

Milwaukee County Behavioral Health Division
Child & Adolescent Services Branch

Wraparound Milwaukee



FAMILY HANDBOOK

Services and Community Supports for
Families with Children who have
Complex Behavioral Health Needs

2015

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Interpreter Services

English – For help to translate or understand this, please call your Care Coordinator.

Spanish – Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono Su Coordinador de Cuidado.

Hmong – Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau Koj saib xyaus Kevpab

Russian – Если вам не всё понятно в этом документе, позвоните по телефону
ваш координатор заботы



Wraparound Milwaukee

Vision & Mission Statement

Vision

To help build healthy and strong communities by enhancing children's and families' ability to meet life's challenges and to foster resiliency and hope for a better future.

Mission

1. To serve each youth and family with respect and dignity acknowledging their strengths, needs and preferences.
2. To partner with the agencies who work with families to create a coordinated, holistic plan for a better life.
3. To support youth and their families to remain safely in their homes and communities.
4. To provide quality care that is culturally responsive to the diverse needs of the families we serve.
5. To provide leadership in creating lasting resources to promote the health and well-being of families in their communities.



Welcome

Welcome to Wraparound Milwaukee! Wraparound Milwaukee is a special managed care program that is run by the Milwaukee County Behavioral Health Division -Child & Adolescent Services Branch. Our offices are at 9455 Watertown Plank Road, Milwaukee, WI, 53226. Our office hours are from 8:00 a.m. to 4:30 p.m. on M,T,TH,F and til 5:30 p.m. on Wednesdays. Our office telephone number is (414) 257-7610.

If you have an urgent matter and need to reach someone after hours, please call our Mobile Urgent Treatment Team at (414) 257-7621. You can also choose to leave a message for us at our regular office number.

This Handbook will help you understand how Wraparound Milwaukee works. Please read this over. Your Care Coordinator will be talking with you about this Handbook.

What is Wraparound Milwaukee?



Wraparound Milwaukee is a community-based program that offers care and support to families with a child or children who have serious emotional or mental health needs. Wraparound Milwaukee uses a family-centered team approach. Together we look at the strengths and needs of your family. We will work with you to help you identify what your child needs to have a better life. One of the goals is to help families to be independent after Wraparound Milwaukee is no longer involved in their lives.

We will ask you to choose Team members that know your family best. These individuals will be your "Child & Family Team". Your Child & Family Team will also include your Care Coordinator and may include people such as a, Child Welfare Worker or Human Service Worker, teachers, therapists and other mental health providers. Your Team will meet on a monthly basis.



What is Needed to Take Part in Wraparound Milwaukee?

To participate in the Wraparound Milwaukee program, your child must have serious emotional or mental health needs and must meet the following criteria:

1. Your child must be diagnosed with a Severe Emotional Disturbance (SED).
2. Your child must be at risk of being placed in a residential care center, an inpatient psychiatric hospital or a correctional facility. If your child is already in a residential care center, it must be decided if your child could return home with the help of Wraparound Milwaukee services.
3. Your child must be enrolled in Medicaid or a Badger Care Plus.
4. Must be a resident of Milwaukee County.

Wraparound Milwaukee has a Screening Team that will meet with you. They will tell you about the program to see if it can meet the needs of your child and family.

Wraparound Milwaukee's Commitment to Serving You



Listed below are Wraparound Milwaukee's commitment and beliefs in serving your family:

1. Wraparound Milwaukee believes that families know their children best!
2. Wraparound Milwaukee will help you get your child's needs met in your neighborhood, community and surrounding area.
3. Family and community resources such as relatives, neighbors, friends and churches are usually the most helpful.
4. Many different types of services and supports may be needed because children and families come from different cultures and backgrounds.
5. Parents of children with severe emotional challenges have a right to learn more about their child's diagnosis and individual needs.
6. Your Wraparound Milwaukee Care Coordinator must make sure that the child and family are the main people putting together their Care Plan.
7. Chances of success are better when ALL of the Team members work together.
8. When children and families are given the help they ask for and need, they can solve many problems.



You & Your Care Coordinator

Local agencies provide Care Coordination services for Wraparound Milwaukee. Wraparound Milwaukee will try to match your child and family to a Care

Coordinator that will work best with your family. Your Care Coordinator will call to set up the first meeting to discuss their role and the Wraparound Milwaukee program. This meeting, and all future meetings, should be scheduled at a time and place that works best for you.

