> <li>Part 1B. Proposed Measures</li> </ul>	Met	Met	Met	Met	Met
<b>Strategic Plan Part 2</b> <ul style="list-style-type: none"> <li>Part 2C Preparing for Strategic Plan Development</li> <li>Part 2D Collective Plan for Changes in Practices</li> <li>Part 2E Staff Training and Technical Assistance Plan</li> </ul>	Met	Met	Met	Met	Met

# 2023 Incentive 1

- .20% of the MCOs' 2023 Capitation payments are tied to MCOs completing two incentives:
  - Incentive 1 (.08%): Developing tools and data reporting systems to implement the Strategic Plan

# 2023 Incentive 1 Results

.08% Incentive Requirements	CCI	iCare	Inclusa	LCI	MCW
Process requirements for how the strategy will be implemented	Met	Met	Met	Met	Met
Status of any future systems or technology-based improvements	Met	Met	Met	Met	Met
Copy of the of data collection method that will be utilized	Met	Met	Met	Met	Met
Copy of the new or revised tool or system used to implement the strategy	Met	Met	Met	Met	Met

# 2023 Incentive 2

- Incentive 2 (.12%): Completing Staff Training with at least 90% of IDT staff between when training plan was approved in August 2023 and 12/29/2023
  - Essential Concepts in [DHS Framework for Community Connections](#) along with MCO operationalized definitions related to community connections; and
  - Strategies identified that IDT staff will implement in Q1 2024

# 2023 Incentive 2 Results

<b>.12% Incentive Requirements</b>	<b>CCI</b>	<b>iCare</b>	<b>Inclusa</b>	<b>LCI</b>	<b>MCW</b>
Trained at least 90% of IDT staff	Met	Met	Met	Met	Met
Documented staff training including competency assessment scores for each IDT staff trained	Met	Met	Met	Met	Met
Description of any adaptations or adjustments that will be made to the approved training	Met	Met	Met	Met	Met



# WisCaregiver Careers

Certified Direct Care Professional

[WisCaregiverCDCP.com](http://WisCaregiverCDCP.com)



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES



UNIVERSITY *of* WISCONSIN  
GREEN BAY

# Microcredential and Virtual Badge for Certified Direct Care Professionals

July 9, 2024

# Microcredential Program



# Benefits for CDCPS

## Overview

- Advanced competency-based skill training in a specific area
- Recognized training by potential employers
- Continuing education for CDCPs
- Reflected as a virtual badge that shows training has been completed

## Badges

- Verifies knowledge and skill mastery to employers
- Attach to email signature, resume, and social media pages





Badges are a quick and easy way to **share verified knowledge and expertise** to employers and colleagues.



Badges provide **24/7 digital access** by displaying on resumes, websites, social media and email signatures.



Badges provide a **competitive edge** and a way to differentiate from other candidates.




## WHAT'S INSIDE

Each badge is embedded with evidence of where, when, how and why it was earned, which allows the badges to serve as 100% authenticated digital certificates.

<b>Example:</b>	<b>Certified Direct Care Professional</b>
<b>Badge Name:</b>	Certified Direct Care Professional
<b>Badge URL:</b>	<a href="http://www.customtoeachbadge.com">www.customtoeachbadge.com</a>
<b>Badge Criteria:</b>	Successfully complete and pass the online, 30-hour curriculum and proctored exam.
<b>Badge Image:</b>	See image left
<b>Issuer:</b>	Division of Continuing Education and Workforce Training
<b>Issue Date:</b>	(custom to each badge)
<b>Recipient:</b>	(your name)
<b>Criteria:</b>	In order to earn this badge, individuals complete the entire course and pass the proctored exam.
<b>Alignment:</b>	(detailed criteria)

# Potential Topics

- Trauma Informed Care
- Dementia/Memory Loss
- Children, Youth, and Families
- IDD and Autism Spectrum Diagnoses
- Spinal Cord and Traumatic Brain Injuries
- Mental Health
- Leadership and Management
- Other (open ended)



Seeking training topics in English and Spanish!

