

March 2025



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

Medicaid Updates

Local Education Agency (LEA) Provider Manual

On Wednesday, January 1, 2025, the South Carolina Department of Health and Human Services (SCDHHS) released updates to the [LEA Provider Manual](#). The Telehealth policy which was previously captured in the Physician Services Provider Manual has now been added to Section 4 of the LEA Provider Manual. The Procedure Codes section of the LEA Provider Manual has also been updated to include additional frequency language and clarity regarding the use of CPT codes T1002, T1003, and T1015.

Please review the LEA Provider Manual for comprehensive understanding of the new policy updates and additions. All updates are captured in the LEA Provider Manual's [Change Control Record](#) which can be utilized to assist you in easily identifying the updates and their location within the manual. If you have any questions, please contact your district's assigned Education Associate (EA) or the OMS at medicaidservices@ed.sc.gov.

Physical Therapy Referrals

The OMS was notified by the SCDHHS on January 17, 2025, that there will be no Medicaid reimbursement for physical therapy services rendered without a referral in place despite the SC Code of Laws change ([Section 40-45-110](#)) which no longer requires a physical therapist to obtain a referral from a qualified, licensed provider after the initial 30 days of treatment has expired. Therefore, a referral must be in place prior to rendering physical therapy to seek Medicaid reimbursement. If there is no referral in place prior to rendering physical therapy services (prior to or after 30 days of treatment), Medicaid reimbursement should not be sought via Medicaid claims.

Quality Assurance (QA)

Progress Summary-SC EDPlan Memorandum

On January 8, 2025, the South Carolina Department of Education (SCDE) issued a [memorandum](#) regarding the acceptance of the progress report within SC EDPlan for Medicaid purposes. The progress report in the SC EDPlan system will suffice for Medicaid billing purposes if it contains all required documentation components as identified in the LEA

Provider Manual. The progress summary must continue to be completed at least every 90 days and must be present in the student's clinical record. If you have any additional questions, please contact your district's assigned Education Associate (EA) or email the Office of Medicaid Services (OMS) at medicaidservices@ed.sc.gov.

Districts' Quality Assurance Review (QAR)

Per the districts' RBHS contract with the SCDHHS, "The Provider shall be solely responsible for the performance of any subcontractor." As previously communicated by the SCDHHS and SCDE, districts are responsible for conducting a quality assurance review (QAR) of the private Rehabilitative Behavioral Health Service (RBHS) provider(s) with whom the district subcontracts to render RBHS within the school district. The SCDHHS issued guidance on November 21, 2023, regarding QAR expectations and requirements of school districts within the advisory [statement](#) located on the OMS [webpage](#).

Within the advisory statement you will find that item #4 advises that school districts should share in writing their QAR findings with their subcontractor(s) within thirty (30) business days after completing the QAR. A copy of such findings shall also be shared with the SCDHHS and the SCDE.

Item #5 within the advisory statement advises that the subcontractor is to submit their corrective action plan (CAP) to the district, the SCDHHS, and the SCDE. The OMS' general email account, MedicaidServices@ed.sc.gov and the SCDHHS' email address behavioralhealth@scdhhs.gov should be utilized to share the district's QAR findings and the subcontractor's CAP with the SCDE and the SCDHHS. Please be sure to share this information with your subcontractor(s) and ensure that both agencies (i.e., SCDHHS and SCDE) receive the CAP.

Please note that the guidance within the advisory statement is specific to subcontracted private, RBHS providers. Please remember that QA reviews are not required of subcontracted RBHS rendered by the South Carolina Department of Mental Health (SCDMH) and the Medical University of South Carolina (MUSC). Please reach out to your district's assigned EA should you have any questions or concerns.

QA Review Trends

Below are common findings/deficiencies that have been frequently cited during previous month's QA reviews. These areas of concern must meet Medicaid policy requirements as reflected below.

- Referrals:
 - The referring provider's title must be included on all referrals.
 - The referral must be obtained from a Licensed Practitioner of the Healing Arts (LPHA) other than the direct provider of services (i.e., the referring LPHA cannot supervise the service or co-sign the documentation).
- Signatures:
 - Proxy signatures are not accepted on any documentation for Medicaid billing purposes (e.g., consent, referral, evaluation/reevaluation, treatment plan, progress summary note).
 - Electronic signatures must be completed in an electronic health record (EHR) and must adhere to the SCDHHS Electronic Signature Policy. Please review the

Electronic Signature Policy in the SCDHHS Provider Administrative and Billing [Manual](#).

