Optimizing Your SBAP Potential

FY2019-2020 Statewide Training

Public Consulting Group

PUBLIC
CONSULTING GROUP

Solutions that Matter

Agenda

Direct Service Claiming

➢ What can or can't we control in the day to day process of direct service claiming?
➢ Checklist of direct service process - roles and responsibilities.
➢ Direct services entered and approved - improvements
➢ Compliance data snapshot - August 2019

Random Moment Time Study (RMTS)

➢ What can or can't we control in the day to day process of the Time Study?
➢ Continued Focus - Time Study response percentages
➢ Real moment examples - How would you answer a moment right now?
➢ Defining shifts - moment eligibility and paid time
➢ Defining your staff pool - titles versus activity

Medicaid Administrative Claiming (MAC)

➢ What is the value of a moment in terms of Medicaid Administrative (MAC) Claiming?
➢ Not working moments and aggregate quarterly Medicaid Administrative (MAC) Claiming
➢ Every moment has value for every School Based ACCESS Program (SBAP) participant
➢ MAC calculations and the Unrestricted Indirect Cost Rate (UICR).

Related Service Documentation

Control what you can control

✓ Can Control	✗ Can't Control
Student is on missing medical authorization exception report	
MA number of Prescriber entered as 9 digits not 13	Student's IEP was authorized as medically necessary 2 weeks after services began
The student is not showing as Medicaid eligible	
Student first name and gender are incorrect in EasyTrac	Student is no longer eligible in Promise
Students claims are on denied claims report	
Prescriber has incorrect NPI number associated with claim	Student's claims are denied for Third Party Liability (TPL)
The SBAP process is a complex and multi-step process that requires monitoring from start to finish by the participating LEA	
Training resources, help desk assistance, online documentation, are all available to the LEA	The SBAP process is a complex and multi-step process that requires monitoring from start to finish by the participating LEA

LEA participation check

| LEA Participation checklist	Yes	No
Enrolled as a Medicaid Provider	x	
Revalidated as a Medicaid Provider	x	
Signed LEA Agreement to Participate	x	
SBAP process and SBAP systems training completed	x	

Provider delivers service to eligible child

Service Documentation Check


Provider delivers service to eligible child

Service Documentation Checklist	Yes	No
Service Provided to Student	X	
Service Documented in EasyTrac	X	
Service Approved in EasyTrac	X	
Service entered into EasyTrac within timely filing window	X	
Student basic demographics entered in EasyTrac	X	
First Name, Last Name, D.O.B., Gender for Medicaid Match	X	
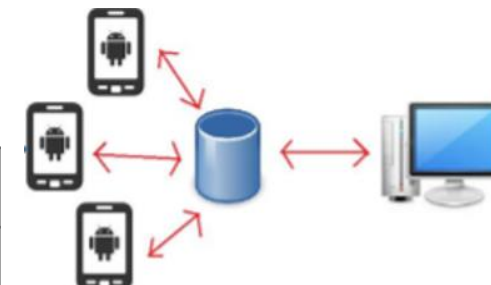
Services move to compliance check stage

Compliance Information Check
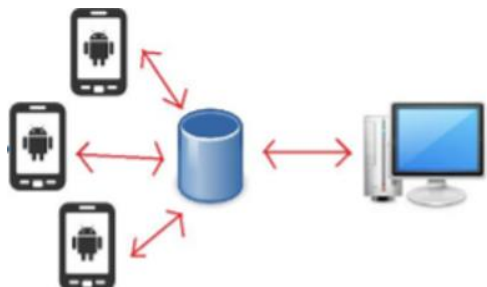
Services move to compliance check stage

Compliance Information Checklist	Yes	No
PA Secure ID	X	
Parental Consent	X	
Medical Auth	X	
Name of Prescriber	X	
10-digit NPI of Prescriber - not office	X	
13-digit Medicaid ID of Prescriber - not office	X	
IEP	X	
Primary Disability	X	
Provider information entered	X	
Provider certifications	X	
Nursing Certifications - RN or LPN	X	

