

August 2021



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

WELCOME BACK...ALLOW US TO REINTRODUCE OURSELVES!

Academic year 2021 – 2022 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:

- Ensure that districts are maximizing reimbursement for Medicaid services (as permitted by Medicaid),
- Ensure that districts have the information required to operate and function as needed and required by Medicaid, and
- Advocate for policy changes that will decrease or eliminate districts' burdens and barriers that do not allow districts to maximize time, resources, and reimbursement.

There have been and will be several changes in the OMS, including staff and their roles. The OMS staff now consists of the following persons who will serve in the following roles:

- Vanesha Perrin, Director
- Monica McKinney, Fiscal Manager
- Ophelia McClary, Fiscal Manager
- Dee Drayton, Education Associate/Quality Assurance Reviewer
- Maureen Ryan, Education Associate/Quality Assurance Reviewer
- Ronette Weeks, Program Coordinator (School District Administrative Claiming (SDAC) & Special Needs Transportation (SNT) programs)

There are currently four (4) vacancies in the OMS. The OMS will be filling the following positions:

- Administrative Assistant,
- Fiscal Analyst,
- Education Associate/Quality Assurance Reviewer, and
- Education Associate/Quality Assurance Reviewer.

Previously there were three (3) Education Associates/Quality Assurance Reviewer positions within the OMS, but there will be four (4). An additional reviewer is being hired to ensure that the OMS can carry out its South Carolina Department of Health and Human Services (SCDHHS) contractual obligations and will allow for more training, technical assistance, and hands-on assistance with the districts. As the OMS is in the process of filling these vacancies, we ask for your patience and flexibility.

Districts will be notified of their assigned Education Associates/Quality Assurance Reviewer via email. There has been minimal change regarding district assignments. As reviews are scheduled to begin in September, all districts should be notified of their districts' assigned Education Associates/Quality Assurance Reviewer before or during the first week of August. If you do not receive notification, please inform the OMS by submitting an email to MedicaidServices@ed.sc.gov.

FINANCE

School District Administrative Claiming Budget

Please ensure that you are tracking your contracted SDAC budget throughout the academic year and if needed, a budget increase can be requested of SCDHHS via contract amendment. To request a budget increase, you will need to submit a request to SCDHHS in writing. All budget increase requests that districts may need for FY22 and FY23 will need to be submitted to SCDHHS by February 28th of the contract FY. Please carbon copy Fiscal Manager, Monica C. McKinney at mcmckinney@ed.sc.gov on all requests.

Provider Relief Funds (PRF)

On Friday, June 11, 2021, the U.S. Department of Health & Human (HHS) released the revised Provider Relief Fund (PRF) [Post-Payment Notice of Reporting Requirements](#) that were previously issued on January 15, 2021. The new reporting requirements are now available on HHS' website along with other reporting resources. Review the revised notice for detailed information.

Districts that received one or more payments exceeding \$10,000 in the aggregate, please identify the applicable reporting period for your district and if you have not, register in the [PRF Reporting Portal](#). The registration process will take approximately 20 minutes to complete and must be completed in one session. Before starting the registration process, districts should have the following on hand:

- tax ID number (TIN) [or other number submitted during the application process (e.g., Social Security Number, Employer Identification Number [EIN]);
- business name of the reporting entity;
- contact information (i.e., name, phone number, email) of the person responsible for submitting the report;
- address (i.e., street, city, state, five-digit zip code) of the Reporting Entity; and
- payment information (for any of the payments received
 - TIN of entity that received the payment;
 - payment amount;
 - mode of payment (check or direct deposit ACH); and
 - check number or ACH settlement date.

Helpful resources can be found on [PRF Reporting Webpage](#), [PRF Reporting Portal User Guide](#), and [Frequently Asked Questions](#) (FAQs). For additional information, please call the Provider Support Line at (866) 569-3522; for TTY dial 711. Hours of operation are 7 a.m. to 10 p.m. Central Time, Monday through Friday.

