MEMORANDUM

TO: PA BSE CONFERENCE PARTICIPANTS

FROM: Don Seidel, PCG Education Senior Consultant/Pennsylvania Team Leader

RE: School-Based ACCESS Program UPDATE

DATE: Tuesday, March 05, 2013

Thank you all for the work you have done to date with PCG Education as we've moved ahead together in this challenging year for the School-Based ACCESS Program. Driven at least partly by a recent federal audit, many changes have occurred this year, including PCG's replacing the previous vendor. School-Based ACCESS Program participants have been asked to make many changes and have faced some key challenges:

1. Uncertain revenue environment
    a. Changes in billable services – no IEP meetings, no collateral, increases in transportation documentation requirements
    b. Changes in the fee for service rate-setting process, including an overhead cap

2. New processes implemented that require staff time and training
    a. Required submission of compliance data for every Fee for Service (FFS) claim, helping ensure compliance data is available in the event of an audit
    b. Medicaid eligibility process changed to a more secure, compliant process
    c. Paperless system implemented
    d. EasyTRAC system implemented for many districts
    e. Conversion of times study process from a 15-minute process to a random moment time study (RMTS) process, more in line with federal preferences
    f. For many districts, participation in the Medicaid Administrative Claiming (MAC) program for the first time, requiring new training and processes (and generating new revenue)
    g. Required submission of cost data for cost settlement and MAC purposes via a new software system, requiring new training and processes

Many of the changes above delayed claiming to some degree. We realize that not all communications have been timely and not all processes have been seamless. We are working hard to meet your expectations in an environment of high demand and rapid change. We appreciate your patience, hard work, and cooperation.
On a positive note, almost all districts will receive MAC revenue this year (many for the first time ever).

Following is a quick status update and important points to keep in mind:

1. Nearly 2 million related services have been document or imported into EasyTRAC for school year 2012-2013 to date. This number is growing every day.

2. PCG Education has submitted and districts have received $8.8 million in MAC revenue to date.

3. PCG has submitted $11.5 in gross Fee for Service (FFS) claims (approx. $4.6m net) for dates of service July 2012 through December 2012. We expect this number to grow significantly in the next few months as district continue to document services and to respond to exception reports. We are submitting claims on a bi-weekly basis.

4. I, Don Seidel, am the leader of the PA-based PCG Education team. I am a proud life-long resident of Pennsylvania. My phone number is 717-884-7717. My email address is dseidel@pcgus.com. The statewide project office, with six team members, is located at Linglestown Road in Harrisburg. An additional member of my team is permanently located in our Philadelphia office.
   a. There is a PCG Education customer service representative for every district in PA; each is reachable by phone or email. Additionally, PCG has set up several customer support email and phone support channels that are available to all school district customers.
   b. In addition to our PA-based team, PCG supports this project with additional staff members around the nation who provide support to all state-based PCG teams in the 12 states where we currently have statewide Medicaid contracts.
   c. If you do not feel you are getting adequate response from the PCG team, please call me directly at 717-884-7717.

5. PCG has fielded more than 30,000 inquiries (phone calls and emails) from July 2012 through January 2013 and has conducted dozens of in-person training sessions.
   a. Initial EasyTrac trainings were held in mid- July-August 2012 at every IU and many districts (over 50 sessions).
      i. More than 900 people attended 55 initial onsite sessions.   (July- August 2012)
      ii. More than 450 people attended 16 additional onsite sessions   (Sept – Oct – Nov) 2012
   b. There are ongoing weekly training webinars which give districts access to a live PCG representative. The schedule for these sessions can be found at www.publicconsulting goup.com/client/paaccess.
   c. From September 2012 to February 2013, PCG trained thousands more program participants in a combination of on-site and WebEX sessions. Topics included EasyTRAC, Data Uploading, Random Moment Time Study (RMTS), and the Cost Submission process.
   d. Additionally, as another avenue of support, PDE, DPW and PCG conducted two comprehensive, statewide training seminars. These seminars were conducted in August and November 2012.
      i. Statewide PDE/PCG (PaTTAN) training sessions were held in late August, 2012.
         1. More than 1,000 people attended these three onsite training sessions, held in Pittsburgh, Harrisburg, and King of Prussia.
      ii. Statewide PDE/DPW and PCG sessions were held in November, 2012.
         1. More than 750 people attended these six onsite training sessions, held in Pittsburgh, Harrisburg, King of Prussia, Erie, Scranton and State College.

6. PCG Education meets regularly with the IU Access sub-committee. Our last meeting was February 7, 2013. Our next meeting is April 18, 2013. This group provides a regular venue to discuss the School-Based ACCESS Program and to assist all parties in working together positively to help maximize program benefits.

CHALLENGES FOR THE REST OF THE SCHOOL YEAR

INQUIRY RESPONSE TIME

PCG Education continues to experience a high volume of inquiries due to the many programmatic changes. Most recently, we have received many questions about exception reports and about MCRCS and cost submission. We are working hard to respond to these inquiries in a timely manner. We are holding ourselves accountable to a high level of customer service. With current volume, our goal is to answer every inquiry **within two business days or sooner**. We are meeting that goal most of the time, but not 100 percent of the time. We appreciate your patience. If you have an issue that cannot wait or if you have been waiting longer than you think is reasonable, call me at 717-884-7717.

ADDITIONAL TRAINING SESSIONS OR ASSISTANCE

PCG continues to hold webinars several times per week. The most up-to-date schedule may be found on our website: www.publicconsulting goup.com/client/paaccess. You may also call me or your PCG customer representative to schedule additional training sessions.

WHAT IF I DON'T USE EASYTRAC BUT USE A THIRD PARTY VENDOR INSTEAD?

Most districts use EasyTRAC. If your district documents its health-related services using a third party software that is not EasyTRAC, your third party vendor must send your services to PCG, along with the required compliance data. Most, but not all, of the third party vendors in PA have already successfully uploaded their data to PCG. PCG provided extensive information sessions to the third party vendors and continues to work with the parties who have not yet submitted. If you would like an update from PCG on your district status, please call me at 717-884-7717.

WHAT ARE THE KEY AREAS MY DISTRICT SHOULD FOCUS ON?

Fee for Service Program

- **Maximize Service Documentation Levels.** For EasyTRAC users, management staff and ACCESS Coordinators can log on at any time to analyze what services have been logged for which students.
- **Review and Respond to Exception Reports.** PCG has started sending "Exception Reports." This report shows services which have been documented but cannot be claimed because compliance data is missing. This is a new practice for this school year and is an important element of fee-for-service claiming. Please provide the requested compliance data.

Medicaid Administrative Claiming

- **Time study response.** Please monitor your school district time study participation. All staff members who receive a request to participate must do so. Participation data is available via the RMTS website. All districts have access to this website.
- **Time study roster.** Time study rosters must be update quarterly. The next roster deadline is March 8.
- **Load financial data into the software.** After the end of each quarter, districts are now asked to load financial data into the PCG system. The next deadline for most districts to load data for quarter end December, 2012 is March 8.

Cost Settlement

More information will be provided on this topic once the school year ends and state and federal policy is finalized.