School-Based Health Care Services (SBHS) 101

August 2022

Washington State Health Care Authority

Who should view this training?

- School districts interested in learning more about the SBHS program
- New SBHS coordinators
- Providers who participate in the SBHS program
- Other interested school staff
- Stakeholders

More information about the SBHS program can be found on the SBHS webpage: https://www.hca.wa.gov/sbhs

Training overview

- **SBHS overview** (Slides 4-10)
- **SBHS resources** (Slides 11-16)
- **Role of the SBHS coordinator** (Slides 17-20)
- **ProviderOne** (Slides 21-25)
- **Student eligibility** (Slides 26-29)
- **SBHS eligible provider types** (Slides 30-39)
- **Covered and non-covered services** (Slides 40-50)
- **Documentation requirements** (Slides 51-54)
- **Billing and payment requirements** (Slides 55-60)
- **Provider revalidation** (Slides 61-62)
- **Program monitoring** (Slides 63-64)
- **Contact information** (Slides 65-66)
- **Disclaimer** (Slide 67)

A PDF of this training with active hyperlinks is available on the SBHS webpage. In addition, all information presented in this training can be found in the SBHS billing guide also available on the SBHS webpage: https://www.hca.wa.gov/sbhs

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SBHS Overview

What is the SBHS program?

The School-Based Health Care Services (SBHS) program is an optional Medicaid program which provides reimbursement to contracted school districts, educational service districts, and charter and tribal schools for providing health-related services to students with individualized education programs (IEPs) or individualized family service plans (IFSPs).

What is the SBHS program?, cont.

- The SBHS program is administered by the Health Care Authority (HCA)
- HCA is the single state agency responsible for administering the state's Medicaid (Apple Health) program as well as the public employee/school employee/retiree health benefit programs
- HCA's SBHS program manager, Shanna Muirhead, is the main contact for the SBHS program
- Participating in the SBHS program does not impact services a student may receive outside of school

Medicaid 101

- Medicaid is regulated federally by the Centers for Medicare and Medicaid Services (CMS) and is administered differently in each state
- Each state has flexibility regarding how they structure their Medicaid program, but all states must follow CMS guidelines and regulations
- In WA State, the Medicaid program is known as Apple Health

History of Medicaid & IDEA

1965. Title XIX of Social Security Act (the Act) establishes a Federal-state matching entitlement program known as Medicaid.

1975. Congress passes Education for All Handicapped Children Act. Renamed Individuals With Disabilities Education Act (IDEA) in 1990.

1988. Section 411(k)(13) of Medicare Catastrophic Coverage Act amended section 1903(c) of the Act which allows schools to receive Medicaid reimbursement for Medicaid covered services in an IEP or IFSP.

Who can participate in SBHS?

The following entities can enter into a SBHS contract with HCA and participate in the SBHS program:

- Public school districts
- Educational service districts
- Charter schools
- Tribal schools

SBHS contracted school districts and ESDs

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Benefits of participating in SBHS

The SBHS program allows school districts to recover a portion of the costs incurred for providing health related services to Medicaid eligible students. School districts can use Medicaid funds in a variety of ways:

- Funding additional staff
- Assistive technology
- Professional development

School District	Eligible Students	Eligible Providers	Typical Annual Reimbursement
School District A	5-10	1-3	$3,100
School District B	50-200	20	$140,000
School District C	500-600	50-70	$300,000
School District D	900-1000	50-70	$500,000