Your Care Coordinator is the person who will partner with you to identify your family's and child's strengths and needs. They will ask you to fill out some forms at the beginning and at other times while you are in the program. This will help you to see how much progress your child is making. Next, your Care Coordinator will help you to put together your Child & Family Team. The Child & Family Team will put together what we call a "Plan of Care". The Team will get together **within the first 30 days** after enrollment to put together your "Plan of Care".

1. The "Plan of Care" guides you and your Child & Family Team in how all of you together will meet the needs of your enrolled child and support you and your family.
2. The Child & Family Team will then talk about what can be done to help you meet your child's needs. This may be through services that Wraparound Milwaukee will buy from "Providers" in our Provider Network and/or voluntary or free support services available from your family or the community.
3. You will then put the Plan into action. You will be partnering closely with your Care Coordinator and Child & Family Team to see how you are doing on your Plan. Changes to the Plan can be made as often as needed, but must be reviewed and updated **at least** once every three months. **It is very important that you take part in these meetings.** Please ask your Care Coordinator any questions you may have about your Plan of Care.

Wraparound Milwaukee believes that many families can do what is needed for their own children. We want to help families get better in their day-to-day skills. We hope that what you learn about your child and family during this time will be helpful. Our main job is to help you and your family get the support you need now, and to help you plan for help you may need in the future.

Changing Care Coordinators



We realize that there may be a time when a family feels they need to request a new Care Coordinator. Before changing Care Coordinators, Wraparound Milwaukee encourages the Child & Family Team to have a meeting to discuss why they want a new Care Coordinator. If it is decided that a new Care Coordinator

would be best, Wraparound Milwaukee will support this request without negative consequences to the child or family or agency. The Child & Family Team will decide when is the best time to make the change.



Who are Our Funding Sources & Resources?

Wraparound Milwaukee receives funds from many different sources. Wraparound Milwaukee uses Providers from different backgrounds and cultures so that we can offer families a choice. Many Providers are neighborhood groups who know best about the needs of their community. We can usually offer services to a child with serious emotional or mental health needs that may not be covered by your insurance, BadgerCare or Milwaukee County Human Services. Wraparound Milwaukee strongly encourages the use of natural supports found in the community. If Wraparound Milwaukee cannot meet your child's needs through the current Providers or through your natural supports, we will attempt to locate a Provider or person from your community that can.

Confidentiality



All discussions that occur and services that you receive through Wraparound Milwaukee and community Providers are with your consent. We only share information needed to get and follow through with services and to assure quality care. You will be asked to sign Consent Forms at the start of the program. This will let Wraparound Milwaukee share information or get information from past Providers or people who have helped your family. Information about your child and family is confidential, unless your child threatens to harm himself or others, or if there is evidence of or suspicion of abuse or neglect on the part of the family or caregiver. All Providers, by law, must report any abuse or suspected abuse to the Bureau of Milwaukee Child Welfare at (414) 220-SAFE.

Parent & Caregiver Participation



Wraparound Milwaukee welcomes you to become involved in all parts of the program. During and after your enrollment in Wraparound Milwaukee, you are encouraged to join in on different groups, meetings or activities. Some of these

groups may include involvement with Families United of Milwaukee, Inc. (Wraparound Milwaukee's family advocacy agency), the Wraparound Partnership Council, the Wraparound Quality Assurance Committee or Care Coordinator trainings. Your input is highly valued and very important! If you would like to become involved in helping Wraparound Milwaukee in this way, please call Families United at (414) 344-7777.



MOVE Wisconsin

MOVE Wisconsin is a youth-led organization that promotes and empowers youth and young adult's voice throughout our community. MOVE Wisconsin is made up of youth and young adults that have lived experience in various systems, while supporting and advocating for change. MOVE Wisconsin uses the leadership, motivation and the desires of its members to make positive changes that directly affect those involved. There are bi-weekly meetings, fun events and community awareness projects happening every month. If you are between the ages of 16-23 and looking to make a difference in your community or just for a positive group or activity MOVE Wisconsin is for you.

