

***RESOLUTION NO.: 87—2017-18***

TO THE HONORABLE, THE OUTAGAMIE COUNTY BOARD OF SUPERVISORS

LADIES AND GENTLEMEN:

**MAJORITY**

1        The County Executive has requested the following position, and the same has been  
2        included in the 2018 COUNTY EXECUTIVE BUDGET:

3                      Create: (1) Full-time Medicaid Quality Assurance Specialist

4        NOW THEREFORE, the undersigned members of the Legislative/Audit & Human Resources

5        Committee recommend adoption of the following resolution.

6                      BE IT RESOLVED, that the Outagamie County Board of Supervisors does hereby and herewith  
7        authorize and approve of amending the TABLE OF ORGANIZATION FOR THE HEALTH &  
8        HUMAN SERVICES DEPARTMENT, COST CENTER, 2065010, by creating (1) full-time Medicaid  
9        Quality Assurance Specialist position effective January 1, 2018, as described in the attached which by  
10      reference are made a part hereof, and

11                      BE IT FURTHER RESOLVED, that the aforementioned budget is hereby confirmed to include  
12      the new position(s) and the attendant budget expenditures and revenues as are detailed in the attached,  
13      and

14                      BE IT FINALLY RESOLVED, that the Outagamie County Clerk be directed to forward a copy  
15      of this resolution to the Health & Human Services Director and the Human Resources Department.

16        Dated this \_\_\_\_ day of November 2017

17                      Respectfully Submitted,

18                      LEGISLATIVE/AUDIT &  
19                      HUMAN RESOURCES COMMITTEE

1  
2  
3  
4  
5      Travis Thyssen      Cathy Spears  
6  
7  
8  
9

10      Shane Griesbach      Patrick Meyer  
11  
12  
13  
14  
15      John Foss  
16  
17  
18

19      Duly and officially adopted by the County Board on: \_\_\_\_\_  
20  
21

22      Signed:      \_\_\_\_\_      \_\_\_\_\_  
23                      Board Chairperson      County Clerk  
24  
25      Approved:      \_\_\_\_\_      Vetoed: \_\_\_\_\_  
26  
27  
28      Signed:      \_\_\_\_\_  
29                      County Executive



## Organizational Change Request

*Every effort should be made to complete these requests during the annual budget process. Exceptions will be considered outside the budget process when appropriate and necessary*

This form contains four separate parts. Title Changes require only Part I and Part II to be completed. Forms should be thoroughly completed and submitted to the Human Resources Director. If you have questions when completing this form, please contact the Human Resources Director at 832-1670 or [lisa.lux@outagamie.org](mailto:lisa.lux@outagamie.org).

### **PART I: GENERAL INFORMATION**

Change(s) being Requested: Add New Position to TO

Effective Date of Change: 1/1/2018

Department: Health and Human Services

Department Head: Rosemary Davis

Cost Center: 2065010

Employee Group: AS&P

#### Justification for Change:

(Include: key benefits of adding position, impact of not adding position, amount of overtime currently being worked, backlog situation, etc... Avoid generalities and provide specific data points.)

Our Department presently bills Medicaid and Medicare over \$5,000,000 of services on an annual basis. Presently, we lack adequate time to review both internal and external contracted staff that write daily notes that are used to bill these services. Presently, we have over 175 staff that bill Medicaid on a daily basis. A Medicaid audit conducted by State of Wisconsin staff in December of 2015 on a small number of clients in our Comprehensive Community Services (CCS) Program revealed that we have many improvements to make to ensure that our staff's work is properly documented and that proper paperwork processes are completed in a very specific time sequence. Many other counties including Brown, Jefferson, and LaCrosse Counties have already added a position similar to our request to ensure that ongoing quality assurance and internal audits are being conducted on all of the Department's Medicaid and Medicare services. In addition to helping us improve accuracy and reduce the risk of State or Federal audit repayments, this position will also allow us to continue to expand our Comprehensive Community Services (CCS) Program that allow for a 100% reimbursement of client services by the time an annual reconciliation process of the services is completed in the next fiscal year.

#### Other Alternatives Considered:

Temporary Help  Part-Time vs. Full-Time

Help from other depts.

