# SBAP Exception Reports

## Reference Guide

This guide is designed to answer common questions about the School Based Access Program (SBAP) Exception Reports. It will show you how to determine what information is missing or incomplete in the student and/or user records in EasyTrac.

You can use this guide as a reference when updating your information in EasyTrac. To look up an answer quickly, press **"Ctrl + Click"** on your keyboard on a link below to go directly to that specific topic.

## Common Questions

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## What are the Exception Reports?

The exception reports are Excel Spreadsheets that identify the required compliance information that is missing or incomplete in EasyTrac, which is preventing the associated SBAP services from being submitted to Medicaid. The reports contain student or provider names, date of service ranges for service logs not yet submitted, and the applicable Related Service. Once the information is added/updated in EasyTrac, PCG can attempt to process the service logs for claiming (given all compliance requirements are met).

Currently, the reports are emailed to the LEA on a monthly basis.

*Note:* It is best practice to add/update the information in EasyTrac before the data is pulled again for the next billing cycle, which is around the 15$^{th}$ of each month. This is so the claim can be processed as soon as possible, and to remove it from your exception reports.

## How Many Exception Reports Could I Receive?

There are six possible exception reports you could receive. You may receive one or more than one as separate Excel Spreadsheet attachments in a secure email, depending on the data that is missing or incomplete in EasyTrac. The six exception reports are the following:

1.  IEP Dates
2.  PA Secure ID
3.  Parental Consent Dates
4.  Physician Authorization Dates
5.  Provider Certification Dates
6.  Primary Disability

These reports represent each of the required compliance information needed to submit SBAP services to Medicaid.

## What Services Are Submitted to Medicaid?

*   Approved service logs are pulled from your EasyTrac site in the evening around the 15$^{th}$ of the month for billing.

*   Service logs associated with student and user records that meet all required edit checks are submitted to Medicaid.

*   Service logs associated with student and user records that did not meet all required edit checks are not submitted to Medicaid, and appear in your exception reports.

    1.  Please review your attached exception reports that identify missing/incomplete compliance data (in student and/or user records).

    2.  Enter the required student and/or user information into EasyTrac **as soon as possible** so that service logs can be submitted to Medicaid during the next month's claiming cycle.

*Note: If the required information is completed in EasyTrac after we pull data for the month, the log will attempt to be processed the following month (given all compliance requirements are met).*
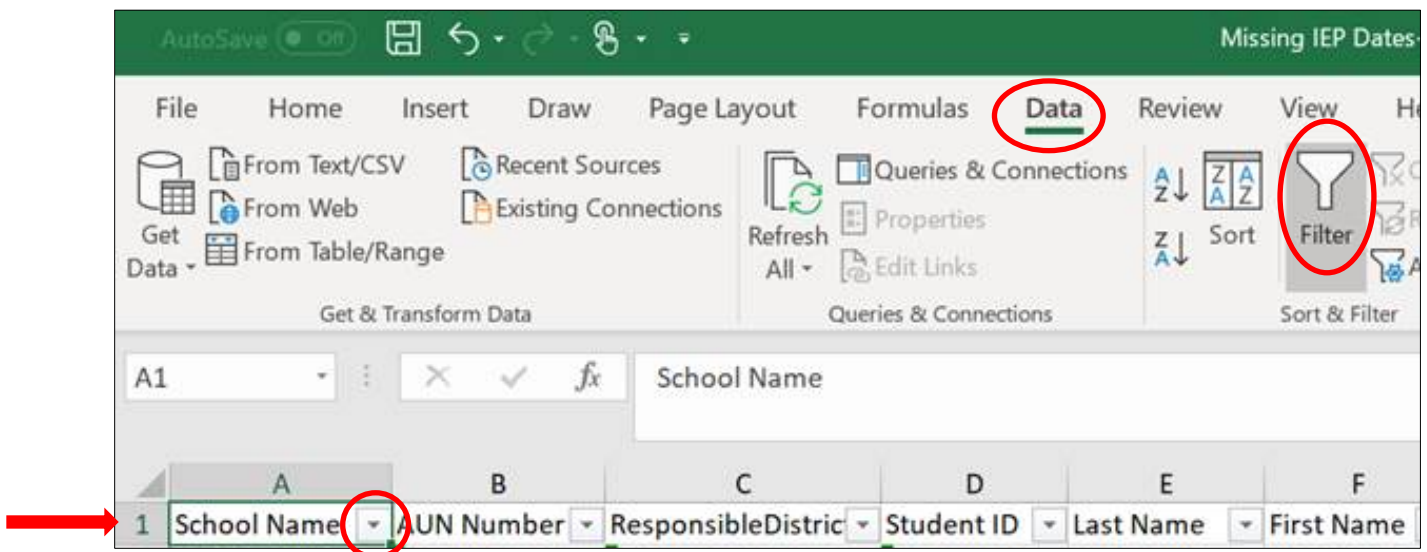
## How Do I Open the Secure Email Containing my Exception Report(s)?