MOVE Wisconsin meetings are held at Owen's Place located at 4610 W. Fond Du Lac Ave. For more information on how MOVE Wisconsin can be a positive addition to your life contact Peer Specialist Wilton Johnson at 414-977-4249.



Family Advocacy

Family Advocacy is a very important part of the Wraparound Milwaukee program. Families United of Milwaukee, Inc., is the group that provides advocacy and other support services for Wraparound Milwaukee. Families United is a chapter of the Federation of Families for Children's Mental Health. This chapter is made up of parents and caregivers working in partnership with Wraparound and other County-run programs in the system of care to make sure that children and families are receiving the best care possible.

Families United is made up of families that are now in Wraparound Milwaukee or used to be in Wraparound Milwaukee. These are families with children who have special needs. What really makes them "united" is their personal commitment to help empower families to advocate for themselves.

If you would like, staff from Families United can attend Plan of Care meetings or Court Hearings with your family. They also offer a number of family activities and parent seminars every year.

For more information, call Margaret Jefferson, Families United Director, at (414) 344-7777.

Special Education



Families United of Milwaukee, Inc. also has Special Education Liaisons who can help you work with your child's school district to get needed services for your child and to assist in the Individual Education Plan (IEP) process.

For more information, call Chris Shafer, Special Education Liaison, at (414) 257-6799.



Family Satisfaction

In addition to the forms that your Care Coordinator will ask you to fill out, Families United and Wraparound Milwaukee will be asking you to complete Satisfaction Surveys. The results of the surveys will help Wraparound Milwaukee make improvements in the care we provide. Wraparound Milwaukee wants you to receive the best care possible while your child is in the program. If you wish, you have the right to refuse to complete the surveys.

BadgerCare Plus, Private Health Insurance or No Insurance



If your child is enrolled in Wraparound Milwaukee, all of his/her **mental health and alcohol and drug-related services, including inpatient psychiatric care will be provided through the Wraparound Milwaukee Provider Network. If these services are needed outside of Milwaukee County, and they are non-life threatening you must get pre-approval from Wraparound Milwaukee.**

If your child is currently working with any mental health or substance abuse providers, let your Care Coordinator know about this during your first meeting. He

or she can verify whether that provider is in the Wraparound Milwaukee Provider Network.

1. **BadgerCare Plus** - if your child currently receives Medicaid from any source, such as Medicaid SSI, BadgerCare Plus, W2, etc.:
 - a. You will continue to use your child's blue Forward Health ID Card to get any **medical or dental services** like you have in the past (*such as prescriptions, medical emergencies, medical doctor appointments, dental appointments, etc.*).
 - b. Wraparound Milwaukee's BadgerCare Plus funding covers the enrolled child only. If you have a Forward Health ID Card, you and your other children's mental health needs will continue to be reimbursed by using that card.
 - c. If your child is enrolled in a BadgerCare Plus HMO, they will be disenrolled from the HMO upon enrollment in the Wraparound Milwaukee program.
2. **Private Health Insurance** - if you child currently has Private Health Insurance:
 - a. Please bring a copy of your private health insurance card to your Care Coordinator. Wraparound Milwaukee will work with the insurance company for any services they cover.
 - b. If you have private insurance and your child is placed out of the home, for example - in residential care, in a group home, shelter care facility or foster care, your child will become eligible for BadgerCare Plus during their placement.
Note: Although your child may become eligible for BadgerCare Plus while living outside of the home, your private health insurance is still the primary insurer.
3. **No Insurance** - if your child currently has NO insurance:
 - a. Wraparound Milwaukee and your Care Coordinator will work with your family to see if you qualify for any type of BadgerCare Plus services.
 - b. If you have no insurance and your child is placed out of the home, for example - in residential care, in a group home, shelter care facility or foster care, your child will become eligible for BadgerCare Plus during their time in placement.
4. Youth enrolled in Wraparound Milwaukee who receive services through the Wraparound Milwaukee Provider Network will have no co-pay or out-of-home costs. If you receive a bill or are charged for a co-pay when you shouldn't be, contact Wraparound Milwaukee.

