

WRAPAROUND MILWAUKEE



PROVIDER NETWORK NEWS & NOTES

January 24, 2011 - Meeting



WELCOME / ANNOUNCEMENTS

Jeannine Maher, *Provider Network Coordinator*, welcomed everyone for coming and gave a few quick announcements:

- ◆ The 2011 Fee-for-Service Agreements have been processed and copies mailed to the agencies. There are still agencies that need to complete outstanding renewal requirements. If your agency has not been renewed, it may be due to some missing documentation. Please contact Theresa Randall, Provider Network, at 414-257-8108, to obtain the status of your renewal.
- ◆ Agencies were reminded to check the agency descriptions in the Resource Guide that is available in Synthesis. Contact information for services should be updated on a regular basis.
- ◆ All agencies should have received the 2011 Policies & Procedures disks. If not please contact Tracie Zimmerman, Quality Assurance, at 414-257-7565. The policies will be uploaded to the website in a couple of weeks and agencies will be able to download them as well. There were updates made to a number of policies, all updates are shown in blue print. Agencies are asked to review the updates carefully and to share them with staff.
- ◆ Agencies were to identify if they use independent contractors and to submit a written request to Wraparound for approval to use them. Wraparound will be sending out notices of approval in the coming weeks.



PROJECT O'YEAH

Owen Felix, *Transition Coordinator*, stated that 80 youth and young adults have been referred for Project O'YEAH (Older Youth & Emerging Adult Heroes); 31 young adults are currently enrolled in the program and 25 are in the screening process.

Project O'YEAH is in the process of hiring a clubhouse manager who will oversee the day to day planning and scheduling of the events and

activities of the young adults participating in the program.

Enrollment Criteria: youth and young adults who are currently or have previously been enrolled in Wraparound Milwaukee. An assessment will be conducted to determine the level of support that may be needed. If you are interested in making a referral, please call Owen at 257-7158.

MOBILIE URGENT TREATMENT TEAM (M.U.T.T.)

Chris Morano, *M.U.T.T. Director*, reported that the Department of Child and Families established the use of the CANS tool, which is the Child Adolescent Needs & Strengths Assessment tool used to evaluate the needs of families and help to determine the level of care that is required to meet those needs.

Pam Erdman added:

- ◆ The CANS tool replaces the CBYL and YSR assessments previously used by the Care Coordinators
- ◆ Care Coordinators are trained/certified to administer the tool
- ◆ Data from the tool will be integrated into Synthesis after February 4, 2011 so that reports can be ran/accessed

The Mobile Urgent Treatment Team (M.U.T.T.) is working on a major initiative with MPS to do some training in self-harm and risks associated with this behavior.

The M.U.T.T. audits are ongoing and all agencies should have an assigned auditor from the M.U.T.T. Team.

PROVIDER NETWORK

Jeannine Maher reported that there are some changes coming forth associated with the rates for group home, residential and treatment foster care.

Wraparound Milwaukee will make the necessary changes as they need to and will work with the agencies on any retroactive payments/adjustments that need to be done.

Wraparound Milwaukee is in the process of rewriting the protocol for the Supported Wk Envir/Job Coach service. The service will become an outcome based service and there will be three milestone payment types:

1. Assessment, training, pre-employment
2. Employment phase
3. Sustainability phase

A meeting will be scheduled with the current providers of this service to go over the updates.

QUALITY ASSURANCE & QUALITY IMPROVEMENT

Pam Erdman, *QA/QI Director*, stated that there are still a few agencies that have not returned their 2011 Policy and Procedure Sign-off Sheet. A list of agencies that have not submitted the sign-off sheet was available for viewing.

The Wraparound Cultural Diversity Committee requested that a brief survey be distributed at the meeting, which requested provider's feedback on past and proposed training opportunities available to provider agencies through the committee. The survey was distributed and completed during the meeting.

FINANCE

Janet Friedman, *Administrative Coordinator*, stated that a reminder was sent out to all agencies to submit any outstanding invoices by February 28, 2011. Please note that the invoices submitted still need to be in the 60 day processing window. If agencies are having a problem with getting the Care Coordinators to get the authorizations in, continue requesting them and also copy their supervisors and Janet Friedman on the email requests sent. Agencies are reminded to check Synthesis frequently to ensure that the service authorizations are entered.

Agencies can access a report in Synthesis titled "Authorizations/Payments by Payment Date" to get a printout of what has been paid to them from

Wraparound Milwaukee for any specific time period.

There is a fiscal training scheduled for February 23rd at 9am. Agencies needing a refresher course in billing or have new administrative or billing staff should attend this training. An email invite will be sent to all agencies.

NEXT PROVIDER MEETING

March 21st – 1:00 p.m. to 2:00 p.m.
St. Aemilian-Lakeside, Franciscan Center
3939 N. 88 Street

UPCOMING EVENTS

NEW VENDOR ORIENTATION

February 16th – 9:00 a.m. to 11:00 p.m.
Wraparound Milwaukee Offices – Rm 212

This is a **MANDATORY** meeting for all new vendors that have joined the Network after 2/23/10. A representative from the agency should attend. Existing providers are welcome to send any new administrative staff that may have come aboard.

RSVP via email to

Theresa.Randall@milwcnty.com

BILLING TRAINING

February 23rd - 9:00 a.m. to 11:00 a.m.
Wraparound Milwaukee Offices

RSVP to Janet Friedman via email at
Janet.Friedman@milwcnty.com