State Medicaid agency receives claims

Payment Status Check
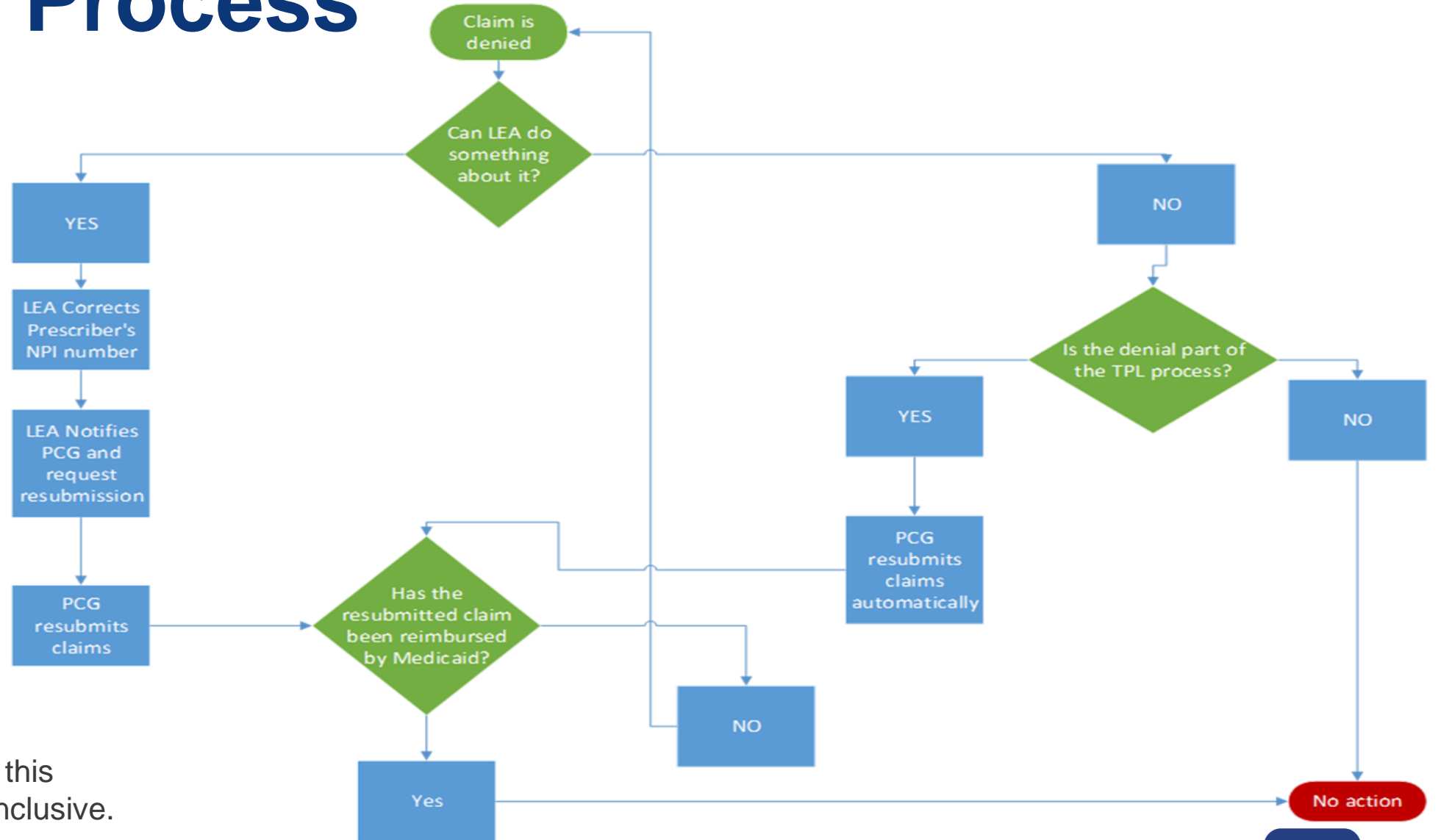
State Agency reviews and process claims

Payment Status Checklist: Service Date or Date Paid	Yes	No
Claims are submitted to Medicaid and reimbursed to LEA	X	
Claims are reimbursed for all service types LEA is billing for	X	
Claims are reimbursed for all service types on RMTS direct service cost pool	X	
Denied claims require action on part of LEA	X	

Approved status for reimbursement

Denials Process

Claim is denied

Can LEA do something about it?

YES → LEA Corrects Prescriber's NPI number → LEA Notifies PCG and request resubmission → PCG resubmits claims

NO → Is the denial part of the TPL process? → YES → PCG resubmits claims automatically / NO

Has the resubmitted claim been reimbursed by Medicaid? → Yes / NO

No action

Note: The denial's in this example are not all inclusive.

Responsibilities of a Medicaid Provider

❑ Can your Doctor's office submit your insurance claim with their incorrect NPI number?

❑ Can your insurance card incorrectly list your last name?

❑ Can a hospital receive reimbursement for a claim submitted outside a designated timely filing window?

The School-Based ACCESS Program must follow the same rules as other Medicaid providers

Direct Services Entered – Direct Services Approved

Timely Filing Months	Date of Service Month	Services entered in the month of May 2019	Percentage Approved
1	May '19	239,263	31%
2	Apr '19	235,985	80%
3	Mar '19	111,939	85%
4	Feb '19	52,881	89%
5	Jan '19	39,547	85%
Past	Dec '18	17,082	82%
Past	Oct '18	6,473	87%
Past	Nov '18	6,090	77%
Past	Sept '18	4,314	88%
Past	Aug '18	1,119	96%
Past	Apr '18	118	45%
Past	Jul '18	111	100%

Direct Services Entered – Direct Services Approved: Sample Scenarios

Scenario 1:

January date of service entered in May and not approved. Access coordinator approval window runs the month of May (month of entry) and then the month of June (following month). July the service can move forward in the claiming process, regardless of approval, however January dates of service are now outside the timely filing. January service can't be submitted in July.

Scenario 2:

February date of service entered in May and not approved. Access coordinator approval window runs the month of May (month of entry) and then the month of June (following month). July the service can move forward in the claiming process, regardless of approval, however the service is missing a parental consent and is sent to LEA in an exception report in late July. Next claiming occurs in August, but February dates of service are now outside the timely filing window.

Scenario 3:

May date of service entered in May and not approved. Access coordinator approval window runs the month of May (month of entry) and then the month of June (following month). July the service can move forward in the claiming process, regardless of approval. The service is missing a parental consent and is sent to LEA in an exception report in late July. Parental consent added and May dates of service submitted to Medicaid in August.

Direct Service Claiming and Compliance Data

Compliance Data- Number of services withheld on August 2019 Exception Report

- PA Secure ID (4,529)

- Primary Disability (11,913)

- Provider Certification (38,159)

- IEP Date (36,772)

- Parental Consent (22,121)

- Medical Authorization (221,453)