5. **For those children involved in the Wraparound Milwaukee REACH program ONLY:** Your child's eligibility to be in REACH is based on his or her eligibility for Medicaid and/or Badger Care Plus. If your child's eligibility for either of these programs changes, your Care Coordinator will work with you to transition to your prior or new behavioral healthcare plan.
6. You may choose to disenroll your child at any time from the Wraparound Milwaukee program and receive services from a BadgerCare Plus HMO or through Medicaid fee-for-service. The Wraparound Milwaukee Fiscal Office at (414) 257-7597 can explain this process to you.



HealthCheck

At your request, your Care Coordinator can help you schedule a HealthCheck exam with a doctor. HealthCheck is a preventive health check-up program for anyone under the age of 21, who is currently eligible for Wisconsin Medicaid or BadgerCare Plus. HealthCheck teaches you and your child how to prevent illness and can find health problems early before they become serious. A HealthCheck exam may also make you eligible for some services not normally paid for. HealthCheck will help you make an appointment for any follow-up care or treatment. HealthCheck can also help you find a doctor or dentist if you need one.

A HealthCheck covers:

- Head to Toe Physical Exam.
- Immunizations (shots).
- Lab Tests.
- Eye Exam.
- Growth and Development Check.
- Hearing Check.
- Mouth/Dental Exam.
- Nutrition Check (eating habits).
- Health Information.
- Others Checks You Need.

How do I get HealthCheck?

Step 1: Call toll free 1-800-722-2295 to find your nearest HealthCheck provider. If you are enrolled in an HMO, call them for information on HealthCheck.

Step 2: Make the HealthCheck appointment and go!

- Step 3:** Follow the advice of your HealthCheck doctor, nurse or dentist and go to any follow-up care appointments.
- Step 4:** Stay healthy; plan to go to all future HealthCheck exams.

Call Toll Free 1-800-722-2295 if you have any questions or problems with HealthCheck.

Emergency Mental Health Care (For Situations that are Life Threatening)



If you need **emergency mental health services** and a Wraparound Milwaukee Provider is not available, please follow these steps:

1. You may get treatment from a non-network Provider **only** if the mental health emergency is **life threatening if psychiatric treatment is not provided immediately**. The person or agency providing the service must call the Wraparound Milwaukee Mobile Urgent Treatment Team (MUTT) Office at (414) 257-7621, as soon as possible.
2. If there are **no risks of permanent damage to your child's health**, the person or agency must call the Wraparound Milwaukee Mobile Urgent Treatment Team (MUTT) Office at (414) 257-7621, **before** providing services to your child.



In Case of an Emotional or Behavioral Crisis

Crises are common for children with many needs. You and your Team will create a 24-hour Crisis Plan. The Crisis Plan, with your permission, will often include the Wraparound Milwaukee Mobile Urgent Treatment Team (MUTT). The Crisis Plan will help you and all those involved with your child to know what to do if there is a crisis. **Please follow the Crisis Plan that your Child & Family Team has established.**

How Can I Get Help with a Crisis?
You can call MUTT at (414) 257-7621 - Anytime!





Right to a Second Opinion

Members in the Wraparound Milwaukee program have the right to a second opinion from a qualified Wraparound Provider Network Provider. If a qualified Provider is not available in the Network, arrangements will be made for a second opinion outside of the Network, at no charge to you.

Complaints and Grievances



Wraparound Milwaukee wants to make sure that your family receives the best care possible. If you are unhappy with the care you are receiving, we ask that you follow these steps:

1. Let your Care Coordinator know what you are not happy with, so that he or she can try to help you work it out.
2. If you are not comfortable telling your Care Coordinator about your concerns, you may call the Family Advocate (*see page 7*) or the Care Coordinator's Supervisor. If you do not know the name or telephone number of your Care Coordinator's Supervisor, you can call Wraparound Milwaukee at (414) 257-7610
3. If you are not happy with the help you received from your Care Coordinator, the Family Advocate or your Care Coordinator's Supervisor, you can call our Quality Assurance Department at (414) 257-6024 and ask to get some assistance or file a formal Complaint.
4. If you would like to give us your Complaint in writing, fill out the Complaint Form that you should have received in your Enrollment Packet and send it to Wraparound Milwaukee. If you need help filling out the Form, or you need a Form, you can call the Quality Assurance Department at (414) 257-6024.
5. If you are unhappy with how Wraparound Milwaukee staff handled your Complaint, you may file a Grievance. You can do this by calling the Quality Assurance Department at (414) 257-6024 for assistance or see the "Client Rights & Complaint/Grievance Procedure" document in the back of this Handbook for other options.

