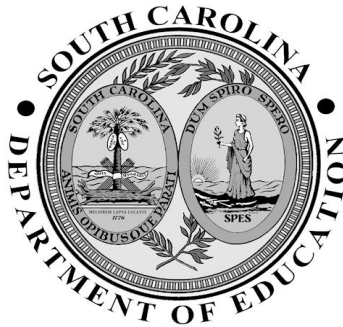


November 2023



<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.

Public Health Emergency (PHE) Telehealth Flexibilities

On Monday, May 8, 2023, 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 have been made permanent and those that have been extended to May 11, 2024. SCDHHS will issue additional guidance on the flexibilities that were extended for one year, at a later time.

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

SCDHHS Provider Trainings

On Wednesday, October 25, 2023, the SCDHHS published a [bulletin](#) announcing upcoming Healthy Connections Medicaid provider training opportunities that are available November 2023 – January 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 reimbursement rate. Please ensure that the "03" place of service is utilized when services are provided in the school setting.

Managed Care Organization Contact List

An updated MCO contact list will be added to the OMS webpage. Many contacts for multiple MCOs have changed. Once all contacts have been finalized by the five (5) MCOs, the updated list will be added to the webpage.

Select Health of South Carolina's Medical Necessity Review Timeline Update

On April 10, 2023, Select Health released a provider alert announcing that to better align with the SCDHHS Medicaid state fiscal year benefit limits, the Managed Care Organization (MCO) revised the timeline for medical necessity review for outpatient individual psychotherapy. The review timeline changed from calendar year to state fiscal year, beginning July 1, 2023.

The requirement for a medical necessity review once the member has reached 24 outpatient individual psychotherapy visits and the six visits per month limit remains unchanged; however, the timeline changed from calendar year to state fiscal year (July 1 – June 30) beginning July 1, 2023. This requirement applies to any combination of individual psychotherapy procedure codes, 90832, 90834 and 90837. The 24-visit count will start with dates of service on or after July 1, 2023, through June 30, 2024. The visit count will reset each July 1 thereafter.

A reminder provider alert was released by Select Health on June 23, 2023. Please ensure that all appropriate staff within your district are aware of the change. For questions or concerns, please contact the appropriate Provider Network Management Behavioral Health Account Executives:

- **RBHS:** Kathy McLaurin
email: kmclaurin@selecthealthofsc.com
Phone: (843) 806-6708
- **Upstate/Piedmont:** Aimee Shivers
email: ashivers@selecthealthofsc.com
Phone: (843) 459-4551
- **Lowcountry/Central:** Michelle Reid
email: mreid@selecthealthofsc.com
Phone: (843) 609-7072
- **Midlands/Upper Pee Dee:** Lisa Middleton
email: lwmiddleton@amerihealthcaritas.com
Phone: (803) 960-2542

Quality Assurance (QA)

QA Application Updates

The following updates have been implemented in the QA application review process:

- **Missing items checklist:** The missing items checklist will now be generated from the QA application. Each district's District & Entity Information Management (DEIM) application assigned Medicaid Coordinator will receive the missing items 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.

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.

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 reflect a date stamp 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 third-party insurer involved (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 the 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 - OMS Responsibilities

To assist districts with understanding and successfully navigating the QA process, please review the QA review process below:

- All districts will be reviewed during academic school year 2023 – 2024 for services rendered during academic school year 2022 – 2023.
- All districts' review dates have been scheduled, and districts' Medicaid Coordinators were notified of the date in August 2023.
- 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 30 days prior to the review date.
- 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 RBHS provided by the district,
 - review at least one Special Needs Transportation (SNT) file per district, and
 - conduct quality assurance activities to review School District Administrative Claiming (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 timeframe to be reviewed is the entire previous academic year (i.e., July 1, 2022 – June 30, 2023).
- Upon the completion of the review, the district's assigned EA will discuss the findings of the review and answer questions during the exit conference.
- The OMS will provide technical assistance or training during the exit conference or as requested, and districts will be given the opportunity to ask questions and provide feedback.

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 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" section.
- Districts must upload completed checklists to the QA application upon completion of the ISA.
- All documentation requested must be submitted 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 you have any questions, please contact your assigned EA or the OMS at medicaidservices@ed.sc.gov.

Finance

First Quarter SDAC Invoices

Please enter the district's financial information into the SDAC application for the first quarter (i.e., July, August, September – JAS 23). As a reminder, once the financial data has been entered, please send notification to Celina Fields at cfields@ed.sc.gov and Ophelia McClary at omccclary@ed.sc.gov. Once the district notifies the OMS that the financial information has been entered into the SDAC application, the district's invoice will be generated by the OMS, and a notification email will be sent to the district. The district will not be able to view the invoice within the SDAC application until it has been generated by the OMS. Once the invoice is generated please review, print, sign, and scan the invoice to Celina Fields at cfields@ed.sc.gov and Ophelia McClary at omccclary@ed.sc.gov. All invoices for first quarter will need to be submitted for payment by November 15, 2023.

SDAC Fees

On August 25, 2023, each district's SDAC Coordinator was emailed their annual fee invoice for participating in the Medicaid SDAC program. Districts' payment should be sent to:

Attn: Celina Fields
Office of Medicaid Services, Suite 808
South Carolina Department of Education
1429 Senate Street
Columbia, SC 29201

School District Administrative Claiming (SDAC)

SDAC Second Quarter Samples

The second quarter's 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 First Quarter Sample Completion Rate

The Centers for Medicare & Medicaid Services (CMS) released new [guidance](#) on May 18, 2023, regarding the SDAC program's Random Moment Sample (RMS) process. The CMS guidance impacted the RMS' sample notification and completion timeframe. The new guidance required that the notification of a sample be no more than two (2) business days prior to the sample due date and required that the completion of a sample be no more than two (2) business days after the sample due date. These changes were implemented in the first quarter.

Despite concerns with the new two-day requirements, districts rose to the occasion! The sample completion rate for the first quarter was 92%! Thanks to all districts for the dedication and commitment to the program!

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 2023-24 [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 Celina Fields by email at cfields@ed.sc.gov or 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 guidance 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.

October's Occupational Therapy (OT) & Physical Therapy (PT) Trainings

The OMS QA Team would like to thank the districts for attending and participating in the OT and PT service trainings on October 10, 2023, and October 24, 2023. There were 210 participants in attendance during the training sessions. The QA Team is creating a frequently asked questions (FAQs) document 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 Fiscal Manager will be providing training on the financial sections of the SDAC application. This training is scheduled for November 29, 2023. The meeting invitation and link will be sent two weeks prior to the scheduled date and meeting times. If you have any questions, please reach out to Celina Fields by email at cfields@ed.sc.gov.

Monthly SDAC Meeting

The monthly SDAC meeting was held on October 17, 2023. There were 76 SDAC Coordinators representing 58 districts in attendance for the October meeting. The meeting included a review of frequently asked questions (FAQs) 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 November 15, 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 October 17, 2023. There were 126 SNT Coordinators representing 57 districts in attendance. The meeting included a status update on the application and an open forum to discuss any SDAC issues. Thanks to all that were in attendance.

The next meeting is scheduled for November 15, 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.