



Frequently Asked Questions
for the
Transition to EasyTrac Solution

PA School-Based ACCESS Program

SBAP -- Frequently Asked Questions

Table of Contents

Transition to PCG	4
LEA Data.....	5
EasyTrac Support – PCG Help Desk.....	6
EasyTrac Functionality.....	6
ACCESS Coordinator Role	8
Individual Education Plan – IEP.....	8
Medical Authorization	9
Transportation.....	9
Description of Services Field	9
Reporting.....	9
Time Study	10
Training.....	10
Electronic Signatures.....	11
Miscellaneous.....	11

SBAP -- Frequently Asked Questions

SBAP -- Frequently Asked Questions

Transition to PCG

What is the last date that service logs can be posted to the Leader site?

For any claim with a date of service (DOS) of June 30, 2012 or earlier, that claim should be submitted for processing and reimbursement to Leader Services, until September 30, 2012. All claims with a DOS of July 1, 2012 or later, will be processed by PCG.

What should LEAs do prior to staff training and the start of claiming services by PCG?

IU/districts should continue to deliver services, and collect paper service logs and/or capture that service log information electronically. The forms can be located on the PA SBAP program public website in the [document library](#). EasyTrac training will begin in late July and throughout August. When training is completed, LEAs can begin using their EasyTrac website. For LEAs who are using third party service logging software, your data must be uploaded electronically to your EasyTrac website.

Are LEAs responsible for entering all data for each student into EasyTrac?

LEAs will be responsible for assuring that the following information is loaded and maintained on their EasyTrac website: student roster with the **PAsecureID** for each student; start/end date for the student's IEP; Parental Consent form date; and, the Medical Authorization form date. For more information on the **PAsecureID** go to this link, <http://www.portal.state.pa.us/portal/server.pt/community/pasecureid/8584>. No student claims can be processed unless their **PAsecureID** has been entered into the EasyTrac system.

If you implement EasyTrac as a paperless solution, all service logs are captured and submitted electronically (using the provider's electronic signature). If you continue a paper-based system to capture the provider's delivery of student services, then you manage the paper forms as you always have. The service logs must be captured electronically and uploaded to your EasyTrac website for processing.

Will the PCG EasyTrac solution be up and running by July 1, 2012? If not, when?

PCG is working very hard to upload historical IU/district data provided by the previous vendor into EasyTrac, conduct training, and have users begin to use the system as soon as possible – hopefully, by the start of the 2012 – 2013 school year. In the meanwhile, LEAs should continue to deliver services and capture service log information; this will be entered into the EasyTrac system. All claims will be submitted and no allowable reimbursements will be lost as a result of transition to the PCG EasyTrac solution.

Will using the PCG EasyTrac solution mean that LEAs will receive our claims reimbursement quicker?

If you take advantage of all the paperless features of the EasyTrac solution and streamline your current business practices, yes, the process should be quicker. Also, your costs will be about 50% (half) of the previous vendor.

SBAP -- Frequently Asked Questions

Will LEAs have to sign an agreement with PCG to authorize payment of the vendor processing fee (be withheld from claims reimbursement funds)?

Yes, PCG will be sending this form to each LEA for their signature.

How does PCG's transaction fee structure compare with the previous vendor?

PCG's fee structure is about half of the fee structure charged by the previous vendor.

Can LEAs still back-bill one year?

No. PDE policy allows LEAs can back-bill 180 days.

Will PCG have paper forms so that Providers can start documenting?

PCG forms can be downloaded at www.publicconsultinggroup.com/client/paaccess/documents.htm, PCG's PA SBAP program public website.

Where do LEAs find the PA secure student ID that will be required before PCG can process claims.?

Go to: www.portal.state.pa.us/portal/server.pt/community/pasecureid/8584 for more information on how an LEA can find an existing PAsecureID for a student, or how to create one for a student just entering a PA school system for the first time.

LEA Data

How does an LEA log all of their students into EasyTrac initially? Is it a manual process or can data be uploaded electronically?

PCG is receiving ACCESS data from the previous vendor. Most or all of the student data should be uploaded to EasyTrac. However, select IEP, Parental Consent, and Medical Authorization information will need to be added if it is not provided in the data received from the previous vendor. LEAs must review this information on their EasyTrac website to ensure that it is complete and correct. Additionally, LEAs must maintain their website, adding or deleting students as required.

How will LEAs confirm student MA eligibility, when using the EasyTrac system?

PCG will receive MA eligibility data for students from DPW on a monthly basis, and your EasyTrac website will be loaded with your student data.

For those LEAs that decide to continue using third party software to capture service log information for a few months, will they have EasyTrac websites?

SBAP -- Frequently Asked Questions

An LEA may continue using third party software to capture service log data. However, that LEA will need to provide data uploads to their EasyTrac site (in an acceptable format) so that EasyTrac can submit Medicaid claims billing.

