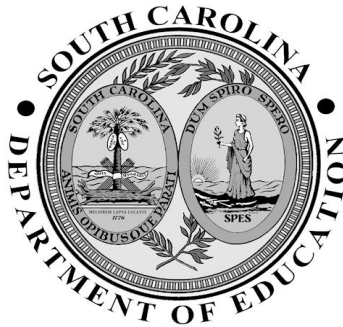


February 2024



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

Medicaid Updates

Policy Changes

Last month's newsletter requested that districts review the Local Education Agencies (LEA) Provider Manual's [change control record](#) to identify policy changes implemented January 1, 2024. Upon review of the change control record, you will now find that those changes have been removed. After consulting with the South Carolina Department of Health and Human Services (SCDHHS) regarding the changes, the Office of Medicaid Services (OMS) has been informed that the changes were not intended to go into effect on January 1, 2024. Therefore, please disregard the following changes that were previously reflected in the change control record:

- Updated the definition of medical necessity to align with State Law and regulations.
- Updated health records retention policy from five (5) years to four (4) years.
- Updated health record documentation policy related to signature, date, and progress notes requirements.
- Removed the examples of beneficiary information protected under HIPAA in the Safeguarding Beneficiary Information section.
- Removed the three (3) years limitations for claims filing timeline for members with retroactive eligibility.
- Added language to clarify that the claims reconsideration process must be exhausted before a provider requests an administrative hearing.

Once the effective or implementation date is communicated by the SCDHHS, the OMS will notify districts via the monthly newsletter. Please ensure that you [subscribe](#) to receive Medicaid updates directly from the SCDHHS. If you have any questions or concerns, please contact your district's assigned Education Associate (EA).

SCDHHS Provider Trainings

On Tuesday, January 23, 2024, the South Carolina Department of Health and Human Services (SCDHHS) published a [bulletin](#) announcing upcoming Healthy Connections Medicaid provider training opportunities that are available February 2024 – April 2024. Training topics include Medicaid Basics, Comprehensive Web Tool, and Overview of Claim-level Adjustments and Third- Party Liability (TPL), and Maximus Managed Care Enrollment

Trainings. To schedule a training, please email providertrainings@maximus.com. If you have questions, please contact Michelle LeMoine at (803) 834-9956 or MichelleWLeMoine@maximus.com. 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

SCDHHS' SCDE Advisory Statement

On November 21, 2023, SCDHHS released an [advisory statement](#) which included quality assurance (QA) guidance and expectations of school districts for reviewing subcontracted Rehabilitative Behavioral Health Service (RBHS) provider(s). On November 27, 2023, the Office of Medicaid Services (OMS) Director shared the advisory statement via email with each school district's assigned Medicaid Coordinator as listed in the District & Entity Information Management (DEIM) system. Please review the email and advisory statement in its entirety. If you have any questions or concerns, please contact your district's assigned EA.

Managed Care Organization Transition

Effective January 1, 2024, Healthy Blue transitioned its prior authorization process under BlueChoice HealthPlan. Therefore, Healthy Blue (BlueChoice®) will assume responsibility for processing Prior Authorization requests with dates of service beginning January 1, 2024, and for those services that will span into 2024. Healthy Blue will continue to follow the South Carolina Department of Health and Human Service guidelines for covered services. However, there are a few changes that will take place. Information regarding the transition and new changes was shared and continues to be available via Healthy Blue's [November 2023 BlueBlast Newsletter](#). Please review Healthy Blue's [FAQ Healthy Blue Transition bulletin](#) for more information regarding the transition and visit Healthy Blue's [website](#) for additional updates. Should you have any questions and/or concerns regarding the transition, please contact Healthy Blue's Customer Service line at 866-757-8286 (TTY: 866-773-9634), Monday – Friday from 8 a.m. – 6 p.m.

