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Next Review 12/31/2024

Owner Dana James

Policy Area Wraparound
(Wrap, REACH,
youth CCS)-
Administration

#084- Prevention of Duplication of Services

I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) to prevent any duplication of enrollee services through information sharing with other HMOs (which may include Medicare or commercial plans, or members transitioning to a new BadgerCare Plus or Medicaid HMO) and other community partners, and as input into Plan of Care development. This sharing of/release of information will not occur until all necessary Consents are signed/dated.

NOTE: This policy utilizes the term "Care Coordinator", which applies to Wraparound, REACH, CCS, Youth Connect Care Coordinators and FISS Case Managers. It also utilizes the term "Youth" which applies to the enrollee in the program, whether a child, adolescent, or young adult.

II. PROCEDURE

Wraparound Milwaukee programs will prevent the duplication of enrollee services through the implementation of the following:

- A. Review of any/all enrollment information that may be shared by the State of Wisconsin- Department of Health Services (DHS), i.e:
 - 1. State of Wisconsin Badger Care Plus/Medicaid information
 - 2. Claims/encounter history
 - 3. Fee- For- Service prior authorization data
 - 4. High-risk pregnancy indicators

5. Upcoming on-emergency medical transportation trips
- B. Review of any/all enrollment or subsequent information shared/received by other community partners/parties, i.e:
1. Youth and Family Justice Center/ Children, Youth & Family Services (Youth Justice/ Courts)
 2. Division of Milwaukee Child Protective Services (DMCPS)
 3. Milwaukee Public Schools/other school districts
 4. Primary Care Physicians/Health Clinics/Dental Providers
 5. Other current/past mental or behavioral health providers that the youth/family is/ may have received services from
 6. Milwaukee County DHHS - Children, Youth and Family Services (CYFS) – Children’s Long-Term Services (CLTS) Waiver
 7. Public/Private Insurance Providers
 8. Other
- C. During initial screening/options counseling process and initial and ongoing Plan of Care meetings, discussions will be had between the Options Counselor/Care Coordinator and the enrollee/Child and Family Team members to coordinate care in a manner that avoids/ addresses any duplication of services within the Wraparound Milwaukee Provider Network (WPN), out-of-network services, private insurance providers, or community partner services/ programs. Teams needing additional assistance with duplication of services problem solving/ resolution can seek support from the Care Coordination Supervisors and/or Wraparound Milwaukee Administrative staff.
- D. Wraparound Milwaukee Quality Assurance staff will engage in utilization review practices to monitor WPN service provision at the member/enrollee level. Service and encounter data reports created to monitor the potential for internal duplication of services will be generated from Synthesis (Wraparound Milwaukee’s IT software program) and will be reviewed frequently. Upon identification of any duplications, designated staff will address the issue with the Care Coordinator and establish an action plan. Assurance that the action plan was implemented and that the outcome was successful, will be monitored during the subsequent internal reviews.
- E. Wraparound Milwaukee will share with other HMOs (which may include Medicare or commercial plans, or members transitioning to a new BadgerCare Plus or Medicaid HMO) serving the member the results of its identification and assessment of any member with special health care needs so that those activities need not be duplicated as described in 42 CFR § 438.208(b)(4).
- F. Memorandums of Understanding (MOU’s) between Wraparound Milwaukee and outside parties/partners referencing specific duplication of services guidelines may be implemented as needed.
- G. All duplicative information will be shared with relevant parties in a timely fashion in accordance with applicable Wraparound Milwaukee policies.

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	8/11/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/11/2022

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