

**PLEASE DISTRIBUTE TO THE APPROPRIATE
STAFF AT YOUR AGENCY**

WRAPAROUND PROVIDER NETWORK



PROVIDER BULLETIN



APPOINTMENT AVAILABILITY

NUMBER: 2-2010
TITLE: APPOINTMENT AVAILABILITY

DATE: February 23, 2010
EFFECTIVE DATE: March 1, 2010
SUPERSEDES & RESCINDS: N/A

Following receipt of a properly completed written referral for services, agencies providing services through the Wraparound Milwaukee Provider Network determine if they can adequately serve/meet the needs of the youth/family that has been referred to their agency for services.

Unless otherwise identified in a Wraparound Milwaukee service specific policy or procedure (ie: Crisis Stabilization/Supervision), Network agencies are to respond to the Wraparound Milwaukee Care Coordinator or FISS Case Manager within 48 hours of receipt of a formal (written) referral for services to identify the time of the next available appointment for the identified service.

The Network agency is to provide services within the time frames identified below or identify other qualified Network Providers that may be able to service the youth and family. *(A list of Wraparound Milwaukee Provider Network agencies and individual direct service providers is available in the Synthesis Resource Guide -Wraparound Milwaukee's Information Management /Authorization and Billing System. Agencies that do not already have access to Synthesis should contact the Synthesis Help Desk at (414) 257-7547.)*

Appointments for "urgent" care services should be available within 48 hours of receipt of a complete, written referral for the following services:

- AODA Assessment
- In-Home Lead
- Individual/Family Therapy-Office Based (including providers of High Risk Counseling and Therapy)
- Individual/Family Therapy Ph.D.-Office Based

First time appointments for routine non-urgent services are to be made available within 10 business days of receipt of a complete written referral for services for all individually provided services within the following Wraparound Milwaukee Provider Network service groups (*see attached “Service List by Program” report for a list of services by Service Group*) including:

- AODA Services
- Child Care/Recreation Services
- Day Treatment Services
- Family/Parent Support Services
- In-Home Services
- Life Skills
- Outpatient Therapy Services
- Respite (Hourly; Foster Care)
- Youth Support Services

First time appointments for routine contact to be made within 60 calendar days of receipt of a referral for the following services:

- Assessment M.D.
- Med. Management/Nursing Services

For group services that are offered in a training “cycle” or “sequence” with designated points of entry in the cycle (ie: Anger Management with a 6 week repeat cycle), the care coordinator/case manager is to be informed of the start date for the next available cycle for the identified service(s).

The youth/family may choose to waive the Wraparound Milwaukee service delivery requirement time frame if they prefer to wait for the next available appointment at a specific Wraparound Milwaukee Provider Network agency or with a specific Wraparound Milwaukee credentialed direct service provider.

In the event that the youth and/or family elect to delay the onset of services, the vendor agency should notify the care coordinator/case manager, youth and family of any potential negative consequences that could result from delaying the start of services. The care coordinator/case manager should also inform the youth and family of any negative consequences they may be aware of that may impact on the youth and/or family (ie: compliance with court order, etc.) when electing to delay the start of services.

Network agencies are responsible for communicating this policy with individual direct service providers approved to provide services on behalf of their agency (employees and contract staff) through a Fee-for-Service Agreement with Wraparound Milwaukee.

FOR MORE INFORMATION, CONTACT: Jeannine Maher, Provider Network Coordinator
(414) 257-7835



WRAP AROUND MILWAUKEE SERVICE LIST BY GROUP

Service Group --AODA Svcs

Service Code	ServiceName	Unit Description
5001	AODA Assessment	Quarter Hour
5173	AODA Day Services	Daily
5349	AODA Detoxification	Daily
5121	AODA Group Counseling	Quarter Hour
5101	AODA Individual/Family Counseling	Quarter Hour
5103	AODA Lab and Medical Services	Dollar

Service Group --Care Coordination

Service Code	ServiceName	Unit Description
5500A	Care Coordination-Daily	Daily
5504	Treat. Foster Care-Care Coordination	Daily
5504A	Treat. Foster Care-Care Coordination-Addt'l Youth	Daily

Service Group --Child Care/Recreation

Service Code	ServiceName	Unit Description
5202	After School Programs	Hour
5201	Camp	Total
5440	Child Care (Daily)	Daily
5441	Child Care (Hourly)	Hour
5526	Recreation Programming-Full Day	Daily
5527	Recreation Programming-Half Day	Daily

Service Group --Crisis

Service Code	ServiceName	Unit Description
5300	Crisis Bed-Foster Home	Daily
5302	Crisis Bed-Group Home	Daily
5414	Crisis Respite and Nursery	Daily
5299	Crisis Runaway Shelter	Daily
5303	Crisis Stabilization/Supervision	Hour
5313	Placement Stabilization Center	Daily