Random Moment Time Study
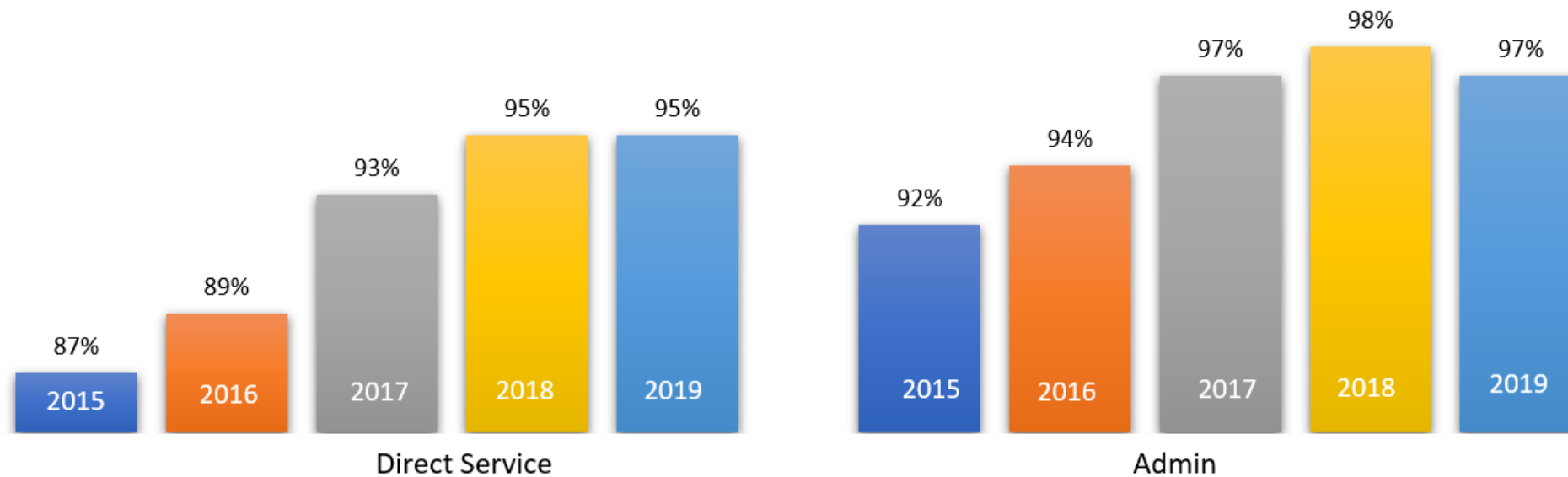
Control what you can control

✓ Can Control	✗ Can't Control
Participant received moment on day school was closed	
Calendar was not set up to identify all days off in a quarter	Moment occurred on snow day which was unexpectedly closed
Participant received a moment after they already left from work	
Shift was set up with end time 3PM when participant only works until 2:30PM	Participant had to leave work early to pick up child who was ill
Moment response identifies an education activity is occurring at the time of the moment, not the delivery of a direct service	
Participants added to the staff pool list based on their day to day activities	The activities of the staff pool at any given minute throughout the quarter
Vacancy position was assigned a moment	
Maintaining up to date staff pool lists that delete or replace participants no longer employed at the LEA	When a person must leave a position without notice within the quarter and there is no replacement

Random Moment Time Study Response Percentage

Continued Focus: Is the response rate more important than the response?

Annual Fiscal Year Response Percentages

Direct Service
- 2015: 87%
- 2016: 89%
- 2017: 93%
- 2018: 95%
- 2019: 95%

Admin
- 2015: 92%
- 2016: 94%
- 2017: 97%
- 2018: 98%
- 2019: 97%

Response Percentage vs Quality of Responses

How would you respond to a moment right now?

Were you working during your sampled moment?

1 Who was with you?

2 What were you doing? Please be as specific as possible.

3 Why were you doing this activity?

4 Is this activity regarding a Special Education student?

5 Is the service you provided part of the child's IEP?

Response Percentage vs Quality of Responses

1. Who was with you?
   N/A

2. What were you doing? Please be as specific as possible.
   N/A

3. Why were you performing this activity?
   N/A

4. Is this activity regarding a Special Education student?
   N/A

5. Is the service you provided part of the child's IEP?
   N/A

(1) Please tell us if you were working on behalf of the school district, if so, what activity were you performing at the time of the moment?

   I work for ██████████████████████ How ever I do not have any kids in the classroom at this that requires me to putt access information in. There is students that the district does but not for the classroom I work in.

(2) Thank you for your response, although you do not have access kids in the classroom your activity is still relevant. Please tell us what activity you were performing at the time of the moment (EX: lunch, grading papers, hall monitoring, etc.?)

   1. I was with staff and students. 2. We was having adapted gym, however at 1:27 we are cleaning everything up to head back to class at 1:30. 3. We were performing this activity as it is in our daily schedule. 4. Yes the activity does regard a Special Education Student and long with their peers. 5. Yes this is a service that the school provides everyday for the child's IEP.

Response Percentage vs Quality of Responses

1. Who was with you?
   other staff

2. What were you doing? Please be as specific as possible.
   prep

3. Why were you performing this activity?
   its my job

4. Is this activity regarding a Special Education student?
   YES

5. Is the service you provided part of the child's IEP?
   NO

(1) Please tell us what the prep was related to?
   No Response

(2) Please tell us what the prep was related to?
   IEP Paperwork

(3) What part of the IEP were you working on? (e.g. math help, physical therapy goals)
   Reviewing timelines

Response Percentage vs Quality of Responses

1. Who was with you?

    Myself

2. What were you doing? Please be as specific as possible.

    No

3. Why were you performing this activity?

    No

4. Is this activity regarding a Special Education student?

    NO

5. Is the service you provided part of the child's IEP?

    NO

(1) Please tell us what activity you were performing at the time of the moment?

    No Response

(2) We need a response to comply with participation in the mandatory time study. Were you working at the time of the moment? If not, was the leave paid or unpaid?

    No Response

(3) We need a response to comply with participation in the mandatory time study. Were you working at the time of the moment? If not, was the leave paid or unpaid?

    No Response

Response Percentage vs Quality of Responses

1. Who was with you?

   Myself (Speech therapist), my student, my student's full time nurse.

2. What were you doing? Please be as specific as possible.

   I was doing 1-1 speech therapy with my student. We were working on following 1-step directions, responding to his name, imitating motor movements, and identifying objects from a field of 2.

3. Why were you performing this activity?

   All of the activities during today's session address this student's specific IEP goals. We are working towards independence on these skills.

