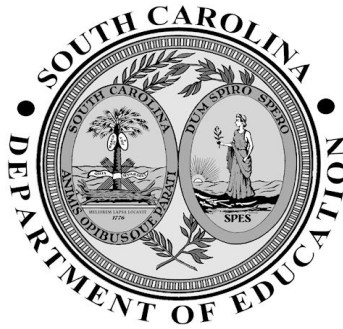


July 2024



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

Medicaid Updates

Administrative and Billing Provider Manual Updates

On June 18, 2024, the South Carolina Department of Health and Human Services (SCDHHS) released a Medicaid [bulletin](#) to inform providers that the Administrative and Billing Manual will be updated and clarify specific policy effective July 1, 2024. Among many other changes, one change to note is the record retention policy for fiscal and health records which must be retained for a minimum period of four years after the last payment was made for services rendered. The bulletin also includes guidance regarding health records documentation, the definition of 'medical necessity', and the appeal process. Please be sure to review the updated Administrative and Billing Manual once it is released.

Payment Error Rate Measurement Requests

On June 18, 2024, the SCDHHS released a Medicaid [bulletin](#) which states that the Centers for Medicare and Medicaid Services (CMS) has informed the SCDHHS that South Carolina Healthy Connections Medicaid providers will participate in the Payment Error Rate Measurement (PERM) program for state fiscal year 2025. This means that school districts are subject to inclusion and participation in a PERM review.

For those that are not aware, CMS' PERM program was developed to measure the accuracy of Medicaid and Children's Health Insurance Program (CHIP) payments made by states (e.g., South Carolina's Department of Health and Human Services payments to SC providers). Each state is reviewed once every three years. Samples of claims with paid dates of July 1, 2024, through June 30, 2025, will be subject to review (i.e., any Medicaid payments from July 1, 2024 – June 30, 2025, made to SC Medicaid providers by the SCDHHS is subject to review to ensure that the SCDHHS made appropriate and accurate payments to SC providers).

Please review the bulletin in its entirety for complete understanding and reach out to your district's assigned Education Associate (EA) with any questions or concerns that you may have. Should your district receive a request to participate in the 2025 PERM review, please reach out to your district's assigned EA, and review the [PERM guidance](#) (i.e., training and checklist) available on the OMS webpage if assistance from the OMS is needed.

Occupational Therapy, Physical Therapy, Speech Pathology Rate Increases and Policy Updates

On June 17, 2024, the SCDHHS released a Medicaid [bulletin](#) which identifies a rate increase for specific Occupational Therapy (OT), Physical Therapy (PT), and Speech Therapy (ST) services that are effective July 1, 2024. The bulletin also includes policy guidance specific to co-treatment. Co-treatment is defined as two practitioners from different professional disciplines (i.e., OT, PT, ST) effectively addressing their treatment goals while the patient is engaged in a single therapy session. The co-treatment policy is not inclusive of services provided by teachers to address education related goals that are not medically necessary and are not reimbursable by Medicaid.

Rehabilitative Behavioral Health Services Providers and Licensed Independent Practitioners

On June 14, 2024, the SCDHHS released a Medicaid [bulletin](#) to address increased reimbursement rates for core rehabilitative behavioral health services provided by **private**, master's degree-level practitioners and licensed psychologists through the Medicaid State Plan. This bulletin **does not** impact the school districts' enhanced rate fee schedule.

Addition of New Covered Autism Spectrum Disorder Services

On June 12, 2024, the SCDHHS released a Medicaid [bulletin](#) stating that to support greater access to autism spectrum disorder (ASD) services, enhance the state's provider network and ensure services are delivered effectively, the SCDHHS will add coverage of additional ASD services effective for dates of service on or after July 1, 2024; these services will complete the available ASD service array. The new covered services announced in the bulletin will be added to the ASD Services provider manual and ASD fee schedule available on SCDHHS' website by July 1, 2024.

