

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division POLICY & PROCEDURE	Original Date Issued: 05/01/2014	Reviewed: 05/01/14 By: DM <hr/> Last Revision: 02/12/2016 By: LG	Section: ADMINISTRATION	Policy No: 034	Pages: 1 of 4 (1 Attachment)
<input checked="" type="checkbox"/> Delinquency and Court Services Division <input checked="" type="checkbox"/> Children’s Court Services Network <input checked="" type="checkbox"/> Purchase of Service Agencies Detention Center	Effective Date: 02/15/2016	Subject: Service Authorization Request (SAR)			

I. Policy

It is the policy of Delinquency and Court Services (DCSD) that any service provided for a youth and/or family must be identified with a Service Authorization Request (SAR) in the Synthesis database system for tracking and payment.

II. Process

All services rendered to youth/families must be authorized with a SAR prior to the service being provided. Any service provided without the proper SAR will not be paid. Therefore, all services in the Children’s Court Services Network (CCSN) must be authorized by the Human Service Worker (HSW) and approved by the Human Service Worker Supervisor (HSW Sup) or Administration via use of a SAR.

By connecting this authorization and payment process directly to the referral for services, the benefits to the youth are optimized in that they:

- A. Assist DCSD in ensuring services for the youth are obtained in a timely manner,
- B. Enhance collaboration among HSW’s and Providers of services that contributes to supporting one another’s respective roles and responsibilities regarding the delivery of services to youth and families.
- C. Facilitate thoughtful and collaborative case planning of services that youth and families will receive based on the Crimeogenic needs identified in the assessment process.

III. Procedure

A. To Complete an Initial SAR

The initial SAR is entered by DCSD Administration in Synthesis within 48 business hours of the referral being accepted by the agency. DCSD Administration will email the HSW and the HSW Supervisor when the SAR has been entered. For a detailed description of how to enter a SAR, please refer to Attachment I: *How to Enter a SAR*.

All referred services require a SAR entry. There are two types of SARDS that can be entered into Synthesis: billable and non-billable. Billable SARDS allow the provider to bill and enter case notes based on the requested service provided. Non-billable SARDS allow for the provider to enter case notes and dosage information only.

The following are non-billable SAR services:

1. Capias Abatement Program
2. Community Accountability Panels (CAP)
3. Community Connections Program (CCP)
4. Community Service and Restitution Coordination Program (CSRC)
5. Evening Report Center (ERC)
6. Family Functional Therapy (FFT)

7. Intensive Monitoring Programs (IMP) - Firearms, SCOP, Auto/Burglary & MCAP
8. Job Readiness Programs (*previously* Employment Programs)
9. Juvenile Education Treatment Initiative (JETI)
10. Level II Monitoring
11. Out-of-Home Care Services (OHC)
12. Restorative Justice (YRJ)
13. Saturday Alternative to Sanctions (SAS)
14. Southwest Key – Mentoring Service
15. Supervision and Engagement Program (SEP)

The following are billable SAR services:

1. Aggression Replacement Therapy (ART)
2. Anger Management (YAM)
3. AODA Assessment *or* GAIN (ZXA)
4. AODA Group Counseling (ZXG)
5. AODA Individual and Family Counseling (YAT)
6. Clinical Counseling (YYC)
7. Competency Restoration (YFECCCO)
8. Daily Living Skills (YLS)
9. Female Family System Intervention (YFI)
10. Girls Family Connections (CCC02)
11. Healthy Relationships (YZH)
12. Individual and Family Counseling (YYC)
13. Individual and Family Counseling – Therapist in Training (QQT)
14. Mentoring (YMT)
15. Parent Assistance (YPECCC)
16. Sexual Assault Group Counseling (YZG)
17. Sexual Assault Individual Counseling (YZI)
18. Tutoring (YAS)

B. To Complete a Turnaround SAR

The turnaround SAR must be entered by the HSW in Synthesis the month prior to the service that is being rendered by the agency. The turnaround SAR is a reflection of the previous month's SAR and is completed by using the following procedure:

