

# WISER CHOICE CONTRACT SERVICES



Quality Assurance Team  
Cheryl Neils, Stefanie Erickson,  
& Jena Scherer



# SCOPE OF SERVICE

- Agencies will be expected to provide the services stated on Exhibit I of the 2011 Purchase of Service Agreement.
- Yearly Desk Review- starts in September
- Open Enrollment- providers can add services during the Desk Review- ends in October



# STAFFING AND DELIVERY OF SERVICE

- Agencies shall maintain personnel levels required to perform the required tasks under the Purchase of Service Agreement
- Agency personnel replacements shall be by persons of like qualifications
- The final authority for determining eligibility rests with Milwaukee County



# BILLING

- Agencies shall complete billing in CMHC on a weekly basis for services provided to comply with all policies and procedures related to documentation of services rendered.
- Computer Log In Request and Agreement for CMHC is available on our Milwaukee County-SAIL/AODA website



# RECORD KEEPING AND ACCESS TO RECORDS

- Agencies shall maintain records and financial statements as required by state and federal laws.
- Agencies shall maintain and, upon request, furnish to Milwaukee County, at no cost to County, any and all information requested by County relating to the quality, quantity and cost of services covered by this agreement.
- Milwaukee County has the right to inspect at all reasonable times case, medical, program and financial records and such other records of Agencies as may be requested to evaluate or confirm Agencies delivery of the care and service to our clients.



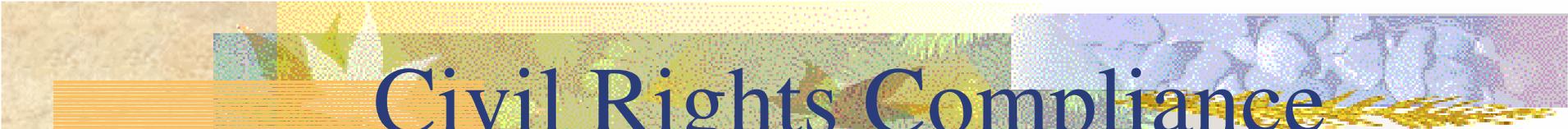
# INSPECTION OF PREMISES AND COUNTY SITE AUDITS

- Agencies shall allow visual inspection of agency premises to county representatives. Inspection shall be permitted without formal notice at any time that care and services are being furnished.
- Agency and County mutually agree that County or County's representatives, including the Milwaukee County Dept. of Health and Human Services and the Milwaukee County Dept. of Audit reserve the right to review all Board approved by-laws, minutes, policies, procedures, employee files and records, client attendance and case records, billing and accounting records, financial statements, certified audit reports and all supporting work deemed necessary and appropriate to this agreement.



# NON-DISCRIMINATION, AFFIRMATIVE ACTION, CIVIL RIGHTS AND EQUAL EMPLOYMENT OPPORTUNITY

- No eligible client or patient shall be unlawfully denied services or be subjected to discrimination because of age, race, religion, color, national origin, sex, sexual orientation, handicap, physical condition, or developmental disability.
- County General Ordinance  
[www.milwaukeecounty.org](http://www.milwaukeecounty.org)



# Civil Rights Compliance

for the period of

January 1, 2010 - December 31, 2013

- All Providers must submit a Civil Rights Compliance Letter of Assurance (LOA)
- Providers that have 25 or more employees and receive over \$25,000 in government funding must complete a Civil Rights Compliance Plan



# INDEMNITY

- Provider agrees to the fullest extent permitted by law to indemnify, defend and hold harmless, the County and its agents, officers and employees, from and against all loss or expense including costs and attorney's fees by reason of liability for damages including suits at law or equity, caused by any wrongful, intentional or negligent act or omission of the Agency which may arise out or are connected with the activities covered by this agreement.



# INSURANCE COVERAGE

- Milwaukee County as its interests shall be named as an additional insured for general, automobile, garage keepers legal and environmental impairment liability. A certificate indicating the above coverage shall be submitted for review and approval by the county for the duration of this agreement.



# SUBCONTRACTS

- Assignment of any portion of the services by subcontract is prohibited except upon prior written approval of Milwaukee County.



# BACKGROUND CHECKS

- After the initial background check, agency is required to conduct a new background search every four (4) years, or at any time within that period when agency has reason to believe a new check should be obtained



# BACKGROUND CHECKS

- Provider shall maintain the results of background checks on its own premises for a period of at least four years following the latter.
- MilwaukeeCounty also requires compliance with the Wisconsin Caregiver Program
- [www.legis.state.wi.us/rsb/code/index.html](http://www.legis.state.wi.us/rsb/code/index.html)



# OTHER INFORMATION

- Progress Notes + Sign in Sheets = Payment  
PN & SI must include all elements
- Credential updates
- CIB/Caregiver report
- Discharge Clients in CMHC
- Provider Utilization Reports- run weekly



■ ANY QUESTIONS?



# WISER CHOICE CONTACTS

Jena Scherer, [jena.scherer@milwcnty.com](mailto:jena.scherer@milwcnty.com),  
257-7331

Stefanie Erickson,  
[stefanie.erickson@milwcnty.com](mailto:stefanie.erickson@milwcnty.com),  
257-7354

Cheryl Neils, [cheryl.neils@milwcnty.com](mailto:cheryl.neils@milwcnty.com),  
257-7409