# Training Partner Selection

# Considerations



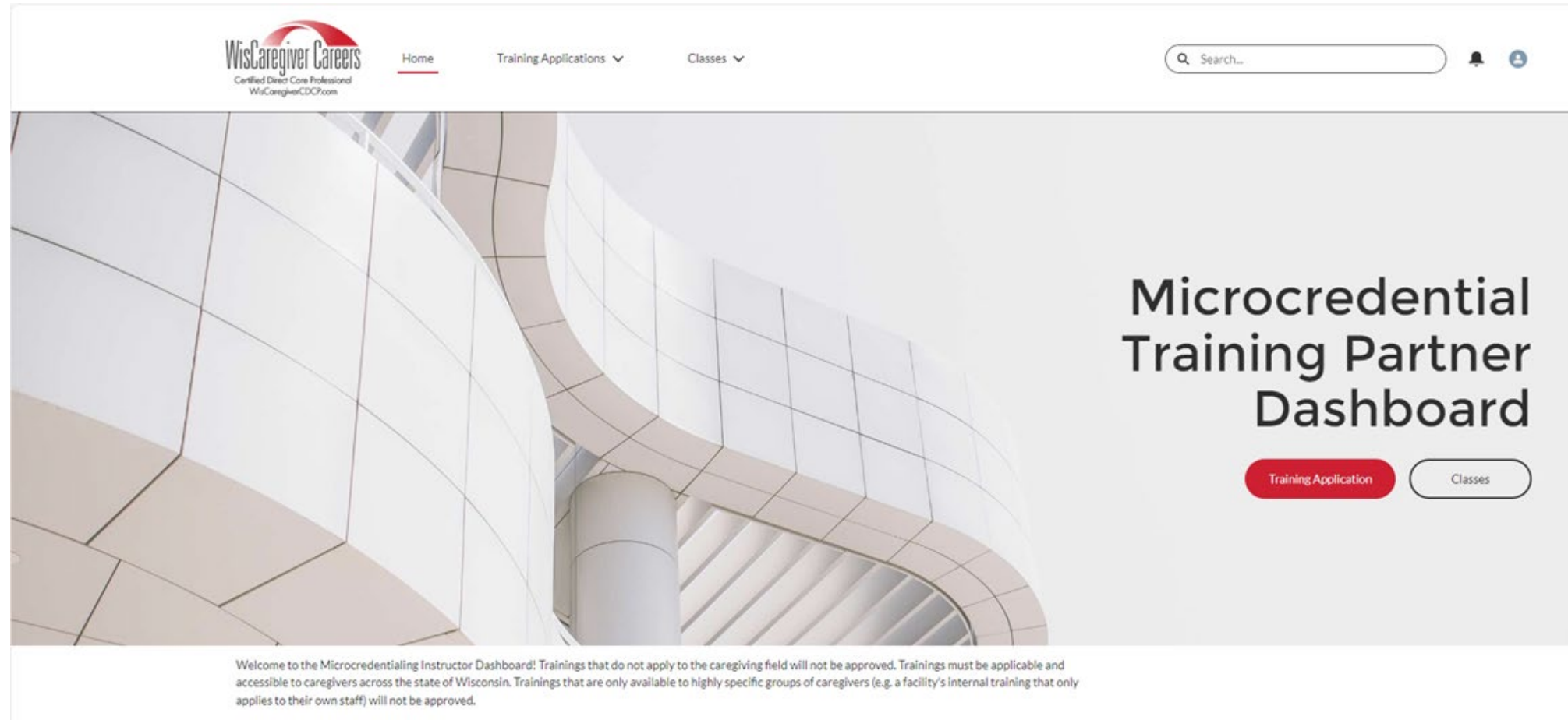
- Two-hour minimum courses
- Proof of accreditation (if applicable)
- Documents may be required
- Curriculum
- Cost and discounts to CDCPs