1. Turnaround SAR's are to be **entered and approved on-line by the 23rd** of the month prior to service that is being delivered (*i.e., June Turnaround SAR's must be entered by May 23rd*).
2. HSW's can update the number of Units requested up to the maximum allowable units shown on the Children's Court Service Network Service Matrix. Any other changes to the service would require a new SAR.
3. Turnaround SAR's are automatically electronically forwarded to the HSW Supervisor for approval.
4. If Turnaround SAR's are not entered by the 23rd of the month prior, the HSW will be responsible for entering the initial SAR for the following month. (See III.A. of this policy for direction).
 - a. HSW's should check the Turnaround SAR Tab to see if selecting a Turnaround SAR is possible.
 - b. If the Turnaround SAR is not available, the HSW will have to create the next month's SAR's.
 - c. Upon creation of the new SAR, the HSW will notify DCSD Administration, via email, of the newly created SAR for review.

Note: Turnaround SARRS are NOT authorized until they are approved by the HSW Supervisor.

C. Approval and Monitoring of Services

1. All initial SAR's are approved when entered by DCSD Administration.
2. All turnaround SAR's are approved after the HSW Supervisor receives the automated email notification and then approves the SAR in Synthesis.
3. Compliance with all Fee-For-Service, contracts, and policies will be monitored and DCSD reserves the right to deny services and/or payment for services that are not in compliance.
4. Vendors may use Synthesis to review and run reports of their authorized services at any time during the month.
5. For providers that do not have access to Synthesis, DCSD will send an Initial Report of authorized services to all vendors at the beginning of the service month.

D. To Request Overrides

1. HSW's can authorize units only up the maximum allowable units as shown on the Children's Court Service Network Service Matrix.
2. Request for units above that number can only be approved by the HSW Supervisor.
3. To request an override, the HSW enters the maximum allowable units and indicates the reason for the request in the NOTES field of the SAR screen.
4. When the HSW Supervisor receives the request for the SAR approval, they will determine whether or not to approve the override, and will update the requested units as needed.

E. To Reassign a Provider (within same agency)

1. If an agency reassigns a case to another provider within their own agency, it is the responsibility of the agency to email DCSD Administration and the HSW of this change immediately. The email should contain the client's full name, agency name, the name of the old provider, date of change to the new provider, the new provider's name and brief reason for the change. This action requires a new SAR be generated.
2. A new SAR will be created by DCSD Administration within 48 hours of notification by the agency. Once the new SAR is created, DCSD Administration will email the HSW and HSW Supervisor that it is ready.

F. To Change, Drop and/or Add a Service*

1. If an agency initiates a request to drop a client, the agency must email both DCSD Administration and the HSW within 24 business hours of the decision with the following information:
 - a. Agency's name,
 - b. Client's full name,
 - c. Direct Provider's full name,
 - d. Reason for the drop and
 - e. Effective date of the drop.

*This action will require a new referral be completed to initiate the change to a new agency. (See DCSD Policy 023, Children's Court Center Network (CCSN) Provider Service Authorization & Referral Process: Section II. Procedure, Steps B through D).

2. If the HSW determines that a change in the agency is needed for a client, the HSW must email both DCSD Administration and the current agency within 24 business hours of the decision with the following information:
 - a. Client's full name,
 - b. Date to stop issuing/authorizing the client services,
 - c. Agency's name,
 - d. Provider's name and
 - e. Brief description of the reason for the change.

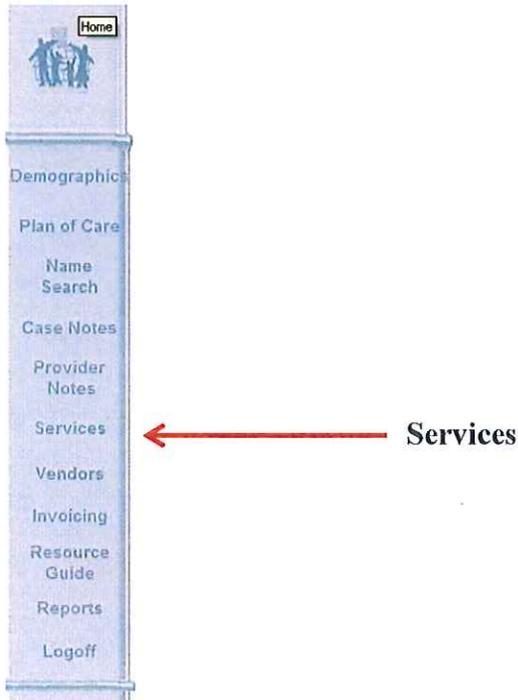
*This action will require a new referral to be done, to initiate the change to a new agency. (See DCSD Policy 023, Children's Court Center Network (CCSN) Provider Service Authorization & Referral Process: Section II. Procedure, Steps B through D).