All youth and families in Wraparound Milwaukee have a right to:

- Appeal any Wraparound Milwaukee or County Complaint decisions and/or to directly file a Complaint/Grievance with the State of Wisconsin - Department of Health Services or;

- Request a State Fair hearing with the State of Wisconsin - Division of Hearings & Appeals.

If you need assistance with filing a Complaint/Grievance with the State, you may call the BadgerCare Plus Ombuds at (800) 760-0001 (*see attached "Client Rights & Complaint/Grievance Procedure" document for details*).

If a formal, written Complaint/Grievance is about a Reduction or Denial of a covered service, and you file the Complaint/Grievance within 45 days of the decision to reduce or deny the service, then the following applies:

- a. If you **were not** receiving the service **prior** to the reduction/denial, Wraparound Milwaukee does not have to provide the service while the Complaint/Grievance is in process.
- b. If you **were** receiving the service **prior** to the Complaint/Grievance, then Wraparound Milwaukee will continue to provide the same level of service while the Complaint/Grievance is in process. However, Wraparound Milwaukee may require you to receive the service from within our Provider Network (*if you are not doing so already*).
- c. If the Wraparound Milwaukee decision does not change, you may be responsible for paying for the services you received during the Grievance process.



Advance Directives

(Age 18 and older only)

An Advance Directive is written instructions that describe your choices about the healthcare you want or do not want if you become unable to make your own healthcare decisions. An Advance Directive expresses your healthcare wishes based on your personal beliefs and values. Things that are considered include dying, lifesaving measures and the quality of life.

There are two types of Advance Directives. You can complete a Living Will or a Power of Attorney for Healthcare Document. If you are age 18 and older and have an Advance Directive, please let your Care Coordinator know. If you would like more information about creating an Advance Directive, you can talk to your Care Coordinator or go to the Wisconsin Department of Health Services at the following website: <http://www.dhs.wisconsin.gov/forms/advdirectives/>



Special Requests



1. If you or a family member needs an Interpreter, please ask your Care Coordinator to get this service for you.
2. If you or a family member would need Wraparound materials/information in an alternative format, such as Braille or another language, please speak to your Care Coordinator.
3. If you or a family member has a specific disability, Wraparound Milwaukee will try to help you find the community supports that can help you.



Why Wraparound Milwaukee May No Longer Be able to Provide Help to Your Child and Family

Wraparound Milwaukee may no longer be able to provide help to you if:

1. Progress has been made in meeting the needs identified by you and your Team and your child no longer needs help from Wraparound Milwaukee.
2. Your child has gotten as much help as possible from being involved in Wraparound Milwaukee.
3. The member turns age 23.
4. You ask that your child be removed from the program and the Court Order (*if applicable*) states that it is okay to do so.
5. You or your child refuses to sign the Plan of Care authorizing services.
6. On a daily basis, you and your child can not or choose not to follow the Plan of Care.
7. You or your child demand a treatment determined unnecessary by the Child & Family Team.
8. Wraparound Milwaukee cannot find your child and/or family for 30 days or more.
9. You no longer live in Milwaukee County.
10. Your child is placed in a correctional facility.
11. Your child is court ordered into an out-of-home placement (REACH members only)

Note: If you move out of Milwaukee County, you must tell your Care Coordinator right away!





Website

To learn more about Wraparound Milwaukee, you can go to our Website at wraparoundmke.com. Click on the Family/Youth tab!

Resource Phone Numbers



Mobile Urgent Treatment Team (MUTT)
(414) 257-7621

Wraparound Milwaukee Staff

Director - Mary Jo Meyers- (414) 257-7639

Associate Director - Stacy Kozel (414) 257-7586

Enrollment Coordinator - Christine Robinson- (414) 257-7650

Finance Coordinator - Kenyatta Bryant - (414) 257-7597

Quality Assurance Director - Pamela Erdman - (414) 257-7608

Provider Network Coordinator - Wes Albinger - (414) 257-7835

Family Advocate - Margaret Jefferson - (414) 344-7777

Special Education Liaison - Chris Shafer - (414) 257-6799

MOVE Wisconsin/Owen's Place - Shannon Smith - (414) 977-4249

Care Coordinator:

Name _____

Phone Number _____

Care Coordinator's Supervisor:

Name _____

Phone Number _____

Others:

Thank you for taking the time to read this Handbook. If you have any questions about what is in this Handbook, please ask your Care Coordinator.

