

LIFE AS A SCHOOL-BASED MEDICAID COORDINATOR



Presented by:
Kathy Warren and Jessica Contreras

WELCOME!

Our objective today is to go over items that a school-based Medicaid Coordinator in AZ should be doing on a daily, weekly, monthly basis, and annually to maximize federal reimbursement for health services provided to students under the individuals with Disabilities Education Act (IDEA).



HOUSE KEEPING ITEMS

TIME CHECK:

We've got 1 hour together — let's make it count!

PHONE ZONE:

Silence those buzzers & dingers, please!

(If you need to step out, no worries — just sneak out ninja-style!)

BATHROOMS ARE LOCATED...

LET'S TALK!

This isn't a sit-and-stare session — share your ideas, ask questions, and speak up!

There's no such thing as a dumb question — we're all learning together in the ever-changing world of Medicaid.

GOAL:

Learn something new, laugh a little, and leave feeling more prepared for next year!



ABOUT THE PRESENTERS:

Kathy Warren

- SEAS Medicaid Customer Service & Support Specialist since January 2020
- Was a school-based Medicaid Coordinator at Flagstaff Unified for 14 years.
- She is well versed in e-IEP Pro and the entire School-Based Medicaid Program!
- **Fun Fact:** She was born & raised in the Pea and Lentil Capital of the world! Does anyone know where that is?!?!



ABOUT THE PRESENTERS:

Jessica Contreras

- SEAS Medicaid Compliance Officer since September 2024.
- Was a school-based Medicaid Coordinator at Glendale Union for 11 years.
- She has been through 4 PCG Compliance Reviews as a coordinator and now assists districts when they are selected to go through the compliance review process.
- **Fun Fact:** She went to see a friend's band one time at a local venue and got to meet Vince Vaughn while he was hanging out with James Hatfield!



YOUR TURN!

We are all in this together. Let's go around the room and learn a little about each other!

TELL US:

1. Your name
2. Your school district
3. Your title
4. How many years have you worked in Medicaid
5. A fun fact no one knows about you



MEDICAID ACRONYMS

ADL	Activities of Daily Living	MER	Medicaid Eligibility Rate
AHCCCS	Arizona Health Care Cost Containment System	MSBC	Medicaid School Based Claiming
AMPM	AHCCCS Medical Policy Manual	NPI	National Provider Identification
APEP	AHCCCS Provider Enrollment Portal	OPOC	Other Plan of Care
CAP	Corrective Action Plan	PCG	Public Consulting Group
CMS	Centers for Medicare & Medicaid	QMP	Qualified Medicaid Provider
DSC	Direct Service Claiming	RMTS	Random Moment Time Study
FY	Fiscal Year	ROPA	Referring, Ordering, Prescribing, & Attending Provider
HA	Health Aide	SEAS	Special Education Automation Software
HAAP	Health Aide Authorization Prepayment	SIT	Strategic Intervention Training
IEP	Individual Education Plan	SPL	Staff Pool List
LEA	Local Education Agency	TPA	Third Party Administrator
MAC	Medicaid Administrative Claiming	TPL	Third Party Liability

HOW DO THE PUZZLE PIECES FIT TOGETHER?



The Centers for Medicare & Medicaid Services (CMS) is a federal agency within the U.S. Department of Health and Human Services (HHS) that oversees the Medicaid Program.



The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid program. They are the TPA (Third Party Administrator) contracted by CMS to run the Medicaid program in Arizona.



Public Consulting Group (PCG) is the TPA for AHCCCS. They administer the program on AHCCCS' behalf. They are the ones that conduct the Medicaid Compliance Reviews.



SEAS Education (SEAS) is the Medicaid Billing Company that will help you make all the puzzle pieces fit together! SEAS processes your direct service billing through DSCtop. (Pronounced desktop).



WHY THIS ROLE MATTERS!

Special education services are incredibly expensive for public school districts to provide.

A sharp Medicaid Coordinator like yourself can recover hundreds of thousands—sometimes millions—of dollars in federal reimbursements annually, which goes directly back into funding the district's student support services!

DAILY AND WEEKLY CORE DUTIES

(THESE DUTIES ARE NOT A COMPLETE LIST AND MAY VARY PER DISTRICT)

Verifying AHCCCS Eligibility:

On a rolling basis, the coordinator checks to ensure all providers have active AHCCCS ID's and are linked to your district. Verify all providers are appropriately licensed (CPR card or clinical license).

Continually working on reports, they receive monthly from their account managers:

This ensures that corrections are made, so SEAS can submit those claims for reimbursement.

