

**WILLIAMSON COUNTY
COMMUNITY CLINIC SERVICES PROGRAM
ANNUAL REPORT
2008-2009 Fiscal Year**

WCCHD staff oversees and manages the expenditure of funds allocated by the County to the Community Clinic Services (CCS) Program. The following narrative report summarizes CCS Program for the 2008-09 fiscal year:

- Samaritan Health Ministries and Taylor Health Center 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 October 1st through June 30th:
 - 73% identified and enrolled in CCS
 - 20% identified as eligible for a medical payment source
- In September 2008, WCCHD provided orientation to the clinic's billing and eligibility staff. Discussions on the current CCS policy and procedures manual, review training on the Medicaider system, and how to avoid making common billing mistakes were addressed. Clinic staff was also provided with information on the latest updates regarding public assistance programs such as the County Indigent Health Care Program, CHIP and Medicaid.
- Healthcare Helpline staff at WCCHD continues to screen callers by phone or in person and refer CCS eligible individuals to the appropriate clinic.
- WCCHD staff assures that only trained staff from participating clinics conduct eligibility screening using Medicaider. WCCHD assures that patient eligibility screening is done at least once per calendar year by the participating clinics.
- WCCHD staff reviewed patient charts and financial records onsite at the clinics one time this year. This is a change from the previous year. 180 chart reviews were conducted to reconcile documentation of services with billing statements. Clinics were required to submit a corrective action plan to WCCHD addressing findings identified during the QA audit review. A total of 3 findings combined were identified. The clinics did a great job in maintaining accurate record keeping.
- Staff provided technical assistance by phone or visiting clinic site as needed throughout the year. Quarterly meetings were also held for the billing and Medicaider screening staff from both clinics. These meetings continue to prove beneficial for the clinic staff as well as for WCCHD staff. This is an opportunity to discuss any issues encountered with the program and how to make the program more effective. Clinics have shared business practices with each another.
- WCCHD billing staff successfully batched all claims submitted electronically by the Clinics through the Medicaider system. Itemized claims that met the eligibility and definition of a qualifying visit requirement were then forwarded to the Williamson County Auditor for payment.
- WCCHD submitted quarterly reports and QA audit review results to Kathy Grimes.

- WCCHD staff coordinated with staff of the Indigent Care Collaboration (ICC), staff of insure-a-kid, and the developer of Medicaider regarding training of clinic staff on the use of Medicaider, case tracking, and the resolution of any issues.

Overall the project ran smoothly with little or no issues to be addressed. Both clinics have a clear understanding of the program and the eligibility screening tool, Medicaider. WCCHD continues to keep the CCS Policy and Procedures manual updated to ensure both clinics and WCCHD staff comply with the requirements of the CCS program.

Respectfully submitted by: Cynthia A. Guerrero, M.Ed.,
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