



State Oversight of CCS: Why is it so Confusing?

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Who Oversees CCS?

Three Divisions and One Office

- Division of Care and Treatment Services (DCTS)
- Division of Quality Assurance (DQA)
- Division of Health Care Access and Accountability (DHCAA)
- Office of Inspector General (OIG)



What Are Their Roles?

- DCTS designs psychosocial programs by writing and interpreting Administrative Rules.
- DQA certifies programs and reviews them to determine if programs are operating within the rule.



What Are Their Roles?

- DHCAA sets Medicaid policy that determines what services, within the program, are allowable and will be reimbursed, determines how costs will be reported and reconciled.
- OIG completes and reviews audits and determines if the Administrative Rule and Medicaid policy were followed and payment was appropriate.



Why Do We Answer Questions Differently?

- Whose question is it to answer?
Roles and responsibilities
- Can our answers be different?
No, yes, and maybe
- Do we every talk to each other?
Yes, all the time!
- Do we understand how this affects you?
Yes!



Final Thoughts

- Read and refer to the rule and the Medicaid update
- It takes time to answer many questions because they are complex and the answers may have many implications

Let's work together: We appreciate that you provide CCS and that you want to do it right!



Resources

dhs.wisconsin.gov/ccs/providers.htm