Overseeing the Time Study (RMTS):

Arizona uses a Random-Moment Time Study (RMTS) to determine how much time school staff spend on Medicaid outreach activities. The coordinator ensures that selected school staff fill out these brief state surveys accurately and on time. Missing a "moment" can affect the RMTS payment for your district and other participating districts. It is a state-wide study so all benefit from compliant moments.

Staff Training and Troubleshooting:

Therapists and teachers are experts in education, not medical billing. The coordinator acts as a daily help desk for their district staff. Arrange DSCtop training for new staff and refresher trainings for those who would benefit from that. Work with your district Special Ed. Department to facilitate teacher trainings so they are informed about Medicaid requirements that need to be included in an IEP.

DAILY AND WEEKLY CORE DUTIES (CONTINUED)

(THESE DUTIES ARE NOT A COMPLETE LIST AND MAY VARY PER DISTRICT)

Parental Consent Management: Before reimbursement can be sought from Medicaid for a student's services, they must have written parental consent. Coordinators track down missing consent forms and ensure the dates have been entered in their IEP software, along with uploading the form in that software.

Audit Preparation and Reporting:

Conduct regular internal audits of student files to prepare for PCG Reviews, ensuring that if PCG pulls a file, the provider qualifications, IEP requirements, QMP signatures on IEP's and Progress notes are present.

IEP 150 + Minute IEPs:

Submit IEP's that have 150+ minutes of ADL support to PCG for pre-approval. Without that approval, claims cannot be submitted for reimbursement. Once approval is granted by PCG, send the approval information to your account manager.

Student Data: Submit special education student data and goals from your IEP software:

- If using e-IEP Pro: Upload reports J-2 (student information) and J-3 (goals) weekly and the e10ii (ADL's) and J7 (ROPA signatures) monthly to SEAS.
- If using Synergy, coordinate data submission spreadsheets with your account manager.

Staff Pool List Maintenance:

Maintain and track names, vacancies, and positions. Replace staff when needed.

(If a provider is not on your staff pool at the time the provider starts recording services, those claims cannot be submitted for reimbursement).

MONTHLY TASKS:

(THESE DUTIES ARE NOT A COMPLETE LIST AND MAY VARY PER DISTRICT)

Meet with your SEAS account manager:

These monthly one on one meetings help guide you on ways you can improve revenue at your district by reviewing reports such as:

- Unconfirmed claims
- Students Not Transferred
- Financial Reports

Attend Monthly SEAS Coordinator Meetings:

(this will ensure you are receiving the most up to date information and stay connected with other coordinators in the state. You are not alone! ❤️)

Address Denied Claims: When AHCCCS rejects claims from previous months, the coordinator spends time reviewing, and correcting issues on the district side so SEAS can re-submit claims within Arizona's 180-day (6-month) timely filing window. You will receive this information in the Monthly meeting with your account manager. SEAS will research and process claims that are not correctable by the district.

Submit ROPA files to your account manager monthly:

This will ensure we can submit claims for your providers.

ANNUAL AND BI-ANNUAL TASKS:

(THESE DUTIES ARE NOT A COMPLETE LIST AND MAY VARY PER DISTRICT)

Attend the annual Mid-Year Review with your SEAS account manager:

You will gain data-driven insights into your district's current performance and receive tailored recommendations for improvement.

Complete the Annual Cost Report:

A PCG requirement.

Complete the Annual 10/1 Student Roster:

A PCG requirement.

Bi-Annual Staff Pool Roster:

A PCG requirement.

(Don't forget to add your private school providers and make sure your providers on the Roster are not 100% Federally Funded!)

PCG Compliance Review (Every 4 years)

This is handled by PCG. (Let us know when you are selected, we can help!)



USEFUL DSCTOP REPORTS YOU CAN RUN!