SBHS Resources

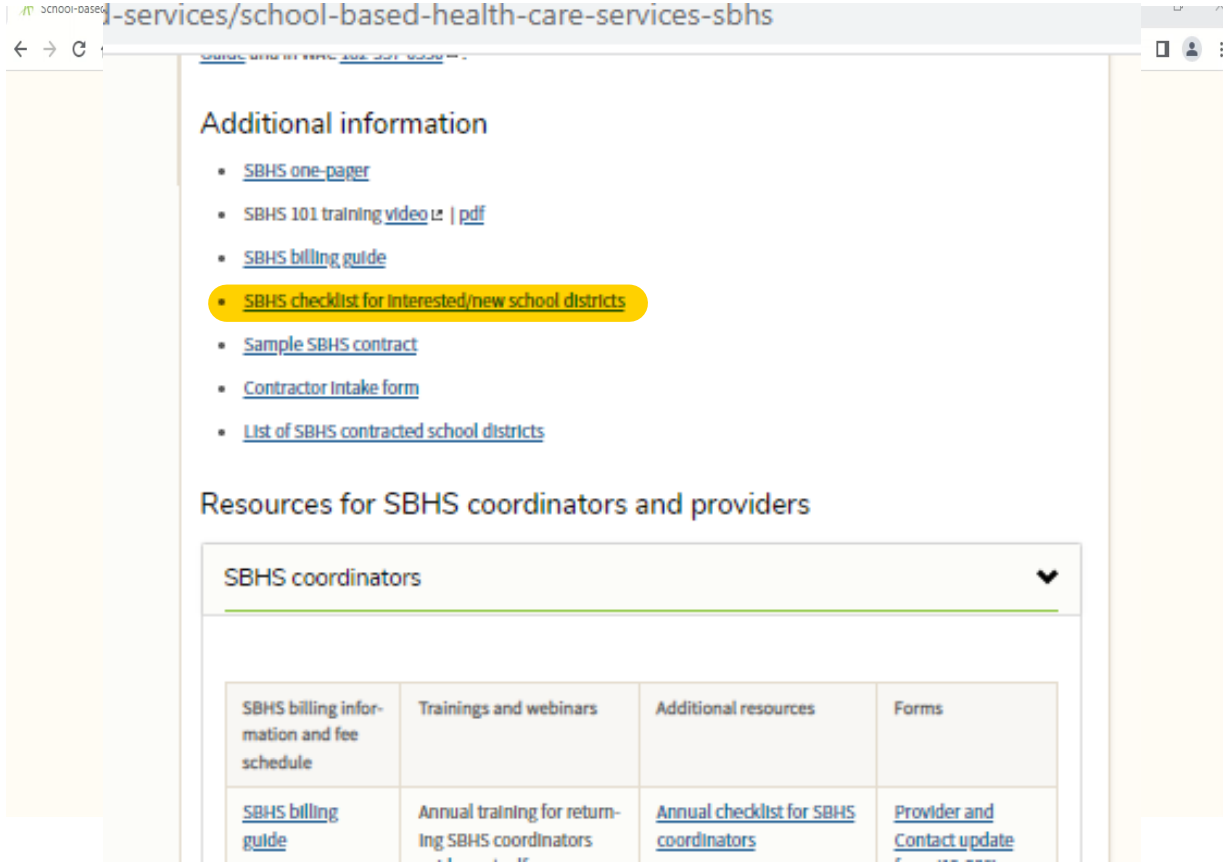
SBHS webpage

https://www.hca.wa.gov/sbhs

- SBHS billing guide
- Checklist for new/interested districts
- Checklist for new SBHS coordinators
- Trainings/webinars
- SBHS newsletters and past program notifications
- FAQs
- Link to DOH provider credential search
- Link to NPI registry
- List of SBHS-contracted districts/ESDs
- Sample SBHS contract
- Contact information

Next steps for interested districts

- Continue viewing this training!
- Download the *SBHS Checklist for New School Districts* available on the SBHS webpage
- Contact HCA's SBHS program manager with any questions!



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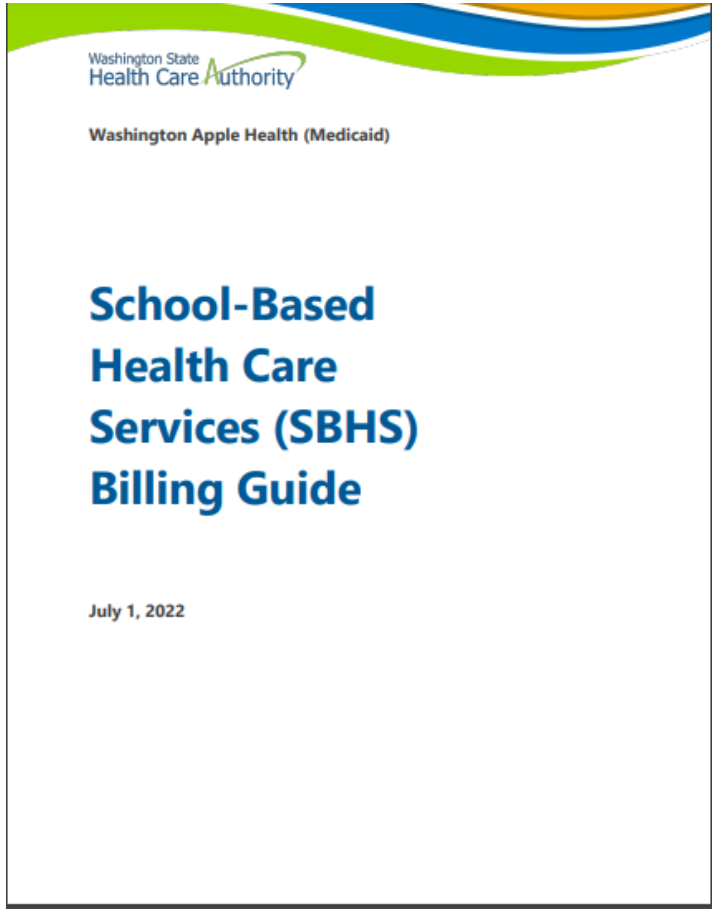
SBHS billing guide



The SBHS billing guide is the program manual for the SBHS program:

- Program requirements
- Provider qualifications
- Billing requirements
- Billable codes
- Documentation requirements
- …and more!

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SBHS billing guide

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Use CTRL + F to search for topics!

