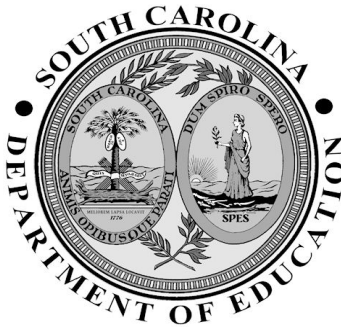


October 2023



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

Medicaid Updates

Autism Spectrum Disorder (ASD) Service Provider Enrollment

Districts can enroll as an ASD service provider with the South Carolina Department of Health and Human Services (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 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.

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 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 in compliance with Medicaid's requirements. Please reach out to your district's assigned Education Associate (EA) should you have any questions and/or concerns.

Resources to Assist Medicaid's Annual Eligibility Reviews

The South Carolina Department of Health and Human Services (SCDHHS) resumed its annual Medicaid eligibility reviews for Medicaid members on April 1, 2023. The SCDHHS has created a [webpage](#) dedicated to providing information needed about the annual eligibility reviews. To ensure that all Medicaid members are aware of the annual eligibility reviews and all Medicaid eligible members remain insured, the SCDHHS is requesting your assistance. 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 using the preferred method identified on SCDHHS' Annual Reviews [webpage](#).
- Posting SCDHHS' [flyer](#) throughout schools where they can be viewed by parents and students.

Please be reminded that helping families reapply for Medicaid benefits is an opportunity to leverage reimbursement through the School District Administrative Claiming (SDAC) program. By providing assistance to families the district increases the chance of receiving reimbursement through the SDAC program. If you would like additional information or clarification, please contact the Office of Medicaid Services (OMS) SDAC Coordinator Ronette Weeks at rmweeks@ed.sc.gov or your district's assigned Education Associate (EA).

SCDHHS Provider Trainings

On Monday, August 21, 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 October 2023 – December 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

Mental Health Services Survey

On September 20, 2023, a [memorandum](#) was released by the South Carolina Department of Education (SCDE) which stated that the South Carolina Department of Health and Human Services (SCDHHS) is seeking updated information via [survey](#) regarding the mental health services available within districts. The survey consists of 17 questions. Please complete and submit the survey by Wednesday, October 4, 2023.

Please coordinate and communicate with district staff to ensure that only one survey is submitted for each district. Multiple surveys from one district may result in follow-up from SCDHHS for clarification. Again, please communicate to determine the staff that will submit the one survey on behalf of your district.

As stated in the memorandum, should you have any questions regarding the survey, please contact the SC DHHS Behavioral Health Team via email at behavioralhealth004@scdhhs.gov.

District and Entity Information Management System (DEIMS)

Please ensure that your district's contact information for program leads (e.g., Medicaid Coordinator, SDAC Coordinator, Special Needs Transportation (SNT) Coordinator, RBHS Coordinator, Special Education Director (SPED), etc.) are updated in DEIMS. 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).

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 South Carolina Department of Health and Human Services (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 will change from calendar year to state fiscal year, beginning July 1, 2023.

The requirement for 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 will change from calendar year to state fiscal year (July 1 – June 30) beginning July 1, 2023. This requirement applies to any combination of 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 your Provider Network Management Behavioral Health Account Executives:

- **RBHS:** Kathy McLaurin
email: kmclaurin@selecthealthofsc.com
Phone: (843) 806-6708
- **Upstate/Piedmont:** Aimee Shivers
email: ashivers@selecthelathofsc.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. The DEIMs assigned Medicaid Coordinator will receive the missing items via email notification. The district will have 24 hours from the scheduled date of review to submit 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 SCDE Application Development Team.

