



Date Issued	1/1/2012	Owner	Dana James
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Effective	9/1/2022		
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Next Review	12/31/2024		

#035 Provider Add/Drop Policy

I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced to as Wraparound Milwaukee) to maintain an accurate and up-to-date record of all Direct Service Providers and Indirect Staff (as defined per the Fee-for-Service Agreement, found in the [Milwaukee County Provider Portal](#)) who provide services to or for Wraparound Milwaukee enrolled individuals and families. Provider Agencies must obtain confirmed eligibility prior to commencing direct services to individuals and families. In addition, Provider Agencies must "drop" all Direct Service Providers and Indirect Staff (DSP/Indirect Staff) at the conclusion of their work/duties within the Wraparound Milwaukee Provider Networks.

Note: For the Wraparound Provider Network (WPN), the "add/drop" requirement excludes Residential Care Center (RCC) and Group Home (GH) staff. Background checks for all RCC/GH staff are to be completed prior to providing services and are subject to audit and submission upon request.

Agency owner, president, CEO, executive director, and senior staff, are considered Indirect Staff if reporting to work at a site where covered services are provided are subject to the Caregiver Background Check requirement, as well as any others with an ownership or controlling interest, as defined by the following:

Any individual who is an officer, director, agent, or managing employee of the agency, or a person who has direct or indirect ownership or controlling interest of 5% or more. A managing employee is a general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operations of an institution, organization, or agency. (42 CFR section 455.101)

Members of the Board of Directors must be screened for exclusion by a search of <https://exclusions.oig.hhs.gov/> and the agency must print out and retain the page showing "No results found" for each board member.

II. PROCEDURE

NOTE: The **employment** status of an individual with a Provider Agency is not dependent on approval, denial or any other administrative action by Wraparound Milwaukee and is solely a matter of Provider Agency discretion. Approval, denial or any other administrative decision by Wraparound Milwaukee only affects eligibility of an individual to provide services within the respective Provider Network and does not affect employment eligibility of individual with Provider Agency.

A. Employee/provider Screening and Selection

1. Agency shall obtain a minimum of two work related references, to be documented in writing, for any individual requested to be added. This documentation shall be retained in the personnel file and submitted to Wraparound Milwaukee upon request.
2. Before requesting to add an individual, Agency will first consider conviction history of any candidate for barred convictions, caregiver misconduct, and to determine suitability based on a substantially related test as described in DHS 12.06 (https://docs.legis.wisconsin.gov/code/admin_code/dhs/001/12/II/06). In instances of multiple (2 or more), recent (within five years), or felony convictions, or for any charges with open dispositions, Provider may be required to obtain a copy of the Criminal Complaint from the Clerk of Court's Office to determine whether a conviction is substantially related to care of a client. Wraparound Milwaukee reserves the right to make final determination regarding conviction records and whether a conviction is substantially related to the Covered Service in question. Wraparound Milwaukee will also consider status of probation/parole, extended supervision, deferred prosecution agreement, or participation in a Driver Safety Plan in evaluating eligibility to enter network.
3. Where education or degree requirements exist for staff positions, Agency must submit with the add packet a copy of either a diploma or transcript demonstrating that staff meets requirements. Further, only coursework and degrees from accredited schools shall be recognized by Wraparound Milwaukee, as they appear on either the United States Department of Education, Office of Postsecondary Education (<https://www.ed.gov/accreditation>) or the Council of Higher Education Accreditation (<http://www.chea.org/search/>) databases.

B. Requesting to Add individuals

Required information/documentation:

1. "Add Request" (For Providers- see *Provider Frequently Used Forms and for Care Coordinators- see Care Coordination Frequently Used Forms*), along with all required supporting documentation (typically education, experience, and/or training documentation). Required supporting documentation will be service specific and is identified in the Service Description List, which can be found in the Synthesis Vendor Reports Group and/or the associated service policy (if applicable).
2. A three-part Caregiver Background Check, per the guidelines in Milwaukee County DHHS

Policy #001 Caregiver Background Checks and must have been completed within the past 90 days upon Add Request. Add requests for candidates with barred or substantially related convictions, and/or with findings of caregiver misconduct without rehabilitation approvals, will be denied.

3. A Driver's License Abstract, per the guidelines in Wraparound Milwaukee Policy #054 – Provider Agency Responsibilities and Guidelines and must have been completed within the past 90 days upon Add Request. Driving, whether transporting clients or traveling to/from Wraparound Milwaukee related meetings or client appointments, is assumed to be a part of every individual's position; if driving is not part of the position, it should be indicated by checking the box on the Add Request.

