

Kenosha County Department of Human Services

Medicaid Newsletter

"A Newsletter intended for all Contracted Providers of Medicaid services for
Kenosha County Department of Human Services"

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Medicaid Documentation tips from: Nancy Morey, Coordinator-

PREVENTION SERVICES NETWORK

Over a six year period from 2005-2010, no monies were given back to Medicaid as a result of annual TCM file reviews of PSN Service Coordination records.

PSNs documentation is very thorough and compliant with Medicaid documentation requirements, and is usually among the best reviewed.

While no agency is perfect, I interviewed Nancy to find out specifically what she does to ensure PSN files and billing meets Medicaid standards.



Do you do anything special to make sure the documentation on Medicaid TCM files is complete and up to date?

A: "It is really a matter of hiring good staff who are dedicated and who have been well trained in the TCM procedures. We have not experienced much turnover of staff, which also

contributes to the quality of work. We staff cases regularly and often take the opportunity to review documentation at that time. When I do the monthly billing, I check the documentation and let staff know if a Plan of Care is due, or some information is missing from the case record."

Likewise she attributed some of the quality of documentation to the software system PSN uses, which will not let the Case Manager complete a case plan unless the assessment information is entered. Case notes are all entered into the database and the system has a series of drop boxes that are filled in to select the goal, place of service, type of contact, and duration of the contact.

How do you ensure Assessments are comprehensive and Plans of Care are completed, signed and done with the involvement of the client?

A: Nancy discussed the comprehensive Assessment PSN uses and how it evolved. The PSN Assessment tool was created years ago and has been updated and tweaked over the years. When they began doing TCM billing, additional TCM elements were added as needed. Their revised assessment is available to be shared with other providers for the asking. Plans of Care are checked during case staffing and billing.

How do you ensure out of Home clients are not billed to Medicaid and non

reimbursable services are not billed to Medicaid, such as phone messages, no-show and left voicemails?

A: It is a combination of training and experience, and good staff. “You just get good at it after a while.” The staff understands what can and cannot be billed and have done very well with billing the additional time that is required for transportation to home visits that occur out in the county.

Other items of interest:

During one of their team meetings, Nancy asked the PSN staff “***Do you have any tips about organizing your desk or job responsibilities that make you more efficient?***” Everyone contributed ideas and everyone learned some new tips from their co-workers. One example: Keep the PSN database open throughout the day and enter case notes immediately after a phone call or visit with a client. Team meetings are a good forum for learning/sharing ideas that are helpful to all.

Nancy also shared PSNs success in using a ***checklist*** for converting clients to Medicaid TCM. She said the checklist approach does serve to make sure the right steps are followed and that nothing is forgotten.

The MA newsletter is also distributed to all employees so that everyone has a chance to review it.

All Provider Reminders/Provider Responsibilities

...a provider is “required to prepare and maintain truthful, accurate, complete, legible and concise medical documentation.” All Provider Handbook While looking at the Medicaid All Provider Handbook is not a preferred

chore for contracted providers with Kenosha County Department of Human Services, it is worthwhile to review some of the important items discussed.

For one, it dictates that Kenosha County remind its contracted providers of Medicaid requirements. Providers are urged to contact the Medicaid Web site or Portal at:

<https://www.forwardhealth.wi.gov/WIPortal/Default.aspx>

and go to the Providers block on the top left portion of the screen and click on Online Handbooks.. You do not need any passwords or User names to do this. This will take you to a Provider page where you double click *Handbooks and Updates*. From there go to Updates by Year and enter 2010 and click enter and all of 2010 will pop up. Note: this was easier to do before the Portal change but still not too difficult.

You can do this for Specific Medicaid Services also on the same webpage.

All Providers should be aware of the Handbook and/or pertinent Medicaid Updates for their service(s).

Pertinent Updates and information are highlighted in the MA Newsletters although it is hard to cover all that may be applicable.

Kenosha County is both “programmatically and fiscally responsible for the services provided by their contractors and their contractor’s services.”

If I can be of any service to you in discussing Medicaid requirements or in presenting information on Medicaid to staff, please contact me.