The following reports are located under: **Reports** – **Account Research**

- **Accounts Monthly Report** – This is the report your Account Manager will run to go over with you every month
- **Audit Report Packet** – This report allows you to do a mock audit
- **Claim Status** – Provides a list of claims that have been submitted and is used to determine the rebill status of a claim.
- **Import Overview** – Provides a list of claims that have been imported into DSCTop/ and or the services manager and any errors encountered during the import.
- **List Submits by Date**: Provides a list of claims submitted within a specified date range.
- **List User Accounts** – Can be sorted by user or provider and provides a list of providers within the district and their corresponding user ID if they are an online provider.
- **Missing Prescription Detail** – The report shows physician and student details when a service is in the SNT for missing prescription.
- **Provider Analysis** – Provides statistical data by date range for providers including the number of students on each caseload, the number of students and sessions documented, the number of sessions without notes, the number of confirmed and unconfirmed sessions. The report also includes the provider service type, NPI, and AHCCCS ID # as well as whether they record services online vs. paper.
- **Provider Records Received** – This is used to determine which providers have logged into DSCTop and recorded their services. It can also be used to determine who was late in submitting their services as well as any records that were returned.
- **Students Added by Imports** – Provides a list of students within a district that have been created by the nightly importer within a specified date range.
- **Students Added by Request** – Lists all students created manually by admins within the specified date range.
- **Students Not Transferred** – Provides a list of transfer errors for claims that failed to transfer for a particular date range. The report can be run by provider and various error reasons.
- **Submit Overview** – Provides a list of services included within a single submit. The report includes the provider, service type, student, service date, code, group size, number of units, and total amount billed.
- **Transportation Overview** – May be run by year and month and lists the number of one-way transportation trips for each day in the month.
- **Usernames and Service Types** – This report will provide a list of usernames by service type.

USEFUL DSCTOP REPORTS YOU CAN RUN!

The following reports are located under: **Reports – Financial**

- **Accounts Monthly Report** – This is the report your Account Manager will run to go over with you every month
- **Audit Report Packet** – This report allows you to do a mock audit
- **Claim Status** – Provides a list of claims that have been submitted and is used to determine the rebill status of a claim.
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USEFUL DSCTOP REPORTS YOU CAN RUN!

The following reports are located under: **Reports – Provider**

- **Bus Aide Service Record** – Gives the status of claims for a given bus aide
- **Bus/Route Service Record** – Shows the status of claims for a given bus and/ or route
- **Caseload Form** – Displays a list of the student's and their school on the selected providers caseloads
- **Caseload with Services** – Provides a list that can be sorted by service or provider and includes the student, school, and services recorded. This list represents claims that have been submitted.
- **Expiring Health Plans** – Lists upcoming or past due health plans within the specified start and end dates.
- **Expiring Prescriptions** – Lists upcoming or past due prescriptions within the specified start and end dates.
- **Expiring Providers** – Lists the providers name, license expiration date, and any additional information within the specified date range.
- **Inactive Providers** – Lists the providers who have not recorded services within the staff pool list.
- **Ineligible Providers** – Lists the providers who are not eligible to bill services and the reason, such as, providers who are missing an AHCCCS # or NPI #.
- **Nursing Notes** – Modified version of the personal care notes that displays time in and time out.
- **Nursing Service Record** – Shows services provided by the selected provider.
- **Personal Care Notes** – Pulls a list of all services provided by personal care providers.
- **Provider Billing Codes** – Can be run by all or individual service type and displays a list of billing codes for each type.
- **Provider Caseload** – Lists the student's ID number, name, birthday, gender, school, ICD10 codes, supervising/non – supervising and minutes per session.
- **Provider License Status** – Can be run by all, active, or expired licenses for all or individual provider types. This report lists the provider, license number, license start and end date, and the status of the license.
- **Provider Locked Out** – Shows providers in the user's district that have been locked out.
- **Provider Service Record** – Pulls a list of all services that the selected provider has entered. It will display the school name, student name, group size, date of service, service recorded, number of minutes, time in, time out, and claim status.
- **Provider Service Summary** – Pulls a list of all the services that the selected provider has entered. It will display the school name, student name, group side, date of service, service recorded, number of minutes, time in, time out, and claim status.

USEFUL DSCTOP REPORTS YOU CAN RUN!

The following reports are located under: **Reports – Provider** (continued)

- **Provider Services by Prescription** – Lists the prescriptions for each student on a provider's caseload. It includes student demographic data including the total number of minutes prescribed vs the total number of minutes received. It also provides details of each service provided included in the minutes received. (The selected date range applies to the RX start/end times and not the service dates).
- **Providers Missing Active Goals** – Pulls students that have a session or service but no active goal list.
- **Session History** – Provides an audit trail on a session-by-session basis.
- **Sessions Without Goals** – Can be run for a specific date range and by provider type. The report lists the providers, students, and sessions recorded but the sessions recorded do not have any goals associated with them.
- **Sessions Without Notes** – Can be run for a specific date range and by provider type. This report lists the providers, students, and sessions recorded but the sessions recorded do not have any data entered in the “notes” section.
- **Signed Service Dates** – Identified providers with sessions that were not signed within the timeframe.
- **Staff Pool List** – Can be run for a specific date range by provider or by service and provider. This report lists the provider, service type, NPI #, AHCCCS #, and the start/ end dates.
- **Therapy/ Service Notes** – Presents details of therapy sessions including services provided, clinical notes, and activities.
- **Track Provider Activity** – Provides statistical data regarding provider usage of DSCTop and the Services Manager. The report includes the providers log in/ log out time, application and browser information.
- **Transportation Service Record** – Shows all recorded student trips for the specified month and whether or not the driver signed off on them.
- **Unconfirmed Claims** – Can be run by district and provider type. The report lists the providers, district, NPI #, AHCCCS #, as well as the email address for the providers who have unconfirmed claims within the claim filing window. This report does not include providers who only have unconfirmed claims in the current month.

