

WRAPAROUND MILWAUKEE



PROVIDER NETWORK NEWS & NOTES

September 19, 2011 - Meeting



PROVIDER NETWORK

Wes Albinger, *Provider Network Coordinator*, reported that the open enrollment period has concluded and there were about 25 provider applications sent out. There will be a variety of new vendors joining the network.

There is a **MANDATORY PROVIDER MEETING** scheduled for November 2nd. An overview of policy updates and changes outlined in the 2012 fee-for-service agreement will be discussed. A representative from each agency needs to attend. The 2012 agreements will be distributed at the meeting. A detailed announcement will be sent.

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

Chris Morano, *M.U.T.T. Director*, announced that there is a new Medicaid contract that allows kids who are aging out of foster care to continue receiving services until they are 21 years of age.

The Mobile Urgent Treatment Team (MUTT) tracked 20 Wraparound youth this summer who were to be sent to hospitals for inpatient psychiatric care, but because of Wraparound the youth did not need hospitalization. All youth were maintained in community-based care for a period of one month, using child and family team strategies and supports, along with MUTT intervention.

MUTT also received very positive responses from family satisfaction surveys.

QUALITY ASSURANCE & QUALITY IMPROVEMENT

Pam Erdman, *QA/QI Director*, announced that the 2012 policies/procedures will not be available on disks this year. Agencies will access them on the website. The agencies will still be required to sign and submit the Wraparound QA Policy & Procedure sign-off sheet verifying that the policies were reviewed, shared with staff and will be implemented at the agency. The policies hope to be finalized by the November meeting.

The Transportation Audits have been completed and the review results were sent to the agencies. If an agency has not received their results please contact Pam.

The Crisis Stabilization/Supervision Audits that began this summer are in the process of being finalized and are expected to be completed by the time the MUTT audit is done. Review results will be sent to the agencies.

Wraparound Milwaukee will be audited by Metastar in January 2012. Metastar is the State-contracted agency that reviews all managed care programs in Wisconsin. Administration is working to get items needed for the audit, which may include contacting agencies for some level of participation.

Wraparound QA Department, with the assistance of Families United, is in the process of making modifications/revisions to the Family Provider Satisfaction Survey. The surveys are administered to families at the 4th and 9th month of enrollment. The surveys are done on providers providing services to the family during those months.

Returned copies are then sent to the agency of that provider. Results of a survey may require follow-up from the agency and/or provider. The QA Department is requesting that agencies provide any thoughts about the survey and/or ideas on what can be done to increase the return rate. The updated survey will be implemented next year.

The State is requiring a Performance Improvement Project on how to better service enrolled youth, which can have a clinical and/or administrative component. Wraparound is looking at comparing the responses that the families, youth and Care Coordinator provide to the questions that are on the CANS Tool, the Child Behavior Checklist and the Youth Self Report, to see if there are similar outcomes. This project is due to the State on 12/1/11.

FINANCE

Janet Friedman, *Administrative Coordinator*, announced that there will be a fiscal training on October 24, 2011, 9:30-11am. An email will be sent so that agencies can RSVP. Agencies can also request one-on-one training if additional assistance is needed.

Important: Ensure that authorizations are in Synthesis prior to providing any services. If the authorizations are not in at the time the agency receives the referral, contact the Care Coordinator right away.

Out of Home Providers - Payment for Non-Attendance Days: There have been some changes on how providers are paid for non-attendance days. The bed hold requests have been eliminated. Wraparound Milwaukee will pay for up to a total of 8 home visit days per calendar month only. Youth may be on pass more than 8 days, however, Wraparound will not pay for any days in excess of the 8-day limit.

UPCOMING EVENTS

MANDATORY PROVIDER MEETING

Wednesday – November 2, 2011
9:00 a.m. to 12:00 p.m.
(Sign-in begins at 8:30 a.m.)
Zoofari Conference Center
9715 W. Bluemound Road

2012 FEE-FOR-SERVICE AGREEMENTS DISTRIBUTED AT THE MEETING

PLEASE BE SURE TO SEND AN
AGENCY REPRESENTATIVE

PROVIDER FISCAL TRAINING

Monday – October 24, 2011
9:30 a.m. to 11:00 a.m.

Wraparound Milwaukee Administrative
Office - Room 212

- WHO SHOULD ATTEND -
Anyone who requires training in Synthesis
billing/authorizations and the Wraparound
provider invoicing process

Please RSVP by October 19, 2011 to:
Bonnie Lewitzke at 257-6176 or
bonnie.lewitzke@milwcnty.com