We welcome you to the Wraparound Milwaukee program!





WRAPAROUND MILWAUKEE

CLIENT RIGHTS and COMPLAINT/GRIEVANCE PROCEDURE

NOTE: There are additional rights within WI Statute 51.61(1) and WI Administrative Code DHS 94. These rights are not mentioned in this document because these rights are more applicable to inpatient and residential treatment facilities. Copies of WI Statute 51.61 and/or WI Administrative Code DHS 94 are available upon request.

CLIENT RIGHTS

When you receive any type of service for mental illness, alcoholism, drug abuse, or a developmental disability, you have the following rights under Wisconsin (WI) Statute 51.61(1) and WI Administrative Code DHS 94:

- **PERSONAL RIGHTS** You must be treated with dignity and respect, free from any verbal, physical, emotional and sexual abuse or harassment.
- You have the right to have staff make fair and reasonable decisions about your treatment and care.
- You may not be treated unfairly because of your race, color, national origin, sex, age, religion, disability or sexual orientation/preference, arrest or conviction record, marital status or military participation.
- You may not be made to work if that work is of financial benefit to a treatment facility/agency (except for personal housekeeping chores that you would normally perform in your own home). If you agree to do other work, you must be paid.
- You may not be filmed, taped or photographed unless you agree to it.
- You have the right to ask for an interpreter and have one provided to you as a covered service.

TREATMENT AND RELATED RIGHTS

- You must be provided prompt and adequate treatment, rehabilitation and educational services appropriate for you within the limits of the available funding.
- You must be allowed to participate in your treatment and care, including treatment planning.
- You must be informed of your treatment and care, including alternatives to and possible side effects of treatment, such as medication.
- No treatment or medication may be given to you without your written, informed consent, unless it is needed in an emergency to prevent serious physical harm to you or others, or a court orders it. (If you have a legal guardian, however, your guardian may consent to treatment and medications on your behalf.)
- You may not be given unnecessary or excessive medication.
- You may not be subject to any drastic treatment measures, such as psychosurgery, electroconvulsive therapy or experimental research without your written informed consent.
- You must be informed in writing of any costs of your care and treatment for which you or your relatives may have to pay.
- You must be treated in the least restrictive manner and setting.
- You have the right to be free from any form of restraint or seclusion used as a means of force, control, ease or reprisal.
- You have the right to receive information about treatment options, including the right to request a second opinion or change providers.
- You have the right to request and obtain information (names, locations, telephone numbers, non-English speaking providers, provider's not accepting new clients) about Providers in the Wraparound Milwaukee Network.
- You have a right to formulate Advance Directives. (Applicable to enrollees age 18 and older)

RECORD PRIVACY AND ACCESS

Under WI Statute 51.30 and WI Administrative Code DHS 92:

- Your treatment information must be kept private (confidential), unless the law permits disclosure.
- Your records may not be released without your consent, unless the law specifically allows for it.
- You may ask to see your records. You must be shown any records about your physical health or medications. Staff may limit how much you may see of your treatment records while you are receiving services. You must be informed of the reason(s) for any such limits. You may challenge the reason(s) through the grievance procedure.
- After disenrollment, you may see your entire treatment record, if you ask to do so.
- If you believe something in your record is wrong, you may challenge its accuracy. If staff will not change the part of your record you have challenged, you may put your own version in your record and/or file a grievance.
- Copies of WI Statute 51.30 and/or WI Administrative Code DHS 92 are available upon request.