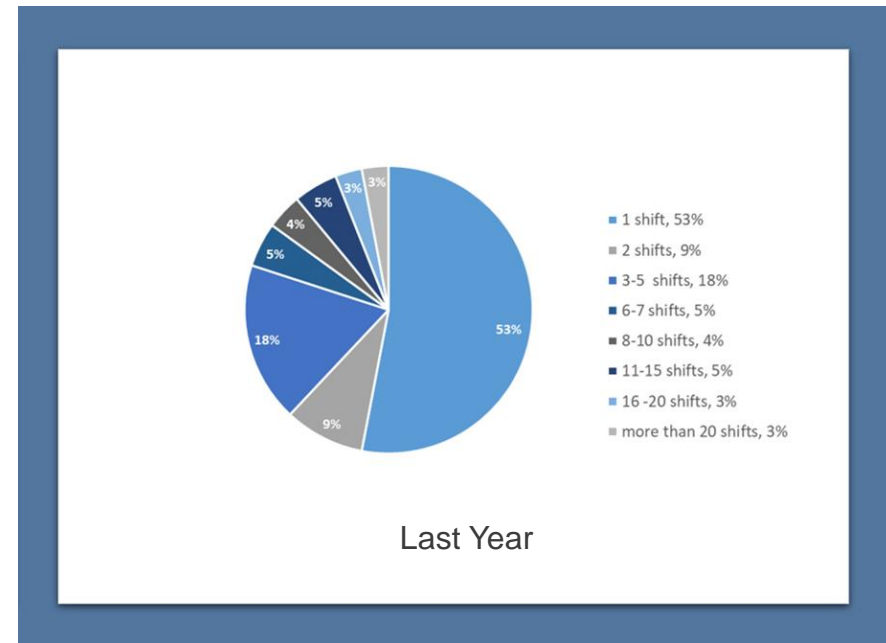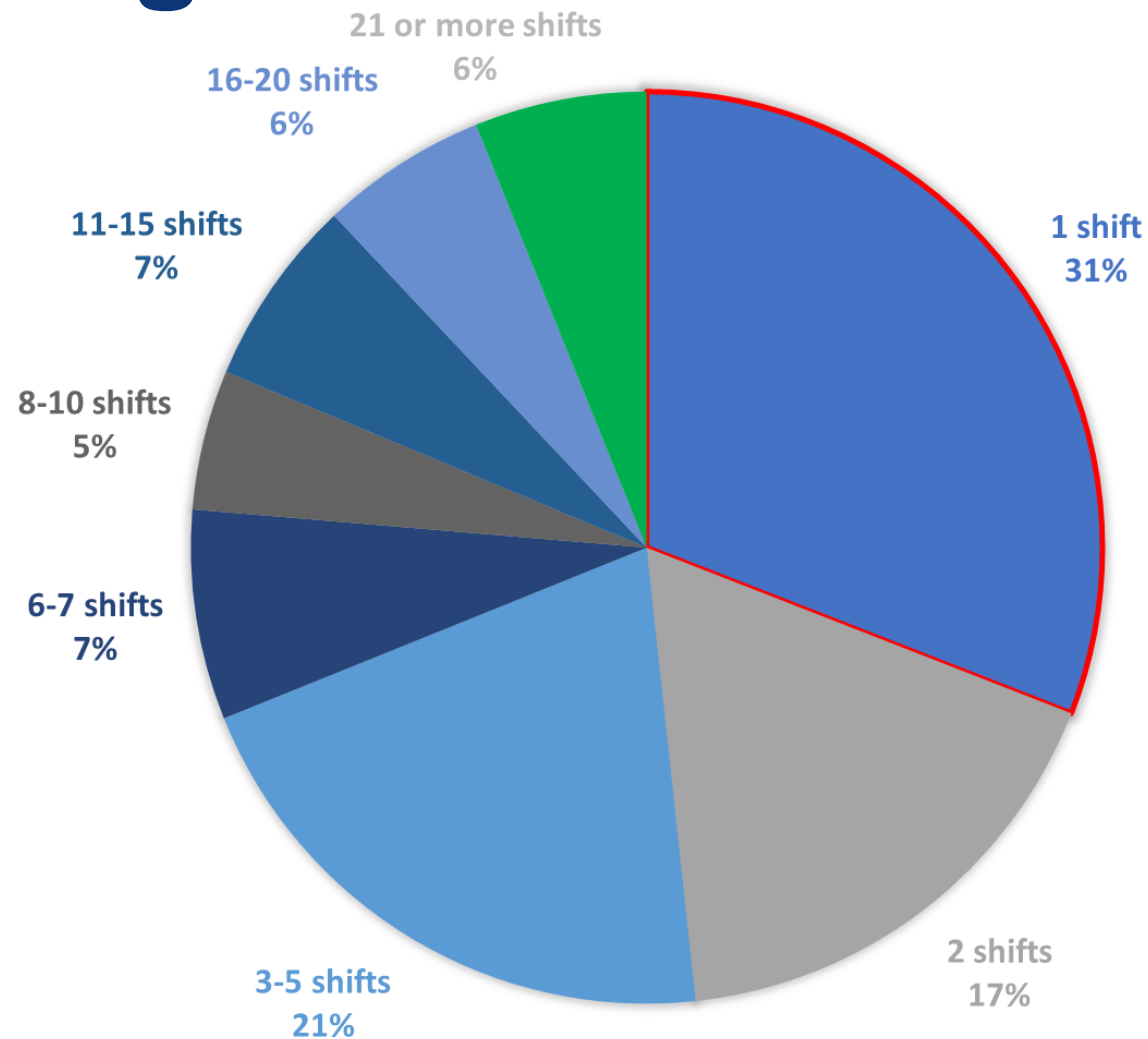4. Is this activity regarding a Special Education student?

