

November 2024



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

Medicaid Updates

Office of Medicaid Services (OMS) Support

As the state of South Carolina continues to recover from the devastating effects of Hurricane Helene, we want to express our deep concern and solidarity with your district and the community you serve.

We understand that the recent closures and disruptions have created significant challenges for schools, students, and staff. Please know that we are committed to working closely with affected districts to provide any necessary support during this time of recovery. If your district has a QA review or meetings scheduled during closures, the OMS will work with you all to discuss options for rescheduling.

Should you have any questions or concerns, please reach out to your district's assigned Education Associate (EA).

Ongoing Provider Revalidation

On October 28, 2024, Medicaid released a bulletin announcing the conclusion of the federal COVID-19 public health emergency (PHE) that allowed for the temporary suspension of the Medicaid provider enrollment process.

In order to revalidate or renew the provider enrollment record with the state Medicaid agency, an enrollment revalidation application must be submitted. The provider revalidation process is designed to confirm or update a provider's demographic and other information including National Provider Identifier (NPI), mailing address and service location address(es). There are no exemptions from revalidation. Please refer to the [bulletin](#) for the [process of provider](#).

Consistent with federal regulations (42 CFR §455.414), state Medicaid agencies must complete revalidation of enrollment for all providers, regardless of provider type, at least every five years.

The Local Education Agencies (LEAs) are included in Cohort Three. The revalidation window for cohort three and future cohorts will be announced in subsequent provider bulletins that will be published prior to the start of the respective revalidation windows.

Distribution of Rehabilitation and Related Services Contracts

The South Carolina Department of Health and Human Services (SCDHHS) has begun to distribute districts' Rehabilitation and Related Services contracts to school districts. Please ensure that the Superintendent and Medicaid Coordinator information within the District and Entity Information Management (DEIM) system is updated for your district. The SCDHHS reports that many emails have been returned as 'undeliverable'. Again, please ensure that your district's contact information within the DEIM system is up to date.

If you have any questions or concerns specific to the contract, please reach out to Erica Erica.Geiger@scdhhs.gov or Christopher Needham at Christopher.Needham@scdhhs.gov.

New Provider Contract Management System- August 27, 2024

Effective August 27, 2024, the South Carolina Department of Health and Human Services (SCDHHS) will launch a new contract management system as shared within the August 27th [memo](#). The new system will automate and streamline SCDHHS' contract management process. Please review the memo in its entirety as this new system will impact school districts' Rehabilitation and Related Services contracts with the SCDHHS.

The memo shares the capabilities of the new system, as well as the [instructions](#) that districts must adhere to in order to view and sign the contract. Please be sure that the memo and instructions are passed on to the appropriate staff within your district (e.g., Superintendent or Financial Officers) who will be responsible for viewing and signing the SCDHHS contract (if that person is someone other than yourself).

Please direct questions related to the contract management system to the SCDHHS contract management team by calling (864) 660-4200 Monday through Friday from 8:30 a.m. to 5 p.m. or emailing ContractManagementSystem@scdhhs.gov.

Rate and Policy Updates for COVID-19 Testing, Vaccine Administration and Treatment Services

On September 13, 2024, the SCDHHS released a [bulletin](#) announcing that there will be rate and policy updates for COVID-19 testing and vaccine administration. The changes are effective for dates of service on and after Oct. 1, 2024. Previous temporary reimbursement methodologies and coverage policies put into place by the SCDHHS for COVID-19 testing, vaccine administration and treatment services during the federal COVID-19 public health emergency (PHE) will now be permanent (i.e., included in the State Plan Benefit) or will expire. Please review the bulletin in its entirety to ensure that you are aware of the services that will be permanent and those that will expire.

Rate Updates

The updated rates for the COVID-19 testing and vaccine administration will be published in the following fees schedules available on the SCDHHS website by October 1, 2024:

- Physician Fee Schedules
- Independent Lab and Radiology Fee Schedule
- Outpatient Hospital Fee Schedule Fee Schedules

Appropriate changes will be made to the OMS' Local Education Agencies (LEA) fee schedule located on the OMS webpage once the rates are published by the SCDHHS.

Policy Updates

These policy updates will be published in the following manuals by Oct. 1, 2024:

- Physician Services Provider Manual,
- FQHC Services Provider Manual,
- RHC Services Provider Manual and
- Pharmacy Services Manual.

Please note that the Local Education Agencies (LEA) Provider Manual is not included in the list above. School districts are strongly encouraged to review the Physician Services Manual for guidance specific to the services noted in this memo at this time.

As stated within the bulletin, please direct any questions related to this bulletin to the Provider Service Center (PSC). PSC representatives can be reached at (888) 289-0709 from 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday. Providers can also submit an online inquiry at <https://www.scdhhs.gov/providers/contact-provider-representative>.