QA Review Documentation Submissions

The OMS QA review season has begun and below are some reminders for documentation submission:

- Third-Party Liability (TPL) Letters: The TPL letter which states that a third-party insurer does not cover service must be present in each student's file, when applicable, to cover the year in review.
- Annual Documentation: When submitting documentation take into consideration that more than one referral/physician's order, evaluation/reevaluation, assessment/reassessment, and/or treatment plan may be required to cover the entire review period (e.g., the assessment is dated 3/6/2021, dates of service end 5/6/2022, there should be an assessment/reassessment completed on or after 3/6/2022 to cover billed dates of service after 3/6/2022 for Medicaid reimbursement).
- Eligibility Verification: The district should verify students' eligibility each academic year. The eligibility verification check conducted 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.

Quality Assurance Review Checklists

The [QA Review Checklists for 2023-2024](#) are now posted to the SCDE-OMS webpage. Please be sure to review the checklists and utilize the checklists for your district's internal self-assessment (ISA). If you have any questions or concerns, contact your assigned EA.

School District Preparation Guide

The [School District Preparation Guide 23-24](#) is now posted to the OMS [webpage](#). Please review the School District Preparation Guide prior to the district's scheduled QA review date. The preparation guide provides all information needed to assist districts through the QA review process. After reviewing the preparation guide, please reach out to your district's assigned EA to ask any questions that you may have.

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 Local Education Agencies (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 (RBHS) provided by the district,
 - review at least one SNT file per district, and
 - review at least 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 timeframe to be reviewed is the entire previous academic year (i.e., July 1 – June 30).
- Upon the completion of the review, the district's assigned Education Associate 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" tab.
- 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.

If you have any questions, please contact your assigned EA or the OMS at medicaidservices@ed.sc.gov.

TPL Letters

The TPL letters received for academic year (AY) 2023 – 2024 have been posted to the OMS' [webpage](#). As letters are received, they will continue to be posted to the OMS webpage.

Team Expansion

The OMS has expanded the QA team! The OMS QA team now consists of five (5) Education Associates (EA). The expansion will now allow the OMS to better serve districts via training, technical assistance, guidance, etc. as there will be less districts assigned to each EA and more time can be dedicated to each district's needs. Districts have been notified of their assigned Education Associate/Quality Assurance Reviewer. If you have questions, reach out to your district's assigned EA.

Finance

First Quarter SDAC Expenses

The updated SDAC Finance Training has been posted to the OMS webpage. The training provides information specific to the finance process and funding quarters. Please review all training information, particularly the information specific to the first quarter (i.e., July, August, September – JAS 24) to ensure that all required information for the first quarter is completed/entered appropriately. Also, please be sure that the SCDE is notified once all information is entered and reviewed so that the district's invoice is generated.

SDAC Budget Fiscal Year (FY) 2023 – 24

Please ensure that you are tracking your contracted SDAC budget throughout the academic year and if needed, a budget increase can be requested of SCDHHS. To request a budget increase, you will need to complete and submit the [SDAC Contract Budget Amendment Request](#) form located on the OMS webpage. To request a copy of the form in Word format, please send an email to Celina Fields at cfields@ed.sc.gov and Ophelia McClary at omccclary@ed.sc.gov.

Any budget increase request needed for FY24 will need to be submitted to SCDHHS by February 27, 2024. Please carbon copy Celina Fields at cfields@ed.sc.gov and Ophelia McClary at omccclary@ed.sc.gov on all requests submitted to SCDHHS.

Finance Boot Camp

On August 31, 2023, the OMS presented Understanding Medicaid at the SCDE's annual Finance Boot Camp for districts' Chief Financial Officers. There were approximately 40 attendees. The OMS discussed the importance of Medicaid in education, Medicaid funding, billable Medicaid services, school-based Medicaid services, reimbursement, contracts, and district review of Medicaid reimbursement data.

School District Administrative Claiming (SDAC)

SDAC Contracts for Fiscal Year 2024-26

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.

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. Information specific to sampling quarters, sample dates, sample date exclusions, and invoice due dates is included on the calendar.

