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Medicaid School-Based **Behavioral Health Services and Billing Toolkit**



Washington State
Health Care Authority

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Introduction

In June 2021, the Washington State Auditor’s Office (SAO) completed a **performance audit** on K-12 student behavioral health in Washington. The performance audit evaluated current behavioral health prevention and early intervention efforts for students in K-12 school settings.

Performance audit questions included:

- Are there opportunities for state agencies, educational service districts and school districts to better identify and connect Washington students to needed services?
- Can state agencies, counties, educational service districts and school districts reduce barriers to accessing these services and improve coordination of them?

The SAO audit reported “National education and healthcare organizations now recommend schools address student behavioral health in addition to physical health, although historically these services have not been provided in schools”. Specific to Medicaid funding and addressing the Health Care Authority’s (HCA) role in the audit, the SAO audit recommended that “As the state’s Medicaid agency, HCA is positioned to help education agencies with challenges they face when contracting with the state’s (Medicaid) managed care organizations. HCA could provide better guidance around reimbursable services as well as contracting and billing with managed care organizations. HCA can

take steps to help education agencies better access Medicaid to help pay for services.”

Performance audit recommendations for HCA:

The SAO performance audit recommended HCA create guidance for educational service districts (ESD) and school districts (SD) interested in contracting with HCA and Medicaid managed care organizations (MCOs) to receive Medicaid reimbursement for behavioral health services provided to Medicaid-eligible K-12 students.

HCA recognizes that some ESDs and SDs may already provide a robust system of healthcare services and supports and may already access Medicaid reimbursement for these services.

Other ESDs/SDs may need additional support before they can access Medicaid funding.

As a result of the audit, HCA developed a workgroup that was tasked with improving opportunities for ESDs/SDs to bill Medicaid and to create guidance for ESDs/SDs interested in learning more about Medicaid billing options and related resources. This toolkit is a result of the work completed by HCA’s workgroup. HCA may update this toolkit as new information or resources become available.

What is included in this toolkit?

This toolkit provides guidance and best practices about how to access Medicaid funding for behavioral health services your ESD or SD may already be providing, how to partner with behavioral health providers in your area, and other topics including:

- Avenues to provide behavioral health services and billing Medicaid for these services
- Requirements to become licensed as a behavioral health agency (BHA) with the Department of Health (DOH) in order to provide and bill Medicaid for certain behavioral health services
- Best practices for working with and contracting with the Medicaid managed care organizations (MCOs) to receive Medicaid reimbursement for Medicaid-covered services
- Other optional Medicaid programs that ESDs/SDs might participate in to receive funding including the School-Based Health Care Services (SBHS) program and the Medicaid Administrative Claiming (MAC) program
- Additional behavioral health resources and supports

Overview of Apple Health (Medicaid)

In Washington State, Medicaid is called Apple Health. **Covered services** under Apple Health are typically available through managed care (85% of Apple Health clients are enrolled in a managed care plan). For clients not enrolled in managed care, services are paid fee-for-service.

School districts (SDs) and educational service districts (ESDs), although not typically thought of as “health care providers”, can receive Medicaid reimbursement (either through managed care or fee-for-service) for the physical and behavioral health services they provide to eligible students. While ESDs/SDs may be able to receive Medicaid reimbursement for a variety of Medicaid-covered services as outlined in **Title 182 WAC**, this toolkit focuses only on the behavioral health service options that can receive Medicaid funding as directed by the SAO audit. Medicaid-covered behavioral health services include, but are not limited to:

- Autism and applied behavioral analysis therapy
- Psychological evaluations and assessments
- Group and individual counseling
- Family therapy
- Substance use disorder (SUD) services

Fee-for-service (FFS)

If a Medicaid client is not enrolled in an Apple Health (Medicaid) managed care plan, the client receives services on a fee-for-service (FFS) basis. Only about 15% of WA’s Apple Health clients ages birth-18 receive services FFS. Instead of contracting with the managed care organizations to receive payment, the health care professional or agency (i.e., ESD/SD) contracts directly with the Health Care Authority (HCA) to receive payment for services provided. Services are entered as claims into the **ProviderOne** billing system.

More information on FFS coverage can be found on HCA’s [website](#).

