

WELCOME BACK...ALLOW US TO REINTRODUCE OURSELVES!

The academic year 2023 – 2024 has arrived, and the Office of Medicaid Service (OMS) is prepared to assist districts in all things Medicaid! The OMS looks forward to working alongside districts to ensure that services needed by students throughout South Carolina can be provided and reimbursed by Medicaid while ensuring that districts adhere to Medicaid policy and procedures. A few of the OMS' priorities this year are:

- Full implementation and use of the new SNT and QA Applications.
- Implementation of recent guidance received from the Centers for Medicaid & Medicaid Services (CMS) regarding School District Administrative Claiming (SDAC).
- Ensure that districts are maximizing reimbursement for Medicaid services (as permitted by Medicaid),
- Ensure that districts have the information required to operate and function as needed and required by Medicaid, and
- Advocate for policy changes that will decrease or eliminate districts' burdens and barriers that do not allow districts to maximize time, resources, and reimbursement.

There have been and will be several changes in the OMS, including staff and their roles. The OMS staff now consists of the following persons who will serve in the following roles:

- Vanesha Perrin, Director
- Celina Fields, Fiscal Manager
- Ophelia McClary, Fiscal Manager
- Maureen Ryan, Education Associate/Quality Assurance Reviewer
- Ruth Vazquez, Education Associate/Quality Assurance Reviewer
- Sylvia Tutt, Education Associate/Quality Assurance Reviewer
- Ronette Weeks, Program Coordinator (School District Administrative Claiming (SDAC) & Special Needs Transportation (SNT) programs)

There are currently four (4) vacancies in the OMS:

- Administrative Assistant,
- Fiscal Analyst,
- Education Associate/Quality Assurance Reviewer, and
- Education Associate/Quality Assurance Reviewer.

The OMS will be filling two (2) vacancies for Education Associate/Quality Assurance Reviewer. Previously there were three (3) Education Associates/Quality Assurance Reviewer positions within the OMS, but there will be five (5). Two additional reviewers will be hired to ensure that the OMS can carry out its South Carolina Department of Health and Human Services (SCDHHS) contractual obligations and will allow for more

training, technical assistance, and hands-on assistance with the districts. As the OMS is in the process of filling these vacancies, we ask for your patience and flexibility.

Districts will be notified of their assigned Education Associates/Quality Assurance Reviewer via email. There has been minimal change regarding district assignments. As reviews are scheduled to begin in September, all districts should be notified of their districts' assigned Education Associates/Quality Assurance Reviewer before or during the first week of August. If you do not receive notification, please inform the OMS by submitting an email to MedicaidServices@ed.sc.gov.

Medicaid Updates

Telehealth Flexibilities

On Monday, May 8, 2023, the South Carolina Department of Health and Human Services (SCDHHS) released a [bulletin](#) announcing [policy clarifications and reminders related to end of COVID-19 Federal Public Health Emergency \(PHE\)](#) which ended on May 11, 2023. SCDHHS previously issued guidance via Medicaid bulletins announcing the future state of temporary policy changes that were created during the federal PHE (i.e., flexibilities were made permanent, will continue for one year post expiration of the federal PHE or expired upon the end of the federal PHE on May 11, 2023). Policy changes that were extended beyond May 11, 2023, have now been incorporated into their respective [provider manuals](#). This includes policy changes that are being made permanent and those that have been extended to May 11, 2024. SCDHHS will issue additional guidance on the flexibilities that has been extended for one year at a later time.

Please review the SCDHHS bulletin [23-018](#) in its entirety to ensure that you are in compliance with Medicaid's requirements. Please reach out to your district's assigned Education Associate should you have any questions and/or concerns.

Provider Resources to Assist in Patients' Medicaid's Annual Eligibility Reviews

The South Carolina Department of Health and Human Services (SCDHHS) resumed its standard Medicaid eligibility annual reviews process April 1, 2023. SCDHHS has created a [webpage](#) dedicated to providing information about [annual reviews](#) for Medicaid members. Medicaid is asking providers to further assist the agency in achieving its goal of ensuring people who are eligible for Medicaid remain covered by encouraging the parent(s) of every Medicaid-enrolled student to "submit your review when it's time to renew". Districts may assist SCDHHS by:

- Encouraging parents of Medicaid members to check annual review status, verify/update contact information, complete their annual review, and submit documents online at apply.scdhhs.gov. If parents prefer to complete a paper review form visit the [SCDHHS Members webpage](#) to download a

- copy.
• Posting the [updated provider flyer](#) in their office.