If you have not already done so, please subscribe to receive Medicaid bulletins directly via SCDHHS' [bulletin webpage](#). You can subscribe by entering your email address within the designated subscription box located on the right-hand side of the page. Subscribing will allow you to receive bulletins directly from the SCDHHS.

South Carolina Recovery Audit Contractor

On September 10, 2024, the SCDHHS released a [bulletin](#) to inform Medicaid providers that the SCDHHS has awarded a contract to Health Management Systems, Inc. (HMS) to act as the agency's recovery audit contractor (RAC). Per federal regulations (42 CFR 455.500 et. seq.) all states are required to establish a RAC program to promote and ensure the integrity of the Medicaid program. Additionally, the purpose of the RAC program is to identify and recover overpayments made to Medicaid providers, and to identify underpayments.

Beginning October 1, 2024, the SCDHHS contractor, HMS will resume the review of Medicaid claims submitted by providers and may request medical records from providers as needed to substantiate the claims. Therefore, if your district receives a request for medical records from HMS, please contact and consult with the HMS at the number and information provided by HMS.

Please read the bulletin in its entirety for complete understanding, and access the links provided within the bulletin to ensure that you have all the information needed. Additionally, please note that a review via the RAC is completely different from a Payment Error Rate Measurement (PERM) review. For more information regarding PERM, review the June 18, 2024 [bulletin](#) released by the SCDHHS.

New Documentation Sequence Guidance

The OMS has consulted with SCDHHS regarding the sequence of documentation for the referral, evaluation/reevaluation, and treatment plan. After discussion, it was determined that referrals, evaluations/reevaluations, and treatment plans are good for 365 days and obtaining updated referrals, evaluations/reevaluations, and treatment plans does not cancel the previous referrals, evaluations/reevaluations, and treatment plans. The referrals, evaluations/reevaluations, and treatment plans must be present in the student's file to ensure all billed dates of service are covered.

District and Entity Information Management (DEIM) System

Please ensure that your district's contact information for program leads (e.g., Medicaid Coordinator, School District Administrative Claiming (SDAC) Coordinator, Special Needs Transportation (SNT) Coordinator, Rehabilitative Behavioral Health Services (RBHS) Coordinator, etc.) is updated in the DEIM system. School districts are responsible for updating information in the DEIM system at the beginning of each new school year and throughout the school year as needed. The DEIM contact lists are used for all communication from the OMS. It is imperative that your district's contact list is up to date to ensure that your district receives all OMS information and communication. The OMS cannot update the districts' information. If you need assistance with updating your district's contact list, please contact your district's Web Access Coordinator (WAC).

SCDHHS Provider Trainings

On Thursday, October 24, 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 November 2024 –January 2025. 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.medicaidelearning.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)

2024 – 2025 Academic School Year QA Review Process

The 2024 – 2025 QA process has been and will be carried out as follows:

- All districts will be reviewed during academic school year 2024 – 2025 for services rendered during academic school year 2023 – 2024.
- All districts' review dates have been scheduled, and districts' Medicaid Coordinators were notified of the review date in July 2024.
- 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 completion of the review, the district's assigned Education Associate will present and discuss the findings of the review. The EA will also answer the district's questions and provide technical assistance/training during the exit conference or as requested.

School District Preparation Guide

The 2024-2025 School District Preparation Guide is now posted to the OMS' [webpage](#). Please review the preparation guide prior to the district's scheduled QA review date for all information needed to assist the district through the QA review process. Should you have any questions after reviewing the preparation guide, please reach out to your district's assigned EA.

Internal Self-Assessment (ISA) and Corrective Action Plan (CAP) Checklist

The OMS has developed two 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 are located on the OMS webpage under the Quality Assurance section.

Quality Assurance Review Checklists

The '[QA checklists](#) 2023-2024' that are currently posted to the SCDE-OMS webpage will be utilized for the 2024-2025 review year. 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.

QA Review Documentation Submissions

If there are any barriers to meeting the deadlines associated with the district's QA Review, the school district should notify with the district's assigned EA immediately.

If your district has a QA review or exit conference scheduled during closures, the OMS will work with your district and discuss options for rescheduling.

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

- Third-Party Liability (TPL) Letters: Please ensure that the TPL letter present in the student's file (when appropriate) is applicable to the year in review (i.e., all TPL letters must be specific to the 2023 - 2024 school year).
- Annual Documentation: Please ensure that documentation submitted for each student covers and supports all dates of services within the review period. 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., an assessment is dated 3/6/2023 and expires on 3/6/2024, but billed dates of service extend to 5/6/2024; an assessment/reassessment completed on or after 3/6/2024 must be present to cover and support billed dates of service from 3/6/2024 – 5/6/2024). Please ensure that documentation is present to cover and support all services provided during the review period.
- 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.