As districts have expressed interest in enrolling as a Medicaid ASD provider in the past, please ensure that you are aware of these additional services that can be provided and reimbursed via Medicaid should you decide to enroll. Please be sure to review the [ASD section](#) of the OMS webpage for enrollment guidance and to access the Medicaid ASD Service Manual and fee schedule.

New Documentation Sequence Guidance

The OMS has consulted with SCDHHS regarding the sequence of documentation for the referral, evaluation, and treatment plan. After discussion, it was determined documentation is good for 365 days and obtaining updated documents (i.e., referral, evaluation, or treatment plan) does not cancel the previous documentation. Districts must ensure there is no gap in documentation.

Required Rehabilitative Behavioral Health Services (RBHS) Provider Training

Per Article III, Section C of the districts' RBHS contract with the South Carolina Department of Health and Human Services (SCDHHS), all providers rendering services are required to utilize the South Carolina School Behavioral Health Academy (SC SBHA), made available by SCDHHS and the University of South Carolina School of Psychology, to enhance the school employees' understanding of behavioral health and ways to better support students and families. Please remember that all clinical staff rendering school based RBHS are required to

complete the Tier 3 Mental Health Intervention in Schools training within one year of hire. The training is titled “Growing Your Tier 3 Supports” on the SC SBHA [webpage](#). Please ensure that district staff and subcontractors who are rendering services to students within the district have completed the training within one year of hire.

District Surveys

Thank you to all districts that participated in the Special Needs Transportation (SNT), School District Administrative Claiming (SDAC), and Quality Assurance (QA) surveys. Your feedback was helpful and as a result, the OMS would like to provide the following clarification, share the following reminders and provide updates for the coming school year:

Quality Assurance

- Updates
 - The information required for the Internal Self-Assessment (ISA) has been simplified for the districts’ use. The following fields were removed from the ‘Billing Contact’ tab: first and last name, billing entity, and total number of students receiving services. The following fields were removed from the ‘District Contact’ tab: the job title and middle initial fields. The entire ‘Program Integrity’ section was removed.
 - The OMS will incorporate in-person trainings in addition to virtual trainings during the 2024 – 2025 school year. The OMS anticipates that the first in-person training will be held in September 2024. More details will be provided once all the information is finalized.
- Clarifications
 - When completing the ISA, the contact and contract information should be for the current year. The students chosen for the ISA should be for the year in review (i.e., past year).
 - The requirement that two random files be provided onsite is not mandated by the OMS. The districts’ SCDHHS contract requires that the OMS obtain and review at least two (2) random files upon arrival (in addition to the files pulled by the district prior to South Carolina Department of Education (SCDE) arrival).
 - The Follow-Up Report is submitted to the district after the exit conference so that any issues can be addressed, or errors can be corrected prior to sending the report to the district. Extensive technical assistance is required to close, correct, and resubmit a Follow-Up Report once it has already been submitted to the district within the application. Therefore, the Follow-Up Report is submitted once the exit conference has taken place. It is important that the district addresses any concerns and reconciles (if feasible) during the exit conference.
 - During the QA review, only the credentials for the staff that have provided services to the students identified on the student list are required. If the same staff provided services to multiple students, the staff’s credentials are only required to be submitted once. The staff credentials check (e.g., LLR license, SCDHHS Exclusion Check, Federal Exclusion Check, etc.) for all staff may be submitted as one file versus including each staff’s credentials in each student’s file.
- Reminders
 - Districts have six (6) options for to submit documentation for the QA review: 1) Upload documents into the QA Application, 2) Mail documents

to the OMS, 3) Fax documents, 4) Provide hard copies to the reviewer onsite, 5) Upload documents to a jump drive, or 6) the EA may scan and upload the documents while onsite. These options are also outlined in the [School District's QA Preparation Guide](#) and included in the 30-day email notification. Each EA will verify the method that the files will be provided ahead of time for preparation and planning purposes.