Managed care

Most Apple Health (Medicaid) clients are covered through “managed care.” Managed care is a comprehensive system of medical and health care delivery and includes preventive, primary, and specialty care, behavioral health (mental health and substance use disorder treatment services), and care coordination services. HCA pays a health plan (aka managed care organization) a monthly fee for clients’ care. The health plan then contracts directly with the health care professional or agency (i.e., ESD/SD) and pays the health care professional or agency who provided the

care. More information about managed care can be found on HCA’s [website](#).

HCA currently contracts with five Medicaid managed care organizations (MCO) to provide services to Apple Health (Medicaid) clients in Washington State. Under HCA’s contract, the MCOs are required to coordinate with, and refer enrollees to external entities, health care and social services/programs, including but not limited to ESDs that are licensed providers.

ESDs/SDs interested in contracting with the MCOs in their **region** in order to receive reimbursement for Medicaid-covered services, should contact the MCOs directly. To see which MCOs provide services in your region, please visit [the Apple Health Managed Care Service area map](#). Information for the MCOs can be found in the table below. More specific MCO contact information can be found in [Appendix B](#).

Managed care organization contact information

MCO	Customer Service Number	Website
Amerigroup	1-800-600-4441	amerigroup.com
Community Health Plan of Washington	1-800-440-1561	chpw.org
Coordinated Care of Washington	1-800-644-4613	coordinatedcarehealth.com
Molina Healthcare of Washington	1-800-869-7165	molinahealthcare.com
United Healthcare Community Plan	1-800-542-8997	uhc.com

Options for behavioral health service delivery and Medicaid reimbursement

As outlined in the SAO audit, national education and healthcare organizations now recommend schools address student behavioral health in addition to physical health. Many ESDs/SDs already provide a robust system of behavioral health services and supports, and some already contract with the Medicaid MCOs in order to receive Medicaid reimbursement for Medicaid-covered behavioral health services (See **Appendix D**). Other ESDs/SDs are just beginning to

explore how they can best support their students' behavioral health needs.

ESDs/SDs have several avenues to offer behavioral health (BH) services to their students which include but are not limited to:

- Hire licensed mental health professionals (LMHPs)
- Become a licensed behavioral health agency (BHA)
- Partner with community LMHPs, BHAs, and/or school-based health centers to offer services at or near the school

Considerations when determining which option is best for ESDs/SDs

This section expands on the three options listed above. Each option includes services available, licensing and certification requirements, and potential benefits and disadvantages for offering services through each method. Options 1 and 2 allow ESDs/SDs to provide BH services to all students while also allowing the ESD or SD to receive Medicaid reimbursement when services are provided to Medicaid-eligible students. Option 3 allows the ESD/SD to partner with community BH providers, behavioral health agencies and/or school-based health centers for the provision of behavioral health and other covered services. In Option 3, the ESD/SD does not directly receive Medicaid reimbursement.

Listed below are additional considerations to assist ESDs/SDs in determining which option(s) may best meet their student and community needs:

What are the unique needs of your student population? What needs are not being met?

- Prevention
- Mental Health
- Substance Use
- Crisis

Option 1: ESD/SD hires independently licensed mental health professionals

ESDs/SDs have the option to hire independently licensed mental health professionals (LMHPs). In order to receive Medicaid reimbursement for services provided by the LMHP, the ESD/SD would need to follow the steps below:

- ESD/SD and each LMHP **obtains a National Provider Identifier (NPI)**
- ESD/SD establishes a Core Provider Agreement (CPA) with HCA and enrolls in ProviderOne
- ESD/SD enrolls LMHPs as servicing providers under

their ProviderOne account

- ESD/SD contracts with the MCOs in their region in order to bill for services provided to students enrolled in an MCO

If the student is not enrolled in an MCO, services will be paid fee-for-service.

What services and providers are already available in your area?

- Who are the licensed mental health professionals in the area?
- Are there licensed behavioral health agencies available?
- How many and which type of licensed BH providers are employed by the ESD/SD?

What level of administrative activities and professional liability is the ESD/SD able to take on?

- Negotiating managed care contracts
- Hiring and licensing mental health professionals
- Billing and documentation activities
- Maintaining professional liability

What are the funding needs of the ESD or SD?

- Does the ESD/SD want to receive Medicaid reimbursement directly for services provided?
- Does the ESD/SD want to be able to provide behavioral health services only and not receive Medicaid reimbursement directly?

Note: For more information about enrolling as a provider with HCA, see the **Provider Enrollment** webpage for new providers.