School District Administrative Claiming (SDAC)

SDAC Quarter Samples

The second quarter's Random Moment Sample (RMS) were released on September 30, 2024, with sample dates ranging from October 2, 2024, through December 31, 2024. 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, regarding this quarter's RMS, please contact Ophelia [McClary](#) at omccclary@ed.sc.gov or by phone at 843-372-2393, and [Marquita Taylor](#) at mstaylor@ed.sc.gov or by phone at 803-734-9180 for assistance.

SDAC Calendar

Please review the SDAC 2024-25 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 are included in the calendar.

School District Administrative Claiming (SDAC) Fee Letters

SDAC annual fee letters were issued by the OMS on or during [insert date or insert timeframe (i.e., August 2024)] to school districts' Chief Financial Officer(s) (CFO) and SDAC Coordinator(s) via email. Please ensure that the SDAC annual fee letter has been received by your school district and follow-up with the OMS as required. If you believe that the fee letter was not received, please contact Ophelia McClary at omccclary@ed.sc.gov or 843-372-2393 or Marquita Taylor at mstaylor@ed.sc.gov or 803-734-9180.

SDAC Quarterly Cost Data

The first SDAC quarter (JAS '24) has ended, and you may begin entering your SDAC personnel cost data into the SDAC application. Please be sure to use the 'SDAC (New)' application to enter this quarter's personnel cost data and remember that each financial section (i.e., Participant Funding, Section I, Section II, Section III) for the JAS '24 quarter must be closed. Once all four sections are closed, the system will notify the OMS that the districts' data is ready for review and invoice generation.

Please note that districts should not generate their own invoices. SDAC Coordinators will notice that the button to generate the district's invoice has been removed. All district invoices will be generated by the OMS staff once the quarterly financial data has been reviewed and approved. For districts that have already generated their own invoices for the JAS '24 quarter, your financial data will be reviewed by the OMS, and if no amendments are needed, the invoice will be accepted and submitted to SCDHHS for payment disbursement. If amendments are needed, the OMS will contact the district directly for corrections and will generate a new invoice once the amendments have been made.

Finance officials designated by the school district to sign the quarterly invoice(s) must have access to the SDAC application to electronically sign the invoice. This step cannot be completed through another finance official's login. Therefore, if access is needed, please send the designated signee's name and email address to Kareyah Harrison at kharrison@ed.sc.gov.

SDAC Application Updates

Enhancements have been made to the SDAC application. The enhancements include:

- An import feature for entering district's costs,
- A requirement to close all financial sections per quarter,
- Automatic email notifications to inform the OMS that all financial sections have been closed by the district, and
- An electronic signature and invoice submission feature.

Templates have been made available for download on the [SCDE website](#) and must be used for the import feature. Please do not make changes to the names and order of the column headings. They must remain as they are for successful imports.

Special Needs Transportation (SNT)

New SNT Rate

Effective October 1, 2024, the new SNT rate for claims with dates of service on or after October 1, 2024, will be reimbursed at \$29.06 per trip. This is a significant increase from the previous SNT payment of \$13.35 per trip. All claims with dates of service prior to October 1, 2024, will still be paid at the previous SNT rate of \$13.35.

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 each completed driver attestation form to Ronette Weeks at rmweeks@ed.sc.gov.

SNT Student Roster

The student roster within the SNT application populates from PowerSchool. SNT Coordinators who notice that students are missing from the student roster in the SNT application should reach out to their PowerSchool Coordinator or designated district staff for assistance. Often, the issue is related to the instructional setting of the student record in PowerSchool. For the student information to transfer from PowerSchool into the SNT application, the student's instructional setting must be set to 'SE', 'SR', or 'SP'. Once a student's instructional setting is changed, it may then take up to 48 hours before the student can be seen in the SNT application.

Monthly & Quarterly Meetings

QA Meeting- Second Quarter (Q2)

The next QA meeting will be held virtually on December 2, 2024. There will be two sessions available for districts to attend. During the quarterly meetings, training will cover Occupational and Physical Therapy services. Meeting invitations will be sent to the DEIM system's assigned Medicaid Coordinators.

The quarterly meeting is 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). Any district staff deemed appropriate by the district are welcome to attend. Please submit questions and topics that you would like to be discussed in subsequent quarterly meetings to your district's assigned EA or the OMS at medicaidservices@ed.sc.gov.

First Quarter SDAC and SNT Meeting/Training

The OMS hosted a statewide in-person training for SDAC Coordinators, SNT Coordinators, and school district business officials on September 25, 2024. The training focused on both the financial aspects and program administration of the SDAC and SNT programs. Thank you to the 105 attendees representing 67 districts and two (2) state agencies across the state.

Second Quarter SDAC & SNT Meeting/Training

The next training for both the SDAC and SNT programs will take place on Wednesday, December 11, 2024. The agenda for the meeting has not been established at this time but will be forthcoming. If there are any specific topics or issues that you would like to discuss please contact the OMS' Fiscal Managers, Ophelia McClary and Marquita Taylor, or Program Coordinator, Ronette Weeks.

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.