- The OMS intends to continue conducting annual QA reviews of school districts. The OMS conducts annual QA reviews to prevent the district from having to conduct the review themselves. Per the districts' SCDHHS contract, if the OMS does not conduct a review, the district is responsible for conducting their own QA review, which requires a review of at least 10 records per service.
- The OMS makes every effort to keep districts informed of changes to LEA policy and procedures via the monthly newsletter, quarterly meetings, and memos; however, districts are responsible for remaining abreast of policy updates and changes themselves. As requested, and shared by the OMS previously, districts are strongly encouraged to subscribe to the SCDHHS' bulletins and refer to the LEA Services Provider Manual's change control record regularly to remain abreast of changes and updates. Districts' Medicaid Coordinator(s) should contact the district's assigned EA for guidance related to subscribing to the SCDHHS newsletter or with any questions or concerns regarding the LEA Services Provider Manual's change control record.
- The QA Application includes both edit and delete buttons for your convenience which were implemented during the 2023-2024 review year.
- Previously district staff reported not receiving automated emails from the QA Application. The QA Application automated emails for notifications error has been resolved and district staff should be receiving all notifications from the QA Application such as:
 - Review Schedule Date,
 - ISA Reminder,
 - ISA Overdue, if applicable,
 - QA Review Cancellation, if applicable,
 - DSA Reminder, if applicable,
 - DSA Overdue, if applicable,
 - Follow-Up Report Submission(s),
 - Corrective Action Plan (CAP) Submission,
 - CAP Returned, if applicable, and
 - CAP Acceptance
- We encourage all users to continue reporting issues and error messages as they occur so the issues can be reported to Information Technology (IT).
- To ensure that districts understand how to complete the ISA section of the QA Application, the OMS carried out the following during 2023: 1) Provided training to districts on July 24th, 25th, and 26th, using the ISA Navigation Tool, and included a live demonstration of the new QA Application to which all districts were invited. To ensure that your district completes the ISA section of the QA Application correctly, please review the

- If your district has any questions or concerns regarding the OMS checklist, please be sure to reach out to your district's assigned EA as soon as possible and prior to your district's annual QA review. When the checklists are posted to the OMS webpage districts are notified via the OMS newsletter (see [September 2023 Newsletter](#)) and are encouraged to review the checklists and contact the district's assigned EA with any questions or concerns. The OMS will offer the same opportunity for the checklists that will be posted for the 2024 – 2025 school year. If districts have questions or concerns after the checklists are posted, the district may reach out to the assigned EA with any feedback, questions, and/or concerns.

SDAC

- Reminders
 - Sample notification and completion timeframes are in accordance with the guidance from the Centers for Medicare and Medicaid Services (CMS) [manual](#) dated May 18, 2023. The CMS's policy limits notifying the district of the Random Moment Sample (RMS), participant name, and the date/time of the RMS to two-business days prior to receiving the RMS. The CMS policy also requires the sample to be completed within two business days after the RMS date and time. The OMS has no authority to increase the notification period or timeframe to complete the sample(s).
 - Participant training is only required once, and the training date typically moves forward for active participants year to year. Participants are required to receive training when:
 - The participant is new to the program in the school district.
 - The participant is returning to the program after a school year or more gap in participation.
 - The program has significant changes (e.g. CMS guidance changes, SDAC Application changes)
 - The participant does not understand the program to adequately complete a RMS.

With the implementation of the new SDAC Application for the 2024-2025 school year, all participants will need to be trained on the new response/activity codes and how to navigate the new SDAC Application. All participants will need to sign an attestation form and the SDAC Coordinator will need to update the training date in the new SDAC Application confirming the participants have been trained.

