

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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CCS (Comprehensive Community Services)

CCS has multiple service arrays that can be utilized in order to provide adequate recovery support to consumers. The previous Medicaid Newsletters addressed Screening, Assessment and Service Planning. The previous Medicaid Newsletters addressed Screening and Assessment and Service Planning. The next service array to be highlighted is Service Facilitation, which like Screening and Assessment and Service Planning, is completed only by the service facilitators. Service Facilitation is a crucial piece of the client's services and is a very complex role. Medicaid describes this role as follows.



- Service Facilitation includes activities that ensure the member receives the following in an appropriate and timely manner:
 - Assessment services
 - Service planning

- Service delivery
- Supportive activities

- Service Facilitation also includes ensuring the service plan and service delivery for each member is coordinated, monitored and designed to support the member in a manner that helps the member achieve the highest possible level of independent functioning.



- Service Facilitation can include assisting the member in self-advocacy and helping the member obtain other necessary services such as medical, dental, legal, financial and housing services.
- Service Facilitation for minors also includes advocating, and assisting the minor's family in advocating, for the minor to obtain necessary services.
- When working with a minor, service facilitation that is designed to support the family must be directly

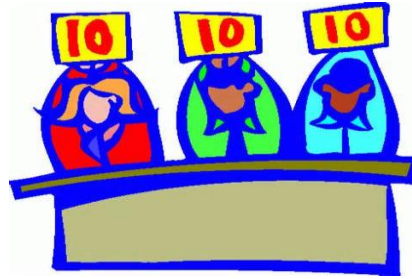
related to the assessed needs of the minor.

All Medicaid Programs

Wisconsin Medicaid requires there to be certain information in reimbursable notes. Notes must include language that shows activities relate to specific goals on the participant's plan and shows progress toward goals. Notes must justify the time spent working with or for the participant by the length and content of the note. Additionally, the role of the people are more important than the names of the people working on the case.



Reviewing your own notes for accuracy and appropriateness is extremely important, but the above explanations are also reasons that Kenosha County reviews notes and files regularly as well. If you ever have a question about a note or would like to request a review to ensure things are being completed to the highest quality, please feel free to contact me.



Medicaid Program FAQ's

Q: What if no one is home for my scheduled visit; can I bill?

A: No, when no contact is made, no services are rendered, therefore no billing can be submitted.

Q: What is considered a 'good' Medicaid note?

A: A thorough Medicaid note will have all of the following:

- Place and Date of Service
- Who was present (by role) and what was the reason for their presence
- What goals were worked on
- How did the client respond
- What things did you do/actions did you take to support the client

Additional Questions?

If you have any questions regarding the information in this newsletter or have any other questions feel free to contact me.

