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 Quality Assurance
Policy Area: Wraparound (REACH,
 O'YEAH)-Administration

References:

#030 - Service Authorization Request (SAR)

POLICY

It is the policy of Wraparound Milwaukee that any service provided on behalf of an enrollee or family member must be identified in the Plan of Care or program specific plan and identified in a Service Authorization Request (SAR) line in Wraparound Milwaukee's IT system - Synthesis. To ensure sustainability of services to families, paid services should only be authorized for family members other than the identified client when there is no other payor source available. All services are authorized by the Care Coordinator and approved by the Care Coordination Supervisor or Wraparound program staff. All service requests must be authorized **before the service is provided. Any service provided outside of proper authorization will not be paid.**

The purpose of the Service Authorization Request procedure is to:

- A. Assist Care Coordinators in obtaining services for clients in a timely manner.
- B. Facilitate implementation of the Plan of Care by authorizing services identified within strategies to meet the identified Need Statements.
- C. Facilitate collaboration with Providers, including their respective roles and responsibilities regarding the delivery of services to youth/families.
- D. Ensure thoughtful planning of services that youth/families will receive.

PROCEDURE

A. Initial Service Requests

The initial SAR is to be entered by the Care Coordinator in Synthesis within five (5) days of enrollment. Services requested by the Care Coordinator are then sent to the Care Coordinator's Supervisor / Lead for approval. **Services are NOT authorized until approved by the Supervisor / Lead.**

The following services **cannot be entered by Care Coordinators**; these are processed/entered by Wraparound Milwaukee staff:

1. Out-of-Home Care services (*excluding Kinship Care*) – these are preauthorized using the Out-of-Home Care Authorization process described in Policy #004.
2. Inpatient Hospitalization service – this service is pre-authorized by contacting the Children's Mobile Crisis Team at (414) 257-7621.

3. Day Treatment services – these services are pre-authorized using the Day Treatment Prior Authorization process as described in Policy #045 – Day Treatment Prior Authorization.

SPECIAL PROCEDURES FOR INDEPENDENT FOSTER CARE AND KINSHIP PROVIDERS.

Note: Kinship Care can be entered directly by Care Coordinators; when determined necessary, independent Foster Care is a prior authorization service.

1. The Care Coordinator submits a handwritten SAR (*Attachment 1*) listing the foster parent's name, address and phone numbers, as well as the foster parent's license (*Kinship providers will have a Foster Home – Level 1 license*). This data is then used to set up the foster/kinship parent as a Vendor in Synthesis.
2. The Care Coordinator is also responsible for showing foster/kinship parents how to complete the Wraparound Milwaukee Invoice forms (*see Attachment 2*). Foster parent/kinship checks are processed within 48 hours of receipt of the Invoice.

B. The Turnaround SAR

The Turnaround SAR is a snapshot of the previous month's SAR and can be utilized in subsequent months as a shortcut to entering Service Requests by using the following procedure:

1. Turnaround SAR's are to be entered **and approved** on-line by the 23rd of the month prior to service delivery (*i.e., May Turnaround SAR's must be entered by April 23rd*).
2. Care Coordinators can update the Agency, Provider and number of Units requested. Any other changes to the service would need to be entered as a new service line.
3. Turnaround SAR's are electronically forwarded to the Supervisor/Lead for approval.

C. Notification of Approval of Services

1. All SAR's are presumptively approved by Wraparound with the online approval of the Care Coordinator's Agency Supervisor/Lead. Compliance with all Wraparound rules and procedures will be monitored and Wraparound Milwaukee reserves the right to deny services that are not in compliance.
2. Wraparound Milwaukee will send an Initial Report of "Monthly Authorized Service" to all Vendors at the beginning of the service month who do not have access to Synthesis. Vendors may also use Synthesis to review and run reports of their authorized services at any time during the month.

D. Requests for Overrides

1. Care Coordinators can authorize units only up to the maximum allowable units as shown on the Service List report in Synthesis. Requests for units above that number can only be approved by the Supervisor/Lead Worker.
2. To request an override, the Care Coordinator enters the maximum allowable units and indicates the reason for the request in the Notes field of the SAR screen.
3. When the Supervisor or Lead Worker receives the request for SAR approval, they will determine whether or not to approve the override, and will update the requested units as needed.

E. Utilizing Paper SARS

1. Care Coordinators can authorize units in the current month, previous month or next month. Supervisors can enter SARS for the current month, previous month or next month.

- Situations arise when a SAR has not been entered for services provided more than 60 days ago. In that event, the Care Coordinator should complete a paper SAR for the total number of units provided and submit to their Supervisor for approval. The Supervisor should then submit to WM Finance Department for entry. Upon receipt of Invoice, WM Finance will process per guidelines in Policy #065-Provider Paper Claims Processing/Appeal System.

Attachments:

- Initial Service Authorization
- Integrated Provider Network Invoice
- Integrated Provider Network Invoice
- Service Authorization Request

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: 11008000-BHD Administrator	1/30/2018
	Brian McBride: 12010012-Mngr-Int Srvs CCS, Interim WRAP Director	1/30/2018
	Pamela Erdman: 12008005-Placement Resources Manager	1/30/2018
	Heidi Ciske-Schmidt: 12008018-Manager- Quality Assurance	1/30/2018

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