The OMS would like to remind districts about the opportunity to leverage reimbursement through SDAC by helping families reapply for Medicaid benefits. By providing assistance to families the district increases the chance of getting eligibility reimbursement.

Medicaid's Annual Eligibility Reviews Resumed (Effective April 1, 2023)

On February 13, 2023, the South Carolina Department of Health and Human Services (SCDHHS) issued a [press release](#) which stated that Medicaid annual eligibility reviews will resume beginning April 1, 2023, after a federally mandated pause during COVID-19 public health emergency. The standard annual review process began on April 1, 2023, to which Medicaid members will begin receiving notices and review forms from the SCDHHS; however, the entire review process may take as long as 12 months to which some Medicaid members will not receive notices or review forms until March 2024.

Why is this important and why should you care? Medicaid eligible students within your district are subject to annual review. If a student/family does not complete the appropriate forms or update appropriate Medicaid information as required, they may lose their Medicaid eligibility. This could be devastating and have a tremendous impact on students/families as they would no longer have healthcare coverage. This will also impact districts as districts will no longer be able to seek Medicaid reimbursement for services rendered to those previously qualified Medicaid eligible students.

I encourage you to share and notify the students, parents, and families within your district of the upcoming eligibility reviews that began on April 1, 2023. Your outreach could be the determining factor regarding the parents' and families' awareness of the upcoming eligibility review. Please remember that your outreach efforts and assistance with eligibility determination increases your district's chance of greater reimbursement for school district administrative claiming (SDAC) as outreach and eligibility determination activities (e.g., sending flyers) are reimbursable SDAC activities.

It is going to be more important than ever for districts to review and verify students' Medicaid eligibility regularly. Districts have always been encouraged to verify students' eligibility at least once per year, but eligibility checks may need to be conducted more frequently due to the upcoming annual eligibility reviews. Again, if students lose Medicaid eligibility, services rendered will no longer be Medicaid reimbursable (for dates of service after the eligibility termination date).

Please review the press release in its entirety. The press release includes helpful resources such as the link to the SCDHHS' Medicaid annual review web page (www.scdhhs.gov/annualreviews) and a link to the Annual Eligibility Review

Update Fact Sheet. The SCDHHS will update the page with additional information as the annual review process begins.

SCDHHS Provider Trainings

On Monday, July 26, 2023, the South Carolina Department of Health and Human Services (SCDHHS) published a [bulletin](#) announcing upcoming Healthy Connections Medicaid provider training opportunities that are available August 2023 – October 2023. Training topics include Medicaid Basics, Comprehensive Web Tool and Overview of Claim-level Adjustments and TPL. To register for a workshop, please visit the Medicaid eLearning site, www.medicaidlearning.com, or call (888) 289-0709 and select option 1. Additional training resources for providers are also available online through the Medicaid eLearning site.

Rehabilitative Behavioral Health Services (RBHS) Updates

Unique School Identification (ID) Number

Please ensure that school based mental health claims submitted to SCDHHS include the district's unique school ID number as stated within the SCDHHS' [provider alert](#) released on July 21, 2022. The unique school ID must be placed on each claim. The location of the unique school ID # on the claim is dependent upon the type of claim that is submitted.

- **For Paper Claims:** Utilize Box 19 on the CMS 1500 Claims Form.
- **For Electronic Data Interchange (EDI) Claims:** Utilize Loop 2300 NTE Segment.
- **For Web Tool Claims:** Utilize the "MHN Referral Number" field in the web tool.

Please review the provider alert in its entirety as there are important reminders and resources that will be useful to each school district.

SC School Behavioral Health Academy (SBHA)

The University of South Carolina Department of Psychology, in partnership with the SC Department of Health and Human Services (SCDHHS) has announced the launch of the John H. Magill [SC School Behavioral Health Academy \(SBHA\)](#). The SC SBHA is designed to support school districts as they strengthen mental health services to students using a multi-tiered systems approach. Through a mix of online instruction and in-person coaching, the SC SBHA will assist school districts in responding to the child and adolescent mental health crisis by adopting practical, science-based approaches to improving mental health for all students.