   YES

5. Is the service you provided part of the child's IEP?

   YES

Defining shifts

1 shift — 31%

2 shifts — 17%

3-5 shifts — 21%

6-7 shifts — 7%

8-10 shifts — 5%

11-15 shifts — 7%

16-20 shifts — 6%

21 or more shifts — 6%

Last Year

- 1 shift, 53%
- 2 shifts, 9%
- 3-5 shifts, 18%
- 6-7 shifts, 5%
- 8-10 shifts, 4%
- 11-15 shifts, 5%
- 16-20 shifts, 3%
- more than 20 shifts, 3%

Cost reporting and moment 'availability'

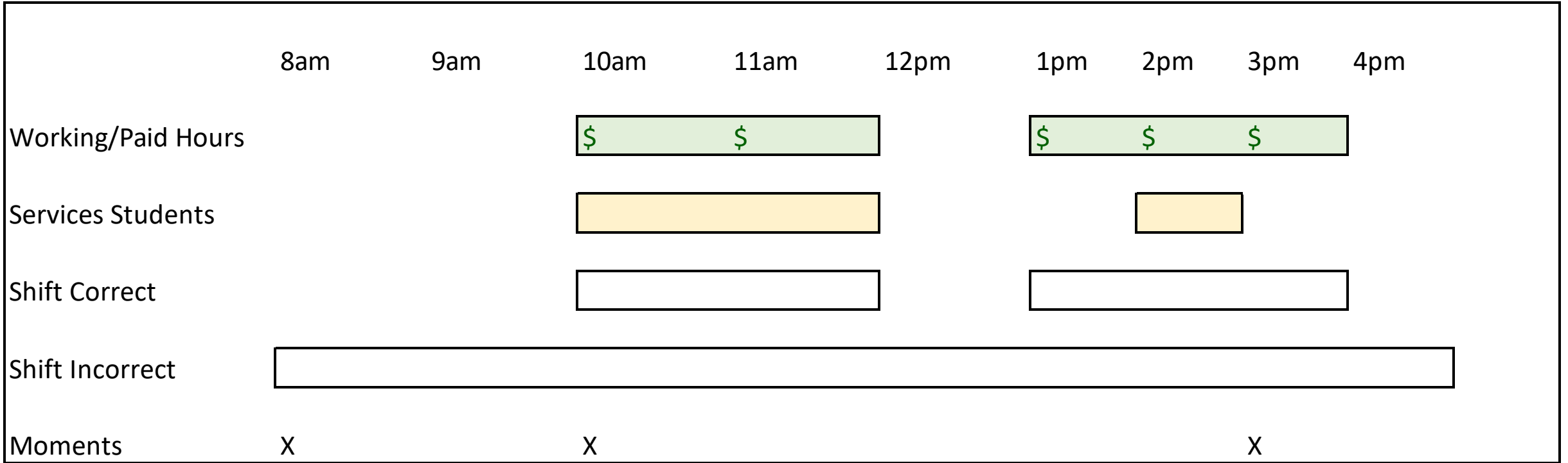|	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm
Working/Paid Hours	$	$	$	$	$	$	$	$	$
Services Students									
Shift Correct									
Shift Incorrect									
Moments	X		X					X	
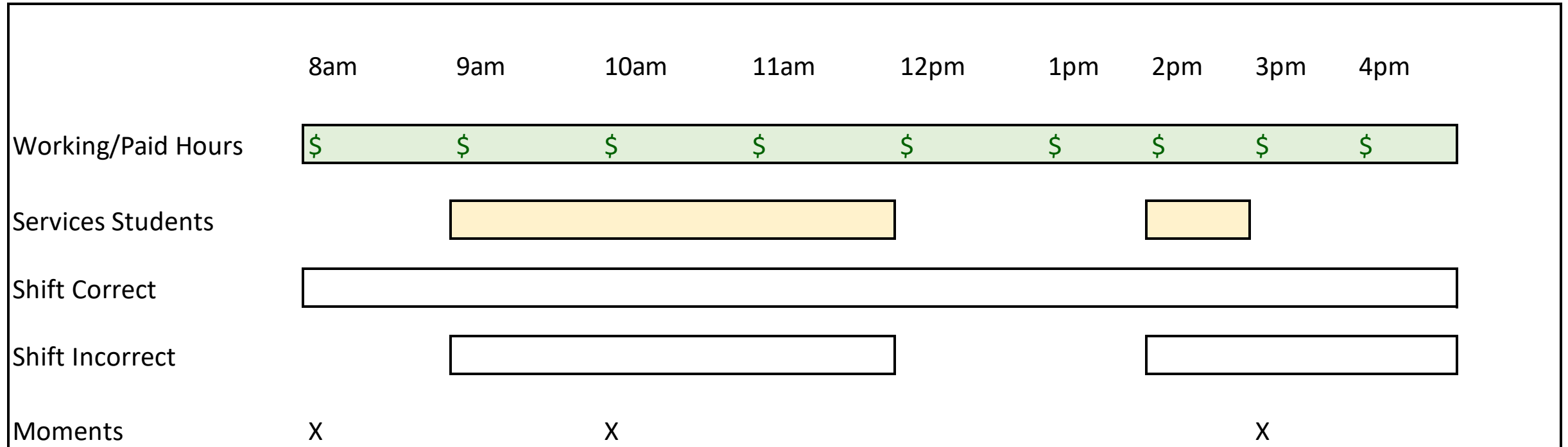
Moments = X   Working 3   Not Working 0

What are the differences and the similarities of both the part time and full-time positions?

Cost reporting and moment 'availability'

