



What is Wraparound Milwaukee

- A unique “system of care” in Milwaukee County for children with serious emotional & mental health needs at risk of institutional placement
- Created as a publically operated care management organization (CMO), Wraparound Milwaukee pools funds (\$45 million) from Medicaid, Child Welfare, Probation and education and becomes the single entity responsible to plan, deliver and pay for services & supports to these children & their families
- Serving over 1500 children/families annually, Wraparound Milwaukee has dramatically reduced residential treatment placements, psychiatric inpatient placements and correctional placements
- 2009 Winner of Harvard University – Kennedy School of Government’s Best Innovation in American Government



What Are Some of the Innovations That Have Made Wraparound Milwaukee Become a National Model in Children Mental Health

- Strength-based, Individualized Care
- Collaboration Across Child Serving Systems
- Pooled Funding
- Care Coordination/Child & Family Teams
- 24/7 Mobile Crisis Teams
- **Comprehensive Service Array/Provider Network**
- **Information Technology System**
- Emphasis on Quality Management/Outcomes



The Power of the Provider Network in Wraparound Milwaukee

- By pooling funds, Wraparound Milwaukee created a comprehensive array of 70 different services for children & families
- To deliver those services, Wraparound Milwaukee stopped contracting for most services and developed a network of over 200 agencies
- Providers are paid on a fee-for-service basis
- Wraparound Milwaukee is the single payor for all services across all child serving systems



Benefits of Creating a Comprehensive Network

- Individualized care
- Flexibility – funds follow needs
- One network can serve multiple child serving systems
- Costs go down as providers only get paid for units of service actually delivered
- Competition of a large network improves quality & timeliness of services
- Levels “playing field” for new providers – particularly minority agencies
- Re-direction of institution monies & expanded service array creates hundreds of jobs in Milwaukee



Power of Information Technology – Creating Our Own IT System Has Been Critical to the Services of Wraparound Milwaukee

- Access to data is critical to operate a Care Management Organization (CMO) like Wraparound Milwaukee
- Developing and building our own IT system that we would own and could easily customize to our changing needs made the most sense – 1999 Wraparound Milwaukee developed and launched “Synthesis”
- Needed an internet based software system to link our 8 care coordination agencies/workers, our 200 provider agencies, and system stakeholders including Child Welfare, Probation and education
- System needed to be designed to be consumer friendly and HIPPA compliant as it is our electronic medical record (EMR)

Critical Need for IT Services cont'd

- Development focused on integrating several areas & needs:
 - enrollments & demographic information
 - automating plan of care & progress notes
 - automated service authorization
 - electronic invoicing/claims processing/payment
 - provider credentialing
 - tracking outcomes
 - quality management/utilization review
- Synthesis has enabled Wraparound Milwaukee to go to a “paperless” system for all management needs
- Care coordinators (case managers) can work more efficiently & effectively since they can enter & track data anywhere
- Providers get service authorizations online, invoice online, claims processing is immediate and with automated ledger & check writing, providers get paid within 5-6 days of invoice – encourages providers participation in Wraparound Milwaukee
- The probation department has gone to using Synthesis for their IT needs and it has been sold to Cuyahoga County (Cleveland), McHenry County (Illinois) and state of Georgia