The Secure Exception Report email will prompt you with options to open the attachments. Follow the instructions for [Accessing an Encrypted Email](#) and select the option for the **one-time passcode**. You do not need to create an account. If you would like written instructions for this, please contact PCG at [sbapsupport@pcgus.com](#). Due to privacy laws, we are required to send student-specific information via secure email.

## How Do I Sort the Data in my Exception Report?

Data can be sorted in your exception report by using the Filter function. Exception reports are provided with this function turned on, however if it is not, you can turn in on/off with the following directions.

1.  Select the first (header) row of the spreadsheet.

    − You can also select one column if you only want to turn it on for one field.

2.  Click Data from the ribbon in the top menu.

3.  Click Filter. This will add the drop-down arrows to your selection.

4.  Click the drop-down arrow that appears on the right-side of the column heading.

5.  You can then choose to sort or filter your data.

## How Do I Upload Changes from the Spreadsheet Sent by PCG?

To better serve you, we created a spreadsheet that you can use to upload the corrections.

This will be sent in a second email following the secure email containing your exception report attachments. To upload the data in the pre-created spreadsheet:

1.  Save the spreadsheet, with the corrections we pre-formatted for you, to your computer.
2.  Go to **Reports/School System** from the EasyTrac Main Menu.
3.  Select **System Info**.
4.  Click **Upload New Data**.



## How do I Make Corrections or Add Missing Data to EasyTrac?

The required compliance data information should be entered under the **Compliance Data tab** in the student's record.

*Note*: *While data can be entered via other areas of the student profile, the **Compliance Data tab** is specifically designed as an efficient way to enter the required compliance information for Medicaid Billing.*

## How Do I Enter Prior IEP Dates?

The current IEP date will be displayed under the Compliance Data/Special Education area by default. You should enter any prior IEP dates in the **Current IEP** field that were not previously entered, to update the student history and cover any logs submitted.



*Note: The system will always automatically display the most current IEP date. EasyTrac will update the student record with any previous IEP information; it will not overwrite any dates. To see a history of the student's information entered, you may access the Student History via the symbol next to the student's name on the top right-corner of the Special Education Eligibility tab of their profile.*

## How Do I Enter the Parental Consent?

The one-time parental consent should be entered under the **Compliance Data tab** in the student's record.

- For **"Yes"** consent types, enter the date the parent signed the consent in the **Medicaid Consent Signature** and **Begin** date fields.
  - o *Note: The Medicaid End Date is not required.*
- For **"No"** and **"No Response"** consent types, only the **Medicaid Consent Signature Date** field is required.

## How Do I Enter PA Secure ID?

This is updated on the student's Personal Information page in EasyTrac.



*Note: The PA Secure ID must be 10 digits in length.*

# How Do I Enter Provider Certification Dates?

Provider Certification dates are entered into the specific user record by searching under the **Users tab** of the EasyTrac Main Menu and selecting the applicable user's name. To update the user record, click **View** next to the specific Related Service to enter an updated certification. **This area should not contain a blank entry**. A blank entry will cause the provider to appear on the Provider Certification Exception Report. You will need to contact PCG SBAP Support to have the blank entry deleted. Also, the End Date field cannot be blank. If a provider's certification dates "do not end," a future end date will still need to be identified.