- Signature sheets:
 - The staff signature sheet must include the staff's name, signature, and initials.
- Special Needs Transportation (SNT):
 - SNT logs must include all requirements listed in the SNT checklist and include the driver's signature. Please review the Special Needs Transportation (SNT) Coordinator Training posted on the OMS [webpage](#).
 - When submitting the driver's SCDE Certification it must cover the year in review (i.e., currently July 1, 2023 – June 30, 2024).
- Individualized Health Plan (IHP):
 - The Individualized Health Plan (IHP) must be completed, signed, titled, and dated by the nurse prior to the first day of service.
- Progress Summaries:
 - Progress summaries must be completed at least every 90 days from the start date of treatment.
 - Must be completed signed, titled, and dated by the rendering provider and cosigned (i.e., electronically, or handwritten) by the supervisor, if applicable.
- Clinical Service Notes (CSN):
 - Must be completed, signed, titled, and dated by the rendering provider and cosigned (i.e., electronically, or handwritten) by the supervisor, if applicable.
 - The CSNs must reflect the delivery of a Medicaid billable service as identified in the Individualized Education Program (IEP).
 - The information in the clinical service notes must be clearly linked to the goals listed on the Individualized Education Program (IEP)/Individualized Family Service Plan (IFSP)/Individualized Health Plan (IHP). For example, clinical service notes should describe how the interventions and progress are directly linked to the goals outlined in the IEP/IFSP/IHP.
- Error Correction Procedures:
 - Errors must be corrected according to the Medicaid error correction policy (i.e., draw one line through the error, enter the correction, and add signature/initials and date next to the correction).

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 assigned Education Associate (EA).

Corrective Action Plan (CAP) Submission

Districts have seven (7) days to accept the Follow-Up Report from the date of receipt. Once the district has accepted the follow-up report via the OMS QA application, the district must complete and submit a CAP to address the findings/deficiencies identified within the follow-up report. The district must carry out the following to successfully complete and submit the CAP:

- Once the follow-up report is accepted by the district, the district will have 30 days to submit a CAP.
- The district must review the "Summary" section tab of the CAP section within the OMS QA Application and then indicate in the "Response" field the action(s) that will be taken to address/correct each discrepancy and ensure that the discrepancy is prevented in the future.

- The date of implementation must be entered and saved.
- Please be sure to enter comments in the “Comments” sub tab in the CAP section of the OMS QA Application and click “save”.
- Go to the “Completion” sub tab, click the check box in the yellow area.
- Click the green submit button to complete the process.

The 2023 – 2024 Corrective Action Plan (CAP) Overview [training](#) and CAP [Checklist](#) are posted on the OMS’ webpage to assist districts with CAP completion. If you have any additional questions, please contact your district’s assigned Education Associate (EA) or email the Office of Medicaid Services (OMS) at medicaidservices@ed.sc.gov.

CAP Trends

The QA Team has noticed that districts are reusing CAPs from the prior year. The CAP must address the problem, the solution for improvement (i.e., states the action to be carried out), specific procedures put in place to address the problem, formal documentation of policy and procedure changes, and the team and individual responsibilities. If the CAP did not resolve the deficiency when it was first written, the CAP must be amended and should not be re-used.

Upon completion of the CAP, the district must upload a copy of any documentation to the QA Application which supports the implementation of the CAP. If you have any additional questions, please contact your district’s assigned Education Associate (EA) or email the Office of Medicaid Services (OMS) at medicaidservices@ed.sc.gov.

School District Administrative Claiming (SDAC)

Random Moment Samples

District coordinators please ensure that all participant comments for response code ‘28’ (i.e., Other) are being reviewed to ensure accuracy before submitting the entry to the OMS. Response code ‘28’ should only be used when no other response code applies to the action being performed at the random sample date and time. Responses in relation to activities such as “assisting in the front office”, “attending leadership meetings”, or “checking emails,” all have appropriate response codes available and should not be coded as ‘28’. Improper coding will result in the sample being disapproved and returned for corrections. When a sample is disapproved, the district receives an automated email from the SNT Application informing the district staff that the sample was disapproved. Additionally, an email notification has been sent to SDAC Coordinators from the OMS when participant surveys are disapproved along with a sample coding guide that should be utilized by districts to assist in coding responses appropriately. SDAC Coordinators, please follow up with district staff when samples are disapproved and please ask participants to contact you when in doubt of how to appropriately code survey responses.

