

Q & A for My InnerView Enrollment under Associations' Agreement

I need to know more information before I enroll. How can I get it?

Go to www.myinnerview.com and click on any of the tabs below the picture. The most useful will probably be “Products and Services” and “Request Demo”.

How do we enroll?

You enroll online. Go to www.myinnerview.com and click on the Join tab in the upper right corner. Follow the directions and pay particular attention to the suggestions highlighted on the screen. My InnerView will send you a contract to sign.

Can I enroll more than one entity? If so, how do I do that?

Yes. In the Type of Membership window, you click on Multi-Facility Organization. You enroll as a multi-facility organization and designate a “superuser.” The individual submitting the ‘join’ information will be the designated system ‘Superuser’ for the organization or the facility. Therefore it is very important to ensure that the ‘join’ function is completed by the appropriate facility or organizational representative. The ‘superuser’ has the authority to set up users within the organization, set “targets”, modify the facility profile, create groups to be used in the analytical reports, and view reports.

Can I enroll both nursing homes and housing within my organization?

Yes. Nursing homes and housing that provides services (i.e., registered housing with services) both receive the Quality Profile and Satisfaction Surveys under the agreement between My InnerView and the two associations, the Minnesota Health & Housing Alliance and Care Providers of Minnesota. Housing that does not provide any services, identified as independent housing, qualifies only for the Satisfaction Surveys (because there are no services for which the quality can be measured or profiled).

In the Membership Level window, there are three options. Which one should I choose?

Select the Quality Profile option. This is the option covered by the associations’ agreement with My InnerView. It includes the satisfaction surveys—you get both the quality profiles and the satisfaction surveys. The agreement **does not include** the Risk Monitor. You can talk to My InnerView about adding the Risk Monitor and being billed separately by My InnerView for it.

What are the Custom Reports below the Membership Options window?

My InnerView can prepare custom reports. You would need to talk to them about any custom reports you would like.

What are the financial arrangements that the two associations have negotiated with My InnerView?

We have negotiated reduced rates for guaranteed periods of time that are significantly better than generally available to customers of My InnerView. In return for these benefits, the two associations will provide certain services that My InnerView

normally provides. The rates include a 15% add-on that will be utilized by your association to develop and maintain a joint Data Institute and associated activities. The specific rates and guarantees depend upon when you enroll, and they are displayed in Attachment A.

What is the "Data Institute"?

The two associations are currently working on the creation of a joint database of data of members that participate in My InnerView that will be used in a variety of ways including public information (such as a consumer-oriented web site), regulatory and legislative advocacy, and customization of the associations' educational programs.

What services are the two associations providing?

Each association will provide the billing services for My InnerView to member organizations. You will receive one bill for the remainder of this year, and subsequently you will be billed for a calendar year at the same time your association bills your dues. The associations will also provide marketing in conjunction with My InnerView. MHHA will enable My InnerView to have display space at its Housing Symposium in July and its annual meeting in September. CPM will provide My InnerView with display space at its annual fall conference in November.

My organization has multiple facilities. How will the billing be handled?

You should discuss with your association whether you want to have all your facilities billed through the corporate office or separately. It will be simplest to have the bill sent along with your association dues.

If I decide I don't like My InnerView, can I stop using it?

Yes, of course. Simply provide My InnerView with a written thirty (30) day notice that you do not wish to continue. If you forget to do that, simply don't renew. Annual fees will not be refunded, however.

How does the minimum fee of \$75 per month work?

My InnerView has certain fixed costs no matter how large or small an enrollee might be, and the minimum fee enables them to serve small providers. If you have ten assisted living units, for example, the fee schedule would produce only \$12.50 per month income to My InnerView, and they cannot offer the service for that amount. The minimum fee ensures that they will at least break even when serving small providers.

I have several small assisted living facilities. Do I have to pay a separate minimum fee for each one?

No, not if you sign them all up at the same time. When you sign them all up at once, the minimum fee will cover all of them. For example, if you have four 10-unit assisted living facilities, your minimum fee will be \$75, not \$300. For enrollments in 2005, the minimum fee will cover up to 50 beds or units. Above that level, you pay according to the regular fee schedule.

My organization has facilities in other states. Can they join under this agreement and receive the guaranteed discounted prices?

My InnerView has agreed to make the guaranteed discounts available to other facilities within an organization that is covered by their agreement with the two associations—provided that the associations handle the billing. The associations, however, will not provide marketing services for your out-of-state facilities. You should check with your association.