## Nursing Services Listed? – Wrong Service Type Code Was Entered

- Nursing certifications include two certification types, Registered Nurse (RN) or Licensed Practical Nurse (LPN). If the nurse has an RN certification type selected under their user profile certification but has entered a service log with an LPN service type, the services will be included on your Provider Certification Exception Report.

- To correct these exceptions, the incorrect logs must be Requested for Removal from EasyTrac, and the correct services reentered under the correct service type code corresponding with the provider's certification type.

  **TIP:** You can identify the logs with the incorrect service type by running the Standard Service Log Report and viewing the RN or LPN designation in the SvcTypeCode column.

## How Do I Enter Primary Disability?

A primary disability must be selected in the **Primary** field in the Compliance Data/Special Education area of the student record.



The primary disability selected must be an active selection from the drop-down menu. If the student has a selection that is no longer current, the word "[Inactive]" will appear after the disability name. A new, active selection must be made in order for the record to be accurate.

## How Do I Tell What is Missing in EasyTrac for the Physician Authorization When It Appears All the Information Was Entered?

Here are a few steps to take to determine why the logs are appearing on the Physician Authorization report. This section can be used as a "checklist" for review of authorizations to ensure all required elements are present.

☐ Check the student's history to see when the authorization was added versus when the data was pulled from EasyTrac. To access the student's history, search for the student and click the symbol under the CP heading to get to the Student History Event page.

*Note: Sometimes data is pulled a day or two prior to or after the 15th due to weekends and holidays. Please reference the date specifically identified in the Exception Report email.*

Once in the student's history, the **Date Created** field will show when the applicable Event was added to the student's record. If the authorization was entered after the data was pulled, the event was not yet available resulting in the service logs appearing on your exception report.



☐ For manual entry of the Medical Authorization, the Authorizing Providers can be added to EasyTrac with their required National Provider Indicator (NPI) and Medicaid (MA) ID numbers. Check the NPI/MA numbers for the correct digits.

➢ NPI – 10 digits

➢ MA - 13 digits – Please note in the example, an MA # cannot be all '0' digits.



• The entered authorization must be **Complete** with the following items:

➢ Physician Name: Cannot be blank or any other verbiage

➢ Applicable Related Service(s)

➢ Dates of Authorization are accurate

– Start Date of Medical Authorization = Date of Signature by Authorizing Provider on the Medical Practitioner Authorization form

– End Date of Medical Authorization = End Date of IEP being authorized

- **Further information on the requirements for Medical Authorizations and Ordering, Referring, and Prescribing Providers can be found HERE.**

- The **Authorized By** drop-down field under the Medical Authorization area of the Compliance Data Tab will show User Profiles in EasyTrac who have the required NPI and Medicaid ID numbers listed, and applicable Related Services the Provider is able to authorize selected as "Can Provide." If your Authorizing Provider is not showing, ensure they are added as a User in EasyTrac with all required elements accurately identified.



## How Do I Request Removal of a Log Not Billable?

You can request removal of non-billable logs so they will not appear on your exception report next month. You must request removal before the data is pulled again (around the 15th of the next month) if you want to see this reflected the next time the reports are sent.

The detailed instructions for requesting removal of logs are found in the **EasyTrac End User Manual** (pg. 15) on the PCG SBAP website https://paaccess.pcgus.com in the **Document Library** under **Training Materials**.

In short, to request removal:

1. Go to the **Related Services** area of the student record.
2. Click the **Details** button.
3. **Enter the date range** for the incomplete log(s) that need to be removed.
4. Click the **View Service Log History** button.
5. Check the box in the **Request Removal** column for the logs that need removed.

*Note: Service logs appearing on the exception report not covered by the entered compliance data do NOT have to be removed from EasyTrac. If the required compliance data is not entered in EasyTrac to cover the date of service, the logs will **not** be submitted to Medical Assistance (Medicaid) and will remain on the exception reports for 180 days or six months from the date of service.*

## How Do I Request Removal of a Compliance Date/Event?

Compliance dates are referred to as "events" and they are listed in the student's history area.