Second Quarter (OND '24) SDAC Invoices

Second quarter invoices continue to be processed by the OMS. The OMS strives to process and generate invoices within three (3) business days. If your district has not submitted financial data for the second quarter, please do so immediately so that the OMS can submit your SDAC invoice to the SCDHHS for payment in a timely manner. If you have any questions about your invoice, please contact Ophelia McClary at omcclary@ed.sc.gov or Marquita Taylor at mstaylor@ed.sc.gov.

Email Address Verification for RMS Participants

SDAC Coordinators please verify the email address of the participants on the Personnel Roster. On several occasions, participants have reported that there is no sample present in the SDAC application upon log-in. This is typically due to the email address utilized to create the participant's SCDE user account being different from the email address present on the Personnel Roster. If the email address utilized to create the SCDE user account is different from the email address on the Personnel Roster, the sample will not be displayed. Therefore, please ensure that the email address located on the Personnel Roster is the same email address that is utilized for the participant's SCDE user account. Additionally, the issue of the sample not being present upon log-in is also sometimes due to typos when entering the email address on the Personnel Roster. Again, the email address located on the Personnel Roster must be the same as the email address utilized for the participant's SCDE user account; please verify and ensure that they are the same.

Special Needs Transportation (SNT)

SNT IEP Reports

The SCDE's Office of Research and Data Analysis (ORDA) and the Office of Special Education Services are continuing to work to provide the data and establish a process to produce the districts' SNT IEP Reports. The OMS will update districts on the process once we have received notice and guidance. The OMS appreciates your patience.

SNT Ridership Logs

Please remember to review and key any missing ridership logs within the SNT Application to ensure optimal Medicaid reimbursement for SNT transportation. The OMS strongly recommends that ridership logs be entered daily or weekly. If you have any questions about keying ridership logs, please reach out to Ophelia McClary at omccclary@ed.sc.gov.

Adding Students to the Student Information Section of the SNT Application

Recently several districts have contacted the OMS because the district cannot locate a student's name in the SNT Application's 'Student Information' section so that the student can be added to a bus route. In order for a student's name to be reflected in the 'Student Information' section of the SNT application, the student's PowerSchool information must reflect the following indicators: 1) the student has an IEP 2) the student's IEP includes SNT, and 3) the appropriate instructional setting (i.e., SR, SE, or SP). The indicators must be recorded on the PowerSchool SIS' 'SC Additional Student Information' page. Please ensure that the correct indicators are present in PowerSchool to ensure that the students' information populates in the SNT Application and students can be appropriately assigned to bus routes.

Meetings & Trainings

The Use of Electronic Signatures in SC EDPlan

It has come to the attention of the Office of Medicaid Services (OMS) that several districts are not aware of or are struggling with the use of electronic signatures in EDPlan SC. The Public Consulting Group (PCG) has shared with the OMS their recorded EDPlan SC End User

Webinars (see recording links below) that should be helpful to districts. More importantly, should you have any question regarding the use of electronic signatures or need additional training, Katie Heiss in the South Carolina Department of Education's Office of Special Education Services can assist you. Katie Heiss can be reached at ksheiss@ed.sc.gov.

Recording: [EDPlan SC Basics](#)

Recording: [EDPlan SC IEP non Transition Age Students](#)

Recording: [EDPlan SC IEP Transition Age Students](#)

QA Meeting- Third Quarter (Q3)

The next QA quarterly meeting will be held on Monday, March 24, 2025. The training topic is forthcoming. Meeting invitations will be sent to districts' Medicaid Coordinators, Medicaid Billing Clerks, and RBHS Coordinators. 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 during the quarterly meeting to your district's assigned EA or the OMS at medicaidservices@ed.sc.gov prior to the scheduled meeting.

SCDHHS Provider Trainings

On Thursday, February 27, 2025 the South Carolina Department of Health and Human Services (SCDHHS) published a [bulletin](#) announcing upcoming Healthy Connections Medicaid provider training opportunities that are available March 2025 – May 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.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.

Third Quarter SDAC & SNT Meeting/Training

The next quarterly meeting for both the SDAC and SNT programs will be held Thursday, March 13, 2025. Calendar invitations will be sent to district SDAC and Finance Coordinators with the confirmed date and time. We look forward to seeing you there! If there are any specific topics or issues that you would like to discuss, please contact the OMS' Fiscal Managers, Ophelia McClary at omccclary@ed.sc.gov and Marquita Taylor at mstaylor@ed.sc.gov.

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.