Quarterly Finance Meetings

Beginning October 2021, quarterly meetings will be held with districts to discuss budget, expenditures, and utilization of Medicaid covered services that are eligible for reimbursement. Please begin to identify topics that you would like to discuss, information or clarifications needed, financial barriers that your district is facing, or information that would be beneficial to your district and submit that information to Monica McKinney by email at mcmckinney@ed.sc.gov or to the Office of Medicaid Services' general email account at MedicaidServices@ed.sc.gov.

QUALITY ASSURANCE (QA)

QA Review Process

The QA review process will be carried out as follows by the OMS:

- All school districts will be reviewed during academic school year 2021 – 2022 for services rendered during academic school year 2020 – 2021.
- Each district will be notified of their review date at least four weeks prior to the review date.
- OMS will randomly select the Medicaid students whose file(s) will be reviewed, and a list of student's names and services to be reviewed will be provided to the district.
- Based on the requirements of the LEA/SCDHHS contract, the OMS will
 - review two files per school-based rehabilitation service provided by the district,
 - review two file per rehabilitative behavioral health service provided by the district,
 - review one SNT file per district, and
 - review one SDAC per district.
- A minimum of 12 files will be reviewed (i.e., If only nursing services are provided by a district, 12 nursing services will be reviewed. If only occupational and physical therapy services are reviewed, six occupational therapy and six physical therapy files will be reviewed).
- The review period is for the entire academic year.
- The OMS Education Associate will discuss the findings of the review and answer questions during the exit conference.
- OMS will provide technical assistance, training (if needed), and the opportunity for questions specific to the trainings available on the OMS website during the exit conference.

Districts are reminded of the following

- Internal self-assessments must be completed and submitted at least 2 weeks prior to the QA review date.
- All documentation requested must be submitted to the OMS prior to the review date.
- All requested staff must be made available for the exit review.

- Corrective action plans (CAP) must be submitted within four weeks from the date that the district receives the OMS's QA report via the QA Application.
- The OMS' will respond to the CAP submitted and districts must follow-up if needed.
- QA reports must be finalized and accepted by the district by June 30th.

Districts' Internal Self-Assessment Reviews

The Rehabilitative and Related Services contract between the South Carolina Department of Health and Human Services and the school district requires every school district to conduct a self-assessment of each program area in association with the SCDE's annual QA review. The self-assessment must consist of the following components:

- random sampling of records to include as 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 "Discrepancies in Services and Billing". The results must be entered into the QA application at least two (2) weeks prior to the OMS' QA review date.

Medicaid QA Checklist

Academic Year 2021-2022 Medicaid checklists have been posted to the OMS webpage. The checklists can be found at <https://ed.sc.gov/districts-schools/medicaid/medicaid-program-quality-assurance/quality-assurance-qa/quality-assurance-qa/>. Select QA Checklists SY 21-22' to view the checklists.

Additionally, the OMS has developed a COVID-19 Testing checklist. The checklist will be utilized to review COVID-19 testing services rendered by districts during academic year 2021-2022. If you have any questions about the checklist or need support, please contact Education Associates, Maureen Ryan at mryan@ed.sc.gov or Dee Drayton at ddrayton@ed.sc.gov.

RBHS Manual Update – Diagnosis Codes

The SCDHHS released a bulletin on March 1, 2021, to inform Medicaid RBHS providers that SCDHHS has developed a crosswalk of diagnosis codes for providers who use the DC:0-5™ guide in their practice. The crosswalk assists providers in determining what diagnose(s) to utilize when submitting claims to South Carolina Healthy Connections Medicaid. The [DC: 0-5 Crosswalk](#) is located on the RBHS Provider Manual homepage.

Please direct any questions or concerns regarding the crosswalk to the SCDHHS Division of Behavioral Health at (803) 898-2565.