USEFUL DSCTOP REPORTS YOU CAN RUN!

The following reports are located under: **Reports – Student**

- **Duplicate Service** – This report shows services provided by the selected provider.
- **Eligibility and Consent** – Displays a list of students with no parental consent and a valid IEP within the start/ end dates specified.
- **Eligibility Date Ranges** – Check eligibility date ranges for student by district.
- **Eligible Students Not Recorded** – Lists the students eligible for reimbursements but with no services recorded within the specified time period.
- **Health Aide RX** – Provide a health aide service record for a health aide prescription. In order for the report to provide data, a health aide prescription must exist for the student.
- **Ineligible Confirmed Services** – Lists any student with confirmed services outside of any eligibility coverage date range.
- **List Students by District** – Provides a list of students, the school they attend, state AHCCCS #'s, and students district #.
- **Non-billable Services** – Use a start and end date range to compile data on services that are recorded as no service or nonbillable codes throughout the date range you selected. This report will show you the school, student, birthday, date of service, times, minutes, service code recorded, status and reason absent. You can choose to see a total count only and you can choose to see notes for the service.
- **Other Health Plan** – Completed and signed plans are compliant and will be used for supporting audit documentation.
- **Prescription Overview** – Lists all prescriptions for a selected student(s), prescription type, and related service which fall within the selected date range.
- **Progress Report** – Lists the student, school, and IEP goal as well as the date range for the period covered and any notes recorded by the provider regarding the student's progress toward the goal. The report provides a graphical display of the student's successes by date which is measured by a baseline.
- **Session Detail** – Allows you to quickly identify sessions with new compliance issues that may need to be addressed.
- **Student Goal Progress** – Can be run by provider, caseload, and date range. The report lists the student's, their goals, and their progress toward the goal.
- **Student Information** – This report is run by parental consent date range, eligibility, and status. The report displays the student, birthday, eligibility, and status. The report displays the student, birthday, AHCCCS #'s, gender, diagnosis codes, status, eligibility (including start/ end dates), parental consent, wheelchair, and TPL information.
- **Student Parental Consent** – Lists students and their corresponding parental consent date as well as their AHCCCS #, and State ID #.
- **Student Service Record** – Can be run by date range, student, and provider type. The report lists the services recorded for a student by provider and includes the service type, minutes, group size, and status.

USEFUL DSCTOP REPORTS YOU CAN RUN!