Will Early Intervention data be maintained on a separate site from School Age data?

No. However, you can set up Early Intervention and School Age students in separate “groups” for reporting purposes.

EasyTrac Support – PCG Help Desk

How will PCG provide statewide support to PA LEAs?

PCG is the largest Medicaid billing vendor in the US. We currently provide this service in 12 other states. PCG has established its SBAP project office in its Harrisburg office, with sub-locations in Pittsburgh and Philadelphia.

Additionally, PCG offers email support at SBAPsupport@pcgus.com, and PCG offers 800 number phone support at 866-912-2976. This support is available to all LEAs for the length of the PCG contract period.

EasyTrac Functionality

How does EasyTrac determine if a service is claimable?

EasyTrac will submit IU/district claims for MA-eligible students, whose IEP, parental consent, and medical authorization data have the necessary information that supports the service(s) delivered, so long as they are the prescribed services delivered as prescribed in the IEP. EasyTrac performs these checks before submitting each claim.

Do Providers enter service log information directly into EasyTrac instead of using paper service provider logs?

Yes, EasyTrac is a paperless solution. It supports the use of electronic signatures on service logs that are created by Providers to document services delivered to students.

Will LEAs be able to check MA eligibility via their EasyTrac website?

PCG will receive MA eligibility data from DPW for students on a monthly basis and each LEA website will be loaded with the student data for your LEA.

How are Early Intervention and School Age logs separated in EasyTrac? PA requires these services to be maintained as separate budgets.

SBAP -- Frequently Asked Questions

EasyTrac allows users to create student groups, so that Early Intervention and School Age information can be tracked, viewed, or accessed as separate populations for reporting purposes.

Does the Parental Consent date need to be entered in order for the service providers to enter in logs?

No. However, dates from the Parental Consent form need to be in the student record in the EasyTrac system where it is compliance checked before a claim is submitted.

It seems that entering data into EasyTrac duplicates data in each Provider's service log submitted for each student.

There is no duplication of effort. EasyTrac allows providers to enter their service logs directly into EasyTrac using an electronic signature. If an LEA ACCESS coordinator/administrator currently enters the data from paper service logs into some third party software package, then the LEA will need to upload selected data to your EasyTrac website so PCG can complete the claiming process.

Does the EasyTrac system verify eligibility when therapists are logging services?

EasyTrac checks the MA status of students when pre-processing claims. If a student is not MA eligible, a claim will not be submitted.

I understand that an LEA can have one person approve all electronically submitted logs before submission. Is this correct?

Yes.

Can LEAs use EasyTrac for certain services, and third party service logging software (eg., DARTS) for other services?

Each/every LEA will have an EasyTrac website. All Medicaid claiming for each user will be done based upon the data uploaded and entered to this website. If users are not entering service log data directly into EasyTrac, they enter this data manually or can upload it from their third party software to EasyTrac.

Do the providers have access to the documents, or are they available only to the administrators? If so, which documents, if not all?

If you begin to use EasyTrac as a paperless solution, all service logs are captured and submitted electronically (with the provider's electronic signature). If you continue a paper-based system to capture the provider's delivery of student services, then you can manage the paper forms as you always have. The service logs will have to be captured electronically and uploaded to EasyTrac.

SBAP -- Frequently Asked Questions

ACCESS Coordinator Role

What is the actual role of the Access Coordinator if providers enter their own billing?

This role will differ among LEAs. Their role would continue to include: adding new students, deleting students whose IEP changes or leave the district, monitoring changes in student MA eligibility, meeting with providers and showing them how to log into the system to enter their service logs electronically, getting provider signatures on form to permit electronic signatures, enter select student IEP data, select parent consent data, select medical authorization data, provide regular electronic files of service logs captured via third party logging software, etc.

Would it be the Provider's responsibility to confirm the service log entry, or the ACCESS Coordinator's responsibility?

EasyTrac will check every service log submitted electronically by a provider to ensure that it complies with the type, frequency, and duration of services to be received by each MA-eligible student. Some LEAs may wish to establish their ACCESS Coordinator set up to review and approve all electronically submitted service logs.

Individual Education Plan – IEP

How does EasyTrac differ from IEP Writer?

EasyTrac automates the Medicaid billing process; it is not an automated IEP software tool.

Will EasyTrac integrate with third party IEP software (eg., IEP Writer) automatically entering all student data and new IEP dates, etc.?

Users must enter the start and end dates of each student's IEP and the services needed, how often and for what duration. If you can provide that information electronically to PCG, we will analyze if we can import that into EasyTrac.

If we switch to PCG's companion product (EasyIEP) for IEP development, will the data flow directly into EasyTrac system?

Yes.

Is there a separate package/charge for Easy IEP?

Yes, it is a separate PCG software package.

SBAP -- Frequently Asked Questions

Medical Authorization

Is there a form for a doctor to sign off on the services?