SCDHHS Payment Error Rate Measurement (PERM) Program

The South Carolina Department of Health and Human Services (SCDHHS) released a bulletin on June 14, 2021, stating that the Centers for Medicare and Medicaid Services

(CMS) informed the SCDHHS that the South Carolina Healthy Connections Medicaid program will participate in the Payment Error Rate Measurement (PERM) program for State Fiscal Year 2022. PERM reviews of the SC Healthy Connections Medicaid program take place by CMS every three years to measure the accuracy of Medicaid and Children's Health Insurance Program (CHIP) payments made by states. Samples of claims paid by SCDHHS with dates of July 1, 2021, through June 30, 2022, will be subject to review by CMS and therefore, claims submitted by districts are subject to review.

If district claims are selected for review, the district will be contacted directly by the entity contracted by SCDHHS to collect documentation, NCI Information Systems, Inc. It is anticipated that records will begin to be requested in December 2021. NCI Information Systems, Inc. will specify how they want to receive (e.g., fax or U.S. Mail) the requested medical records. The medical records requested must be submitted within 75 calendar days from the date of the request. If additional information is needed after the first submission, NCI Information Systems, Inc. will request the additional documentation which must be submitted within 14 calendar days from the date of the request. It is important that all information/documentation be sent in a complete and timely manner. Failure to provide requested documentation may result in sanctions including payment recoupment and/or termination from participation in the South Carolina Healthy Connections Medicaid program.

Please review the [SCDHHS bulletin](#) for more details regarding State Fiscal Year 2022's PERM review. If you have questions about this matter, please contact the PERM team at PERM@scdhhs.gov.

SCDHHS Program Integrity (PI) Resumes Onsite Visits for Provider Reviews

SCDHHS released a bulletin on June 21, 2021 to inform Medicaid providers that effective July 1, 2021, the South Carolina Department of Health and Human Services' (SCDHHS) PI will resume onsite visits for provider reviews which were previously discontinued due to COVID-19. PI has adopted new protocols to conduct onsite reviews that support the health and safety of the provider, their staff and the PI team. The new protocol consists of the following:

- The PI team will wear a face mask at all times and have additional personal protective equipment (PPE) available for use, as needed.
- PI will limit the number of PI team members attending each onsite visit to the extent necessary to conduct a thorough review.
- PI will notify providers in most cases, prior to the visit and request a plan for adequate space to ensure social distancing. If the space provided does not allow for reasonable social distancing with the use of available PPE, the PI review team may request the provider make additional space available for the review team.
- PI review teams will adhere to the district's COVID-19 protocols while conducting an onsite visit.

Please review the [SCDHHS bulletin](#) for more information/details. Please reach out to the Medicaid Provider Service Center (PSC) if you have additional questions or concerns.

Medicaid QA Trainings 2021-22

The Office of Medicaid Services (OMS) will make available a variety of trainings for districts to review. The OMS' trainings will be recorded and posted to the OMS webpage during the month of August. All trainings will be posted no later than September 1, 2021.

The OMS will offer the following service specific trainings:

- Nursing Services- Individualized Education Plan (IEP)/Individualized Family Service Plan (IFSP), Individualized Treatment Plan (ITP)/ Individualized Health Plan (IHP), General, & Telemedicine;
- Rehabilitative Behavioral Health Services (RBHS)- Diagnostic Assessment (DA) and Psychological Testing & Evaluation (PTE), Psychotherapy Services, & Community Support Services;
- Audiology Services;
- Occupational Therapy Services;
- Orientation and Mobility Services;
- Physical Therapy Services; and
- Speech-Language Pathology Services.

Additional trainings and documents will be updated on the OMS webpage to include and to cover Medicaid updates from 2020-2021, PERM, Autism Services, QA Processes, Telehealth, and Consolidation. The OMS has also developed training on how to navigate the Medicaid QA Application which includes instructions on how to complete the districts' Individual Self-Assessment (ISA).

All trainings and additional resources will be available the OMS webpage at <https://ed.sc.gov/districts-schools/medicaid/>.

Medicaid eLearning Provider Workshops

SCDHHS offers free monthly training workshops for providers and are now offered virtually. The recurring virtual workshops cover a variety of topics including training on Medicaid basics, how to submit claims using the web-based tool and third-party liability (TPL).

