

-COUNTY OF MILWAUKEE-
INTEROFFICE COMMUNICATION

DATE : June 7, 2013

TO : Supervisor Marina Dimitrijevic, Chairwoman, Board of Supervisors

FROM : Josh Fudge, Interim Fiscal & Budget Administrator, DAS-Fiscal

SUBJECT : Request to create 1.0 FTE Contract Services Coordinator (CMO) (Title Code 00055733, Pay range 27).

REQUEST

The Department of Family Care requests to create 1.0 FTE Contract Services Coordinator (CMO) (Title Code 00055733, Pay range 27).

BACKGROUND/ANALYSIS

The Managed Care Organization (MCO) was created in response to the Family Care initiative. In accordance with authorization initially granted by the County Board in 1997, under Family Care, the Department's Care Management Organization coordinates all long term care services, including home and community based services for eligible elders.

There are currently over 1,000 provider contracts in the MCO overseen by 5 Contract Service Coordinators. These coordinators are responsible for working with healthcare providers to plan, develop and manage the Provider Network for delivery of covered services to Family Care program participants. Each Contract Services Coordinator is responsible for over 200 contracts; this volume makes it increasingly difficult to monitor performance and insure quality.

The MCO is continuing to build its network and is in need of additional staff assistance. The State has mandated all MCOs work towards enhancing their abilities to serve individuals with behavior challenges resulting from diagnoses of Alzheimer's disease and related dementias. Additionally, the BHD redesign process is expected to increase Family Care's work volume, with 11 Hilltop patients receiving the Family Care benefit and more expected as the redesign process moves forward. For these reasons, The Milwaukee County Department of Family Care is requesting the creation of one additional Contract Services Coordinator position.

RECOMMENDATION


To meet the needs of the department as it continues to expand the Family Care Benefit and compete for market share, the Department of Administrative Services, Fiscal Affairs recommends that the request to create 1.0 FTE Contract Services Coordinator (CMO) be approved.

FISCAL NOTE

Approval of the request to create 1.0 FTE Contract Services Coordinator (CMO) will result in no

fiscal impact to the County as the increased 2013 cost of \$32,599 will be absorbed within the department's budget and offset with capitation revenue.

Prepared by:
Matt Fortman
278-4155



Josh Fudge
Interim Fiscal and Budget Administrator

cc: Chris Abele, County Executive
Supervisor Willie Johnson Jr., Co-Chair, Finance, Personnel & Audit Committee
Supervisor David Cullen, Co-Chair, Finance, Personnel & Audit Committee
Amber Moreen, Chief of Staff, Office of the County Executive
Kelly Bablitch, Chief of Staff, County Board
Jennifer Collins, County Board Fiscal and Budget Analyst
Hector Colon, Director, Department of Health and Human Services