Contracted Services in the School Based Setting

Please be reminded that 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](#) was added to the OMS webpage and was effective January 1, 2024. 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)

Corrective Action Plans (CAPs)

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 Overview [training](#) has been posted on the OMS' webpage to assist districts with CAP completion. Please review the training and reach out to your district's assigned EA should you have any questions. It is important to ask any questions that you may have as soon as possible to ensure that your CAP is completed appropriately and submitted within 30 days from the acceptance of your district's follow-up report.

QA Application Reminders

Please be reminded of the following QA application requirements:

- Missing documents checklist: The missing documents checklist will now be generated from the QA application. Each district's DEIM assigned Medicaid Coordinator will be notified of the missing documents by email via the QA application. The district will have 24 hours from receipt of the email to provide all missing documentation. Any documents that are not provided within the 24-hour timeframe will not be included within the review.
- 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 is in progress. Below are some reminders regarding documentation requirements:

- Error corrections: Error corrections must be made in accordance with the Local Education Agencies (LEA) Provider Manual's policy and procedure requirements. Errors must be corrected by drawing one line through the error, enter the correction and add signature/initials and date next to the correction. If warranted, an explanation of the correction may be appropriate.
- 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 LEA Provider [Manual](#) on the SCDHHS website.
- 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).
- Annual Documentation: Districts must ensure that the necessary documentation to support all services rendered and billed during the review period is present in the student's file. 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 5, 2022, there must be an additional reevaluation/reassessment submitted to cover billed dates of service after March 5, 2022).
- 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.

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, 2024

- If issues with the QA application are experienced, please report the error(s) and/or issue(s) to the OMS. The OMS will report all error(s) and issue(s) 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.

Second Quarter SDAC Financial Data

The SDAC calendar requires districts to submit their financial data on or before January 29, 2024. If your district has not done so, please do so immediately so that the OMS can submit your SDAC invoice for payment. If you have any questions about your invoice, please contact Ophelia McClary at omccclary@ed.sc.gov.

School District Administrative Claiming (SDAC)

SDAC Third Quarter Samples

The third quarter's Random Moment Samples (RMS) were released on December 21, 2023, with sample dates ranging from January 5, 2024, through March 22, 2024. Districts' SDAC Coordinators should be working with the district's sample participants daily on completing third 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 continues with approximately forty-eight contracts having been issued by SCDHHS. Please check with the appropriate office in your district for the SDAC contract. The OMS will share any updates provided by the SCDHHS.

Special Needs Transportation (SNT)

SNT Application

The districts' input of the ridership log data was reviewed by OMS during January. All districts received an email with information concerning missing logs from July 2023 through December 2023. Please review and key any missing logs to ensure optimal reimbursement for transportation claims.

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 next QA quarterly meetings will be held on March 12, 2024. There will be two sessions available for districts to attend. During the quarterly meetings, we will conduct training on Audiology and Speech services. 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.

QA Team Occupational Therapy (OT) & Physical Therapy (PT) Frequently Asked Questions (FAQs)

The QA Team is creating a FAQs document from the OT/PT training 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 next OMS SDAC annual finance training will be held on February 27, 2024. Invitations to the training will be sent two weeks prior to the training to the districts' business officials, CFOs, and SDAC coordinators as identified in DEIM.

Monthly SDAC Meeting

The monthly SDAC meeting was held on January 17, 2024. There were 61 SDAC Coordinators representing 51 districts in attendance for the January meeting. The meeting included a review of frequently asked questions (FAQs), new application updates, and how to handle inclement weather and eLearning days. Thanks to all that were in attendance.

The next meeting is scheduled for February 21, 2024. 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 January 17, 2024. There were 96 SNT Coordinators representing 65 districts in attendance for the January meeting. The meeting included a review of the process utilized to determine when a transportation claim is submitted. Additionally, there was a review of FAQs and an open forum to discuss any SNT issues. Thanks to all that were in attendance.

The next meeting is scheduled for February 21, 2024. 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.