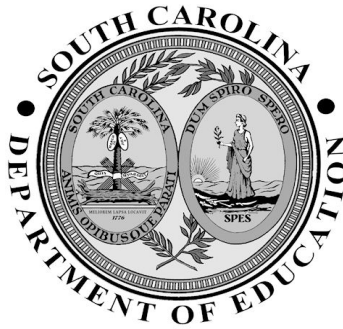


December 2023



<https://ed.sc.gov/districts-schools/medicaid/>

Medicaid Updates

Telemedicine/Telehealth Updates in the Physicians Services Provider Manual

As of October 1, 2023, the South Carolina Department of Health and Human Services (SCDHHS) updated the Physicians Services Provider [Manual](#) regarding telemedicine. 'Telemedicine' has been removed from the manual and has been replaced with 'telehealth'. Though there are differences in the definitions of telehealth and telemedicine, the two terms are generally used interchangeably, and SCDHHS will reference telehealth in the Physicians Services Provider Manual and other provider manuals addressing the provision of services via electronic communications. Other changes have also been made to the telehealth section of the manual to provide more clarity and details regarding the current policy.

If your district is currently participating in telemedicine/telehealth services or is interested in participating in telemedicine/telehealth services, please review the SCDHHS Physicians Services Provider Manual's Telehealth section to ensure compliance with Medicaid's requirements. Please reach out to your district's assigned Education Associate (EA) should you have any questions and/or concerns.

Autism Spectrum Disorder (ASD) Service Provider Enrollment

Districts can enroll as an ASD service provider with the SCDHHS. Please visit SCDHHS' [webpage](#) to review the provider enrollment process and screening requirements. Should you have any questions regarding the information on the SCDHHS webpage, please contact the SCDHHS' Provider Service Center (PSC) at (888) 289-0709.

The Office of Medicaid Services (OMS) will be releasing guidance to assist districts with the enrollment process. The goal is to make the enrollment process as easy as possible. The OMS' guidance should be issued within the next 60 days. Should districts be inclined to enroll immediately, please feel free to do so, and the SCDHHS' PSC can assist with any questions that you may have at (888) 289-0709.

SCDHHS Provider Trainings

On Monday, November 20, 2023, the SCDHHS published a [bulletin](#) announcing upcoming Healthy Connections Medicaid provider training opportunities that are available December 2023 – February 2024. 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

Contracted Services in the School Based Setting

Contracted RBHS providers must render school based RBHS in the school setting. Services that are not provided on school grounds and during regular school hours are not eligible to be reimbursed at the enhanced school-based provider rate. Please ensure that the “03” place of service is utilized when services are provided in the school setting.

Managed Care Organization (MCO) Contact List

An updated MCO contact [list](#) has been added to the OMS webpage. The contacts for multiple MCOs have changed. Please review the updated contact list for the five (5) MCOs and utilize the contacts as needed.

Quality Assurance (QA)

QA Application Updates

Please be reminded of the following QA application updates and requirements:

- Missing documents checklist: The missing documents checklist will now be generated from the QA application. Each district's District & Entity Information Management (DEIM) application assigned Medicaid Coordinator will be notified of the missing documents via email notification. The district will have 24 hours from receipt of the email to provide all missing documentation.
- Naming convention for documentation:
 - Districts should refrain from using the following characters when naming documents: / \ : * ? “ < > |
 - The character limit for titles of documents must be no larger than 50 characters.

QA Review Documentation Requirements

The OMS' QA review season has begun and below are some reminders regarding documentation requirements:

- Third-Party Liability (TPL) Letters: The TPL letter which states that a third-party insurer does not cover a service must be present in each student's file, when applicable, to cover the year in review. The TPL letters received for academic year (AY) 2023 – 2024 have been posted to the OMS' [webpage](#) under the Third-Party Liability (TPL) section. As letters are received, they will continue to be posted to the OMS webpage.
- SCDHHS Reasonable Effort Form: The Reasonable Effort form should be used when a school district cannot obtain an Explanation of Benefits (EOB) or a letter of denial from the TPL insurer. Once all options to obtain a payment or sufficient response from the

primary insurer have been exhausted the Reasonable Effort Form must be completed in its entirety and include the staff's signature and date. The Reasonable Effort form can be located in the Forms section of the Local Education Agency (LEA) Provider [Manual](#) on the SCDHHS website.