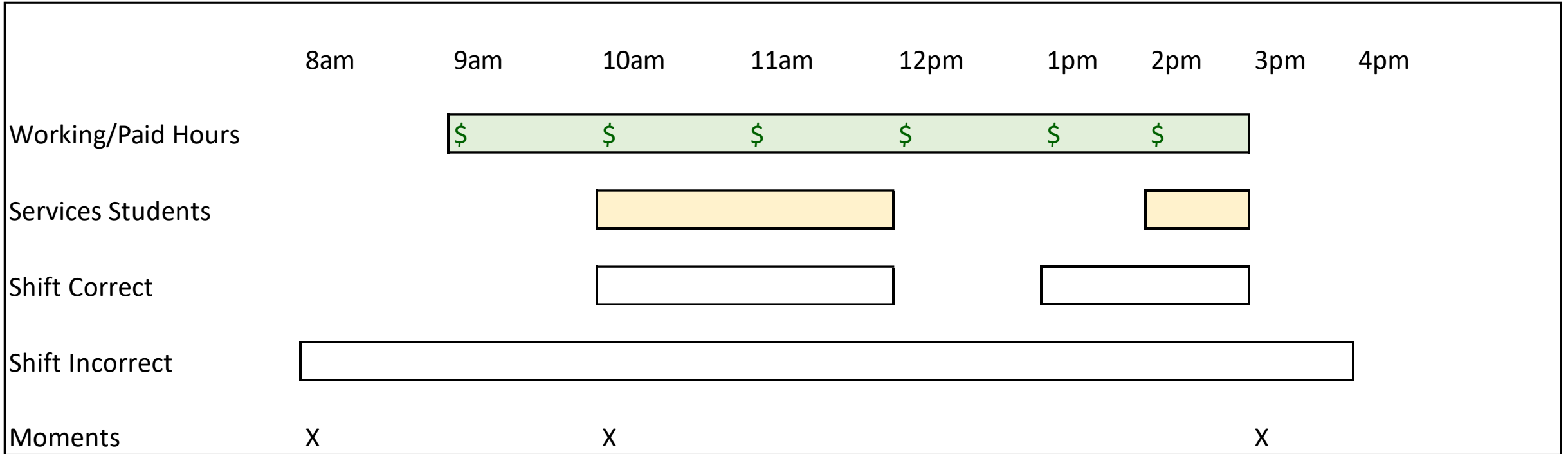|	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm
Working/Paid Hours			$ $			$ $ $			
Services Students									
Shift Correct									
Shift Incorrect									
Moments		X	X					X	

Moments = X   Working 2   Not Working 1

What are the differences and the similarities of both the part time and full-time positions?

Cost reporting and moment 'availability'

	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm
Working/Paid Hours		$ $	$	$	$	$ $		
Services Students								
Shift Correct								
Shift Incorrect								
Moments	X		X				X	

Moments = X   Working 1   Not Working 2

What are the differences and the similarities of both the part time and full-time positions?

What impact do the actual people filling the positions have?

Who goes on my Administrative Cost Pool?

Special Education Teacher #1

- Typical tasks and responsibilities
- Teaches special education
- Regularly meets with service providers to coordinate services or follow up on service progress
- Actively reviews IEPs and is involved in IEP meetings/creation
- Supervises Personal Care Aid service delivery
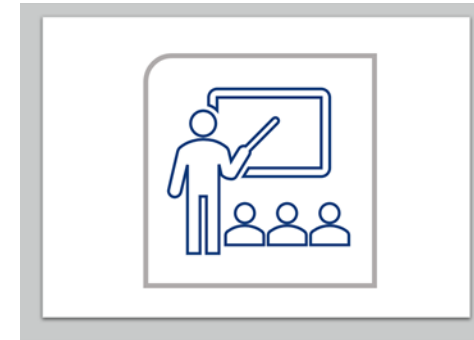
Special Education Teacher #2

- Typical tasks and responsibilities
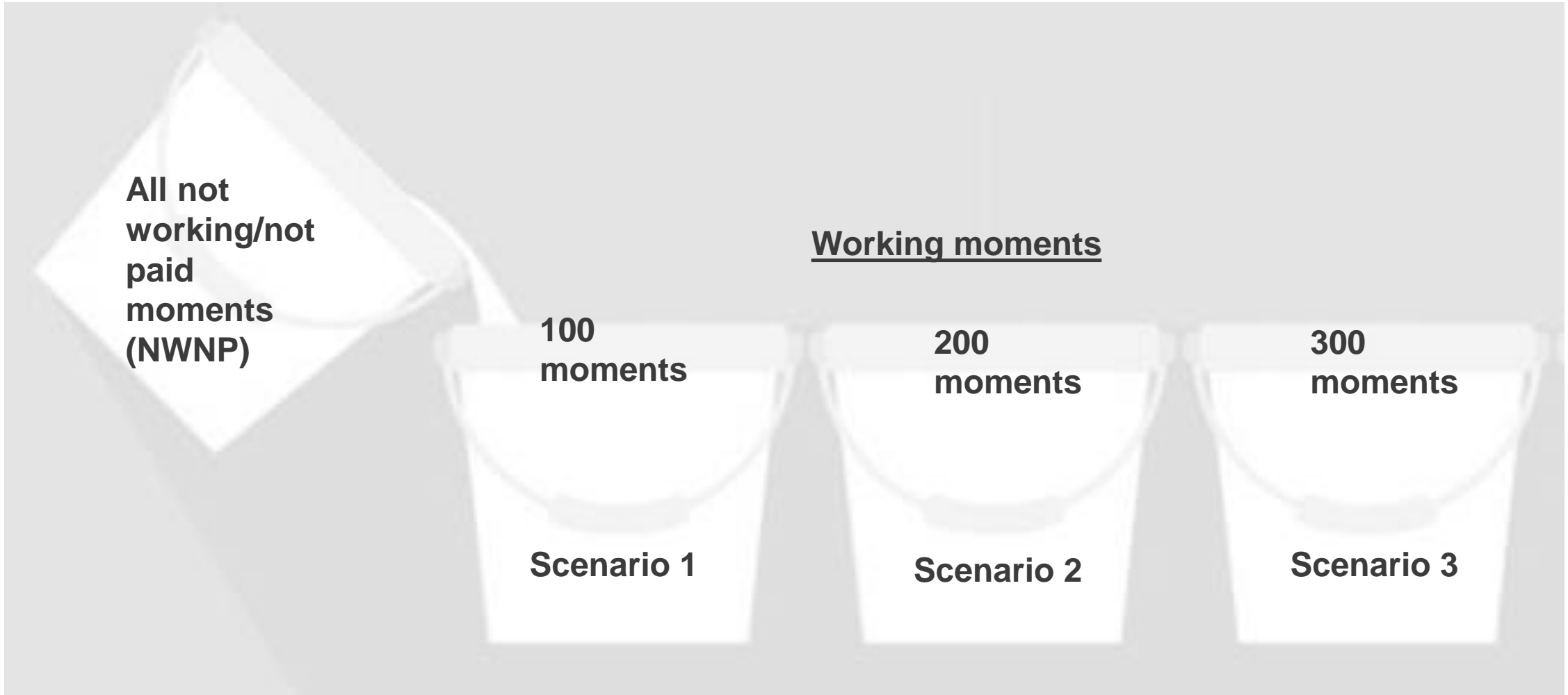- Teaches special education