EasyTrac requires that each LEA stipulate that it has obtained Medical Authorization for each student, AND they need to enter the effective date into each student's EasyTrac system record.

Transportation

How is Transportation logged and entered into EasyTrac?

Typically, drivers maintain paper transportation logs for the students they transport. Each LEA will need to enter this information into EasyTrac.

How does EasyTrac audit transportation service records that are completed by the bus drivers?

Each LEA will need to enter select transportation log data into their EasyTrac website.

Description of Services Field

If ACCESS coordinators or clerical staff enter service logs for Providers from paper, do they have to complete the Description of Services field?

Yes, it is required.

What are the requirements for the Description of Services field?

Provide a description of the services provided to the student.

Some LEAs keep a hard copy of the paper service log and are concerned about the additional work of typing in a Description of Services.

Each LEA can provide their Providers with electronic access to EasyTrac, allowing them to capture the services provided for each student, for how long, and on which dates. Each Provider enters comments where specified. If an LEA chooses not to give providers online access to EasyTrac (or, certain Providers cannot access the system), then those service logs – including comments – will have to be entered manually into EasyTrac.

Reporting

Will there be monthly remittance reporting?

PCG will be providing the reports contained in the online SBAP User's Manual.

SBAP -- Frequently Asked Questions

Time Study

Will LEAs be transitioning to RMTS

IU/districts will be using RMTS.

Will contracted staff be included in the time study and how are their rates calculated?

PCG will provide LEAs with specific information on completing cost studies.

Training

When is the training?

Training dates will be scheduled initially at each IU for LEAs in their geographical area. Also, there will be a training date at each of the PaTTAN offices in late August. There will be web-based seminars held as well – dates to be announced.

What is the IUs role with regard to coordinating training and communication with their districts?

IUs should invite all districts to EasyTrac training, even those for whom they do the SBAP coordination. PCG's training program will essentially be a "train-the-trainer" program, so district staff will train the Providers that serve their students.

Some therapists currently complete paper-based service log forms and have not entered data online themselves. Does PCG come to individual districts and help train staff?

PCG will initially conduct train-the-trainer sessions with IU/district ACCESS coordinators. It is expected that many of those who receive that training will train providers. PCG is available to support Provider training in those districts who require that level of support.

Will LEAs receive a training manual?

PCG will have electronic documents available on each LEA website for users to reference. PCG will conduct a number of "train-the-trainer" sessions in each IU area.

SBAP -- Frequently Asked Questions

Electronic Signatures

Is an electronic signature accepted on all SBAP forms?

Electronic signatures are both acceptable and encouraged by PDE and DPW for Provider service logs. LEAs will continue to enter select IEP, Parental Consent, and Medical Authorization information into EasyTrac – and, LEAs will maintain those signed paper documents as you have in the past (for audit purposes).

Does PCG have a sample of what an Electronic Signature policy looks like?

The Commonwealth of PA passed legislation in 1999 that provided the foundation for supporting electronic signatures. In 2010, PDE sent a memo to all LEAs stating that electronic signatures were valid *so long as there was proof that each was unique, not shared, and could be audited*. PCG will be sending each LEA the form you need to execute with your Providers that covers these caveats. So, electronic signatures are already acceptable in PA..

Are Providers able to electronically-sign their service logs?

Yes. Electronic signatures are not only permissible but encouraged. LEAs need to have each Provider complete an *Electronic Signature Verification Statement*; then, the LEA must keep this signed form on file.

How do the therapists print off their service logs and sign them for our files?

If you begin to use EasyTrac as a paperless solution, all service logs are captured and submitted electronically (with the provider's electronic signature). You only need to maintain a digital copy of service logs. However, if you continue a paper-based system to capture the Provider's delivery of student services, then the LEA must continue to manage the paper forms as you always have. The service logs will have to be captured electronically and uploaded to EasyTrac.

Miscellaneous

Is there a contract that LEAs need to sign with PCG?

PDE awarded the statewide contract to PCG for SBAP billing beginning July 1, 2012. Thus, only PCG will be authorized to submit billing for reimbursement of approved health services for MA eligible students. PCG will be providing all LEAs with a form to sign, which authorizes us to collect the fees outlined in the contract.

When is the start date for using the EasyTrac system?

Contractually, PCG becomes the PA ACCESS vendor on July 1, 2012. The date the system is available for use by IU/districts is not yet finalized. PCG is working to have the system available to you as quickly as possible.

How long is PCG's contract with PDE?

PCG's contract is for three (3) years, with the option for two (2) one-year extensions.

SBAP -- Frequently Asked Questions

How are LEAs invoiced by PCG?

As specified in the contract with PDE, PCG receives a set fee, per transaction. This transaction fee is paid from the proceeds of each reimbursement the LEA receives for each claim. This is exactly how the previous vendor was compensated; however, PCG's fees are roughly half of the previous fee schedule.