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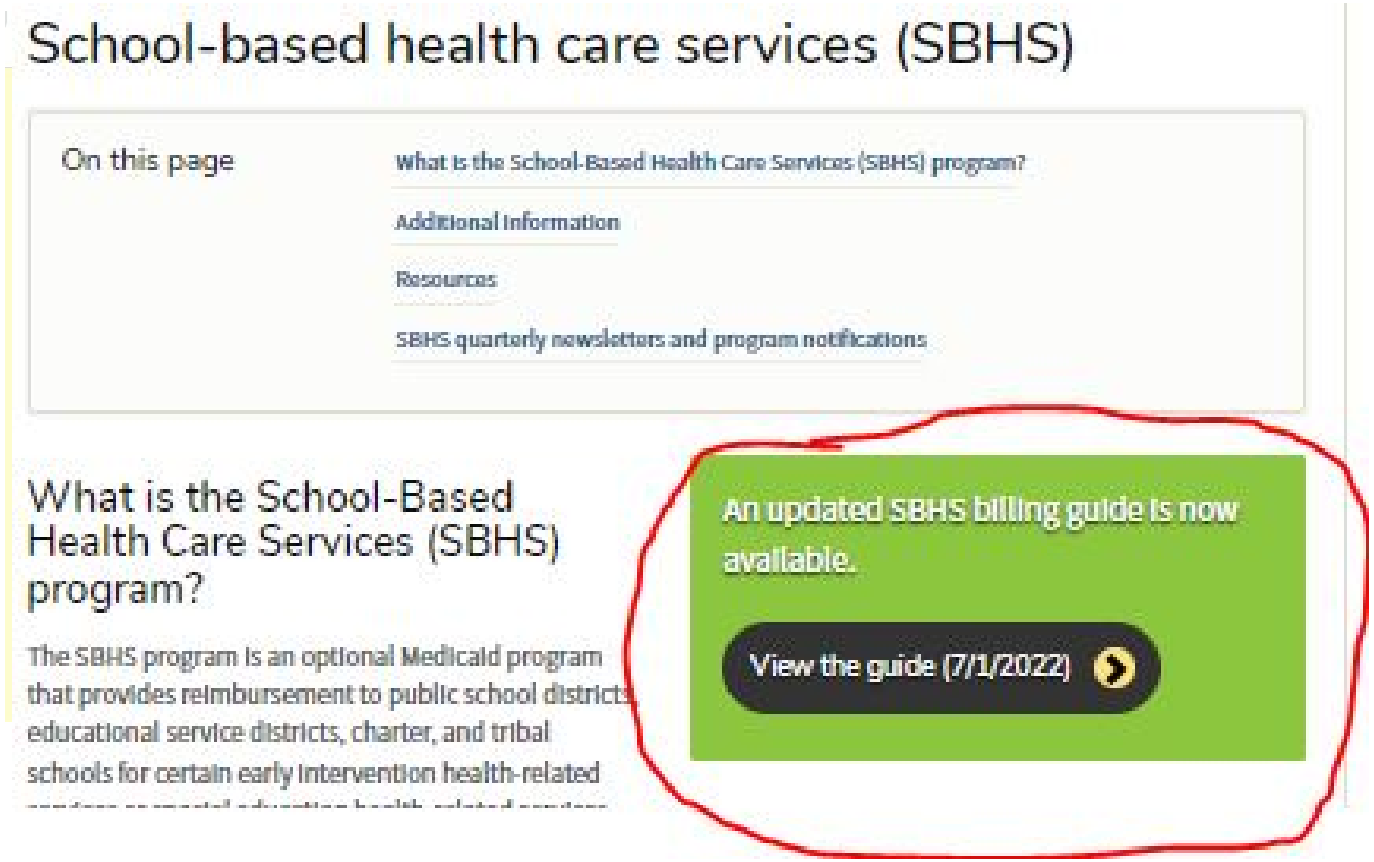
SBHS billing guide, cont.

- All providers and SBHS coordinators should ensure they have access to the most current SBHS billing guide
- The guide is typically updated annually but may be updated quarterly
- The SBHS billing guide can be found on the SBHS webpage



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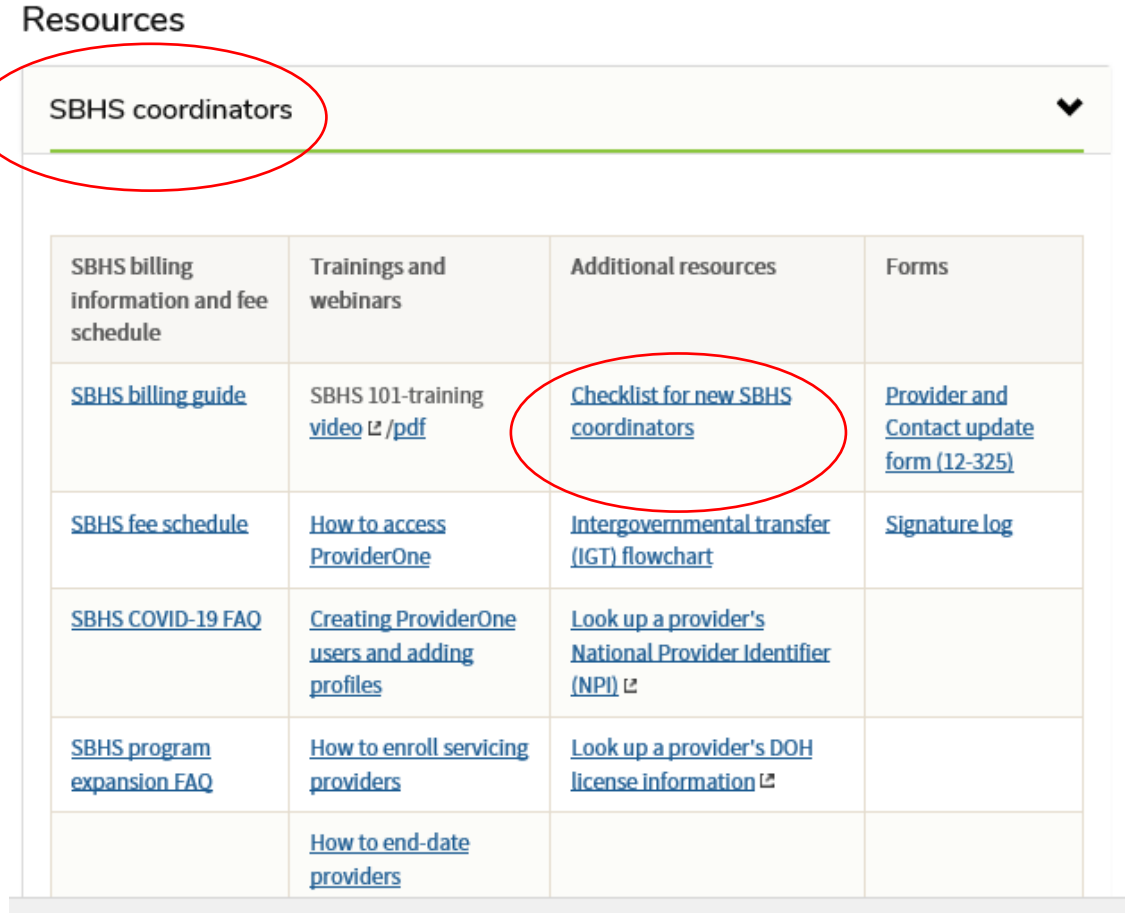
Role of the SBHS Coordinator