RMTS Checklist

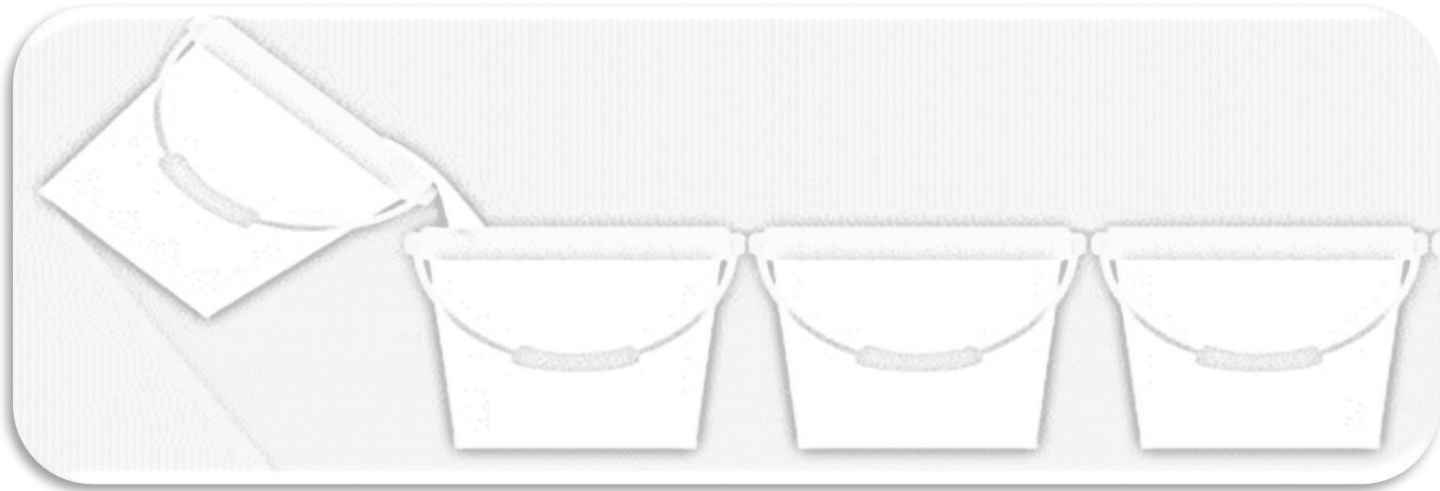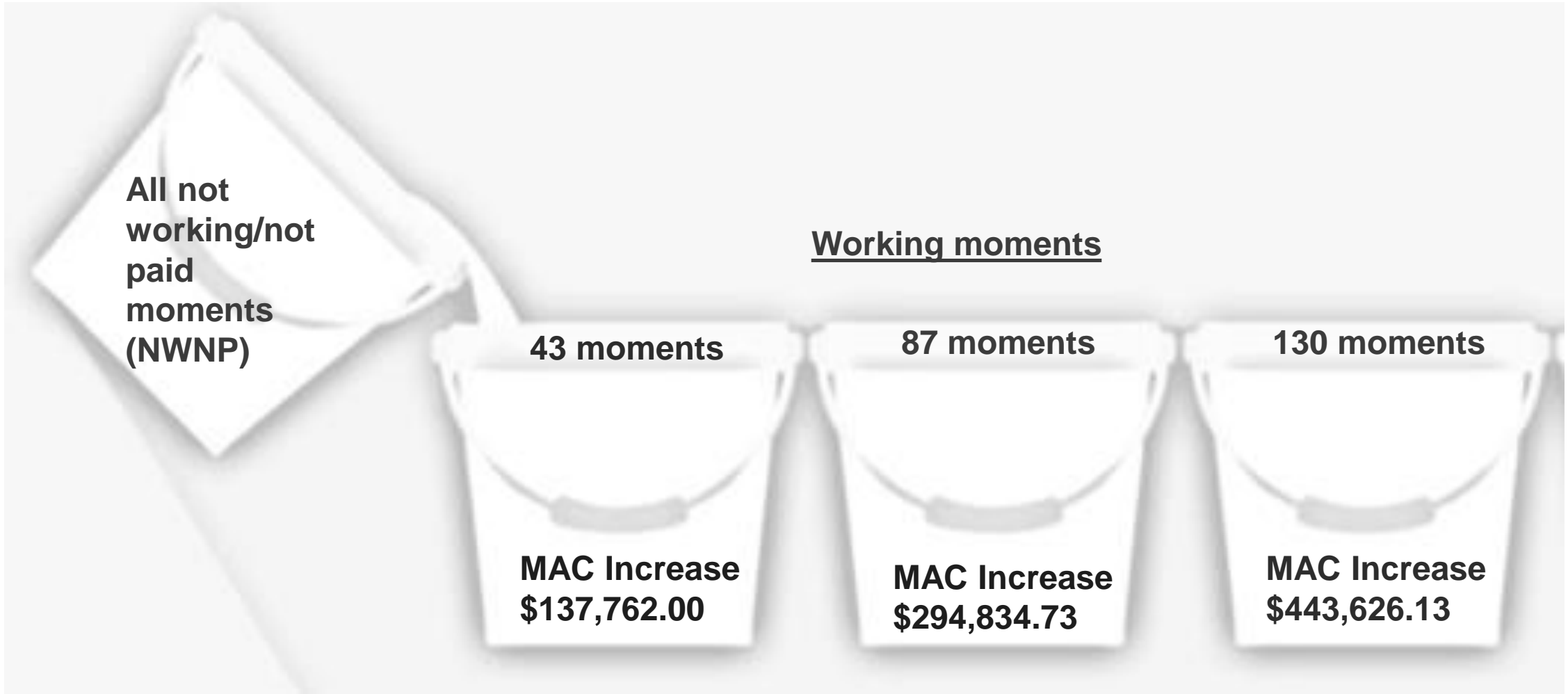| RMTS Checklist	Yes	No
Direct Service staff pool contains certified/licensed providers	x	
The calendar contains all school days scheduled to be closed (at time of certification).	x	
Positions on the staff pool list are assigned appropriate shifts based on the working/paid hours of positions	x	
Positions no longer filled are deleted from your staff pool	x	
Vacancy positions that will not be filled are deleted from your staff pool	x	
Direct service positions are assigned the correct job category	x	
Direct service providers submitting direct services for reimbursement are included on your staff pool	x	
The start and/or end times of replacements/new positions/deleted positions correspond to actual start and/or end times	x	
LEA has assigned an RMTS coordinator, or CC person (carbon copied on the moment overdue notification), to receive overdue notifications for unanswered moments	x	
Staff pool list and calendar are certified for the quarter. If not certified the LEA understands this essentially pauses participation until a certified staff pool list and calendar occurs	x	