SCDHHS' School-based Mental Health Services Website

Please be sure to visit the [SCDHHS' school-based mental health services website](#) as there are many resources to support school districts in providing RBHS. The resources available include the [updated Local Education Agencies \(LEA\) provider manual](#), [alternative fee schedule](#), implementation plan template, etc. Please follow-up with your district's assigned EA if you have any questions and/or concerns after reviewing the website's resources.

MCO Update

Absolute Total Care: School-Based Mental Health Service Billing Update

Effective April 1, 2023, Absolute Total Care is able to accept claims with the following modifiers for school-based mental health services for dates of service 7/1/2022 forward when submitted electronically, paper or via the secure provider portal:

- Modifier H1 (Licensed Clinician)- Licensed clinician refers to licensed or certified professionals allowed to practice at the independent level. This includes: LPC, LMFT, LISW, LPES, Certified School Psychologist II, and Certified School Psychologist III.
- Modifier H2 (Unlicensed Clinician)- Unlicensed clinician refers to those professionals who require supervision and co-signature on their Diagnostic Assessment (which is used to confirm medical necessity). This includes: LMSW, MHP, and Certified School Psychologist I.

Previously filed claims, that were rejected via electronic submission due to the inclusion of modifier H1 or H2, will need to be refiled for proper adjudication.

Absolute Total Care allowed a 60-day grace period, April 1 - June 1, 2023, for providers to update billing systems to appropriately bill school-based claims with the required modifiers going forward. Claims filed through June 1, 2023, were accepted without the H1 or H2 modifier and previous claims on file with Absolute Total Care that have processed without the H1 or H2 modifier did not need to be refiled for payment. All districts should have updated their billing systems to appropriately bill school-based claims with the required modifiers.

Please contact Wendy McCrea, Provider Network Specialist II, at Wendy.McCrea@centene.com for questions or if there are any concerns with the requirements stated above. Absolute Total Care is here to partner with you and assist with the transition to acceptance of the H1 and H2 modifier.

Quality Assurance (QA)

Upcoming School Year

Please find quality assurance (QA) updates for the upcoming school year.

- Medicaid QA Application- When accessing the QA Application please utilize the application tab titled “Medicaid QA Review (New)” for the 2023-24 review year and going forward.
- Checklists- The QA checklists are being reviewed and finalized. Once completed, all checklists will be posted to the OMS’ webpage. Districts will be notified via email when checklists are available on the OMS’ webpage.
- Review Dates & Notification- Review dates will be scheduled for all districts.
- Districts will be notified of their review date by August 11, 2023. Districts will still receive a 30-day notification email along with a list of the student files that will be reviewed during the audit.
- Internal Self-Assessment (ISA) Completion- Per the districts’ SCDHHS contract, each school district must complete their ISA at least two weeks prior to the OMS’ QA review. Districts may begin the ISA process once notification of the scheduled review date is received via the QA application. Please review the [School District Preparation Guide 2023-2024](#) located on the OMS webpage for guidance specific to the ISA.
- In-person Reviews- The OMS’ QA reviewers will be conducting onsite reviews for the upcoming school year. Please notify your EA of the address for the location of your district’s onsite review and if your district has restrictions or policy in place that prohibit or limits visitors as soon as possible.
- Trainings- OMS trainings have been updated and will be available on the OMS webpage. Districts will be notified when trainings are available on the OMS’ webpage for review.
- Documentation Uploads into the QA Application- When uploading documentation into the QA application, please select 2023-2024 as the review year. Please review the [School District Preparation Guide 2023-24](#) on the OMS Webpage for guidance specific to uploading documents.

QA Review Process

The QA review process will be carried out by the OMS as outlined below:

- All school districts will be reviewed during academic school year 2023 – 2024 for services rendered during academic school year 2022 – 2023.
- Each district will be notified of their review date at least four weeks prior to the review date.
- The OMS will randomly select the Medicaid students whose file(s) will be Reviewed. A list of the students’ names and services to be reviewed will be provided to the district.
- Based on the requirements of the LEA/SCDHHS contract, the OMS will:
 - review at least two files for each rehabilitative service provided by

- the district,
 - review at least one file per rehabilitative behavioral health service provided by the district,
 - review one SNT file per district, and
 - review one SDAC per district.
- A minimum of 12 files will be reviewed. For example, if only nursing services are billed by a district, 12 nursing files will be reviewed, if only occupational and physical therapy services are billed by a district, six occupational therapy and six physical therapy services files will be reviewed.
- The review period is for the entire academic year (i.e., July 1st – June 30th).
- The OMS Education Associate will discuss the findings of the review and answer questions during the exit conference.
- The OMS will provide technical assistance during the exit conference and districts are given the opportunity to ask questions specific to the trainings available on the OMS webpage.

