



Community Care Inc. - Provider Advisory Committee Minutes

Date: March 19, 2026 **Time:** 10:00AM - 12:00 PM **Location:** 1801 Dolphin Dr., Waukesha

Recorder: Faith Wenrich

Attendance: Bova-Gray Deviley Godec Gossett Grossman Kaiser Ogunnoiki Robinson
 Smith Sveda Valona Moen Ferris Wendt Wenrich Lathon Jolly

Topic	Discussion
Introductions - Moen	<p>Matt Moen – CCI Director of Provider Management Patti Ferris – CCI Provider Quality Manager Jill Wendt – CCI Health Care Contracts Manager Faith Wenrich - CCI Administrative Assistant Halanna Lathon – CCI Quality Ashley Jolly – CCI Quality</p> <p>James Valona - Ability Group, LLC Jasmine Bova-Gray - Alexandria’s Angels LLC Thomas Gossett - Goodwill of Southeastern Wisconsin Rachel Kaiser - Integrity Residential Services David Ogunnoiki - Kadop Health Care Services LLC Shandrica Robinson - Loyalty On Time Doug Sveda - Next Step in Residential Services LLC Erin Smith - Opportunity Development Centers Lynn Godec - Shorehaven Behavioral Health, Inc. Lisa Deviley - Stay at HomeCare, LLC Nicole Grossman - Dodge County Medical Facilities</p>
Agenda Topics	<ul style="list-style-type: none"> • CCI’s 2026 Quality Plan • Affiliation with CareSource • Essential Provider MCP Signatures • Adult Long-Term Care Provider Enrollment • Provider Education / Trainings • Partnership Expansion • CDCP / Handshake • GSR 3 • GSR 7 • Provider Satisfaction Survey • Provider Adequacy – Metastar Audit

Topic	Discussion
	<ul style="list-style-type: none"> • 2-year provider advisory committee • Future Agenda Topics and Meetings
CCI's 2026 Quality Plan	Once our 2026 Quality Plan is approved by DHS, that will be posted on our website. Community Care is contractually required to ensure our provider network has an opportunity to be involved in our quality feedback.
Affiliation with CareSource	We are hoping to have our affiliation with CareSource, a large not for profit health care insurance organization, finalized by April 1, 2026. Anytime something happens that is going to affect our employees, our members or our providers, we are certainly going to let you know. We are expecting approval from DHS in the next few weeks but already have approval from CMS and OIG.
Essential Provider MCP Signatures	Community Care has Provider Portals for access to Authorizations, Member Care Plans (MCP), Claims and Remittances. In the past, most providers had to electronically sign an authorization, in the portal, before getting paid. Effective June 1, 2026, the requirement to electronically sign an authorization is ending and for Providers of Essential services, they must sign the member care plan before payment is made. The list of Essential provider services types has been listed in the Authorization Portal as well on the home page of the MCP Portal. You will still see and have an authorization to assist with your claims. An email will be sent with this information next week.
Adult Long-Term Care Provider Enrollment	All providers must be enrolled in Medicaid through Forward Health by March 31, 2026. We have been communicating this information to our providers, multiple ways, effective April 1, 2026, if you do not have your Medicaid number, you will not be paid for services and your contract will be terminated for breach of contract.
Provider Education / Trainings	We offer a series of educational opportunities every year such as Compassion Fatigue and Abuse, Neglect, Misappropriation, Injury of Unknown Origin, Caregiver Misconduct, Reporting and Investigating and Legal Decision Makers. We offer these free trainings multiple times per year at various locations. Information regarding these meetings is conveyed via email to contractinquiries@communitycareinc.org .
Partnership Expansion	DHS is changing some of the Geographic Service regions, combining counties differently. We received the okay to do Partnership in Dane, Columbia, Jefferson and Dodge. CMS also has to approve so CCI submitted a request to provide Partnership in those 4 counties, beginning January 1, 2027, and have not gotten their approval yet.
CDCP / Handshake	<p>Our Pay for Performance (P4P) project this year, as decided by the state, is a value based CDCP (Certified Direct Care Professionals) training program through UW Green Bay. It is felt that the impact of the utilization of this program will impact the care of members.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  2026-5_CertifiedDirectCareProfessionalsPI </div> <div style="text-align: center;">  P4P CDCP Program.pdf </div> </div>

Topic	Discussion
GSR 3 and GSR 7	Effective January 1, 2026, Milwaukee changed from GSR 8 to GSR 7 and Community Care was not awarded Partnership in Milwaukee. The counties of Buffalo, Clark, Crawford, Grant, Green, Iowa, Jackson, Juneau, La Crosse, Lafayette, Monroe, Pepin, Richland, Sauk, Trempealeau, and Vernon were combined to form a new GSR 2 - eliminating GSR 3. Effective January 1, 2027, Kenosha, Ozaukee, Racine, Sheboygan, Walworth, Washington, and Waukesha Counties will be combined as a new GSR 3. We have applied for Family Care and Partnership in the upcoming GSR 3 and are awaiting approvals.
Provider Satisfaction Survey	Halanna Lathon relayed that our overall goal for responses to the Provider Satisfaction Survey, sent via email quarterly, be that providers have a good relationship with CCI. The survey access is always posted on our website.
Provider Adequacy – Metastar Audit	We decided to talk about this topic at a later meeting due to time constraints.
2-year provider advisory committee	<ul style="list-style-type: none"> • A reminder, when we asked you to join our advisory committee, it was for a 2-year commitment. Thank you for your commitment.
Future Agenda Topics and Meetings	Thank you for attending and if you have any agenda topic ideas for 2026, feel free to contact Faith Wenrich, Faith.Wenrich@communitycareinc.org , or email contractinquiries@communitycareinc.org .