Medicaid Administrative Claiming

All not working/not paid moments (NWNP)

Working moments

100 moments

200 moments

300 moments

Scenario 1

Scenario 2

Scenario 3

What is the value of a moment?

What is the value of a moment?

Statewide
Original LEA Share:
$3,802,435.29

	Scenario 1	Scenario 2	Scenario 3
	100 NWMP moments moved to working	200 NWMP moments moved to working	300 NWMP moments moved to working
Total MAC Reimbursement	$3,940,197.28	$4,097,270.02	$4,246,061.41
Increase	**$137,762.00**	**$294,834.73**	**$443,626.13**
Reimbursable Admin Moments added back into Equation	22	45	68
Reimbursable Direct Service Moments added back into Equation	21	41	62
Total Reimbursable Moments added back into Equation	43	87	130
Moment Value	Adding 43 reimbursable moments increases LEA share by $137,762.00	Adding 87 reimbursable moments increases LEA share by $294,834.73	Adding 130 reimbursable moments increases LEA share by $443,626.13

All not working/not paid moments (NWNP)

Working moments

43 moments

87 moments

130 moments

MAC Increase $137,762.00

MAC Increase $294,834.73

MAC Increase $443,626.13

Every moment has value

What can we control - The Unrestricted Indirect Cost Rate

UICR

- What is MAC?
  - Medicaid **Administrative** Claiming

- What is MAC reimbursing you for?
  - Medicaid reimbursable activities - Administrative
  - MAC Reimbursement does not reflect the cost of delivering services

- Random Moment Time Study percentages and Medicaid Administrative Claiming

- UICR = Unrestricted Indirect Cost Rate
  - What is the UICR?

- MAC Claim Calculations
  - Scenario with a >10% UICR
  - Scenario with a 0% UICR

UICR

Direct Service Staff Pool Administrative Time Study Calculations

Direct Service Providers	Percent of Time Spent on Reimbursable Activity X	Total Costs Entered X	Medicaid Eligibility Rate X	General Admin Overhead Factor X	= Total Gross Claim Amount
X	0.00000%	$1,319,145	N/A	N/A	$0
X	0.00000%	$1,319,145	N/A	N/A	$0
X	0.00000%	$1,319,145	49.71%	N/A	$0
X	0.00000%	$1,319,145	49.71%	N/A	$0
X	0.04237%	$1,319,145	49.71%	N/A	$277
X	0.63559%	$1,319,145	49.71%	N/A	$4,168
X	5.46610%	$1,319,145	49.71%	N/A	$35,850
X	12.75423%	$1,319,145	N/A	3.50%	$5,890

Direct Service Providers Total Gross Claim: $46,187

UICR

Administrative Staff Pool List Administrative Time Study Calculations

Administrative Providers	Percent of Time Spent on Reimbursable Activity X	Total Costs Entered X	Medicaid Eligibility Rate X	General Admin Overhead Factor X	= Total Gross Claim Amount
X	0.03635%	$2,150,644	N/A	N/A	$781
X	0.10905%	$2,150,644	N/A	N/A	$2,345
X	0.00000%	$2,150,644	49.71%	N/A	$0
X	0.00000%	$2,150,644	49.71%	N/A	$0
X	0.03635%	$2,150,644	49.71%	N/A	$388
X	0.50890%	$2,150,644	49.71%	N/A	$5,441
X	2.18102%	$2,150,644	49.71%	N/A	$23,321
X	16.21228%	$2,150,644	N/A	1.79%	$6,245

Administrative Providers Total Gross Claim: $38,524

UICR

Application of the Unrestricted Indirect Cost Rate (UICR)

Direct Service Providers	$	**46,187**
Administrative Only Providers	$	**38,524**
Gross Claim Subtotal 1	$	84,712
Indirect Cost Rate (x 27.21%)	$	23,050
Total Gross Claim Amount	$	107,762
Federal Financial Participation (FFP) Rate		x 50%
Total Net Claim Subtotal		**$53,881**

50% PA State Share (unreimbursed)

$26,940

50% District Share

$26,940

-$500 Processing Fee

Claim: $26,440.60

UICR

Direct Service Providers	$	46,187
Administrative Only Providers	$	38,524
Gross Claim Subtotal 1	$	84,712
Indirect Cost Rate (x 0%)	$	0
Total Gross Claim Amount	$	84,712
Federal Financial Participation (FFP) Rate		x 50%
Total Net Claim Subtotal		**$42,356**

50% PA State Share (unreimbursed)

$21,178

50% District Share

$21,178

-$500 Processing Fee

Claim: $20,678.60

Questions

Lot 1 Contractor – Public Consulting Group (PCG):

1-866-912-2976

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PUBLIC CONSULTING GROUP

Solutions that Matter