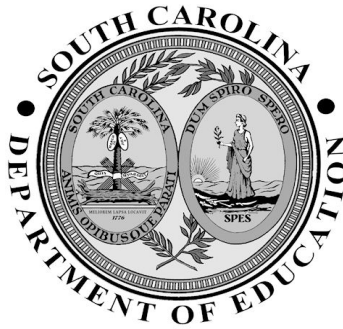


September 2023



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

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 Special Needs Transportation (SNT), School District Administrative Claiming (SDAC), and Quality Assurance (QA) applications.
- Implementation of recent guidance received from the Centers for Medicare & Medicaid Services (CMS) regarding SDAC.
- Ensure that districts have information and resources needed to access, render, seek appropriate reimbursement for Medicaid services (as permitted by Medicaid policy),
- Ensure that districts have the information required to directly provide or subcontract with a third party for Rehabilitative Behavioral Health Services (RBHS).
- Advocate for policy changes that will decrease or eliminate burdens and barriers that prevent districts from maximizing time, resources, and reimbursement.

There has been staff changes within the OMS. 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
- Anissa Cruse, Education Associate/Quality Assurance Reviewer
- Thomas Douglas, Education Associate/Quality Assurance Reviewer
- Ronette Weeks, Program Coordinator, SDAC & SNT Programs

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 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 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 (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 the parent(s) of Medicaid enrolled students to, "Submit your review when it's time to renew." Don't risk losing your family's Healthy Connections Medicaid!
- 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 SDAC. 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 OMS SDAC Coordinator Ronette Weeks at rmweeks@ed.sc.gov or your district's assigned 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 September 2023 – November 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 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 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 districts in providing RBHS. The resources available include the [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.

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. 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).

Quality Assurance (QA)

Team Expansion

The OMS has expanded the QA team! The OMS QA team will consist of five (5) Education Associates (EA). The expansion will 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.

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 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 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 1st – June 30th).
- 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.
 - 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 1st.

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 our webpage. As letters are received, they will be posted to the OMS [webpage](#).

Finance

SDAC Contracts 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.

Fourth Quarter SDAC Expenses

The OMS submitted 71 SDAC invoices to SCDHHS for payment of the fourth quarter (i.e., April, May, June – AMJ 23). The total revenue paid to districts was \$1,670,810.24. Payments should be received within 30 days after each district submits their invoice.

If you have any questions, please contact Celina Fields by email at cfields@ed.sc.gov or by phone at 803.734.9180 or Ophelia McClary by email at omccclary@ed.c.gov for assistance.

School District Administrative Claiming (SDAC)

SDAC Calendar

Please review the SDAC [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.

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. 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 29, 2023.

- **Sample Notification Timeframe:** The CMS allows notification of an RMS two-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 marked as incomplete.

SDAC Quarter Samples

The first quarter (JAS 23) RMS were released on August 23, 2023, with sample dates ranging from August 28, 2023, through September 29, 2023. Districts' SDAC Coordinators should be working with the district's sample participants on completing first quarter SDAC samples daily. Remember, all samples must be completed by the participant or marked absent, when applicable, by the SDAC Coordinator 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)

SNT Payments Update for School Year 2022-2023

On June 27, 2023, a [memo](#) was released to address delayed reimbursement of June 2023 SNT payments and address the OMS' intent to process several SNT payments prior to December 2023 to ensure that districts receive SNT payments/revenue for services rendered as quickly as possible. The OMS issued **\$447,824.04** in SNT payments to 66 districts during August 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. If you have any concerns regarding your district's SNT payment, contact Ophelia McClary at omcclary@ed.c.gov.

GPS Software

The South Carolina Department of Education's Office of Transportation continues to implement the new statewide GPS routing software from Tyler Technologies. Tyler Drive is the portion of the technology that will impact SNT in the future. 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.

Quarterly & Bi-Monthly Meetings

Quarterly QA School District Meeting/Training

The OMS QA team looks forward to continuing to work alongside districts for the next QA quarterly meetings scheduled for September 12, 2023. The QA team will be conducting training on the CAP process. 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 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.

Yearly SDAC Training/Monthly SDAC Meeting

The OMS provided eight (8) opportunities during August 2023 for districts' SDAC Coordinators to attend the required annual training. Thanks to all who attended! There was representation from all districts, with approximately 125 coordinators receiving the training. The training covered the new requirements from the [CMS guide](#) released on May 18,

2023, and addressed its impact to the RMS process. All information covered during the training has been captured in the SDAC Coordinator training available on the OMS [webpage](#).

Starting in September, the OMS will provide monthly SDAC training sessions for SY 2023 – 2024. The sessions will include a review of frequently asked questions (FAQs) and include an open forum to discuss how districts are adapting to the new RMTS notification and completion timeframes. Meeting invitations will be sent to districts' SDAC Coordinators two weeks prior to the meeting. 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.

Yearly SNT Training/Monthly SNT Meetings

The OMS provided four (4) opportunities during August 2023 for districts' SNT Coordinators to attend the annual training. There were 135 SNT Coordinators in attendance from 68 districts across the state. The training provided an overview of the SNT application and a reminder of the bus driver training requirements. Thanks to all who attended!

The OMS will continue to provide monthly SNT training sessions for SY 2023-2024 beginning this month. The sessions will include review of frequently asked questions, tracking ridership, and an open forum to discuss any issues with bus and student set up. Meeting invitations will be sent to district SNT Coordinators two weeks prior to the meeting. 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.

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.