Districts are reminded of the following:

- Internal self-assessments must be completed and submitted at least 2 weeks prior to the QA review date.
- All documentation requested must be submitted to the OMS prior to the review date.
- All requested staff must be made available for the exit review.
- Corrective action plans (CAP) must be submitted within four weeks from the date that the district receives the OMS's QA report via the QA Application.
- The OMS' will respond to the CAP submitted and districts must follow-up, if needed.
- QA reports must be finalized and accepted by the district by May 1st.

Districts' Internal Self-Assessment (ISA) Reviews

The OMS QA team conducted training on completion of the ISA. Thank you to the 66 districts that attended! The training will be posted on the OMS webpage in the coming weeks. The Rehabilitative and Related Services contract between the South Carolina Department of Health and Human Services and the school district requires every school district to conduct a self-assessment of each program area in association with the SCDE's annual QA review. The self-assessment must consist of the following components:

- random sampling of records to include at least one record for each SBRS and RBHS rendered by the district,
- examination of records related to SDAC and SNT,
- assessment of compliance with Medicaid standards, policies, and

- procedures,
- evaluation of credentials of staff, and
- review of the Medicaid billing operation.

The results of the district's self-assessment must be captured in the "ISA" section of the QA application underneath the "Discrepancies in Services and Billing" tab. The results must be entered into the QA application at least two (2) weeks prior to the OMS' QA review date; however, districts may complete their ISA as soon as their review is scheduled.

District and Entity Information Management System (DEIMS)

Please ensure that your district's contact information for program leads (e.g., Medicaid Coordinator, SDAC Coordinator, SNT Coordinator, RBHS Coordinator, SPED Director, etc.) are updated in DEIMS. School districts are responsible for updating information in DEIMS at the beginning of each school year and throughout the school year as needed. The DEIMS contact list is used for all communication. It is imperative that your district's contact list is up to date to ensure that your district receives all OMS information and communication. If you need assistance with updating your district's contact list, please contact your district's Web Access Coordinator (WAC).

QA Opportunities for Improvement

Below are common findings/discrepancies that were frequently identified during the 2022-2023 review year.

- Documentation Sequence: For Medicaid billing purposes, documentation must be completed in sequential order (i.e., first the referral, evaluation/reevaluation, and then the IEP).
- Signature Page: All documentation must include the signature page(s), to include the signature, title, and date.
- Individualized Education Program (IEP): The IEP goal(s) must specify the specific service (i.e., Occupational Therapy [OT]/Physical Therapy [PT]) when the area of need is identified as motor sensory/gross motor. OT/PT must be captured in the narrative box when writing the student's goal(s).
- Clinical Service Notes (CSNs): Please make sure the staff's title is included on the CSNs in addition to all other required components.
- The CSNs documentation must support the number of units billed.
- Progress Summary: The completion of the 90-day progress summary is not a reimbursable activity; therefore, no billed claim should include time spent completing a 90-day progress summary. Additionally, the progress summary notes must be completed at least every 90 days and include all required components (i.e., student's attendance, progress towards treatment goals, establish the continued/discontinued need for treatment, and be signed and/or co-signed, titled and dated by the therapist).

- Special Needs Transportation (SNT): All SNT logs must include the district's name, address, telephone number, driver's name, state bus number, district bus number, license tag number and the driver's signature.
- Error correction(s): Corrections must be made in accordance with the LEA manual policy and procedure requirements (i.e., draw one line through the error, enter the correction and add signature/initials and date next to the correction).

Please review the [SCDHHS LEA Manual](#) and the [SBRs trainings](#) posted on the OMS webpage to ensure compliance with documentation requirements. If you have any questions, please contact your district's assigned Education Associate (EA) or the OMS at medicaidservices.ed.sc.gov.

Finance

SDAC Budgets for Fiscal Year 2024-2026

The current SCDHHS contracts for the purchase and provision of Medicaid Administrative Claiming Activities ended June 30, 2023. The renewal process is underway. Contract renewals will be effective July 1, 2023, and will end on June 30, 2026. The current contract budgets for State Fiscal Year 2021-2023 will continue for State Fiscal Year 2024-2026. The contracts will reflect any school district consolidations or amendments that have occurred from July 1, 2020, to present.

