

WRAPAROUND MILWAUKEE



PROVIDER NETWORK NEWS & NOTES

March 18, 2009 – Meeting



FROM THE DIRECTOR...

Bruce Kamradt, *Director, Wraparound Milwaukee*, reported that there is currently over 800 active enrolled youth in the Wraparound Milwaukee Program. The enrollment limit has been reached. Wraparound Milwaukee is going to request from Medicaid an additional 200+ slots. A waiting list could be required if the additional slots are not available, but has to be discussed with the courts.

Child Welfare – who will get other sites?

The State budget has additional dollars for Child Welfare. Wraparound Milwaukee will be particularly interested in proposals around expansion of the MUTT Team and uniform rate setting measures.

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

Chris Morano, *MUTT Director*, reported that the MUTT team is expanding its services. Kinship families will be assisted in a way similar to foster families, with crisis plans and crisis stabilizers, as necessary. Kinship families that are experiencing a crisis can call the MUTT Team. These families do not need to be enrolled in Wraparound or REACH.

The MUTT team has also been working with the City of West Allis to better identify needs of youth there and to help develop strategies to meet those needs.

A team from Michigan will be visiting MUTT in May 2009. Crisis Stabilizers may be asked to participate.

PROVIDER NETWORK

Service Applications for 2009

Jeannine Maher, *Provider Network Coordinator*, announced that Wraparound Milwaukee is taking provider applications through August 31st. Applications for Bureau Registered Group Homes are being accepted through May 16th.

Summer Recreation Programs

Agencies providing Summer Recreation services need to notify the Wraparound Provider Network by April 10th to confirm that they will provide summer recreation this year. If your agency will be providing summer recreation, an overview of the planned activities will need to be submitted to the Wraparound Provider Network prior to Memorial Day. Formal calendars should include closed days, off-site activities, back up plan when activities are canceled, etc.

VERY IMPORTANT: Parents need to be able to reach agency/staff when they take the youth on off-site activities.

Service Curriculum Updates

Later this year, Wraparound Milwaukee will be asking agencies providing Daily Living Skills, Life Skills, and all other services that require a training curriculum, to update their curriculum and submit it to Wraparound for review. The agencies will receive the request by mail sometime this summer.

Wraparound is working with Children's Court on the description and requirements for Anger Management so that they are the same for both programs. Providers of this service will need to have a Bachelors Degree.

National Provider Identifier (NPI)

The National Provider Identifier Number (NPI) replaces the Medicaid Assistance Number (MA). All Wraparound Milwaukee AODA and Behavioral Health practitioners must have an NPI#.

FINANCE

Janet Friedman, *Administrative Coordinator*, wanted to inform agencies, as they are getting financial requests from their auditors, that there is a report they can access in Synthesis that shows all the payments they have received from Wraparound Milwaukee. The report is titled "*Authorizations / Payments By Date*".

Ms. Friedman announced that hands-on billing training will be offered every other month beginning in April. The trainings will take place at Wraparound Administrative Offices and will be one hour in length. Agencies will be notified via email of date and time of trainings. RSVP is required.

REMINDER: Invoices are due within 60 days of service provision. Contact the Care Coordinator to ensure that the authorizations are in Synthesis. If you have not been able to make contact with the care coordinator, please call the worker's supervisor. If you continue to have difficulty with authorizations, please call Ms. Friedman at 257-7597.

Milwaukee County now has a disclaimer on checks that read "*not valid after 60 days, a \$15 replacement fee will apply*". We ask you to be aware of this, ensure that checks are cashed within the time frame and that the replacement fee will automatically be applied if a check is re-issued.

If you have any billing questions, please feel free to contact Ms. Friedman at 257-7597.

FISS & REACH

Pauline Spencer, *FISS Director*, reported that the REACH and FISS programs are doing

well. The allotted spots for REACH have been filled and they are looking to add more spots. FISS enrollment numbers are up.

QUALITY ASSURANCE & QUALITY IMPROVEMENT

Policy & Procedure Sign-Off Form

Pam Erdman, *QA/QI Director*, reported that there are still agencies that have not returned their 2009 Policy and Procedure Sign-off Sheet to date. A list of agencies that have not submitted the sign-off sheet was available for review.

If you have any Quality Assurance questions or concerns please contact Ms. Erdman at 257-7608.

Annual Audit Review

Ms. Erdman reported that the annual State audit review was done by METASTAR and the following recommendations were made:

- Develop a way to monitor timely access to care & services for clients
 - Put additional practice guidelines in place
 - Put a restraint policy in place
 - Develop protocol/process for appeals in regards to claims denials
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CRITICAL INCIDENTS

Cheryl Peterson, *Program Coordinator*, gave the agencies a brief overview for reporting critical incidents. When reporting critical incidents, agencies can contact anyone at Wraparound and it will be taken care of as soon as possible.

- Care Coordinator and team need to know ASAP
- It is the Care Coordinator's responsibility to let Wraparound know when an incident occurs (within 24 hours)
- Bureau of Regulation & Licensing should be notified (Group Homes)

- Care Coordinator and Team will work with the provider towards resolution of the incident

NEXT PROVIDER MEETING

Wednesday, May 20th – 10:00 a.m.
9501 Watertown Plank Rd. – Auditorium

WHAT'S AHEAD

New Vendor Orientation

April 29th – 9:00 a.m.

Wraparound Offices - Room 212

New Vendor Orientation is for agencies that have recently joined the Provider Network. Existing agencies are also welcome to send any new staff that may have come aboard.

For more information or to RSVP, contact Theresa Randall at 257-8108.

Synthesis Billing Training

April 20th – 9:00 a.m.

Wraparound Offices – Computer Lab

Anyone requiring training on how to invoice in Synthesis should attend this training. Please RSVP by contacting Janet Friedman at 257-7597.

Training Opportunity

The University of Wisconsin Department of Professional Development & Applied Studies is sponsoring a conference:

Boys & Girls at Risk:

**The Emerging Science of Gender Differences
Blending Science with Promising Practices**

**June 16 and 17, 2009
Madison – Marriott West**

Additional information about the conference can be obtained at the following website:

www.boysgirls-atrisk.org.

HOW TO UPDATE INFORMATION IN THE RESOURCE GUIDE

Vendors are now able to use Synthesis to submit requests for Resource Guide changes. *There are just three easy steps once you log onto Synthesis:*

- ➔ **STEP 1:** Select “Vendor Update” on the Table of Contents (left side of screen)
- ➔ **STEP 2:** Select which “Service Group” information you want to update
- ➔ **STEP 3:** Make your changes and click “Update” (top of screen in blue bar)

THAT'S IT!

Changes made to the contact information and availability will immediately be updated on Synthesis. However, any Service Group Description changes need to be reviewed by the Provider Network area first.

If you currently have Synthesis access, simply call Theresa Randall at 257-8108 to request that Vendor Update be added to your existing access. For new users, simply submit a new Synthesis Login ID request (available on our website or through Theresa).