4. A Synthesis ID request, if the individual will need access to Wraparound Milwaukee's authorization/billing/client record system. Synthesis ID request forms can be found under Provider Network and Care Coordination Frequently Used Forms.

5. A personal statement, staff photo, experience detail, interest detail, cultural and language proficiency, and, as applicable, experience with specific therapeutic approaches can be added to the Staff profile. Staff photos can be uploaded to the Staff Profile at the time of the add request, but must be uploaded no later than two weeks after approval of the individual.

Supporting documentations must be maintained at agency (do not submit with add request) for all providers to support experience claims, and must be submitted upon request:

- a. treatment approach: certification, training verification, supervision consultation, letter of recommendation
- b. Professional or Volunteer experience: Letter of Reference
- c. Life Experience: statement describing the experience
- d. Education or Training: Transcript

Compliance targets for agencies are at 90% (of all approved staff) for personal statement, experience, and interest declaration, and at 75% for staff photographs, allowing limited opting out based on individual circumstances. For any individuals opting out, signed documentation of the request and the decline must be obtained from the individual by the agency and retained in the individual's personnel file.

Exceptions, waivers, etc., to add request documentation below these thresholds must be obtained in writing from Provider Network Manager. Agencies can review their level of compliance by viewing the Synthesis Vendor report, "Resource Guide Entries - Vendor Copy".

To submit information:

1. Combine all add materials described in B., above, for each request into a single document. Add requests must be saved as firstinitiallastname.pdf (ex: walbinger.pdf)
2. Upload each request and enter staff detail (all items described in B (5), above, plus gender, date of birth) directly into Synthesis, by following the tutorial in "Uploading to Staff Tab-directions for submitting staff add requests" found under Provider Network Frequently Used Forms. Date of birth will not be displayed to external audiences and will only be used to classify providers as "under 30" or "over 30".

C. Processing and approval/denial

Requests to ADD individuals are processed by Wraparound Milwaukee Provider Network staff. Each request is reviewed to confirm that the identified individual's education, history with Wraparound Milwaukee (*if applicable*), legal history, training and/or credentials, experience,

and overall level of safety and risk meet all applicable standards. In addition, requests will be screened against excluded parties lists maintained by the State, County, and others, as applicable. Final authority for determining Add eligibility rests with Wraparound Milwaukee.

Wraparound Milwaukee will prioritize Add Requests based on areas with greatest need. **Agencies MUST obtain eligibility determination for individuals before accepting a referral to be assigned to that individual and before any service provision.**

Agencies submitting requests for individuals who do not meet the requirements to join the network are notified by email of the denial of their request and the reason.

Agencies must confirm approval of requests by running the Synthesis report in the Vendor Reports group, "Vendor Provider Listing by Service".

D. Dropping Staff

Provider Agencies are required to "drop" all individuals at the conclusion of their work with the agency and/or Wraparound Milwaukee. This could be due to separation (resigned, termination) from the agency, a shift in responsibilities that no longer involves work with Wraparound Milwaukee clients (individual is still at the agency), and/or a decision to discontinue work with Wraparound Milwaukee clients (same role, different population).

To drop staff:

Staff are dropped by the Provider Agency by going into Synthesis, under that staff's profile, and entering drop information, following the guidelines in *Attachment 1 - "Drop Staff."* No other notification to Wraparound Milwaukee is required to "drop" staff.

Attachments

1: Drop Staff

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/23/2022
	Brian McBride: ExDir2 – Program Administrator	8/23/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/17/2022

COPY

Children's Community Mental Health Services and
Wraparound Milwaukee Policy #05- Provider Add/Drop
Attachment 1

DROP STAFF INSTRUCTIONS

Vendor Contacts



First Name

Middle Name

Last Name

Date of Birth

Email Address

Gender

Accepting New Patients? Yes No

Drop Staff? Yes No

Effective Date

Reason

Personal Statement

I've worked in the human services field since 2002, starting off by volunteering at a group home for developmentally disabled adults while I was in college. I enjoyed that work so much that I

TO DROP STAFF

- 1-Update "Drop Staff?" to YES
- 2-Enter in Effective Date
- 3-Select a Reason

Per Agency – When a staff member provides notice and resigns from position voluntarily.

Termination Per Agency – When a staff has been terminated involuntarily. *Wraparound QA must be notified if due to fraud, abuse, or client rights.

4-Click "Update"