Role of the SBHS coordinator

- Each school district should assign at least one SBHS coordinator
- Roles and duties of the SBHS coordinator may vary by district but will most likely include:
  - Enrolling providers in ProviderOne
  - Maintaining the *Provider and Contact Update Form (HCA 12-325)*
  - Receiving SBHS GovDelivery email notifications
  - Sharing trainings & messages with providers
  - Submitting claims in ProviderOne (self-billing districts only)

Checklist for new SBHS coordinators

- New SBHS coordinators may download the *Checklist for New SBHS Coordinators* available on the SBHS webpage
- Contact HCA's SBHS program manager with any questions


Resources

SBHS coordinators

SBHS billing information and fee schedule	Trainings and webinars	Additional resources	Forms
SBHS billing guide	SBHS 101-training video /pdf	Checklist for new SBHS coordinators	Provider and Contact update form (12-325)
SBHS fee schedule	How to access ProviderOne	Intergovernmental transfer (IGT) flowchart	Signature log
SBHS COVID-19 FAQ	Creating ProviderOne users and adding profiles	Look up a provider's National Provider Identifier (NPI)	
SBHS program expansion FAQ	How to enroll servicing providers	Look up a provider's DOH license information	
	How to end-date providers		

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Resources for SBHS coordinators

The SBHS webpage contains many resources for SBHS coordinators:

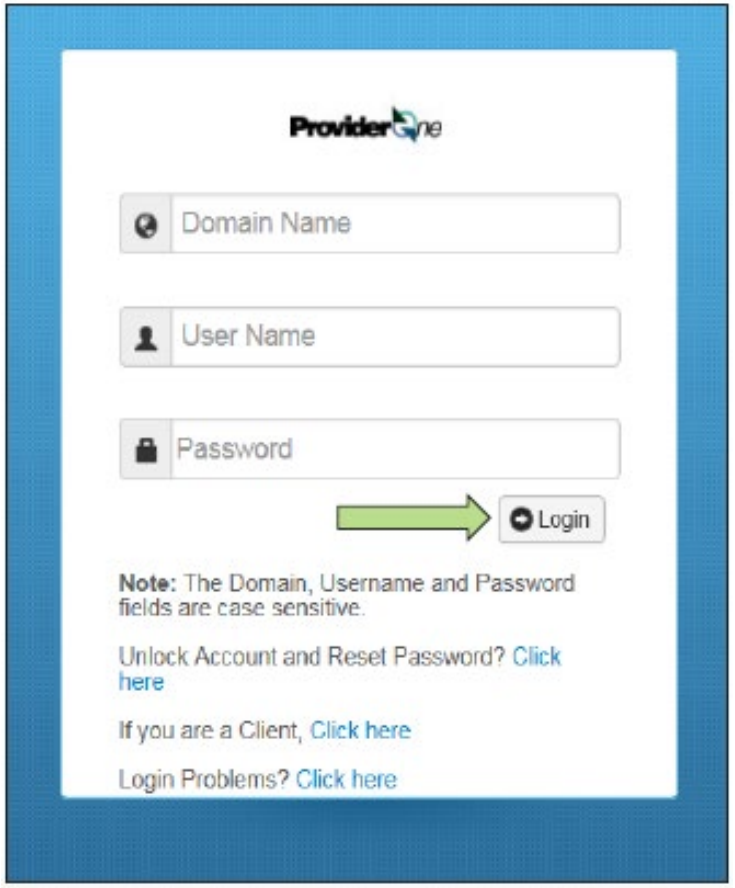
- Checklist for new SBHS coordinators
- SBHS billing guide
- Trainings/webinars
- FAQs
- Contact information
- SBHS quarterly newsletters/past program notifications

https://www.hca.wa.gov/sbhs

ProviderOne

ProviderOne

- ProviderOne (P1) is WA State's free, secure billing system for fee-for-service Medicaid claims
- SBHS-contracted school districts must have their own P1 account
- School district and contracted providers are enrolled under the school district's P1 account
- Services rendered by providers are entered into ProviderOne as "claims"



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ProviderOne, cont.

- Before setting up a ProviderOne (P1) account, the school district must obtain a National Provider Identifier (NPI)
- The school district enrolls as a “billing provider” in ProviderOne
- Each licensed provider rendering services must also obtain an NPI
- The district’s SBHS coordinator enrolls each licensed provider under the school district’s ProviderOne account as a “rendering/servicing provider”

ProviderOne resources

- *How to Enroll as a Billing Provider* (setting up a ProviderOne account)
  - School districts must have a signed contract with the SBHS program prior to setting up their ProviderOne account
- *How to Access ProviderOne*
- *How to Enroll Servicing Providers*

ProviderOne training

- In addition to online trainings, HCA provides 1:1 ProviderOne training to SBHS coordinators
- SBHS coordinators may contact Provider Relations at ProviderRelations@hca.wa.gov to schedule ProviderOne training
  - Before scheduling training, the district must have an active ProviderOne account and the person receiving training must have access to ProviderOne

Student Eligibility

WAC 182-537-0300

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Which students can I bill for?

