

Status

Scheduled

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MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES

**BEHAVIORAL
HEALTH SERVICES**

Date Issued 6/4/2020

Last Approved Date 8/16/2022

Approved Date

Effective 9/1/2022

Last Revised Date 8/16/2022

Next Review 12/31/2024

Owner Dana James

Policy Area Wraparound
(Wrap, REACH,
youth CCS)-Prov.
Netwk.

#083 - Access To Vendor & Provider Directories

I. POLICY

It is the policy of the Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) that all enrollees and their families have access to the available providers and vendors that are within the Wraparound Provider Network (WPN). The Vendor and Provider Directories are accessible and will be printed and mailed, upon request, at no charge.

II. PROCEDURE

A. WPN Directories

1. The WPN directories of the Vendors (agencies) and Providers (individual providers at agencies) are accessible to enrollees and their families in the following ways:
 - a. Provider Directory - "[Wraparound Milwaukee Resource Guide](#)"
 - i. This directory is a public facing internet site of all providers in the WPN and is updated in real-time.
 - ii. Upon enrollment into the program, instructions of how to access the directory are provided to enrollees/families (Attachment - Wraparound Milwaukee Provider & Service Resource Guide Instructions)
 - b. Vendor Directory – available on "[Wraparound Milwaukee Resource Guide](#)"
 1. This directory is an Adobe/PDF document of all vendors in the WPN
 2. An up-to-date version of this directory is posted to the site at

least one time per month

B. Vendors No Longer Contracted within the WPN

1. If a Vendor is no longer contracted within the WPN, for any reason, the enrollee/families who are currently receiving services/supports from the Vendor will receive written notification of the change in the Vendor's status.
2. The notification will include, but is not limited to:
 - a. Vendor's Name
 - b. Reason/Rationale of the change in status (i.e.: no longer contracted within the network)
 - c. Effective date of the change in status

III. REFERENCES

Wraparound Milwaukee Resource Guide - <http://synthesis.milwaukee.gov:8077/ProviderSearch/index.html#/selection>

Attachments

[Wraparound Milwaukee Provider & Service Resource Guide Instructions.pdf](#)

Approval Signatures

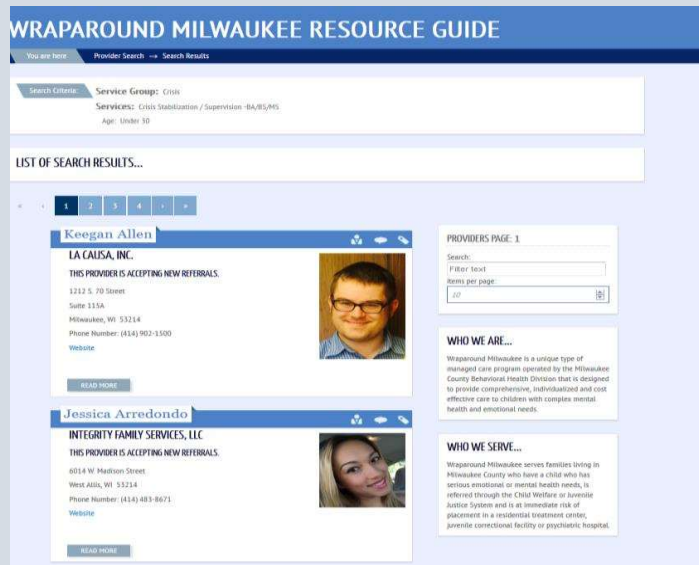
Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/16/2022
	Brian McBride: ExDir2 – Program Administrator	8/16/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/10/2022
	Dana James: Integrated Services Manager- Quality Assurance	7/28/2022



Wraparound Milwaukee Provider & Service Resource Guide

Who is this Resource Guide for?

- ❖ You, your child and your family



What is the Resource Guide?

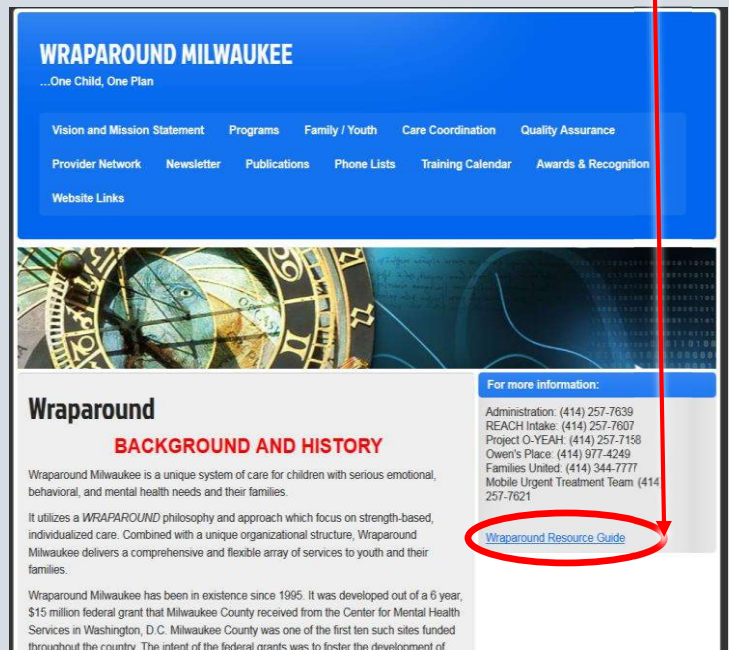
- ❖ A “book” of all services and providers within Wraparound...
An internet-based Provider Directory
- ❖ Includes information that will help you choose provider who could be a best fit for your child and your family
- ❖ Has listings of 125+ agencies with 1,000+ individual providers for 75+ services
- ❖ Examples: From individual therapy & crisis stabilization to daily living skills & tutoring...and everything in between
- ❖ Always updated & current

Why do I need this Resource Guide?

- ❖ **TO CHOOSE** your providers....
and to change a provider
- ❖ To be an informed decision maker in your child’s care
- ❖ Search for services and/or providers
- ❖ Find the “best fit” providers for your child and family
- ❖ Look up information about the provider’s specialties
- ❖ Review performance scores of providers

How do I access the Resource Guide?

Go to wraparoundmke.com, **click here:**



Care Coordinators are responsible to show you how to access and use the Provide & Service Resource Guide