Fourth Quarter SDAC Expenses

The [SDAC Finance Training](#) is posted to the OMS webpage. The training provides information specific to the finance process and funding quarters. Please review all information, particularly the information specific to the fourth quarter. Please continue to complete the Personnel Roster Cost, Purchased Services and Supply Costs (Sec. I), District Wide Supervision and Support Costs (Sec. II) and District Wide Costs (Sec. III) within the SDAC application as it applies to your district. If you need assistance with the completion of your fourth quarter SDAC costs please contact Celina Fields by email at cfields@ed.sc.gov or by phone at 803-734-9180 or contact Ophelia McClary by email at omclary@ed.sc.gov or by phone at 843-372-2393.

Please review the [SDAC calendar](#) on the OMS webpage to identify dates and deadlines of activities that are to be carried out each quarter. Information specific to sampling quarters and survey dates is available on the SDAC calendar. Additionally, find excluded survey dates (i.e., dates staff will not receive surveys) on the SDAC calendar.

School District Administrative Claiming (SDAC)

SDAC Participant Listing

District coordinators should be updating the current participant roster in anticipation of the new school year. These updates should be done in the SY 2022-2023 participant listing. Please correct any spelling, missing content, and duplications. Any participant with an active status will move over to the new year in early August. The exact date will be released soon!

Special Needs Transportation (SNT)

SNT Payments Update for School Year 2022-2023

On June 27, 2023, a [memo](#) was released to address the delay in districts receiving June 2023 SNT Payments. The memo also informed districts that we hope to process several SNT payments prior to December 2023 to ensure that districts receive SNT payments/revenue for services rendered as quickly as possible.

A copy of the memo has been posted on the [OMS webpage](#). If you have any concerns regarding the memo please reach out to Fiscal Managers, Ophelia McClary at omcclary@ed.sc.gov and Celina Fields at cfields@ed.sc.gov.

GPS Software

The South Carolina Department of Education's Office of Transportation has been implementing the new statewide GPS routing software from Tyler Technologies over the past couple of years. Tyler Drive is the portion of the technology that will have an impact on SNT in the future. At this time, all districts using the Tyler Technology student transportation software, Traversa, must also use the paper attendance log to track SNT ridership. SCDE is working with Tyler Technologies for a reporting solution and will keep the districts informed of any changes.

Quarterly & Bi-Monthly Meetings

Quarterly QA School District Meeting/Training

The OMS QA team looks forward to continuing to work alongside districts and ensuring that districts receive the assistance and guidance needed. The next QA quarterly meeting will be scheduled for September 2023. Meeting invitations will be sent to district Medicaid Coordinators, RBHS Coordinators, and Special Education Directors.

The quarterly meetings are open to all LEA service providers and staff (e.g., Speech Language Pathologists (SLP), Occupational Therapists (OT), Physical Therapists (PT), nurses, Medicaid Coordinators, Medicaid Billing Clerks, etc.). Any district staff deemed appropriate by the district are welcome to attend. Please submit questions and topics that you would like to be discussed prior to the scheduled meeting to your district's assigned EA or the OMS at medicaidservices@ed.sc.gov.

Monthly SDAC Meeting/Yearly Training

The SDAC meetings for August will be the required yearly coordinator training. Several dates will be available. The training will include the new requirements from the [CMS manual](#) released May 18, 2023, and the impact to the current process.

Meeting invitations will be sent to district SDAC Coordinators two weeks prior to the meeting. If you have any questions or need to add a topic to the training, please reach out to Ronette Weeks at rmweeks@ed.sc.gov.

Monthly SNT Meeting

For the month of August, a SNT meeting will be scheduled for every Thursday from 10 am to 11 am from August 3, 2023 through August 24, 2023. The weekly trainings will provide a brief overview of the application and allow districts to ask questions/address concerns identified during the application set up for the new school year. Please make an effort to attend at least one of the sessions.

Meeting invitations were sent to district SNT Coordinators July 20, 2023. If you have any questions, please reach out to Ronette Weeks at rmweeks@ed.sc.gov.

TELL US

What topics would you like us to address in the monthly newsletter. It is our goal to support our school districts and give them all the information that they need to be successful in billing and providing Medicaid Services. Send all topics to our office email address MedicaidServices@ed.sc.gov.