- Birth through age 2 (Part C) with individualized family service plan (IFSP)
- Age 3 through age 20 (Part B) with individualized education program (IEP)
- Active Title XIX Medicaid coverage
  - Categorically Needy Program (CNP) or Medically Needy Program (MNP)
- Parental consent (per IDEA regulations)

Consent to access public benefits

- IDEA regulations require a **one-time** written consent to verify Medicaid eligibility for school-based Medicaid reimbursement
- New consent is required if a student transfers school districts
- *Notification for the Disclosure of Student Information* must be provided annually
- Parents may revoke consent at any time

- **Part B consent forms**
  - **Part B consent questions:** OSPI Special Education medicaidreports@k12.wa.us
- **Part C consent forms**
  - **Part C consent questions:** DCYF Early Support for Infants and Toddlers ESIT@dcyf.wa.gov

Confirming Medicaid eligibility

- Additional student eligibility information is available in the SBHS billing guide
- School districts can confirm Medicaid eligibility in ProviderOne
- HCA's *Checking Medicaid Eligibility* training provides step-by-step instructions
- If your district contracts with a billing agent, you may receive a monthly eligibility report from the billing agent

SBHS Eligible Provider Types

WAC 182-537-0350

Washington State Health Care Authority

SBHS eligible provider types

- Providers must hold licensure with the WA State Department of Health (DOH)
- Providers may be school staff or contracted providers
- Providers working at multiple districts must be enrolled under each district's ProviderOne account
- ESA certification is not required in order to bill Medicaid
- Non-licensed school staff are eligible to participate as long as they provide services under the direction of a DOH-licensed provider

List of SBHS eligible providers

- Advanced registered nurse practitioner (ARNP)
- Audiologist
- Licensed mental health counselor (LMHC)
- Licensed mental health counselor associate (LMHCA)
- Licensed practical nurse (LPN)
- Occupational therapist (OT)
- Occupational therapy assistant (OTA/COTA)
- Physical therapist (PT)
- Physical therapy assistant (PTA)
- Psychologist
- Registered nurse (RN)
- Speech language pathologist (SLP)
- Speech language pathology assistant (SLPA)
- Social worker
- Non-licensed staff practicing under direction of licensed provider (paras, aides, interim permit holders, etc.)

This list of eligible providers can be found in the SBHS billing guide under the *Provider Qualifications* section

Requirements for licensed providers

- Must hold active and unrestricted licensure with the WA State Department of Health
- Must have a National Provider Identifier (NPI)
  - Providers may apply for an NPI on the National Plan and Provider Enumeration System (NPPES) website
- Must be enrolled as a servicing provider under the school district's ProviderOne account
  - If the provider works at multiple districts, he/she will need to be enrolled under each district's ProviderOne account

Requirements for non-licensed individuals

- Do not need DOH licensure
- Do not need an NPI
- Do not need to be enrolled in ProviderOne
- Do not need to be listed on the *Provider and Contact Update Form* or *Signature Log*
- Must practice under the supervision/direction of a licensed provider per their scope-of-practice with DOH/OSPI
- All services provided by non-licensed individuals are billed under the supervising provider's NPI in ProviderOne

Examples of non-licensed school staff include but are not limited to:
paraeducators, aides, non-licensed SLPs, non-licensed school counselors, school psychs, or school social workers

Enrolling providers in ProviderOne

- SBHS coordinators may view the *How to Enroll Servicing Providers* training for step-by-step directions on how to enroll licensed providers in ProviderOne:
  - *How to Enroll Servicing Providers*

- For assistance contact:

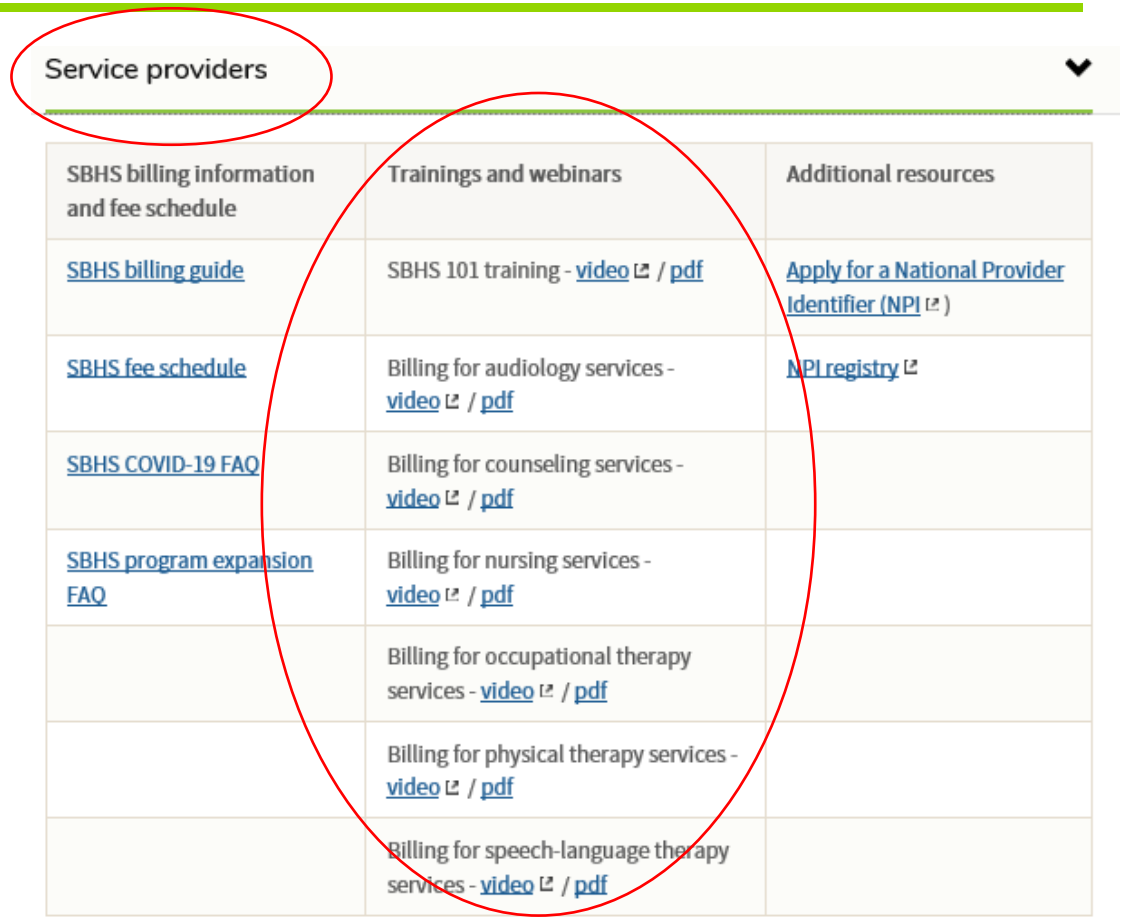
  Provider Enrollment: ProviderEnrollment@hca.wa.gov, 1-800-562-3022, ext. 16137