Use of Overtime  Process Improvements



## Organizational Change Request

*Every effort should be made to complete these requests during the annual budget process. Exceptions will be considered outside the budget process when appropriate and necessary*

**Fiscal Impact of Change:**

Cost Neutral       Cost Reduction       Cost Increase

**FTE Headcount Impact of Change\*:**

Headcount Neutral       Headcount Reduction       Headcount Increase

*(\*note: any change in FTE count or substantial fiscal impact requires approval by Committee of Jurisdiction, Finance Committee, Leg/Audit/HR Committee, and Board of Supervisors.)*

**PART I: CHANGE DETAILS** - Complete the appropriate section below for the type of change being requested.

**POSITION ADDITION** (i.e. addition of entirely new position or one or more of the existing position)

Position Title: Medicaid Quality Assurance Specialist

Type of Addition:  Add completely new position       Add to existing position in TO

How many? One (1)

Position is:  Full Time:  Part Time:

Additional Communications/Approval Required:

- Provide updated Job Description to HR
- Comprehensive Position Questionnaire and Market Analysis completed (as determined by HR Director – for brand new or upgraded positions only)
- Inform Committee of Jurisdiction
- Approval from Leg/Audit/HR Committee
- Board of Supervisors Approval

**PART III: CURRENT AND FUTURE ORG VISUAL**

Attach a copy of your current Table of Organization and proposed Table of Organization for any change(s) indicated in this document.

**PART IV: FINANCIAL DATA** - List the total expenditures, revenues and savings pertaining to this request.

See attached.

- \* If you are requesting a position that will only be funded initially for a part of a year, please complete the Annual Salary and Annual Fringe Benefits Cost using the annual cost based on the start date of the change.

**NOTE:** If any changes are made in the above budget, please contact Human Resources Department, Lisa Lux, ext. 1670, and Financial Services, Brian Massey, ext. 1675. It is extremely important that the information contained here match the figures shown in the budget.



### Organizational Change Request

*Every effort should be made to complete these requests during the annual budget process. Exceptions will be considered outside the budget process when appropriate and necessary*

Reviewed By:	<input type="checkbox"/>	Date: <a href="#">Click here to enter a date.</a>
Department Head:	X	Date: 6/21/2017
HR Director:	X	Date: 6/22/2017
County Executive:	<input type="checkbox"/>	Date: <a href="#">Click here to enter a date.</a>

**REQUEST:**

Approved    Denied

Resolution Number: [Click here to enter text.](#)

**DEPARTMENT OF HEALTH & HUMAN SERVICES**  
**NEW POSITION REQUEST - SUMMARY OF EXPENDITURES**

Position Title:

Medicaid Quality Assurance Specialist

Unit:

Mental Health

Cost Center:

Salary	Amount Requested
1st position	\$ 44,146
2nd Position	
*Place this total on the Salary line on the New Position Request	
Fringe Benefits	<b>\$23,839</b>
1st position	\$23,839
2nd Position	
*Place this total on the Fringe Benefits line on the New Position Request	

## Travel / Training

	Quantity	Unit Cost	Total
Mileage	1	400	\$ 400
Meals/Lodging/Other			\$ -
Training and Seminars			\$ -
<b>Total Travel / Training</b>			<b>\$ 400</b>

\*Place this total on the Travel/Training line on the New Position Request

## Supplies

Office Supplies	Quantity	Unit Cost	Total
	\$ 1	250	\$ 250

Capital Outlay

Supply Total

\$ 250

## Office Equipment - Items costing less than \$1,500

Item	Quantity	Unit Cost	Total
Desk	1	\$ 675	\$ 675
Desk chair	1	\$ 354	\$ 354
Side chairs with arms (ordered in pairs)	1	\$ 422	\$ 422
Side chair without arms (ordered in pairs)		\$ 427	\$ -
Bookcase - 4 shelf	1	\$ 200	\$ 200
Bookcase - 6 shelf		\$ 400	\$ -
File cabinet - 2 drawer, locking, letter size		\$ 300	\$ -
File cabinet - 4 drawer, locking, letter size		\$ 400	\$ -
Computer workstation - 36"		\$ 400	\$ -
Computer workstation - 48"		\$ 500	\$ -
Computer workstation - 60"		\$ 500	\$ -
Drawer unit for computer workstation		\$ 350	\$ -
Keyboard adjustable tray	1	\$ 175	\$ 175
Calculator with printout		\$ 100	\$ -
			\$ -
<b>Office Equipment Total</b>			<b>\$ 1,826</b>

