

Responses to Questions from 11/2/11 Fee for Service Agreement presentation

1. If an agency outsources their billing do we need them to submit "indirect" staff information to us?
Answer: Yes, as long as they meet the definition of Indirect Staff.
2. For employees who have overlapping responsibilities, i.e. - direct and indirect, do we need them referenced on both Add Provider forms we are asking them to submit?
Answer: No. For Wraparound, if an employee performs both Direct Service and Indirect functions, only submit the "Add Direct Service Provider" form; for other contract divisions, follow regular protocols for adding staff.
3. **For Wraparound Only:** When must we include a background check with the ADD Slip?
Answer: The background check (all three parts), regardless of disposition, must be included with the ADD Slip when the person has any criminal history/record and/or if any findings are noted on the DHS Letter that reports the status of a person's administrative findings or license restrictions.
NOTE: If the agency is under the directive to submit all background check information with the ADD Slip regardless of a person's history, i.e., if agency is on conditional status, if submitting the background checks are part of a current corrective action plan, etc., then that directive must be complied with until otherwise indicated by the Wraparound Provider Network.
4. Are these add staff requirements applicable to very large organizations, with potentially dozens or more individuals affected?
Answer: Yes; however, refer closely to the Indirect Staff definition - being a billing, clerical, or other staff does not automatically make a person an "Indirect Staff"; Milwaukee County is only concerned with those individuals who are connected in some way (per definition - as a supervisor, billing staff, case records and/or quality assurance worker, and/or is someone who has access to clients, client property, and/or client information of Service Recipients) to "Covered Services" – i.e., services which are being paid for by Milwaukee County. If your organization has a billing department of 100 individuals, but only 5 have access to client information for Milwaukee County Covered Services, then only those 5 are subject to the requirement. If all 100 individuals have access to the client information, then the requirement applies to all. An alternative would be to restrict access only to those employees who need access for billing purposes. Restricting this access by way of a policy which restricts the accessing of client records to purposes required under the Fee for Service Agreement will be acceptable.