# What to Expect

- Submit applications at:
  - [www.uwgb.edu/certified-direct-care-professional/microcredential/](http://www.uwgb.edu/certified-direct-care-professional/microcredential/)
- Accepting applications starting June 12, 2024
- Application review process



# Microcredential Instructor Dashboard



The screenshot shows the top portion of a web application. At the top left is the logo for WisCaregiver Careers, which includes the text "WisCaregiver Careers" and "Certified Direct Care Professional WisCaregiverCDCP.com". To the right of the logo are navigation links: "Home" (underlined), "Training Applications" with a dropdown arrow, and "Classes" with a dropdown arrow. Further right is a search bar with a magnifying glass icon and the text "Search...". To the right of the search bar are icons for a notification bell and a user profile. The main content area features a large background image of a modern building's interior with curved, white, grid-patterned walls and a central column. Overlaid on the right side of this image is the text "Microcredential Training Partner Dashboard" in a large, bold, black font. Below this text are two buttons: a red button labeled "Training Application" and a white button with a black border labeled "Classes". At the bottom of the page, there is a paragraph of text: "Welcome to the Microcredentialing Instructor Dashboard! Trainings that do not apply to the caregiving field will not be approved. Trainings must be applicable and accessible to caregivers across the state of Wisconsin. Trainings that are only available to highly specific groups of caregivers (e.g. a facility's internal training that only applies to their own staff) will not be approved."



# Microcredential Program Resources

- **Registration and Log-in Site:**

- [Login \(uwgb.edu\)](https://uwgb.edu)

- **UWGB Microcredentialing Webpage:**

- [Microcredential - Certified Direct Care Professional - UW-Green Bay \(uwgb.edu\)](https://uwgb.edu)

- **Step-by-step Registration Instructions:**

- [uwgb.edu/getmedia/f15a694c-b34d-428b-9128-83bde5e305f5/Microcredentialing-Dashboard-Instructions-202406.pdf](https://uwgb.edu/getmedia/f15a694c-b34d-428b-9128-83bde5e305f5/Microcredentialing-Dashboard-Instructions-202406.pdf)



# Training CDCPs

- Why are we doing this?
  - Help CDCPs improve their skill set and support career development
  - Provide opportunities that are already vetted and aligned with Wisconsin's needs
  - Responding to what we heard from direct care workers in our listening session
- Why should an eligible training program apply?
  - New audience of potentially 10,000 individuals
  - Opportunity to help grow this new job category of CDCPs

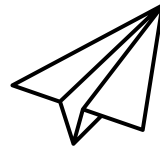
# Resources

- CDCP website: [wiscaregivercdcp.com](http://wiscaregivercdcp.com)
- CDCP Spanish website: [wiscaregivercdcp.es/](http://wiscaregivercdcp.es/)
- DHS website: [dhs.wi.gov/arpa/hcbs-directcareworkforce.htm](http://dhs.wi.gov/arpa/hcbs-directcareworkforce.htm)
- CDCP Registry Search: [uwgb.edu/certified-direct-care-professional/registry-search/](http://uwgb.edu/certified-direct-care-professional/registry-search/)
- Program fact sheet (in English, Hmong, and Spanish): [dhs.wi.gov/library/collection/p-03346](http://dhs.wi.gov/library/collection/p-03346)
- Video: Rewards of a career in health care: [wiscaregivercdcp.com/rewards-of-a-career-in-healthcare](http://wiscaregivercdcp.com/rewards-of-a-career-in-healthcare)
- Video: Introducing WisCaregiver CDCP [wiscaregivercdcp.com/introducing-wiscaregiver-cdcp](http://wiscaregivercdcp.com/introducing-wiscaregiver-cdcp)
- Microcredentials: <https://www.uwgb.edu/certified-direct-care-professional/microcredential/>

# Contact Us



[wiscaregivercdcp.com/contact](https://www.wiscaregivercdcp.com/contact)



[cdcp@uwgb.edu](mailto:cdcp@uwgb.edu)



920-465-2315, option 2

Thank you!