- Annual Documentation: Districts must ensure that the necessary documentation to support all services rendered and billed during the review period is present. It is possible that multiple referrals/physician's orders, evaluations/assessments, reevaluations/reassessments, and/or treatment plans would need to be submitted to cover all services rendered and billed during the entire review period (e.g., If services were rendered from March 1, 2022, through May 6, 2022, and there is an assessment dated March 6, 2021, which would expire on March 6, 2022, there must be an additional reevaluation/reassessment submitted to cover billed dates of service after March 6, 2022).
- Eligibility Verification: The district should verify students' eligibility each academic year. The eligibility verification check conducted via the SCDHHS web tool for each academic year should be present in the student's file. The documentation should include a date stamp from the applicable website and the date stamp must reflect a date within the academic year in review. The eligibility verification via the web tool is essential for the OMS as it is the only way to determine if there is a primary/third-party insurer (which the district would need to bill prior to Medicaid and include the appropriate documentation of the third party's denial or partial approval in the record).
- Signature Sheet: The signature sheets must include the staff's printed name, signature, and initials. All components must be present.
- Personnel Records: All credential checks that were conducted during the review period (i.e., July 1, 2022 – June 30, 2023) must be date and time stamped during the review period (i.e., July 1, 2022 – June 30, 2023).

Internal Self-Assessment (ISA) and Corrective Action Plan (CAP) Checklist

The OMS has developed two new checklists for districts to utilize when completing an Internal Self-Assessment (ISA) and Corrective Action Plan (CAP). The ISA [checklist](#) serves as a resource to complete the ISA accurately. The CAP [checklist](#) serves as a guide in the development of a CAP. Both checklists can be located on the OMS webpage under the Quality Assurance section.

Licensed Practitioner of the Healing Arts (LPHA) Referrals for School-based Rehabilitative Services (SBRS) Form

The LPHA Referrals for School-based Rehabilitative Services (SBRS) Form is a comprehensive list of qualified providers who can refer for each SBRS. The [form](#) is located on the OMS webpage under the SBRS section. Please refer to the form for guidance and reach out to your district's assigned EA should you have any questions or concerns.

QA Review Process - Districts Responsibilities

To ensure that each districts' QA review is conducted as efficiently and successfully as possible, please be reminded that:

- ISAs must be completed and submitted at least two (2) weeks prior to the QA review date, and the ISA 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 School District Administrative Claiming (SDAC) and Special Needs Transportation (SNT),

- assessment of compliance with Medicaid standards, policies, and procedures,
- evaluation of credentials of staff, and review of the Medicaid billing operation.
- capture the results of the district's self-assessment in the "ISA" section of the QA application underneath the "Discrepancies in Services and Billing" section,
- upload completed checklists to the QA application upon completion of the ISA,
- submit requested documentation to the OMS on or before the review date.
- Once the EA completes the review of the students' file, an exit conference will be scheduled to discuss the results and findings of the review with the district. The district will have seven (7) calendar days to review and accept the follow-up report.
- Corrective action plans (CAPs) must be submitted within 30 days from the date that the district accepts the OMS' follow-up report via the QA Application. The 2023 – 2024 [Corrective Action Plan \(CAP\) Overview](#) training has been posted on the OMS [webpage](#) to assist districts with CAP completion.
- The OMS will respond to the CAP submitted by each district and districts must follow up, if needed.
- All documents (i.e., follow-up report and CAP) that must be completed and accepted/submitted by the district must be done no later than May 1, 2023.
- If issues with the QA application are experienced, please report the error(s)/issue(s) to the OMS. The OMS will report each issue/error to the South Carolina Department of Education (SCDE) Application Development Team. Once the reported issue(s) has been resolved the district will be notified. If you have any further questions, please contact your assigned EA or the OMS at medicaidservices@ed.sc.gov.

Finance

First Quarter SDAC Invoices

The OMS has submitted districts' SDAC first quarter invoices to SCDHHS. If you have not received payment for the first quarter (i.e., July, August, September – JAS 23) please notify Ophelia McClary at omccclary@ed.sc.gov. The OMS will follow up with SCDHHS in reference to your payment.