  -OR-

  Provider Relations: ProviderRelations@hca.wa.gov

Online trainings for providers

- Licensed providers and non-licensed school staff who participate in the SBHS program should review the SBHS billing guide and the training specific to their provider type to ensure they understand program requirements
- The billing guide and trainings are available on the SBHS webpage under *Resources-Service Providers-Trainings and Webinars*



Service providers

SBHS billing information and fee schedule	Trainings and webinars	Additional resources
SBHS billing guide	SBHS 101 training - video / pdf	Apply for a National Provider Identifier (NPI)
SBHS fee schedule	Billing for audiology services - video / pdf	NPI registry
SBHS COVID-19 FAQ	Billing for counseling services - video / pdf	
SBHS program expansion FAQ	Billing for nursing services - video / pdf	
	Billing for occupational therapy services - video / pdf	
	Billing for physical therapy services - video / pdf	
	Billing for speech-language therapy services - video / pdf	

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Provider and Contact Update Form

- The district's SBHS coordinator must complete and submit this form to HCA's SBHS program manager annually
- Due at the start of each school year by October 31 and throughout the year as changes occur
- Blank form is available on the SBHS webpage under *Resources-SBHS Coordinators-Forms*
- Email completed form to the SBHS program manager at shanna.muirhead@hca.wa.gov

Provider and Contact Update Form, cont.

- All **licensed providers** who participate in SBHS must be listed on the *Provider Information* tab
  - Non-licensed staff do not need to be listed on the form
  - Add resignation date for any providers who have left the district within the past year
- Enter/update **school district contact information** and **date/school year** on the *Contact Information* tab
- **Directions** on how to complete the form can be found on the *Provider Instructions* tab and the *Contact Instructions* tab at the bottom of the form

Signature log

School districts must maintain a signature log to support signature identity. All licensed providers participating in SBHS must provide the following information on the log:

- Printed name
- Handwritten signature
- Initials
- Credentials
- License number
- NPI

Note: Districts do not need to submit the signature log to HCA, but it must be kept on file with the district and made available for SBHS monitoring activities.

Covered and Non-Covered Services

WAC 182-537-0400

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Covered services

Health-care related services included in the student's IEP or IFSP limited to:

- Audiology
- Mental health (individual and group counseling)
- Nursing services
- Occupational therapy
- Physical therapy
- Speech-language therapy

Covered services, cont.

- Evaluations performed by a licensed provider to determine if a student needs early intervention or special education health related services
- Re-evaluations performed by a licensed provider to determine whether a child continues to need early intervention or special education health related services

Note: Evaluations and re-evaluations are reimbursable only if they result in an IEP or IFSP in the specific service being evaluated. Parental consent must be obtained prior to billing for an evaluation.

Covered services, cont.

In order to be reimbursable, health care services must be included in the IEP/IFSP summary of service matrix with the frequency of services and the staff responsible for delivering the services.

Consult services are only reimbursable if direct services are provided to the student. Consult services provided to a special education teacher or another staff member are not reimbursable.

The SBHS program will not reimburse for services provided in excess of what is authorized in the IEP/IFSP.

Example: If a student's IEP states the student requires physical therapy services 2x/week but the student receives services 3x/week, the provider can only bill for two sessions.

Make-up sessions

Make-up sessions may be reimbursable when the provider clearly documents in the treatment notes that the session is a make-up.

- **Example:** A student's IEP states she requires PT services 30 minutes/3 x week. The student receives services on Monday and Wednesday but is out sick on Friday and misses her third session. The physical therapist can bill for four (4) sessions the following week but must note in the treatment notes the reason for the extra session.

Referral for services

For the SBHS program, the following school providers may prescribe or recommend services for an IEP/IFSP per their scope of practice:

- Advanced registered nurse practitioners
- Licensed audiologists
- Licensed social workers
- Licensed mental health counselors
- Licensed psychologists
- Licensed occupational therapists
- Licensed physical therapists
- Licensed speech-language pathologists

Services may also be prescribed or recommended by a licensed provider who is not employed by the school district (e.g., the student's primary care provider, community mental health provider, etc.)

