

WRAPAROUND MILWAUKEE



PROVIDER NETWORK NEWS & NOTES

March 24, 2010 - Meeting



WELCOME / ANNOUNCEMENTS

Chris Morano, M.U.T.T. Director, reported that Wraparound Milwaukee is expanding its Crisis Provider to include two or three more agencies. Applications have been submitted and are currently being reviewed. Site visits for the selected agencies will be scheduled within the next 4-6 weeks.

Wraparound Milwaukee has begun collaborating and partnering with people on the Youth In Transition Program (Oh Yeah). The program's focus is to improve outcomes for youth and young adults in such areas as employment, mental health, housing and education.

The Mobile Urgent Treatment Team-Foster Care (MUTT-TFC) will be having its first training with treatment foster parents to be put on by Fresh Start Counseling Center.

PROVIDER NETWORK

Jeannine Maher, *Provider Network Coordinator*, announced the services that Wraparound will be taking applications for in 2010:

- After School
- Recreation Programming
- AODA & Behavioral Health Services

Provider Bulletin Reminder

Agencies are reminded that individual Direct Service Providers cannot provide more than one service to a family. This requirement will not affect provider's eligibility to provide multiple services, but does limit them to one service within the service recipient family. If individual service providers are currently providing more than one service to a family, please work with the Care Coordinators to transition youth to another provider or complete services by 6/1/10.

Synthesis Enhancements

There are some enhancements in Synthesis being developed related to Login IDs. There will be an automated password reset feature, individuals will be able to reset their own passwords, security questions set up and additional ID characters will be required. The agency supervisor will need to authorize all ID requests. Please remember that IDs are not to be shared. Agencies will be notified once enhancements are complete.

13-Hour Report

Just a reminder that Wraparound Milwaukee monitor people billing for more than 13 hours for one service in a day. This report is available to agencies in the Vendor Report Group in Synthesis. Agencies are encouraged to review it from time to time. If a provider name repeatedly appears on the report, the agency may be asked to explain why this is occurring.

RESOURCE FAIR

Pauline Spencer, *FISS Director*, reminded everyone that Wraparound Milwaukee would be hosting a **Provider Resource Fair on Friday, June 18, 2010 at the Zoofari Conference Center from 10:00 a.m. to 3:00 p.m.** The cost for a 4-foot display table is \$30 and a 6-foot table is \$60. Registration forms will be sent to all providers.

Wraparound Milwaukee is also looking for donations of door prizes from the agencies. If you are interested in donating door prizes, please contact Janet Friedman at 257-7597.

There will be a prize given to the Care Coordinator who has the most families at the Fair.

QUALITY ASSURANCE & QUALITY IMPROVEMENT

Pam Erdman, *QA/QI Director*, announced that there are still agencies that have not returned their 2010 Policy and Procedure Sign-off Sheet.

A list of agencies that have not submitted the sign-off sheet was available for viewing. The 2010 Policies and Procedures are now on the Wraparound Milwaukee website and were sent to all agencies on a disc along with the Fee-for-Service Agreement. All services do not have a policy associated with it, but agencies can refer to the service description list for that specific service.

Progress Report Logs

There are specific logs required for Parent Assistance, Tutoring and Mentoring services. The Provider, Service Recipient and Care Coordinator must sign off on these logs prior to billing for services. Care Coordinators should not authorize additional months of services if the logs are not in for the previous/current month.

FINANCE

Janet Friedman, *Administrative Coordinator*, reminded the providers to ensure that the authorizations are in Synthesis prior to providing services. If authorizations are not entered in a timely manner, contact the care coordinator and their supervisor. If the problem persists, call the Wraparound Finance Department. As a reminder, providers have 60 days from the last day of the month in which the service was provided to submit invoices.

Care Coordinators need to get prior authorization from Wraparound Finance for Transportation providers traveling over 20 miles for a trip. If providers have any questions about this, please call Wraparound Finance.

Billing training is offered every other month. One-on-one training is also offered at the agency's request.

NEXT PROVIDER MEETING

May 19th – 10:00 a.m.

**Wraparound Offices
9201 Watertown Plank Road**

SHARE MOBILE MARKET

What is SHARE Mobile Market? Mobile Market is a mobile food sale service that rings high quality, healthy foods at affordable prices to Metro Milwaukee neighborhoods. With Mobile Market, families can save 30-50% on food compared to retail prices.

Where and when are the Mobile Market sales? Metro Milwaukee community-based partner organizations provide locations for Mobile Market sales, typically held once per month at each location. Call 800-548-2124 or visit www.sharemobilemarket.org to find the next SHARE Mobile Market sale in your area.

How do I pay? Pay at the time of purchase - there are no pre-order requirements. SHARE Mobile Market accepts cash, credit/debit and Quest cards. There is no minimum purchase requirement.