COMPLAINT/GRIEVANCE PROCEDURE AND RIGHT OF ACCESS TO A STATE FAIR HEARING

- Before treatment starts, you must be informed of your rights and how to use the complaint/grievance procedure. A copy of Wraparound Milwaukee’s Complaint and Grievance Policy and Procedure is available upon request.
- If you feel your rights have been violated, you may file a complaint/grievance. You may not be threatened or penalized in any way for presenting your concerns informally, by formally filing a complaint/grievance or by requesting a fair hearing with the State of WI.
- You and/or your representatives may present (orally or in writing) information about your grievance before or at the grievance meeting.
- You may enter into or move to any level of the “Compliant/Grievance Stages” procedure (listed on page 2), at any time, for any reason. For example: If you choose to file a complaint immediately with the County or the State of WI, and bypass the Wraparound Milwaukee’s Quality Assurance or Program Director’s Review stage, you have the right to do so.
-

COMPLAINT AND GRIEVANCE STAGES

Informal Discussion (Optional)

An informal resolution may be possible. You are encouraged to first talk with staff about your concerns. However, you do not have to do this step before filing a formal complaint/grievance with your service provider and/or Wraparound Milwaukee.

See Level IV if you would like to file a complaint/grievance directly with the State of WI – Division of Hearing & Appeals

Level I - Complaint/Grievance Investigation (Formal)

- If you want to file a complaint, you should do so within 45 days of the time you became aware of the problem. Wraparound Milwaukee and its designees may grant an extension beyond the 45-day time limit for good cause. You may file your complaint/grievance verbally or in writing. If you file verbally, you must specify that you would like it to be treated as a formal grievance.
- You also have the right to file an Urgent Care/Expedited Grievance for those situations where the denial of services or referral for services could result in illness or injury, or where delay in care would jeopardize the enrollee’s mental health as determined by a medical provider.
- The assigned Client Rights Specialist (CRS – person who will deal with your complaint/Urgent Care/Expedited Grievance) will address/investigate your concern and attempt to resolve it within the identified time guidelines.
- You may file as many complaints/grievances as you want. However, complaints/grievances will usually only be investigated one at a time. The CRS may ask you to rank them in order of importance.
- Unless the complaint/grievance is resolved informally, the CRS will complete a report within 30 days from the date you filed the complaint. You will receive a written copy of the report.
- If you agree with the CRS’s report and recommendations, the recommendations will be put into effect within an agreed upon time frame.

**Wraparound
Milwaukee Client
Rights Specialist
(CRS):**

If the complaint/grievance is not resolved by the CRS’s report (Level I), you can file a grievance/appeal with the Program Director (Level II).

Level II - Program Director Review

- The Program Director (or designee) shall review your grievance/appeal and prepare a written decision within 10 days of receipt of the CRS’s report. You will be given a written copy of the decision.

If you do not agree with the Program Director’s decision (Level II), you can file a grievance/appeal with Milwaukee County DHHS - Behavioral Health Division (BHD) (Level III).

Level III - County Review

- You may appeal to the Milwaukee County DHHS - Behavioral Health Division (BHD) Administrator. You must file this appeal within 14 days of the date you receive the Program Director’s decision. You may ask the Program Director to forward your complaint/grievance to the BHD Administrator or you may send it yourself to:
*Milwaukee County DHHS, Behavioral Health Division
Attn: BHD Administrator
9455 Watertown Plank Rd. Milwaukee, WI 53226*

- BHD Administrator must issue a written decision within 30 days after you request this appeal.

If your complaint/grievance went through the County Review (Level III) and you are dissatisfied with the decision, then you may appeal the decision to the State of Wisconsin – Department of Health Services (DHS) (Level IV).

Level IV - State Review

- You may appeal to the State of WI DHS. You must file this appeal within 14 days of the date you receive the County's decision. You can file this appeal by:
 - Contacting Medicaid / BadgerCare Plus Ombuds at 1-800-760-0001. Ombuds will answer your questions, look into your complaints and help you file an appeal with DHS.
 - If you wish to file a complaint/grievance/appeal directly with the State of WI, Division of Hearings and Appeals (DHA) for a fair hearing, you may do so in writing to:

Department of Administration – Division of Hearings & Appeals
5005 University Avenue, Suite 201
Madison, WI 53707-5400
Fax: (608)264-9885
- Your written request for a fair hearing should include: client's name, your mailing address, a brief description of the problem, the county that took the action or denied the service, client's social security number and client/legal guardian's signature.
- The hearing will be held in the county where you live. You will have the right to bring a representative/friend to the hearing. If you need special arrangements, such as for a disability or for translation, call (608) 266-3096.