



PROVIDER NETWORK NEWS AND NOTES



PROVIDER NETWORK

Identify Practitioner Specialty in Synthesis

Jeannine Maher, *Provider Network Coordinator*, asks agencies to remind AODA and Behavioral Health service providers to use the “on-line” form on our web site to identify clinical specialty areas. This is great opportunity for clinicians to identify areas in which they have had additional training with regard to their clinical practice. Care Coordinators and families use the specialty identification feature in Synthesis to help them select AODA and Behavioral Health providers.

Clinicians declaring a specialty are asked maintain documentation that supports additional course work, training, certification, association membership(s) or five years full-time equivalency experience working with clients related to an identified specialty area. Supporting documentation to be made available to families and care coordinators (and the Wraparound Provider Network) upon request.

Care Coordinators have asked that therapists with credentials in the area of Dialectical Behavioral Therapy (DBT) identify this in the Wraparound Resource Guide.

Referral Before Providing Services

Have you received one of those calls? The family really needs to be seen right away! How soon can you provide services? This week – GREAT! Wraparound Milwaukee appreciates provider responsiveness in dealing with families’ immediate needs. The need for quick access to services does not negate the provider’s need to have a formal referral for the service and initial SAR (Service Authorization Request) entry completed by the Care Coordinator or FISS Safety Services Manager. The vast majority of Care Coordinators and FISS Safety Service Managers submit the proper referral for family services and complete the initial SAR entry in Synthesis before the provider sees the family. It is, however, the **provider’s responsibility to confirm this BEFORE providing services.**

The inability to bill for services that the case manager failed to authorize in Synthesis is probably one of, if not the most common, reason that providers contact Wraparound Finance staff for assistance. Without a referral, the provider is at a loss to prove that they were asked to provide services. Synthesis makes it easy for providers to confirm that the SAR has been entered prior to the client’s first appointment.

All agencies should take advantage of Synthesis to view authorizations prior to providing services.

Synthesis Access

IS IT OK TO SHARE YOUR SYNTHESIS ACCESS WITH A CO-WORKER? It is NOT OK to share your Synthesis access with a co-worker or to use a co-worker’s access to do your work. Synthesis access is user specific. Only the person to whom the Synthesis ID was issued should be using that ID. Agencies are welcome to request Synthesis access for any staff at their agency that have legitimate business in Synthesis. If, for group homes, residential centers and crisis workers, you enter client reports in Synthesis, the document signature is linked to the login ID of the individual entering the report. Using someone else’s login ID to enter information in Synthesis is considered falsification of the document. It is also a good way to invite a Wraparound Milwaukee or Milwaukee County quality review of your agency. If you are a HIPAA compliant agency, it is also a HIPAA violation.

Synthesis ID request forms are available on the Provider Network Forms Page of the Wraparound website. A link to the Wraparound website can be found on the opening “welcome” page in Synthesis or you can go to www.county.milwaukee.gov and search for Synthesis ID.

What about billing staff? Can’t they share an agency ID? **NO!** As indicated above, **SYNTHESIS ID’S ARE USER SPECIFIC.** Each user must have their own ID. If a staff person leaves your agency, you can contact the Synthesis Help Desk at 257-7547 to have their ID inactivated.

National Provider Identifier

All Behavioral Health and AODA providers are required to have a NPI (National Provider Identifier). This number replaces the State of Wisconsin Medicaid Number. Please be sure to have this number available when adding AODA and Behavioral Health staff to the Wraparound Network. The Wraparound "Add Staff" form is being updated to request the NPI number in place of the Medicaid Number.

FINANCE

Janet Friedman, *Administrative Coordinator*, wants to remind agencies that invoices are due within 60 days of service provision. **The deadline for submitting all 2008 invoices is February 28, 2009 and any invoices submitted beyond this date will not be paid.** Please review any outstanding invoices and submit them within the time frame allowed. We understand that sometimes a provider may be waiting for a care coordinator to enter a Service Authorization Request, toward this end all workers have been informed of the February 2009 deadline. 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.

Also, we would like all of our providers to take a good look at the checks they receive from Milwaukee County. If you look closely, you will notice **"not valid after 60 days, a \$15 replacement fee will apply"** is printed on each check. 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.

FAMILY INTERVENTION SUPPORT SERVICES (FISS)

Pauline Spencer, *FISS Director*, reports that during the year of 2008, the FISS services unit enrolled 221 families and 208 disenrollments during this time period. Out of the 208 disenrollments, there were 38 families that went from FISS to the REACH Program for continued services. The average age of the youth in the

FISS program was 14.8 years old. During the year, St. Charles issued Milwaukee Bucks & Milwaukee Brewer tickets, has ran a Parenting Group for our families, collaborated with other St. Charles programs for the second annual summer family fun picnic event. A holiday party was also held to include pictures with Santa.