SBHS billing codes

- A list of all SBHS billable CPT/HCPCS codes are available in the SBHS billing guide
- CPT/HCPCS codes are developed and owned by the American Medical Association (AMA)
- Providers must use their professional judgement when determining the most appropriate code to use for the service(s) provided
- HCA's SBHS program manager can provide guidance on SBHS policies and procedures but cannot inform providers which code(s) to use

SBHS billing codes, cont.

- Example coverage table:

Speech-language therapy services

SBHS-covered speech-language therapy services include:

- Evaluations and reevaluations performed by a licensed speech-language pathologist to determine if a student requires speech-language therapy services per an IEP or IFSP
- IEP/IFSP speech-language therapy services provided by a licensed speech-language therapist (SLP) or licensed speech language pathologist assistant (SLPA) under the supervision of a licensed SLP

Listed below is the description of the covered speech-language pathology services with the corresponding procedure codes. Licensed speech language pathologists (SLPs) and speech-language pathologist assistants (SLPAs) can provide the following services within their scope of practice:

Procedure Code	Short Description	Comments
92521	Evaluation of speech fluency	
92522	Evaluate speech production	
92523	Speech sound lang comprehen	
92524	Behavral qualit analys voice	
92507	Speech/hearing therapy	
92508	Speech/hearing therapy	
92551	Pure tone hearing test air	

- The SBHS billing guide lists all reimbursable codes in the *Coverage Tables*
- Providers can find a list of codes under the *Coverage Table* related to their provider type
- A short description of each code is listed
- More information about each code can be found on AMA's CPT website

Telemedicine

- Some services may be reimbursable when delivered through telemedicine when provided through:
  - HIPAA-compliant audio/visual platforms
  - Audio-only (telephone calls)

- Detailed instructions on how to bill for services delivered through telemedicine and audio-only phone delivery is available in the SBHS billing guide

SBHS fee schedule

- Provides the rate for each code
- Self-billing districts use the fee schedule to determine what rate to enter on claims in ProviderOne
- Fee schedule is updated each July
- A link to the current and previous SBHS fee schedules is available on the SBHS webpage under *Resources*

SBHS non-covered services

- ABA services
- Annual hearing/vision screenings
- Attending meetings
- Charting
- Evaluations that do not result in an IEP/IFSP
- Instructional assistant contact
- Observation not provided directly after service delivery
- Parent consultation and contact
- Planning
- Preparing and sending correspondence
- Professional consultation
- Report writing
- Review of records
- School district staff accompanying a child to and from the school bus
- Supervision
- Teacher contact
- Test interpretation
- Travel and transporting*

*Direct IEP/IFSP services provided to a student on the school bus may be reimbursable. School districts may contact the SBHS program manager for clarification.

SBHS Documentation Requirements

WAC 182-537-0700

SBHS documentation requirements

Medicaid providers must maintain documentation to verify the level, type, and extent of services provided to each student to fully justify the services and billing

Documentation must be maintained for six (6) years from the date of service

Documentation may be stored electronically

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Treatment notes

Treatment notes must contain the:

- Student's name
- Student's date of birth
- Student's ProviderOne (Medicaid) ID
- Date of service, and for each date of service:
  - Time-in & time-out
  - Procedure code(s)
  - A description of the service provided
  - The student's progress related to the service (if applicable)
  - Whether treatment was individual or group therapy (for OT, PT, SLP, audiology, or counseling)
  - Additional requirements for documenting when services are provided through telemedicine can be found in the SBHS billing guide

Signature requirements

- Federal and state law requires health records be authenticated by the person who performed the service
- Providers must sign all treatment notes
- Supervising providers must sign off on any treatment notes kept by assistants, interim permit holders and non-licensed staff
- Electronic signatures are allowable
- A signature log must be maintained by each district
  - Districts may use the sample signature log located on the SBHS webpage

SBHS Billing and Payment Requirements

WAC 182-537-0600

Billing agent vs. self-biller

Billing agent

- School district pays a third party vendor (billing agent) to submit claims to HCA through ProviderOne
- Cost associated with using billing agent
- Billing agents are not affiliated with HCA
- Providers keep electronic treatment notes in software provided by billing agent
- Billing agent assists school district with checking Medicaid eligibility, obtaining consent, and handles all claim submissions

Self-biller

- School district's SBHS coordinator enters claims directly into ProviderOne
- No cost to self-bill
- Providers keep treatment notes in format provided by school district (electronic or handwritten)
- School district must check Medicaid eligibility and obtain consent for services prior to billing