B Thomas Wanta

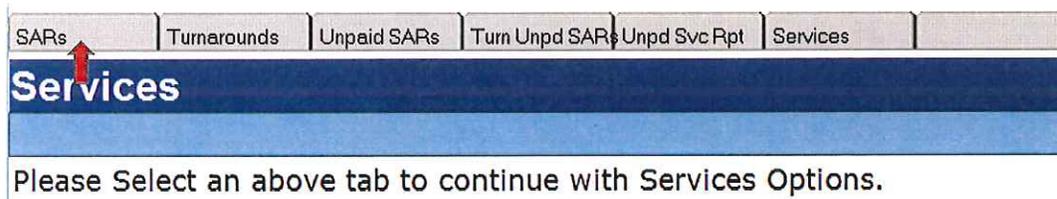
Reviewed & Approved By: _____
B. Thomas Wanta, Division Administrator

HOW TO ENTER A SERVICE AUTHORIZATION REQUEST (SAR)

STEP 1: Select SERVICES on the Table of Contents (TOC).



STEP 2: Select the SARs Tab.



STEP 3: Select the ENROLLEE NAME from the Enrollee List.

Click on the folder in the “Select” column to the left of the enrollee name.

Enrollee List					
Search: Last Name <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Reset"/>					
<input type="button" value="Hide Inactives"/> <input type="button" value="New"/>					
<i>* Names appearing in italics are not currently enrolled.</i>					
Select	Last Name	First Name	Middle Name	DOB	Program
	.Enrollee	Barbara		1/1/1990	CCC-Aftercare
	.Enrollee	Sample		11/11/1999	Childrens Court

The screen will display (as shown below):

- A list of all months where a service has been authorized. (Services for these months will have a "VIEW ONLY" status.)
- Current and future month/s in which services can be authorized.

Human Service Workers can enter new services for a 90-day period that includes:

- the current month
- the previous month
- the upcoming month

STEP 4: Select the service authorization month from the list on the screen.

Sample .Enrollee - SAR Month Selection				
<input type="button" value="Return to Services Menu"/>				
Click to view SARs for the month listed				
January, 2014	December, 2013	November, 2013	October, 2013	
September, 2013				

The ADD SAR screen will be displayed. Click on the "Add SAR" button.

Sample .Enrollee - SARs for January 2014		
<input type="button" value="Add SAR"/>	<input type="button" value="Print Report"/>	<input type="button" value="Done"/>

The SAR Entry Screen will be displayed.

Sample .Enrollee - SARs for January 2014 Done

Service: --Select one--
Vendor: --Select a vendor--
Provider: --Select a provider--
Recipient: --Select a recipient--
Payor: --Select a payor code--

Add additional SARs? Yes No

Note that the month and year of service and the enrollee name are listed in the "Title Bar" at the top of the screen.

Enrollee Name Month & Year

Sample .Enrollee - SARs for January 2014 Done

HOW TO ENTER SERVICE(S)

STEP 1: To add a service, click on the drop down arrow next to the "service" selector.

A list of services that can be authorized will appear on the drop down list. Only those services authorized by the program that the client is enrolled in will appear on the list.

Service: --Select one--

Service Drop Down Menu

STEP 2: Select the SERVICE from the drop down list.

The selected service will appear in the box.

Sample .Enrollee - SARs for January 2014

Service: --Select one--
Vendor: --Select one--
Provider: Aggression Replacement Training - 5565ART
Recipient: Anger Management-CCC - 5565YAM
Payor: AODA Assessment - 5001ZXA
AODA Education Group - YEACCC
AODA Group Counseling - 5121
AODA Group Counseling - 5121ZYG
AODA Individual/Family Counseling - 5101
AODA Individual/Family Counseling - 5101YAT
Care Coordination - 5500C

Add additional SARs?