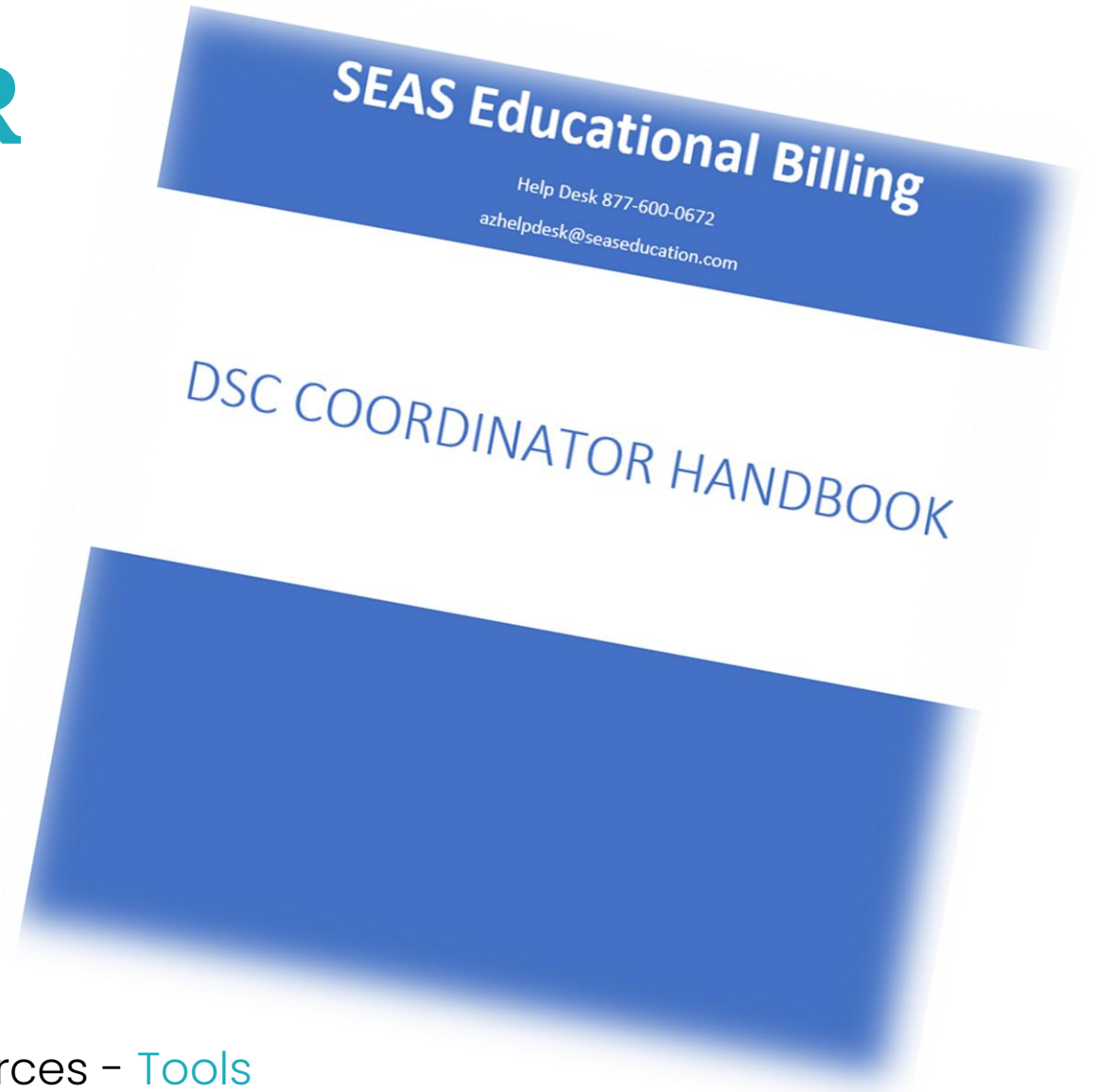
The following reports are located under: [Reports – Student](#) (Continued)

- **Student Services by Prescription** – Can be run by date range, school, student, status or disability and lists the prescription details for each student including the service, start/ end date, minutes, frequency, total minutes prescribed vs. total minutes received, sessions missed and status. (The selected date range applies to the RX start/end dates and not the service dates).
- **Student Services by Type** – Generates a list of students by district with the number of services they have received within a given date range by service type.
- **Student Sessions Recorded** – Includes provider's caseload and breakdown of sessions per student by month.
- **Students with Denials** – Lists the students with one or more claim that have been transmitted and denied.
- **Students with IEP Prescriptions** – Used to maximize interim billing for the district by highlighting the gaps of prescribed services and what is documented. This report is student driven. It will allow quick identification of students who should have billable services documented but have no sessions documented or under billed.
- **Students Without Consent** – Lists students who do not have a parental consent and also includes the student's school, State ID, and AHCCCS #.
- **Students Without Goals** – This report may be run by year and month and includes a list of students with no goals.
- **Submitted Services by Student** – Lists the student, provider, service type, service, date, units, and group size for services that have been submitted.
- **Transportation Trips Per Day** – Provides a summary of the number of trips taken by each student on a given day. It includes details such as the student's name, date, procedure code, and trip count.

SEAS COORDINATOR HANDBOOK!

Did you know we have a SEAS Coordinator Handbook that is updated each summer? This is a great resource to print out and have handy to review.

The Handbook is located in DSCtop under: Resources – [Tools](#)



ESSENTIAL TOOLS OF THE TRADE:

The 710 – School Based Claiming Program AHCCCS Medical Policy Manual:

The "Bible" for what is and isn't reimbursable.

Link: <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/700/710.pdf>

AHCCCS Online:

For provider eligibility verification.

Link: <https://ao.azahcccs.gov/>

AHCCCS Solutions Center:

For provider registration, updating provider information, and communicate with AHCCCS.

Link: <https://www.azahcccs.gov/PlansProviders/AHCCCSolutionsCenter/index.html>

(Click on the tan "AHCCCS Solutions Center" button, then click on the white font that says "Knowledge Base")

DSCtop:

For provider billing, tracking provider activity, reimbursements and claim information.

Link: DSCtop.net

*The links listed on this slide are maintained by third parties and are subject to change without notice.





Q & A

Open Floor for your questions
about the Medicaid
Coordinator role.

Ask away!



THANK YOU!

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