Comprehensive Community Services – Residential Provider Training
Residential CCS Basics

- What is CCS?
- Why do we have to do this?
- Services – Service Array
- Rate Setting
- Contracting
- Credentialing (Background Checks, Training)
- Supervision
- VPN
- Rate Setting with Service Facilitator (units)
- Receipt of Assessment, Plan, and Authorization
- Documentation – Set up and completion
- Scanning
What is CCS?

- Recovery Focused – Customer Choice
- Integrated Program (services within the program)
- Focus on MH and SA
- Across the Lifespan
- Person and Family – Centered
- Recovery Team
- MA covered service
- CCS Coordinating Committee
- Outcomes
Why do we have to do this?

- Demonstrate our good work
- Document so we can bill
- Create alignment with services
- Help payers understand our services
The applicant has a diagnosis of a mental disorder or substance use disorder.

AND

The applicant has a functional impairment that interferes with or limits one of more major life activities and results in needs for services that are described as ongoing, comprehensive and either high-intensity or low-intensity.

AND

Meets “Group 1” criteria: Persons in this group include children and adults in need of ongoing, high-intensity, comprehensive services who have a diagnosed major mental disorder or substance-use disorder, and substantial needs for psychiatric, substance abuse, or addiction treatment.

OR

Meets “Group 2” criteria: Person in this group include children and adults in need of ongoing, low-intensity comprehensive services who have a diagnosed mental or substance-use disorder. These individuals generally function in a fairly independent and stable manner but may occasionally experience acute psychiatric crises.
CCS Service Array Items:

- Screening and Assessment
- Service Planning
- Service Facilitation
- Diagnostic Evaluations
- Medication Management
- Physical Health Management
- Peer Support
- Individual Skill Development and Enhancement
- Employment–Related Skill Training
- Individual and/or Family Psychoeducation
- Wellness Management and Recovery/Recovery Support Services
- Psychotherapy
- Substance Abuse Treatment
- Non–Traditional or Other Approved Services
Rate Setting (Program/Services and Room and Board)

- A spreadsheet outlining the Provider’s costs for Room and Board and Program/Services is completed each contract year.
- This spreadsheet is used later in the process to create unit rates based on individual needs of the consumer.
A contract is completed with WRRWC.

The contracting person send via the VPN to complete.

This is the overall agreement.

Each consumer served will have an individualized spreadsheet that outlines unit rates to be billed.
Credentialing

- Background Checks
- Orientation and Ongoing Training
- Verification of Experience
- Personnel Information
Orientation

- 40 hours within 3 months if < 6 months experience.
- 20 hours within 3 months if > 6 months experience.
- Details of types of training are on checklist.

Ongoing Training

- 8 hours per year.
- Time set aside for training.
Supervision and Clinical Collaboration

- One hour per week of supervision for staff providing 30 hours per week of direct service.
- Clinical Collaboration is for only persons with specific qualifications (master’s degree and 3,000 hours and clinical licensure or greater).
- Must keep specific records of supervision and collaboration.
- Methods of supervision: individual, individual side-by-side, group, and other recognized formats.
VPN

- Each Provider receives a username and password to log into our HIPAA compliant shared folders.
- This tool is used to upload the credentialing/certification information, invoices, service notes, etc.
Rate and Objectives with Service Facilitator

- Upon placement, the service facilitator meets with the Provider to determine the following:
  - Service array items to be provided by Provider and determine the amount of time spent on each per day.
  - Objectives associates with the service array items.
  - Additional services to be provided.
  - Refusal planning.
  - Service Facilitator sends this form to contracting and to the Provider.
Service Facilitator gives the Provider a copy of the following:

- Assessment
- Plan
- Authorization
- Spreadsheet that indicates unit rates and objectives
Documentation

- Each service need to be documented.
- Elements outlined in the provider packet need to be included in the documentation.
- WRRWC willing to help provider set up a consistent system.
- Must have signature of worker completing and documenting the service.
Scanning

- Each invoice, service note, etc. needs to be scanned and file named properly and placed on the VPN.
- A guide on how to complete scanning is available on the VPN @ resources/technology/VPN/scanned.documents
Contacts

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