STEP 3: Select the VENDOR from the drop down list.

The selected vendor will appear in the box.

Sample .Enrollee - SARs for January 2014

Service: Anger Management-CCC - 5565YAM

Vendor: --Select a vendor--

Provider: --Select a provider--

Recipient: Current Initiatives Counseling Service, LLC

Payor: Fokus Family Services, LLC - CCC

Add additional SARs? Integrity Family Services, LLC

Milwaukee Christian Center (CCC)

New Concept Self Dev. Ctr/CSS

St. Charles Youth and Family Serv.

STEP 4: Select the PROVIDER from the drop down list.

(Only the names of providers authorized to perform the service will appear on the drop down list).
The selected provider name will appear in the box.

Sample .Enrollee - SARs for January 2014

Service: Anger Management-CCC - 5565YAM

Vendor: Fokus Family Services, LLC - CCC

Provider: --Select a provider--

Recipient: --Select a provider--

Armon-Bent, Rhonda

STEP 5: Select the RECIPIENT from the drop down list.

The selected recipient name will appear in the box.

Sample .Enrollee - SARs for January 2014

Service: Anger Management-CCC - 5565YAM

Vendor: Fokus Family Services, LLC - CCC

Provider: Armon-Bent, Rhonda

Recipient: --Select a recipient--

Payor: --Select a payor code--

STEP 6: Select the Payor from the drop down list.

(Double check the CCSN Service Matrix to ensure that the correct payor code is selected for the

service you are entering).

Sample .Enrollee - SARs for January 2014 Done

Service: Anger Management-CCC - 5565YAM
 Vendor: Fokus Family Services, LLC - CCC
 Provider: Armon-Bent, Rhonda
 Recipient: .Enrollee, Sample (Self)
 Payor: --Select a payor code--

Add additional SARs?
 All MCAP Services (ACE)
 All Probation Services (PSN)
 AODA (JCF-FTJOP)
 Community ED or CCSN (CCC-FTJOP)
 GAIN Assessment (JCA-AODA)

Following selection of Payor, Unit Cost will automatically be displayed and unit type entry box will appear. This is where you put in how many units you are authorizing for the month (unit types vary based on the type of service). **Examples of unit types are: quarter hour, hour, or month.**

STEP 7: Answer the question: “Add Additional SARs”?

If there is no other SARs to enter for this youth this month click “No”.

STEP 8: Click on the INSERT Button at the top of the page.

The screen will show that the SAR was entered.

Sample .Enrollee - SARs for January 2014

Update Add SAR Print Report Done

Details	Status	Service/ Recipient	Vendor/ Provider	Req/App Units/Amt	Paid Units/Amt	Pmt/ Check	Delete
	App	Anger Management-CCC - 5565YAM .Enrollee, Sample	Fokus Family Services, LLC - CCC Armon-Bent Rhonda	20.0 Quarter Hours \$150.00	0.0 \$0.00		

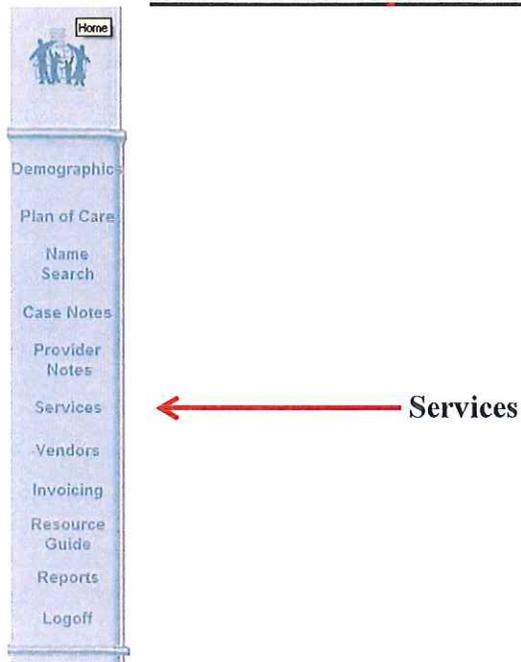
SAR Note
 No override is needed.