Which services are reimbursable through independently licensed mental health professionals?

Within the scope of their practice, independently licensed mental health professionals may provide outpatient mental health services such as the services listed below. This is not an exhaustive list. For more details regarding the available services, the Apple Health (Medicaid) **Mental Health Billing Guide** (Part 1) lists covered outpatient mental health services in the coverage table.

- Psychiatric diagnostic evaluation
- Psychotherapy/counseling services
- Family therapy
- Group therapy

Note: Services provided must be medically necessary as defined in WAC **182-500-0070**. For more information about billable mental health services, ESDs/SDs may email HCAAppleHealthClinicalPolicy@hca.wa.gov.

What are the licensing requirements?

Medicaid requires that services be provided by licensed providers. This means that in order to receive Medicaid reimbursement for behavioral health services, ESDs/SDs will need to hire professionals independently licensed by the Department of Health (DOH) who are in good standing without restriction, such as Licensed Marriage and Family Therapists, Licensed Mental

Health Counselors, Licensed Psychologists, Licensed Psychiatrists, and Licensed Clinical Social Workers. These professionals must also have a national provider identifier and be enrolled under the ESD or SD's ProviderOne account. Except for licensed psychiatrists and psychologists, professionals who treat students age 18 and younger must submit a **HCA Mental Health Professionals Attestation form**.

Note: For more information about behavioral health licensure/certification requirements, visit the Department of Health **Behavioral Health Professions, Facilities and Agencies** webpage.

Benefits and disadvantages

• Benefits

- Licensed mental health professional is part of the school community which allows them to build strong relationships with students, families, and other school staff
- ESD/SD can receive Medicaid reimbursement for services provided by LMHP

• Disadvantages

- High cost associated with hiring LMHPs
- Administrative burden to billing Medicaid
- Limited types of services LMHPs can provide

Option 2: ESD/SD becomes a licensed behavioral health agency

For ESDs/SDs interested in providing and billing Medicaid for a broader array of behavioral health services, inclusive of mental health and substance use disorder treatment and recovery supports services such as peer counseling, they have the option to become a licensed behavioral health agency (BHA). As with Option 1, ESDs/SDs who become licensed BHAs enter into a Core Provider Agreement (CPA) with HCA in order to bill for services either FFS or through the MCOs.

ESDs/SDs will also need to establish contracts with the MCOs in order to receive Medicaid reimbursement for Medicaid-covered behavioral health services.

Which services are reimbursable through licensed behavioral health agencies?

BHAs licensed by the Department of Health (DOH) receive certifications which indicate the types of services provided by the BHA. The BHA can choose to provide specific mental health, substance use disorder, problem-gambling, or any combination of these types of services. Each certification has a corresponding Washington Administrative Code (WAC) section(s) which details the requirements for providing that service. In

addition, **Chapter 71.24 RCW** requires that the BHA be certified for all the services provided. HCA's **Service Encounter Reporting Instructions** (SERI), HCA's Medicaid (Apple Health) **Mental Health Billing Guide** (Part II), and HCA's Medicaid (Apple Health) **Substance Use Disorder Billing Guide** provides more information on covered BHA services.

What are the licensing requirements?

ESDs/SDs that would like to have and maintain BHA licensure and certification must meet the requirements outlined in DOH **Chapter 246-341 WAC**, applicable local and state rules, and applicable state and federal statutes and regulations. ESDs/SDs must also meet the applicable specific service requirements for each behavioral health treatment services they would like to provide and be certified to provide by the DOH. In addition to being licensed as a BHA, an ESD/SD would need to follow **WAC 246-341-0342** which includes:

- Maintaining a list of each established off-site location where services are provided on a regularly scheduled ongoing basis and include, for each

established off-site location:

- The name and address of the location the services are provided
- The primary purpose of the off-site location
- The service(s) provided
- The date off-site services began at that location
- Maintain student's confidentiality at the off-site location
- Securely transport confidential information and student healthcare records between the licensed agency and the off-site location, if applicable

An ESD or SD may not begin providing services until the BHA license and certifications have been issued (**RCW 71.24.037**). There are three main components to obtaining a license:

- Submit a **Behavioral Health Agency Licensing application** and accompanying documents to the Department of Health (DOH)
- Pay the applicable **fee**, and
- Obtain approval of DOH's policies and procedures

Note: For more information about BHAs, visit the Department of Health **Behavioral Health Agencies (BHA)** webpage.