- Updates
 - The OMS will review the districts participant roster and ensure all participants have access to the SDAC Application before the sample quarter to limit issues with accessing the sample in a timely manner.
 - The OMS will move to quarterly meetings for school year 2024-2025.
 - The new SDAC Application will have the following enhancements:
 - The entry of duplicate participants will not be allowed. Users will receive an error message when trying to load a duplicate.
 - The response/activity selections have been updated and new response/activity selections added to aide participants in completing the RMS.
 - The addition of features that allow districts to upload salary and fringe benefits directly into the SDAC Application from their accounting systems.

SNT

- Reminders
 - The SNT Application provides two options for printing the Ridership logs to provide to the bus drivers weekly:
 - Individual log printing – The user can select to print each bus log individually each week by selecting the ‘Print Single Ridership Log’ tab in the SNT Application.
 - Multiple log printing – The user can select to print all bus logs each week by selecting the ‘Print Multiple Ridership Logs’ tab in the SNT Application. Users should ensure the print setting is not on two-sided to avoid two bus logs printing on the same piece of paper.
 - The SNT Application is set for the students’ first name to appear before the students’ last name in all areas. The manner in which the students’ name would be captured in the SNT Application (i.e., first name first) was discussed during a quarterly meeting and most districts in attendance agreed and supported that the first name/last name order was the most effective way for the drivers to find a student on the log. To be consistent, the entire Application appears in first name order. Please ensure that users are printing the log from the SNT Application for drivers’ use to ensure that the list and naming order is consistent with the SNT Application. For district convenience, all ‘search’ functionality in the SNT Application works by first or last name.
- Updates
 - The SNT Application is being updated to include a ‘select all’ for ridership by day (AM/PM) in addition to the current ‘select all’ for the week.
 - The OMS will be updating all training material to include more robust information on changing buses during the school year.
 - The OMS will be working with two school districts this year to implement a solution to utilize Traversa by school year 2025-2026.

District and Entity Information Management (DEIM) System

Please ensure that your district’s contact information for program leads (e.g., Medicaid Coordinator, SDAC Coordinator, SNT Coordinator, RBHS Coordinator, etc.) are updated in DEIM. School districts are responsible for updating information in DEIM at the beginning of each new school year and throughout the school year as needed. The DEIM 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).

SCDHHS Provider Trainings

On Friday, June 21, 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 July 2024 – September 2024. Training topics include Medicaid Basics, Comprehensive Web Tool, 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 the Provider Service Center (PSC) at (888) 289-0709 and select option 1. Additional training resources for providers are also available online through the Medicaid eLearning site.

Quality Assurance (QA)

End of Review Year

The QA Team would like to thank each district for their participation during the 2023-2024 review year. The OMS would also like to thank you for your feedback during the review process.

In preparation for the 2024 – 2025 school year and quality assurance reviews (QARs), the OMS will carry out the following over the summer:

- Review and update the QA process, if necessary
- Meet with the SCDHHS to discuss and advocate for policy changes
- Update QA checklists and obtain approval from the SCDHHS
- Update trainings and other forms present on the OMS webpage
- Update the Internal Self-Assessment section of the QA Application

Should you need any assistance, guidance, or training over the summer do not hesitate to reach out to your district's assigned EA.

QA Opportunities for Improvement

As of May 1, 2024, the OMS' quality assurance team has conducted all 2022-2023 QA reviews. Below are common findings/deficiencies that have been frequently identified during the 2022- 2023 review year:

- Signature Sheet: The signature sheet must include the provider's name, signature, and initials.
- Progress Summary: Progress summaries must be completed at least every three months and include all required components (i.e., student's attendance, progress towards treatment goals, establish the continued/discontinued need for treatment, be signed titled and dated by the therapist, and co-signed by supervising therapist, if applicable).
- Special Needs Transportation (SNT): Error corrections must be made in accordance with the LEA manual policy and procedure requirements.

Please review the [SCDHHS LEA Manual](#) and the [SBRs trainings](#) posted on the OMS webpage to ensure compliance with documentation requirements. If you have any questions, please contact your district's assigned Education Associate (EA).