To identify the trainings available and/or register for a workshop, please visit the Medicaid eLearning site, www.medicaidlearning.com, or call (888) 289-0709 and select option 1.

SCHOOL DISTRICT ADMINISTRATIVE CLAIMING (SDAC)

Participant Rosters/Random Moment Surveys

The SDAC application will be available for districts to add/update the district participant list from August 10th – August 20th. Random moment surveys (RMS) for the first quarter (i.e., July, August, September- JAS 21) of the academic year will be released on August 30th. If you need assistance or have questions about adding or updating your districts' participant roster, please contact Ronette Weeks at rmweeks@ed.sc.gov.

SDAC Training

The OMS' annual SDAC trainings (i.e., program overview & finance) will be conducted differently this year. Trainings will be recorded and uploaded to the OMS webpage during the month of August. All trainings will be posted no later than September 1, 2021. In addition, the yearly 'live' training will be held on August 17, 2021, from 9:00 a.m. to 11:00 a.m. A Microsoft Teams invitation will be forthcoming.

The OMS strives to provide the technical assistance needed by districts on a daily basis. In addition to the daily support, during the upcoming school year, bi-monthly check-ins will be available to districts to assist districts with questions specific to the SDAC application, surveys, budgets, and to also share any pertinent news. The first two check ins will be September 22nd at 10:00 a.m. and November 10th at 10:00 a.m.

A Microsoft Teams invitation will be sent to SDAC Coordinators two weeks in advance of the scheduled meetings. SDAC Coordinators can forward the invite to other persons within their district as they see fit.

If you need assistance with random sample surveys or participant issues, please reach out to Ronette Weeks at rmweeks@ed.sc.gov or 803-734-3913.

SPECIAL NEEDS TRANSPORTATION (SNT)

FY22 SNT Application Setup

The SNT application will be open for districts to enter routing information and generation of attendance sheets for the 2020-2021 school year on 08.02.21. Please review the dropdowns to make sure that all of the buses and drivers are listed. If any buses or drivers are missing, please send an email to Ronette Weeks at rmweeks@ed.sc.gov. Remember, you can't future date an entry and all 'begin dates' must reflect the date of a Monday during the month, regardless of the actual start date.

GPS Software

The South Carolina Department of Education's Office of Transportation secured new statewide GPS routing software from Tyler Technologies which will impact SNT. Tyler Drive is the portion of the software that directly impacts SNT. Several districts have been trained by Tyler Technologies. At this time, all districts using the Transversa portion of Tyler Drive (student tracking) must also use the attendance log. SCDE is working with Tyler Technologies for a reporting solution. SCDE will set up a training on the specific report and its functionality as soon as it is available.

SNT Training

The OMS' annual SNT trainings (i.e., program overview & set up) will be conducted differently this year. Trainings will be recorded and uploaded to the OMS webpage during the month of August. All trainings will be posted no later than September 1, 2021. In addition, the yearly 'live' training will be held on August 18, 2021, from 9:00 a.m. to 11:00 a.m. A Microsoft Teams invitation will be forthcoming.

The OMS strives to quickly provide the technical assistance needed by districts daily. In addition to the daily support, during the upcoming school year, bi-monthly check-ins will be available to districts to assist districts with questions specific to the SNT application, and to also share any pertinent news. The first two check ins will be September 22nd at 9:00 a.m. and November 10th at 9:00 a.m.

A Microsoft Teams invitation will be sent to SNT Coordinators two weeks in advance of the scheduled meetings. SNT Coordinators can forward the invite to other persons within their district as they see fit.

If you need assistance with SNT route setup or attendance tracking, please reach out to Ronette Weeks at rmweeks@ed.sc.gov or 803-734-3913.

Tell Us

What topics would you like us to address in the monthly newsletter. It is our goal to support our school districts and give them all the information that they need in order to be successful in billing and providing Medicaid Services. Send all topics to our office email address MedicaidServices@ed.sc.gov.