A note should be entered for any changes made to already authorized SARs (i.e., add/delete # of units for the month).

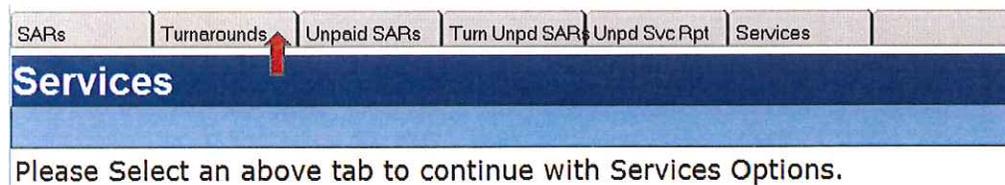
HOW TO ENTER TURNAROUND SARs

Turnaround SARs need to be entered by the 23rd of the month prior to the service being rendered

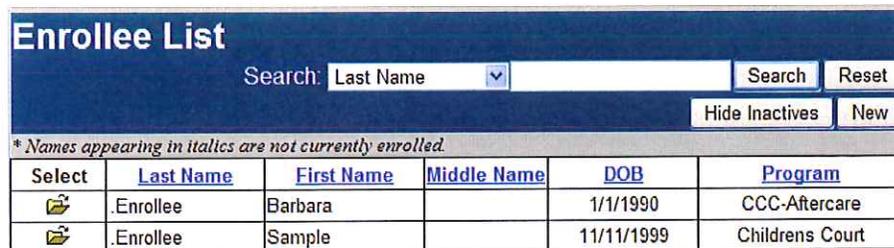
STEP 1: Select SERVICES on the Table of Contents (TOC).



STEP 2: Select the TURNAROUNDS Tab.



STEP 3: Select youth from Enrollee List.



The Turnaround SARs screen will appear where you can enter the authorization for the next month.

STEP 4: Enter number of units authoring for next month.

If needed, the provider and payor code can also be updated on this screen. Click the **Save & Return** button which returns you to the Enrollee List Screen. You could also add additional SARs for next month from this screen. After you enter the number of units, click on the **Save & Add Svcs** button which will take you to the initial SAR entry screen.

Turnaround SARs for Sample .Enrollee

Update Note Save & Return Save & Add Svcs Done

Service Recipient Vendor	Provider	Rate	Aug Units	Sep Units	Payor Code
AODA Individual/Family Counseling .Enrollee Sample Current Initiatives Counseling Service, LLC	Allen Lee	16.00	2.0 Quarter Hours	0	Community ED or CCSN (CCC-FTJOP)

Check if the Turnaround SAR was entered correctly. Click on the folder next to the youth's name on the enrollee list, which takes you back to the SARs/Turnaround SARs screen. Click on the SARs Tab (enrollee list will appear again so you will need to click on the folder next to the youth's name), click on month that Turnaround SAR was entered for. Authorization should show up in the SAR list for that month.

Update Add SAR Print Report Done

Details	Status	Service/ Recipient	Vendor/ Provider	Req/App Units/Amt	Paid Units/Amt	Pm/Check	Delete
	<input type="radio"/> Approve <input type="radio"/> Reject	Anger Management-CCC - 5565YAM Enrollee, Sample	Fokus Family Services, LLC - CCC Boston Antonio	12.0 Quarter Hours \$90.00	0.0 \$0.00		
	<input type="radio"/> Approve <input type="radio"/> Reject	AODA Individual/Family Counseling - 5101YAT Enrollee, Sample	Current Initiatives Counseling Service, LLC Lee Allen	16.0 Quarter Hours \$256.00	0.0 \$0.00		
	<input type="radio"/> Approve <input type="radio"/> Reject	Girls Family Connections-CCC - 5701CCC002 Enrollee, Sample	Social Development Commission Barham David	4.0 Hours \$140.00	0.0 \$0.00		

Authorizations submitted for the month

Any questions regarding these processes and/or anything related to Synthesis, please contact the Synthesis Help Desk at (414) 257-7547 or Wendy Moraza at (414) 257-7706.