SDAC Fees

On August 25, 2023, each district's SDAC Coordinator was emailed their non-refundable 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

Centers for Medicare & Medicaid Services (CMS) Guidance and System Changes

The CMS released new [guidance](#) on May 18, 2023, regarding the SDAC program's Random Moment Sample (RMS) process. The CMS guidance will impact the current RMS process and warrant the changes identified below.

- **Sample Notification Timeframe:** The CMS allows notification of a RMS two (2) business days prior to the RMS date and time. The sample participant and the districts' SDAC Coordinator will receive an email two business days prior to the date and time of the sample to alert both staff of the upcoming RMS. The notification provides the sample participant time to ensure there are no log-in or access issues with the SCDE Application Web Portal and SDAC application, increasing the likelihood of sample completion. Participants with log in issues should contact their district SDAC Coordinator for assistance.
- **Sample Completion Timeframe:** The CMS guidance for completion of an RMS is two-business days after the RMS date and time. The participant must complete the sample or, in the event of an absence, the district SDAC Coordinator must mark the sample absent before the end of the two business days. If the sample is not completed by the participant or marked absent by the district SDAC Coordinator, the sample will be automatically marked as incomplete within the application.

The required changes have been implemented for the first quarter (i.e., July, August, September – JAS 23). The sampling quarter began on August 28, 2023, and extends through September 28, 2023.

SDAC 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 on completing second quarter SDAC samples daily. 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.

Special Needs Transportation (SNT)

GPS Software

The South Carolina Department of Education's Office of Transportation continues to implement the new statewide GPS routing software from Tyler Technologies. At this time, all districts using the Tyler Technology student transportation software, Traversa, must use paper attendance logs to track SNT ridership. SCDE is working with Tyler Technologies so that Traversa can be utilized to track SNT ridership electronically in the future. The OMS will keep the districts informed of the progress over the coming months.

Monthly & Quarterly Meetings

Quarterly QA District Meeting/Training

Thank you to the 118 district representatives that attended the OMS QA quarterly meetings on September 12, 2023. The OMS has posted the [Corrective Action Plan \(CAP\) Overview Training](#) shared during the meeting and will be developing a CAP Checklist to assist districts when completing the CAP. We look 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 December 2023. Meeting invitations will be sent to districts' 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 prior to the scheduled meeting.

Districts' ISA Training

On July 24-26, 2023, the OMS QA team conducted training on how to appropriately complete the ISA. Thank you to the 66 districts that attended! The [ISA Navigation Tool 2023-2024](#) training has been posted on the OMS webpage. Please reach out to your district's assigned EA or the OMS at medicaidservices@ed.sc.gov with any questions or concerns.

Occupational Therapy (OT) & Physical Therapy (PT) Trainings

The OMS QA will be conducting a training on OT and PT services, Tuesday, October 10, 2023. There will be two sessions held at 10:00am-11:00am and 2:00pm-3:00pm. The invitation will be sent to each district's Medicaid Coordinator and Special Education Director. Please submit any questions or topic requests to medicaidservices@ed.sc.gov by Wednesday, October 4, 2023.

Monthly SDAC Meeting

The OMS began holding monthly SDAC meetings in September 2023. There were 41 SDAC Coordinators representing 37 districts in attendance for the September 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 October 15, 2023. The link provided in the September meeting email invitation will be utilized for all the monthly meetings. If you do not have the link, please contact Ronette Weeks by email at rmweeks@ed.sc.gov or by phone at (803) 734-3913 for assistance.

Monthly SNT Meetings

The OMS is continuing with the monthly SNT meetings for SY 2023 – 2024. For the September 2023 meeting there were 71 SNT Coordinators representing 52 districts in attendance. The meeting included an update on the application status and an open forum to discuss any SDAC issues. Thanks to all that were in attendance.

The next meeting is scheduled for October 15, 2023. The link provided in the September meeting email invitation will be utilized for all the monthly meetings. If you do not have the link, 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.