Total for Supplies and office Equipment

\$ 2,076

\*Place this total on the Supplies line on the New Position Request

**Purchased Services****IT Equipment**

	Quantity	Unit Cost	Total
Computer, monitor, keyboard, mouse		\$ 1,200.00	\$ -
Laptop - full size	\$ 1	\$ 1,650.00	\$ 1,650.00
Laptop - small form factor		\$ 1,550.00	\$ -
Docking station for laptop	\$ 1	\$ 200.00	\$ 200.00
WYSE terminal, monitor			\$ -
Monitor	\$ 1	\$ 145.00	\$ 145.00
Monitor	\$ 1	\$ 145.00	\$ 145.00
Dual monitor stand	\$ 1	\$ 150.00	\$ 150.00
Scanner	\$ 1	\$ 2,000.00	\$ 2,000.00
Laser Printer ( allowed only for certain positions)	\$ 1	\$ 300.00	\$ 300.00
Telephone	\$ 1	\$ 100.00	\$ 100.00

**Office Equipment**

Headset	\$ 1	\$ 275.00	\$ 275.00
Cell phone (<250 mins/mo = \$200; > 250 mins/mo = \$730)			\$ -
Mobile hot spot or air card		\$ 730.00	\$ -
Dues & subscriptions			0
<b>Total Purchased Services</b>			<b>\$ 4,965.00</b>

\*Place this total on the Supplies line on the New Position Request

**Capital Outlay - List items costing more than \$1,500**

Item	Quantity	Unit Cost	Total
			\$ -
			\$ -
<b>Total**</b>			<b>\$ -</b>

\*\*Place this total on the Capital Outlay line on  
the New Position Request

<b>Grand Total</b>	<b>\$ 75,426</b>
--------------------	------------------

Position will be funded as follows:

**CCS Revenue - Cost of position will be built into the County billable CCS Rate** **\$75,426**

Updated: 06/06/2017

**Medicaid Quality Assurance Specialist Job Description**  
**June 21, 2017**

**Position Title:** Medicaid Quality Assurance Specialist

**Position Purpose:** The Medicaid Quality Assurance Specialist reviews Medicaid related services within the Mental Health/Alcohol and Other Drug Abuse (MH/AODA) Division of the Department of Health and Human Services (DHHS) for the purposes of identifying client, staff and systems errors that may result in improper billings to third parties, incorrect benefits to clients, and sometimes, fraudulent activities (intentional program violations by the client, provider, or staff member). The Medicaid Quality Assurance Specialist also helps us train Division staff and contract providers to avoid Administrative Code errors, incorrect billings, and to ensure general quality assurance.

**Key Responsibilities:**

The following duties are most critical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Maintains knowledge of Federal and State rules, regulations and Administrative Codes that impact Medicaid. Trains MH/AODA Division staff to recognize and correct errors and ensure program compliance and accuracy.
- Performs Quality Assurance reviews on Division cases and contract provider records for compliance with Federal, State, and Division policies, procedures and Administrative Codes. Analyzes the results of reviews and works with MH/AODA Division staff on assisting with implementing corrective measures.
- Develops and maintains resources, networks with outside agencies and attends necessary training in order to maintain current knowledge of all rules and regulations enacted by Federal, State and local entities for Medicaid.
- Identifies and assists in developing improvement strategies for all of the MH/AODA Division Medicaid programs and monitors results of implementation of those improvement strategies. Ensures that a continuous improvement process is maintained in the MH/AODA Division for all Medicaid programs.
- Maintains regular and predictable attendance and maintains all necessary documentation and evidence in compliance with audit and statutory requirements.
- Effectively facilitates meetings with leadership, management, and staff on the analysis of performance including: identification of challenges, achievement, and compliance with established guidelines and best practice standards.
- Participates actively and effectively in development activities such as conference calls, professional meetings to include MH/AODA and Fiscal related Statewide and Regional meetings.

- Completes and maintains necessary documentation and reports according to applicable requirements, Codes and policies.

**Knowledge, Skills and Qualifications Preferred:**

- Bachelor's degree in a human services related field.
- Two years' experience in direct practice with individuals with a range of mental health and/or substance abuse diagnoses.
- Experience in MH/AODA service facilitation and MH/AODA Administrative Codes.
- Experience in Quality Assurance practice.
- Case Management experience.
- Displays a high level of initiative, effort and commitment towards completing assignments efficiently and accurately. Works well in independent project development and adapts easily to multiple projects, assignments, and deadlines.
- Effective interpersonal skills, communication skills, and a flexible approach.
- Ability to attend staffings and other meetings as needed.
- Ability to maintain confidential information, including worker performance.

**Required Qualification:**

- Valid Wisconsin Driver's License.