

Policy and Procedure	Date Issued 10/4/2012	Section WIsur Choice	Policy Number QA- 10	Page 1
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Provider Performance Policy and Procedure		

1. POLICY:

It is the policy of the Behavioral Health Division (BHD) Community Services Branch (CSB) that providers considered for, or continuation of, Fee for Service agreements or Purchase of Service contracts with Milwaukee County demonstrate a high level of performance. The goal of this policy and procedure is to promote fairness and consistency in the performance evaluation of agencies and encourage improvement in the agency's performance to meet the required standards. These performance standards include the provider's compliance with the Milwaukee County Fee for Service agreement, Milwaukee County Purchase of Service Contract, Community Services Branch Service Descriptions, and the Community Services Branch Policies and Procedures.

2. PROCEDURE:

- A. In order to ensure providers are demonstrating a high level of performance, the Community Services Branch (CSB) Quality Assurance staff will proceed with the following progression of interventions to manage any quality concerns or findings for a provider in regard to their performance:
1. Written or verbal communication with the provider.
 2. On-site Technical Assistance at the provider location.
 3. Suspension of new referrals for the provider.
 4. Requesting submission of a Corrective Action Plan by the provider.
 5. Implementation of Conditional Status for the provider for a set time period.
 6. Suspension of the provider for a set time period.
 7. Termination of the provider's fee for service agreement or purchase of service contract with Milwaukee County.
- B. Providers that are suspended from new referrals or put on a corrective action plan 2 or more times during a 12 month time period may not have their agreement/contract renewed for the following year.
- C. For WIsur Choice Providers: Providers that bill Milwaukee County for services for clients that are covered by health insurance 2 or more times during a 12 month time period may not have their Fee for Service Agreement renewed for the following year. All instances of billing for clients that are covered by health insurance will result in disallowance of payment. Noncompliance will result in the same progression of interventions as noted in A. above.
- D. CSB reserves the right to develop Provider Performance Measures that reflect service recipient satisfaction, complaints against providers, compliance with Fee for Service agreements, Purchase of Service contracts, and/or policies and procedures, and Service Recipient outcomes. Furthermore, CSB reserves the right to publish and distribute Provider Performance scores to Service Recipients, families/guardians, Care Coordinators/Care Management/Support and Service Coordinators/Case Managers/Recovery Support Coordinators, and other attentive and affected audiences, and will encourage the consideration of performance history in the selection of Providers.
- E. Based upon the severity of non-compliance, CSB has the discretion to proceed to a higher level of intervention without following the progression of interventions as noted in A. above.

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Reviewed & Approved by: 
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