

REVISED

**COUNTY OF MILWAUKEE**  
INTEROFFICE COMMUNICATION

**DATE:** November 22, 2016

**TO:** Theodore Lipscomb, Sr., Chairman, Milwaukee County Board of Supervisors

**FROM:** Héctor Colón, Director, Department of Health and Human Services  
*Prepared by: Dennis Buesing, Administrator, DHHS Contract Services*

**SUBJECT:** **Report from the Director, Department of Health and Human Services, requesting authorization enter into a 2017 professional services contract with Quick Financial Solutions, LLC for the Management Services Division**

**Issue**

The Director of the Department of Health and Human Services (DHHS), is requesting authorization to enter into the fourth year of a 2017 professional services contract for specialized fiscal management services with Quick Financial Solutions LLC, in the amount of \$176,904.

**Background**

Each year, DHHS enters into purchase contracts and fee-for-service agreements with a wide variety of community agencies for the provision of human services totaling hundreds of millions of dollars. As required by federal and state guidelines, DHHS is required to conduct various forms of subrecipient and provider monitoring including the submission and review of financial statement and compliance audits. Fiscal services contractor assists the department in monitoring the impact of provider performance on service delivery and customer satisfaction. Provider monitoring is a critical tool in helping agencies demonstrate they are using state, federal and county funding wisely and in compliance with DHHS requirements. The County would face a significant loss of federal and state revenue if it failed to adequately monitor state and federally funded programs.

The 2017 DHHS budget includes \$176,904 for fiscal management services to monitor subrecipient and Children's Long Term Support (CLTS) provider network contracts for the Management Services Division (MSD) and Disabilities Services Division (DSD) and to enhance Medicaid Waiver fiscal management in order to maximize the department's ability to draw down State and Federal revenue.

In 2011, the State of Wisconsin Department of Health Services (State) changed the handling of Children's Long Term Support (CLTS) prior authorization and claims processing. These revisions included the State entering into a contract with a third party administrator (TPA) to process all prior authorizations for services and provider claims instead of the DSD. Among other changes, this resulted in a change to the provider service authorization and billing process for counties. Previously, DSD approved and issued service authorizations and paid CLTS provider agencies. With the state change came the need for an electronic authorization and claims processing system.

In 2013, the DHHS Management Services Division initiated a Request for Proposals (RFP) for fiscal services to provide monitoring of provider agencies and to manage and enhance Children's Long Term Support Medicaid Waivers administration and fiscal management. The applicant recommended for the contract was Quick Financial Solutions LLC, a Certified Disadvantaged Business Enterprise (DBE). This is the fourth year of the contract for \$176,904 annually. The contract has a term of three years with two, one-year options to renew.

### **Discussion**

In order to perform these services effectively, it was determined that DHHS needed to secure a professional consulting firm with experience and expertise in governmental accounting, including the State's Medicaid Waivers programs and prior authorization and claims processing as administered by the State's Third Part Administrator (TPA) for DSD's Children's Long Term Support Program. Processing of accurate and timely prior authorizations for participating children and ongoing monitoring of the program are crucial to CLTS clients receiving vital services, provider agencies receiving prompt reimbursement for their claims and essential to DSD's ability to maximize its draw down of Medicaid revenue.

Service responsibilities will include the State's Medicaid Waivers program and prior authorization, claims processing as administered by the State's Third Part Administrator (TPA) for DSD's CLTS Program and monitoring of subrecipient and network provider contracts. Processing of accurate and timely prior authorizations for participating children and ongoing monitoring of the program are crucial to CLTS clients receiving vital services, provider agencies receiving prompt reimbursement for their claims and essential to DSD's ability to maximize its draw down of Medicaid revenue.

Professional services will include analysis and review of the components of the CLTS Medicaid Waivers program and CLTS TPA claims processing, creation and submission of client service authorizations and preparation of monitoring and reporting tools that aid department fiscal and program staff in the management of the CLTS Medicaid Waivers program as well as measures and reports that help evaluate the effectiveness and efficiency of these activities.

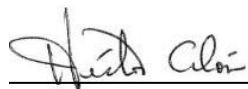
Approval of this contract recommendation will allow the Department to maintain its required review and monitoring of provider activities and enhance Children's Long Term Support Medicaid Waivers fiscal management and maximize DSD's ability to draw down state and federal revenue.

**Recommendation**

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, DHHS, or his designee, to enter into a 2017 professional services contract for specialized fiscal management services with Quick Financial Solutions, LLC, in the amount of \$176,904.

**Fiscal Effect**

There is no budgetary impact associated with this request as funding for this contract is included in the 2017 Budget. A fiscal note form is attached.



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Héctor Colón, Director  
Department of Health and Human Services

- cc: County Executive Chris Abele  
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