If an event is entered incorrectly (missing data, wrong dates, etc.) you must **contact PCG in writing, with the Student ID** and the **Event ID** for the event that needs to be removed. Please send this information in:

1.  an email to sbapsupport@pcgus.com, or
2.  an EasyTrac message.

You may use the student's name in lieu of the student ID if using the message board as it is as secure website. **Please DO NOT send student names via email.**

*Note: We must have the **Event ID** located in the left column of the student's history to remove the event. A written request containing the date alone is not sufficient.*

## How Does the NPI/MA Numbers Affect Claims Processing?

In accordance with the June 2016 Memorandum from DHS on the Enrollment of Ordering, Referring, and Prescribing Providers, LEAs must include the **10-digit National Provider Identifier (NPI) number** and **13-digit Medicaid or Medical Assistance (MA) number** of their applicable Authorizing Providers on Medical Authorizations.

*Note: If the digits are more or less than the required number or are identified as all Zeros ("0000"), service logs will not pass edit checks and will appear on your exception report.*

-   If services after February 1st, 2017 show on your exception reports, please review if you have any medical authorization dates entered. If dates are entered that cover the services in your exception reports, please ensure the NPI and MA numbers are added and complete. You may refer to the Missing Physician Authorization section of this document for further steps to review.

-   Instructions to add the NPI and MA numbers can be accessed here: Adding Prescriber NPI and MA Number Instructions

## Who Receives the Exception Reports and Updates this Contact Information?

-   These reports are **only** sent to the contact(s) identified by the LEA via the **DHS SBAP Contact Information Form**. Updates must be completed and submitted to DHS directly to the email address provided on the form.

-   This DHS SBAP Contact Information Form is located on the DHS SBAP website under **Supporting Documents**. A link to the website can be found on the PCG SBAP home page https://paaccess.pcgus.com
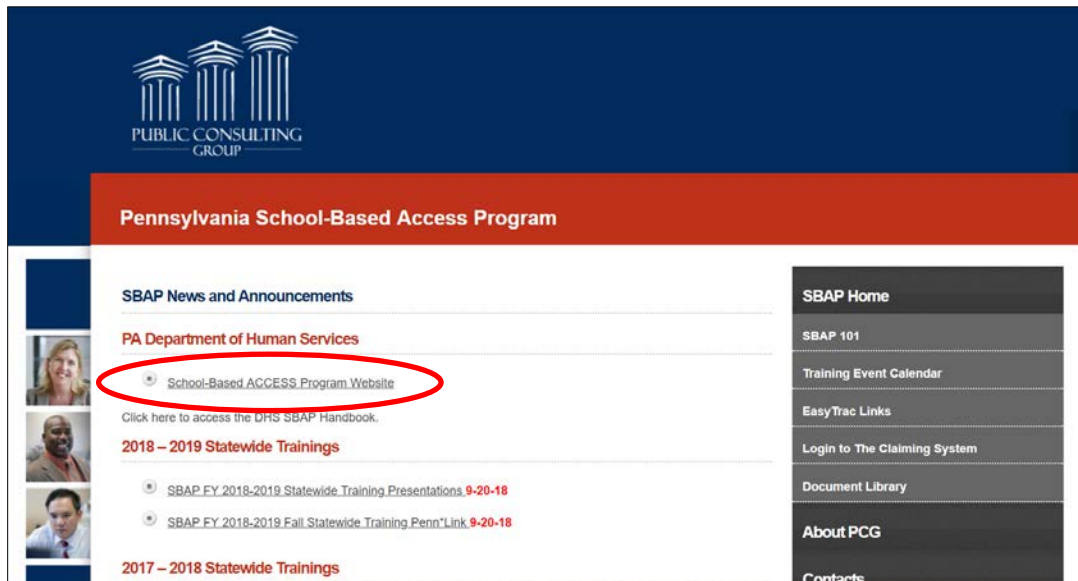
- Individuals who wish to receive these reports must complete the **SBAP Contact Information Form** and check the appropriate box.

## Contact PCG SBAP Support

Please let us know if you have any questions. You can email SBAPsupport@pcgus.com and place "Exception Reports" in the subject.

Thank you,

PCG SBAP Support

866-912-2976

SBAPSupport@pcgus.com