SNT Payments to Districts

The Office of Medicaid Services issued \$312,654.23 in Special Needs Transportation (SNT) payments to 66 school districts during December 2023. The SNT payment is reflected in the monthly reports sent to districts from the SCDE Office of Finance as Sub Fund 800 and Revenue Code 1930. The total SNT payments to school districts for calendar year 2023, is \$760,597.43. If you have any concerns regarding your district's SNT payment, contact Ophelia McClary at omccclary@ed.c.gov.

School District Administrative Claiming (SDAC)

SDAC Second Quarter Samples

The second quarter's Random Moment Samples (RMS) were released on September 27, 2023, with sample dates ranging from October 2, 2023, through December 14, 2023. Districts' SDAC Coordinators should be working with the district's sample participants daily on completing second quarter SDAC samples. Remember, all samples must be completed by

the sample participant or marked absent by the SDAC Coordinator (when applicable) within two business days of the RMS due date and time.

If you have any questions, please contact Ronette Weeks by email at rmweeks@ed.sc.gov or by phone at (803) 734-3913 for assistance.

SDAC Contracts for Fiscal Year 2024 – 2026

The renewal of the SCDHHS contracts for the purchase and provision of Medicaid SDAC is underway. Once the contract renewal process is complete SCDHHS will issue the contract to districts. The OMS will share any updates provided by the SCDHHS.

SDAC Calendar

Please review the SDAC 2023-2024 [calendar](#) on the OMS webpage to identify dates and deadlines of activities that are to be conducted each quarter. The calendar includes information regarding sampling quarters, sample dates, sample date exclusions, and invoice due dates. If you have any questions, please contact Ronette Weeks by email at rmweeks@ed.sc.gov for assistance.

Special Needs Transportation (SNT)

SNT Application

The SNT Application is fully functional. Districts' SNT Coordinators may enter the bus information under the "Bus Management" section, driver information under the "Driver Assignment" section, and student information under the "Student Information" section in the SNT application. Also, SNT Coordinators may log attendance under the "Ridership" section in the SNT application. Districts are encouraged to begin entering this information into the SNT application as soon as possible.

If you have any questions or need assistance, please reach out to Ronette Weeks at rmweeks@ed.sc.gov.

Monthly & Quarterly Meetings

Quarterly QA District Meeting/Training

The OMS QA team looks forward to continuing to work alongside districts and ensuring that districts receive the assistance and training needed. The next QA quarterly meetings will be held on December 12, 2023. There will be two sessions available for districts to attend. During the quarterly meetings, the OMS will conduct Orientation and Mobility (O&M) training. 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 to your district's assigned EA or the OMS at medicaidservices@ed.sc.gov by Tuesday, December 5, 2023.

The QA Team is creating a frequently asked questions (FAQs) document from the OT/PT trainings conducted October 10, 2023, that will be published on the OMS webpage. Districts will be notified upon publication via email to the districts' DEIM application assigned Medicaid Coordinator.

Quarterly Finance Meeting/Training

The OMS SDAC training scheduled for November 29, 2023, on the financial reporting sections of the SDAC application has been postponed and will be rescheduled for a later date and time.

Monthly SDAC Meeting

The monthly SDAC meeting was held on November 15, 2023. There were 64 SDAC Coordinators representing 51 districts in attendance for the November meeting. The meeting included a review of frequently asked questions (FAQs), new application updates, and an open forum to discuss how districts are adapting to the new RMS notification and completion timeframes. Thanks to all that were in attendance.

The next meeting is scheduled for December 13, 2023. The meeting invitation and link will be sent two weeks prior to the meeting. If you have any questions or need assistance, please contact Ronette Weeks by email at rmweeks@ed.sc.gov or by phone at (803) 734-3913 for assistance.

Monthly SNT Meetings

The monthly SNT meeting was held on November 15, 2023. There were 80 SNT Coordinators representing 60 districts in attendance. The meeting included a review of FAQs and an open forum to discuss any SDAC issues. Thanks to all that were in attendance.

The next meeting is scheduled for December 13, 2023. The meeting invitation and link will be sent two weeks prior to the meeting. If you have any questions or need assistance, please contact Ronette Weeks by email at rmweeks@ed.sc.gov or by phone at (803) 734-3913 for assistance.

TELL US

What topics would you like us to address in the monthly newsletter? It is our goal to support our 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.