Tip for BHA license application:

A complete application and fee must be received before the DOH will begin to review and approve the policies and procedures. A complete application includes a disclosure statement and background check on the administrator that was completed within the previous 3 months.

The application must be submitted by mail with an ink signature of the ESD's/SD's designated official. The designated official is the person who was given the responsibility to submit the application. The application and check should be mailed together to:

Department of Health

PO Box 1099
Olympia, WA

Tip for policies and procedures:

All applications for initial licensure and certification or adding services must include the submission of policies and procedures. This **246-341 Washington Administrative Code (WAC) Policy and Procedure Review Tool (PDF)** is designed to guide your ESD or SD in developing policies and procedures to reflect the WAC requirements for behavioral health agencies. It's important that your ESD's/SD's policies and procedures address the WAC requirements and describe how the WAC requirements are implemented at your ESD or SD. Due to legality, the DOH does not have policy and procedure samples or templates.

Note: For BHA licensing questions, contact Department of Health, Michelle Weatherly, Facility Program Manager at **Michelle.Weatherly@doh.wa.gov**.

Benefits and disadvantages

• **Benefits**

- ESD/SD able to provide a broader range of BH services to students and families
- ESD/SD receives Medicaid reimbursement which can help fund additional behavioral services or providers

• **Disadvantages**

- Costs associated with becoming licensed as BHA
- Administratively burdensome to become licensed and contract with MCOs
- Time and cost associated with hiring behavioral health professionals who can provide services under umbrella of BHA

Option 3: ESD/SD partners with licensed behavioral health agencies, independent LMHPs, and/or school-based health centers

For ESDs/SDs who do not have the capacity to provide behavioral health services directly, and/or for those ESDs/SDs who want to enhance their behavioral health support systems, Option 3 allows the school district or ESD to partner with local behavioral health agencies (BHA), independently licensed mental health professionals (LMHP) and/or school-based health centers/clinics (SBHC) in their region.

This option allows the ESD/SD to offer a variety of services to students without having to deal with hiring

LMHPs and the administrative burden of Medicaid billing. In this option, the community partner (BHA, LMHP, SBHC) bills Medicaid (and possibly private insurance) for services provided to K-12 students.

Which services are reimbursable through licensed behavioral health agencies?

BHAs licensed by the Department of Health (DOH) receive certifications which indicate the types of services provided by the BHA. The BHA can choose

to provide specific mental health, substance use disorder, or any combination of these types of services. Each certification has a corresponding Washington Administrative Code (WAC) section(s) which details the requirements for providing that service. In addition, **Chapter 71.24 RCW** requires that the BHA be certified for all the services provided. ESDs/SDs should work with the licensed BHA to understand the services they are able to offer.

A list of behavioral health agencies can be found on the **Behavioral Health Agencies Directory** published by Department of Health.

Which services are reimbursable through independently licensed mental health professionals?

Within the scope of their practice, independently licensed mental health professionals may provide outpatient mental health services such as the services listed below. This is not an exhaustive list. For more details regarding the available services, the Apple Health (Medicaid) Mental Health Billing Guide (Part 1) lists covered outpatient mental health services in the coverage table.

- Psychiatric diagnostic evaluation
- Psychotherapy/counseling services
- Family therapy
- Group therapy

Additional Medicaid billing resources and information

ESDs/SDs who pursue Options 1 and 2 listed above must follow billing instructions in the appropriate billing guide(s) for FFS billing. For managed care billing, ESDs/SDs must work closely with each MCO for complete billing instructions, documentation requirements, and billable services. The requirements should be clearly described in the contract with the MCO. ESDs/SDs can also find additional information on Medicaid covered mental and behavioral health services below:

- **Mental Health Billing Guide**
- **Service Encounter Reporting Instructions** (SERI)
- **Substance Use Disorder Billing Guide**
- Health Care Authority Behavioral Health and Recovery **webpage**

Clearinghouses and billing agents

For assistance with Medicaid billing, ESDs/SDs may choose to contract with an outside entity known as a clearinghouse or billing agent. ESDs/

Which services are reimbursable through school-based health centers/clinics?

Working hand-in-hand with the school community, school-based health centers provide safe, age-appropriate, culturally-competent health care to students where they already spend much of their time—at school. Providing high-quality primary medical, mental health, and other health services to children and adolescents, school-based health centers are particularly effective in delivering care to young people who may not seek or be able to access care elsewhere.