FISS continues to seek out additional services for our youth, and to collaborate with other agencies to assist with identified gaps in services for adolescents.

We want to say thank you to all of the service providers that worked with our families during the year of 2008. **Have A Good Year!**

QUALITY ASSURANCE & QUALITY IMPROVEMENT

Policy & Procedure Sign-Off Form

Pam Erdman, *QA/QI Director*, wants to remind agencies to please turn in your 2009 QA Policy & Procedure Sign-Off Form if you haven't done so already. One hundred and fifty-nine (159) or 86% of the agencies have already submitted their forms. Thank you! If you are unsure as to if you sent us your form or not, please contact Tracie Zimmerman at 257-7565.

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

Outside Agencies in MPS Schools

Stacy Porter, *QI Coordinator*, wants to remind agencies that MPS has a district wide policy stating that students should not be removed from classes to meet with providers within the school building. This would include Care Coordinators, FISS case managers, therapists, mentors, and any other service providers. Per the policy, MPS recognizes that while it is important for students to be involved in community programs, not only is it a disruption to have children removed from classes, it is a liability issue. MPS needs to ensure that everyone working with students in an MPS facility has a background check, and there are issues of liability for the actions or injuries to non-MPS personnel while on school property. Moreover, outside agencies providing services in MPS that fall within the job description of district employees, such as psychologists, social workers, counselors, therapists) is prohibited by State labor laws.

If a situation arises in which you believe there is an exception to the policy, we recommend that you contact the school to prearrange the meeting and also get permission from the parent/guardian. Furthermore, contact should be related to an educational need and be clearly documented in the crisis plan/plan of care.

NEXT PROVIDER MEETING

Wednesday, March 18th – 10:00 a.m.
9501 Watertown Plank Rd. – Auditorium

WHAT'S AHEAD

Provider Training Level I
March 6, 2009 – 9:00a.m. to 4:00p.m.

For more information or to RSVP, contact Natasha Wortham at 257-7593.

SERVICE APPLICATIONS FOR 2009

Applications will be accepted from
February 16, 2009 thru August 31, 2009

Wraparound Milwaukee is accepting
applications for the following services.

AODA SERVICES

- ✓ AODA Assessment
- ✓ AODA Group Counseling & Therapy
- ✓ AODA Individual/Family Counseling
- ✓ AODA Lab

CHILD CARE/RECREATION SERVICES **(Daycare License Required)**

- ✓ After School Programs
- ✓ Camp (skill focused)
- ✓ Recreation Programming (Full & Half Day)

FOSTER CARE

- ✓ Treatment Foster Care (Agency)

GROUP HOME (Bureau Registered Only)

Applications for group homes will be accepted
from February 16, 2009 thru Mary 16, 2009.

- ✓ Group Home Care
- ✓ Group Home Specialized

MED MANAGEMENT

- ✓ MD Assessment
- ✓ Psychiatric Review/Meds (w/wo Therapy)

OUTPATIENT THERAPY

- ✓ Group Psychotherapy Services
- ✓ Individual/Family Therapy
- ✓ Special Therapy 1:1 and Group
- ✓ (Art, Occupational, Music, Rec Therapy)

PSYCHOLOGICAL ASSESSMENT

- ✓ Psychological Evaluation

TRANSPORTATION SERVICES

- ✓ Transportation

If you or anyone you know is interested in applying for any of the above services, please contact the Provider Network at 257-8108 to request an application.

YOU'RE INVITED



Wraparound Milwaukee is hosting two educational seminars on Early Brain and Adolescent Brain Development. **The seminars will take place at the Health Research Center Auditorium, Medical College of Wisconsin, 8701 Watertown Plank Road.**

SEMINAR 1:

March 6, 2009, 1:00pm – 3:30pm
Brain Basics: The Impact on Emotional Development and Learning

This presentation stresses the critical role a secure attachment to a primary caregiver plays on the overall development of a child.

Presenter: Deborah McNelis, MS

SEMINAR 2:

April 3, 2009, 1:00pm – 3:30pm
Unlocking the Mysteries: Helping Adolescent Brains Develop

By pondering compelling questions such as, "why do teens act that way?" and "what could they be thinking?", audience members will learn the basics of adolescent brain development from the latest research. **Presenter: MaryAdele Revoy, MS**

Contact Person: Debra Jansen at 257-6532.