Finance

The April, May, June (AMJ) 2024 SDAC quarter is ready for districts to input their SDAC cost data. Please be sure to include all SDAC expenses, particularly costs for Sections I, II, and III. If you have any questions related to these sections do not hesitate to contact Ophelia McClary at omccclary@ed.sc.gov or 843-372-2393.

School District Administrative Claiming (SDAC)

New SDAC Application

The new SDAC Application was implemented June 25, 2024. The OMS will begin training the SDAC Coordinators on the new SDAC Application in July 2024. The training will be rolled out to districts based on the districts' start date for the 2024-2025 school year. Training materials will also be added to the webpage by the end of July.

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

Special Needs Transportation (SNT)

SNT Application

The state bus numbers and driver names for the 2024-2025 school year have been added to the SNT Application. Districts may begin inputting information into the application for the Bus Management and Driver Assignment tabs. The student table on the Student Information tab will update when the PowerSchool information for the school year is released by the school district.

For the 2023-2024 school year, district SNT Coordinators should ensure all ridership log data is input into the application no later than July 30, 2024. Should the district need additional time, please reach out to Ronette Weeks at rmweeks@ed.sc.gov.

SNT Driver Training and Attestation Form

All SNT drivers are required to complete the SNT Driver Training annually and sign an attestation form showing successful completion of the training. The [SNT Driver Training](#) and the [Driver Attestation](#) form for the 2024-2025 school year have been added to the OMS webpage. After the initial training of a driver (at the start of the school year or throughout the school year), the district's SNT Coordinators should scan and email all the completed driver attestation forms to Ronette Weeks at rmweeks@ed.sc.gov.

Monthly & Quarterly Meetings

Quarterly QA District Meeting/Training

Thank you to the 83 district representatives that attended the OMS QA quarterly meetings on June 11, 2024. Please follow up with your district's assigned EA should you have any questions about the training info. Also, please remember to reach out to your district's assigned EA if you would like to recommend any topics for future trainings.

The next QA meeting will be held in-person on August 26, 2024. The meeting will focus on service documentation and accurately developing a Corrective Action Plan (CAP). Capacity will be limited to no more than two Medicaid Coordinators from each school district. If your district has more than two Medicaid Coordinators identified in the DEIM system, your district will receive communication from the OMS requesting that you identify the two Medicaid Coordinators that will be attending on behalf of your district. Meeting invitations will be sent to the appropriate Medicaid Coordinators for each district by August 1, 2024. If you have any questions reach out to your district's assigned EA.

School Districts' QA Preparation Guide Overview

The OMS QA will host two meetings to review the School Districts' QA Preparation Guide for the upcoming review year. The meetings are scheduled for Tuesday, July 16, 2024, at 10 am and 2 pm. The District Medicaid QA Preparations Guide, meeting agenda, and a visual aid for the QA process will be emailed to districts prior to the meeting. Meeting invitations have been sent to the DEIM assigned Medicaid Coordinators and RBHS Coordinators.

Quarterly SDAC Meeting

Districts will receive training on the new SDAC Application in July 2024. Each district should have received an email that included the district's specific training date. Districts may attend any of the scheduled trainings prior to the district's specific date identified within the email as there may be conflicting meetings within the school district; however, the district is required to attend and complete training by the district's specific date, unless other arrangements are made with the OMS. This ensures the district receives training at least two weeks prior to the district's potential first sample date.

The CMS [manual](#) dated May 18, 2023, states that the Random Moment Sampling (RMS) process should begin on the first day of school. To ensure compliance with the CMS directive, each district's start date for the first quarter will align with their first day of school. For example, if the first day of school is July 22, 2024, the district may receive their first sample as early as July 22, 2024.

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.

Quarterly SNT Meetings

The first quarterly SNT meeting for school year 2024 – 2025 will be held August 2024. The meeting invitation and link will be sent to districts 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.