Service Group --Day Treatment

Service Code	ServiceName	Unit Description
5170	Day Treatment	Daily
5172	Day Treatment (Medicaid-day)	Daily
5176	Day Treatment - Summer School Rate	Daily
5174	Day Treatment Specialized (Non-Medicaid)	Daily

Service Group --Family/Parent Support Services

Service Code	ServiceName	Unit Description
5701	Family Connections Groups	Hour
5590	House Mgmt Services	Hour

5595	Housing Assistance	Hour
5600	Interpreters	Hour
5522	Parent Assistance	Hour
5550A	Parent Correctional Facility Visit.	Trip
5550B	Parent Correctional Facility Visit.-Escort	Trip
5550C	Parent Correctional Facility Visit.-Orientation	Session

Service Group --Foster Care

Service Code	ServiceName	Unit Description
5308	Enhanced Foster Care-Level 2	Daily
5309	Exceptional Foster Care-Level 4	Daily
5390	Foster Home Care	Daily
5393	Foster Home Licensing	Each
5389	Foster Home Maintenance	Hour
5392	Kinship Care	Daily
5307	Supportive Foster Care-Level 1	Daily
5311	Treat. Foster Care (Agency)	Daily
5311A	Treat. Foster Care (Agency) Youth w/Dependent	Daily
5312	Treat. Foster Care Specialized	Daily

Service Group --Group Home

Service Code	ServiceName	Unit Description
5400	Group Home Care	Daily
5403	Group Home Crisis Supervision	Hour
5402	Group Home-Specialized	Daily

Service Group --In-Home

Service Code	ServiceName	Unit Description
5166	Female Family Systems Intervention	Hour
5165	Home-Based Behavioral Mgm-Aide	Hour
5163	Home-Based Behavioral Mgm-Lead	Hour
5164	Home-Based Behavioral Mgm-Technician	Hour
5161	In-Home Case Aide	Hour
5160	In-Home Lead Medicaid	Hour

Service Group --Life Skills

Service Code	ServiceName	Unit Description
5565B	Anger Management Group	Quarter Hour
5551	BRICK Program	Session
5562	Daily Living Skills-Group	Hour
5561	Daily Living Skills-Individual	Hour
5566	Family Works Program	Daily
5569	Independent Living Skills Training	Daily
5556	Job Internship	Hour
5563C	Life Skills Training - Group	Hour
5563B	Life Skills Training - Individual	Hour

5564A	Supported Indep Living-Phase I	Daily
5564C	Supported Indep Living-Youth and Parent	Daily
5564B	Supported Indep Living-Youth w/Dependent	Daily
5564	Supported Independent Living	Daily
5560	Supported Wk Envir/Job Coach	Hour

Service Group --Med.Mgmt/Nursing Svcs

Service Code	ServiceName	Unit Description
5182A	Assessment Svcs-Nursing	Session
5000A	Assessments-M.D.	Session
5050	Psychiatric Review/Meds	Session
5051	Psychiatric Review/Meds-with Therapy	Session

Service Group --Outpatient Therapy

Service Code	ServiceName	Unit Description
5120	Group Counseling and Therapy	Quarter Hour
5132	High Risk Counseling and Therapy	Quarter Hour
5100	Individual/Family Therapy-Office Based	Quarter Hour
5111A	Individual/Family Therapy-Ph.D.-Office Based	Session
5130	Special Therapy	Quarter Hour
5131	Special Therapy-Group	Quarter Hour
5222A	Treatment Plan Meeting Attendance	Session

Service Group --Psychological Assessment

Service Code	ServiceName	Unit Description
5180B	Psychological Eval. Extended-Ph.D.	Dollar
5180A	Psychological Evaluation Services-Ph.D.	Evaluation

Service Group --Respite

Service Code	ServiceName	Unit Description
5413	Respite, Daily	Daily
5411	Respite, Foster care	Daily
5410	Respite, Hourly	Hour
5412	Respite, Residential	Daily
5415	Respite-Crisis-FOCUS	Daily

Service Group --Shelter

Service Code	ServiceName	Unit Description
5305	Shelter Care (Boys)	Daily
5306	Shelter Care (Girls)	Daily
5304	Shelter Care (Younger Children)	Daily

Service Group --Transportation

Service Code	ServiceName	Unit Description
5575	Mileage Adjustment	Dollar
5576	Taxi - American United Taxicab Service	Dollar

5577	Transportation	Trip
5578	Transportation Mileage	Miles
5579	Transportation-Additional Passenger	Each

Service Group --Youth Support Services

Service Code	ServiceName	Unit Description
5524	Mentoring	Hour
5270	School Accountability Program	Daily
5568	Specialized Academic Support Service	Hour
5203	Suspension Accountability Program	Daily
5521	Tutor	Hour
5704	Youth Relationship Building-A.S.A.P.	Session