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**1. POLICY:**

Per DHS 36.07 (5) (e) and 36.10 (2) (e) 2. CCS Administrator will have responsibility for overall knowledge of DHS 36 and applicable regulations for quality assurance functions.

**2. PROCEDURE:**

- A. Under direction, oversight, and supervision of the CCS Administrator, the Quality Assurance staff will be conducting periodic announced and unannounced reviews of Providers to ensure compliance with DHS 36.
- B. These reviews will consist of examining all phases of an agency’s operations including client records, treatment services, staffing patterns, billing and office operations, and the physical facility. Telephone, face to face, and mail contacts will be made with current and former clients regarding their satisfaction with treatment services. The review will look at three major levels of quality assurance:
  - 1. Agency/Provider Quality Indicators- looking at the employee and agency level for compliance with applicable state and county rules and regulations as well as contract requirements.
  - 2. Client/Program Quality Indicators- looking at programmatic and contractual requirements related to client and program service requirements.
  - 3. Client Payment History- looking for documentation to support the number of units billed in relation to the number of units authorized and the number of units documented in the client case files.
- C. Results of the Quality Assurance review will be discussed with the CCS Administrator and a summary report will be sent to the Provider with any recommended changes for the Provider to ensure services are being provided in accordance with DHS 36.
- D. Providers will be asked to submit a Corrective Action Plan, within specified timelines, for any areas identified in the review that need improvement.

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Reviewed and Approved by: \_\_\_\_\_  
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