

## Community Care Inc (CCI) Family Care Assisted Living Survey - 2014

Summary

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Collect Responses

Analyze Results

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Community Care Inc (CCI) Family Care Assisted Living Survey - 2014

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THIS SURVEY IS FOR PROVIDER RESPONSES RELATED TO Community Care Inc (CCI)

General Survey Instructions:

Advocacy Coalition for Assisted Living— Family Care Survey

The Advocacy Coalition for Assisted Living has developed a survey to gather critical information from assisted facilities operating under the Family Care program. The Coalition is comprised of: LeadingAge Wisconsin, Residential Services Association of Wisconsin, Wisconsin Center for Assisted Living, and Wisconsin Assisted Living Association. Together, the Coalition is asking their respective members to respond to this survey so that detailed information can be gathered on Family Care provider rate changes, operating losses, contract negotiations and other important issues. The data gained through this survey will serve as the foundation for the Coalition's 2015-2017 biennial budget request seeking substantial Family Care provider increases. Without this information, the task of gaining provider rate increases becomes even more daunting, if not impossible.

So, please take the time to complete this survey.

To help you with the survey, please note the following:

- Separate surveys have been developed to obtain facility responses pertaining to each Managed Care Organization. Therefore, organizations with multiple Family Care MCO contracts will need to provide separate survey responses for each MCO using the MCO-specific survey links found below.
- The survey will enable each provider organization to provide MCO-specific responses for up to two CBRFs, two RCACs and two AFHs. Provider organizations with more than two of any provider type (CBRF, RCAC or AFH) under contract with a single MCO will need to complete the initial survey and then use the same MCO-specific survey link to provide the responses for the additional facilities.
- Please respond to every applicable survey question, even if you are completing the survey for a second time.
- The survey asks 13 questions for each facility type and eight questions on the provider organization's overall experience with the

MCO (In addition, there are a few questions to gather basic demographic and location data for each facility). The facility questions are essentially the same for each provider-type.

•The aggregated survey responses will be summarized and become the basis of advocacy efforts to improve Family Care rates and contracts. Individual survey responses will not be shared by the Associations without the expressed permission of the responding organization.

• We ask that your survey responses be completed by August 22, 2014

Should you have any questions on this survey, please contact your association.

Thank You.

THIS SURVEY IS FOR PROVIDER RESPONSES RELATED TO Community Care Inc (CCI);

+ Add Question ▼

**Q1** Edit Question ▼ Move Copy Delete

1. Please provide the following information:

Your Name:

Organization

Municipality

County

Email Address:

+ Add Question ▼ Split Page Here

**Q2** Edit Question ▼ Edit Question Logic (2) Move Copy Delete

2. Does your organization (CBRF, RCAC, or AFH) have a Family Care Contract with Community Care Inc (CCI)?

- Yes
- No- You Do Not Need to Complete this Survey--Thank You

+ Add Question ▼

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**PAGE 2** Edit Page Options ▼ Add Page Logic Move Copy Delete

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+ Add Question ▼

**Q3** Edit Question Add Question Logic Move Copy Delete

3. Is this the first time your organization will be completing this survey or are you responding again to provide responses for additional facilities?

Completing survey for the first time

Providing responses for additional facilities. All of my responses that follow are for additional facilities for which I have not previously completed a survey.

+ Add Question

+ Add Page

CBRF Questions

+ Add Question

**Q4** Edit Question Edit Question Logic (2) Move Copy Delete

4. Does your organization operate a CBRF with a CCI Family Care contract?

Yes

No

+ Add Question

+ Add Page

+ Add Question

**Q5** Edit Question Move Copy Delete

5. What is the name of this CBRF?

Questions 5 thru 18 are essentially the same (i.e., repeated later in the survey) for RCACs and Adult Family Homes.

CBRF Name

Municipality

County

+ Add Question ▼ Split Page Here

Q6 Edit Question ▼ Move Copy Delete

6. How many units are at this CBRF? Note: If you operate a second CBRF, later in the survey you will be asked to provide separate responses pertaining to the second facility.

+ Add Question ▼ Split Page Here

Q7 Edit Question ▼ Move Copy Delete

7. How many residents are served by this CBRF (today's census)?

+ Add Question ▼ Split Page Here

Q8 Edit Question ▼ Add Question Logic Move Copy Delete

8. What is the primary client group served by this facility?

- Frail Elderly
- Developmentally/Intellectually Disabled
- Physically Disabled

Comments

+ Add Question ▼ Split Page Here

Q9 Edit Question ▼ Move Copy Delete

9. How many of your CBRF's residents are enrolled with CCI?

+ Add Question ▼ Split Page Here

**Q10** Edit Question ▼ Edit Question Logic (2) Move Copy Delete

10. Do you limit the number of CCI enrollees in this CBRF?

Yes

No

+ Add Question ▼

+ Add Page

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+ Add Question ▼

**Q11** Edit Question ▼ Move Copy Delete

11. What is the limit?

+ Add Question ▼ Split Page Here

**Q12** Edit Question ▼ Edit Question Logic (2) Move Copy Delete

12. In 2013, did the costs to care for your CCI CBRF residents exceed the reimbursement you received from CCI to care for those residents (i.e., did you incur a CCI loss in your CBRF)?

