

**WILLIAMSON COUNTY  
COMMUNITY CLINIC SERVICES PROGRAM  
2nd QUARTERLY REPORT  
April 15, 2008**

**Q2 Report (January-March)**

This report summarizes Williamson County Community Clinic Services (CCS) Program for the Second Quarter of 2007-08 Fiscal Year.

- All four clinics are successfully utilizing Medicaider to identify uninsured individuals who may be eligible for a medical payment source or who are CCS eligible. The success is reflected by the following statistics for the first quarter:
  - 52% identified CCS eligible
  - 43% identified as eligible for a medical payment source
- WCCHD staff continues to provide technical assistance as needed by holding an orientation and reviewing the Policies and Procedure Manual, as well as quarterly meetings with billing and Medicaider screening staff from all four clinics. WCCHD billing staff continuously provides technical assistance throughout the year by phone or visiting individual clinics. Clinic staff was provided review training on the Medicaider system and training on how to avoid making common billing mistakes.
- This past fiscal year, WCCHD has stressed to the clinics the importance of utilizing the Mapquest tool in Medicaider to verify Williamson County residency. All clinics have implemented this tool and have decreased the number of services being provided to residents not in the Williamson County area.
- Quality Assurance (QA) visits to all four clinics were conducted this quarter by WCCHD staff. Because we are now auditing over 400 charts per quarter, WCCHD has formed a team of 4 staff members to conduct the QA process. Because we are now reviewing mental health records, one of the members on the team is a Licensed Master Social Worker with mental health experience. The team reviews charts to determine if the CCS services provided by the clinics are a qualifying patient visit as per the CCS manual. WCCHD has recouped up to \$9,000.00 from FY 06-07 thru 07-08 from audit findings of non-qualifying visits, no service provided, Mental Health services provided by a non-qualified provider, out of county residents and non-qualifying clients. Once audits are completed, WCCHD sends a letter to clinic management team within 30 days notifying them of any findings.

Respectfully submitted by: Cynthia A. Guerrero, M.Ed., Director of Community Health Education and Social Services, Williamson County & Cities Health District