How to submit SBHS claims

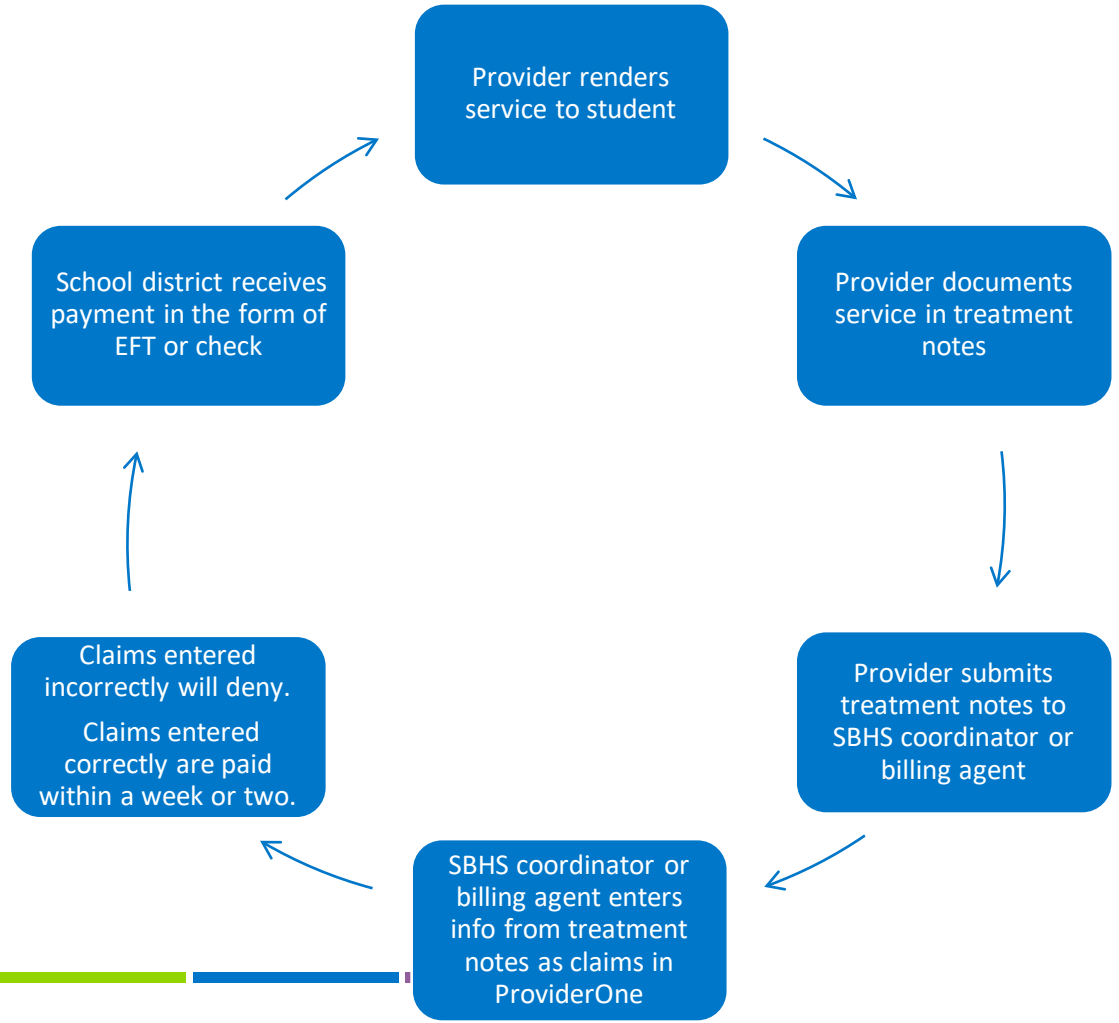
- Training is available for self-billing districts on the SBHS webpage:
  - *How to Submit SBHS Claims*

The claim submission process will be slightly different for school districts who contract with a billing agent.
School districts who contract with a billing agent do not need to view this training.

SBHS general billing requirements

- Contracted districts must bill according to the currentSBHS billing guide, SBHS WAC Chapter 182-537 and the SBHS contract
- Claims must be submitted to HCA:
  - Within 365 calendar days from the date of service
  - Within twenty-four (24) months of the date of service, a school district or billing agent may resubmit, modify or adjust an initial claim

Life cycle of SBHS claim



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Remittance advice (RA)

- Remittance advices (RAs) are available under the district's ProviderOne account each Friday
- RAs show paid, denied, and adjusted claims for the prior week
- Directions on how to download and view RAs in ProviderOne can be found on the SBHS webpage:
  - *Reading the Remittance Advice*

Provider Revalidation

WAC 182-502-0016

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Provider revalidation

- School districts participating in the SBHS program are required to participate in provider revalidation activities every five (5) years
- When a school district is selected for revalidation, HCA's Office of Provider Enrollment notifies the district's business office via letter
- Districts may contact Provider Enrollment, 1-800-562-3022 ext. 16137, for assistance with completing revalidation or questions related to the revalidation process

Program Monitoring

WAC 182-537-0800

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Program monitoring

- On-site or desk reviews
- District is notified via email
- HCA recovers overpayments if a school district is found out of compliance with Medicaid and program requirements
- Documentation requested during monitoring includes but is not limited to:
  - Current and previous IEPs/IFSPs
  - Treatment notes
  - Attendance records
  - Evaluations/assessment reports

HCA contact list

Main contact for SBHS program	• Shanna Muirhead, SBHS program manager, Shanna.Muirhead@hca.wa.gov

Claim issues/questions	• **Self biller:**
	  • HCA's Provider Relations, ProviderRelations@hca.wa.gov or
	  • HCA's SBHS program manager, Shanna.Muirhead@hca.wa.gov
	• **Non-self biller:** Contact your billing agent

Locked out of ProviderOne	• ProviderOne Security, ProviderOneSecurity@hca.wa.gov • 1-800-562-3022 ext. 59991
Updating provider information in ProviderOne/Enrolling new providers	• HCA's Provider Enrollment, ProviderEnrollment@hca.wa.gov • 1-800-562-3022 ext. 16137
WAMR, EasyTrac, HealthOffice Anywhere, EmbraceIEP	• Contact your billing agent (Leader, PCG, Embrace, SEAS, etc.)

Questions?

Shanna Muirhead

SBHS Program Manager

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Disclaimer

The purpose of this training is to provide information to school districts interested in participating in the school-based health care services (SBHS) program and to provide guidance to new SBHS coordinators/newly contracted school districts.

The information in this training does not supersede the current SBHS billing guide, SBHS WAC, other agency rules, or the Centers for Medicare and Medicaid Services (CMS) policy.

Any questions regarding information presented in this training should be directed to the SBHS program manager at shanna.muirhead@hca.wa.gov.