Yes

No

+ Add Question ▼

+ Add Page

+ Add Question ▼

**Q13** Edit Question ▼ Move Copy Delete

13. What was this CBRF's CCI annual loss in 2013?

+ Add Question ▼ Split Page Here

**Q14** Edit Question ▼ Move Copy Delete

14. What was this CBRF's CCI loss per resident day (annual CCI loss divided by annual CCI-funded resident days)?

+ Add Question ▼ Split Page Here

**Q15** Edit Question ▼ Move Copy Delete

15. For those years applicable, please provide (as a percentage) the CCI overall rate increase, rate decrease, or rate freeze you received for this facility in each of the past 5 years.

Average Annual Rate Change

2010	<input type="text"/>
2011	<input type="text"/>
2012	<input type="text"/>
2013	<input type="text"/>
2014	<input type="text"/>

Comments

+ Add Question ▼ Split Page Here

**Q16** [Edit Question](#) [Edit Question Logic \(2\)](#) [Move](#) [Copy](#) [Delete](#)

16. Does CCI use the annual Fair Market Rent Summary for Wisconsin produced by the U.S. Department of Housing and Urban Development (HUD) to establish the room-and-board payment for your Family Care enrollees?

Yes

No

Comments

[+ Add Question](#)

[+ Add Page](#)

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[+ Add Question](#)

**Q17** [Edit Question](#) [Move](#) [Copy](#) [Delete](#)

17. Please describe how CCI calculates your CBRF's room and board payment.

[+ Add Question](#)

[+ Add Page](#)

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+ Add Question ▼

Q18

Edit Question ▼ Add Question Logic Move Copy Delete

18. What methodology does CCI use in setting service rates for your Family Care CBRF enrollees? (Check all that apply)

- Based on the Long Term Care Functional Screen (LTCFS)
- Based on broad resident acuity factors (other than LTCFS)
- Somewhat reflective of CBRF costs
- Based solely on prior year rates
- Flat rates offered to all similar providers
- Other

Other (please specify)

+ Add Question ▼

+ Add Page

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Additional CBRF

Note: This survey allows you to provide responses for up to two CBRFs under contract with the same MCO.

+ Add Question ▼

Q19

Edit Question ▼ Edit Question Logic (2) Move Copy Delete

19. Does your organization operate an additional CBRF with a CCI Family Care contract?

- Yes
- No

After this section, organizations that operate an RCAC and/or Adult Family Home under contract with the MCO will be directed to the applicable survey sections, as appropriate.

+ Add Question ▼

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General

General-- CCI

The following 8 questions seek general information regarding your organization's overall experience/relationship with this MCO.

+ Add Question ▼

Q94 Edit Question ▼ Add Question Logic Move Copy Delete

94. Will CCI share its assisted living rate-setting methodology/calculation with you?

- Yes
- No. Please comment on why this information is not shared

Comments

+ Add Question ▼ Split Page Here

Q95 Edit Question ▼ Add Question Logic Move Copy Delete

95. Will CCI share with you the results of the individual LTCFS of your assisted living residents upon your request?

- Yes
- No. Please comment on the explanation given for not sharing the results

Comment

+ Add Question ▼ Split Page Here

Q96 Edit Question ▼ Add Question Logic Move Copy Delete

96. Will CCI allow you to challenge their LTCFS findings?

- Yes
- No

Comments

+ Add Question ▼ Split Page Here

**Q97** Edit Question ▼ Add Question Logic Move Copy Delete

97. Have you ever successfully challenged the findings of your MCO's LTCFS?

- Yes
- No

+ Add Question ▼ Split Page Here

**Q98** Edit Question ▼ Add Question Logic Move Copy Delete

98. How would you best categorize your PAYMENT/RATE negotiations with your MCO (please check one):

- There are no negotiations; it's "take it or leave it."
- The negotiations are reasonably fair and open
- The negotiations are somewhere between non-existent and reasonably fair & open.

Comments

+ Add Question ▼ Split Page Here

**Q99** Edit Question ▼ Add Question Logic Move Copy Delete

99. How would you best categorize your CONTRACT (excluding payment/rate) negotiations with your MCO (please check one):

- There are no negotiations; it's "take it or leave it."
- The negotiations are reasonably fair and open
- The negotiations are somewhere between non-existent and reasonably fair & open.

Comments

+ Add Question ▼ Split Page Here

**Q100** Edit Question ▼ Add Question Logic Move Copy Delete

100. If your organization has incurred Family Care-related operating loss due to inadequate payments from CCI, please note what steps your organization was required to take (check all that apply):

- Wage freezes or cuts
- Reduced staffing hours
- Reduced health insurance coverage
- Reduced non-health insurance fringe benefits
- Downsized facility capacity
- No longer admit Family Care enrollees
- Limit number of Family Care covered residents/tenants
- Required Family Care covered residents/tenants to be relocated from our facilities
- Not applicable (no operating losses incurred)
- Other

Other (please specify)/Comments

+ Add Question ▼ Split Page Here

**Q101** Edit Question ▼ Add Question Logic Move Copy Delete

101. The establishment of Family Care assisted living provider rates by the Managed Care Organization can either be done through negotiations between the MCO and provider (current process) or the MCO could be directed to set rates according to a fee schedule imposed by the Department of Health Services (i.e., essentially all providers would receive the same rate for the same resident acuity, perhaps adjusted by labor region). NOTE: Arguably, a fee schedule would establish vehicle to make it easier to pass through a rate increase but would all but eliminate the ability of a provider to negotiate rates with an MCO.

Which system would you favor to set assisted living rates?

- MCO-Provider negotiated rates
- DHS directed fee schedule
- Uncertain