Note: For more information about SBHCs, visit the WA State School-Based Health Alliance **website**.

Benefits and disadvantages

• Benefits

- ESD/SD can offer services to students but do not have to worry about billing Medicaid
- Variety of services offered through each entity

• Disadvantages

- Providers are not part of school community which may create lack of trust between students and providers
- Administratively burdensome to enter into contracts/MOUs with multiple community providers/agencies

SDs interested in contracting with a clearinghouse/billing agent for assistance with Medicaid managed care billing may view each MCO website for a list of available clearinghouses or may contact the MCOs for additional information about using clearinghouses/billing agents:

- **Amerigroup**
- **Community Health Plan of WA**
- **Coordinated Care**
- **Molina**
- **United**

ProviderOne

ProviderOne is WA State's Medicaid Management Information System (MMIS). ESDs/SDs who would like to bill FFS and/or contract with the MCOs must be enrolled in ProviderOne prior to submitting claims to HCA.

For more information on ProviderOne and how to enroll, ESDs/SDs may visit HCA's Provider Enrollment [webpage](#).

National provider identifier (NPI)

A national provider identifier (NPI) is a federal system for uniquely identifying all providers of health care services, supplies, and equipment. An NPI is required prior to enrollment in ProviderOne. ESDs, SDs, and each individual provider who participate in Medicaid billing is required to have an NPI.

For more information and to apply for an NPI, visit the National Plan and Provider Enumeration System (NPPES) [website](#).

Program integrity

Program integrity is an integrated system of activities designed to ensure compliance with federal, state, and agency statutes, rules, regulations, and policies. It includes reasonable and consistent oversight of the Washington Apple Health program (Medicaid). To ensure compliance with Medicaid rules, HCA conducts

program integrity activities under **Chapter 182-502A WAC** and **Chapter 182-502 WAC**. ESDs/SDs who participate in Medicaid programs must participate in all program integrity activities. ESDs/SDs are responsible for the accuracy, compliance, and completeness of all claims submitted for Medicaid reimbursement. HCA conducts reviews and recovers overpayments if an ESD or SD is found not in compliance with HCA requirements according to HCA rules.

For more information, visit HCA's [program integrity webpage](#).

Privacy laws and regulations when providing SUD treatments

If an ESD/SD chooses to provide substance use disorder (SUD) treatment as a licensed BHA and/or if an ESD/SD partners with a BHA to provide these services, the ESD/SD must ensure they are meeting the applicable privacy rules and regulations as outlined in HCA's **Sharing: Substance Use Disorder Information** guide.

Additional Medicaid reimbursement options available for ESDs/SDs

There are two additional Medicaid funding options available to ESDs/SDs: the School-Based Health Care Services (SBHS) program and the Medicaid Administrative Claiming (MAC) program. ESDs/SDs can choose to participate in one or both of these programs, as well as participate in the Options outlined on pages 5-8 of this toolkit. Participation in the SBHS and MAC programs are beneficial as they allow ESDs/SDs to receive Medicaid reimbursement for activities and services school staff and/or contracted staff are already providing. ESDs/SDs who participate in SBHS and MAC must follow program rules and requirements which are outlined below.

School-based health care services (SBHS) program

SBHS is a Medicaid program that reimburses ESDs/SDs for providing Medicaid-covered health related services to Medicaid-eligible children ages birth-20 with Individualized Education Programs (IEPs) or Individualized Family Service Plans (IFSPs) per the Individuals with Disabilities Education Act (IDEA). To be reimbursable, services must be prescribed or recommended by a Department of Health (DOH) licensed provider, must be included in a student's IEP or IFSP, and must be provided by or under the direction of a DOH-licensed provider. Services are paid on a fee-for-service basis even if the student has Medicaid coverage through a managed care organization.

Which services are reimbursable through the SBHS program?

SBHS-covered services include:

- Audiology
- Counseling
- Occupational therapy
- Physical therapy
- Speech language therapy
- Nursing

A full list of covered services and billable codes can be found in the **SBHS Billing Guide**. SBHS services are carved out of the Medicaid managed care contracts and are offered fee-for-service. This means that ESDs/SDs enter into a SBHS contract directly with HCA and bill for services through the ProviderOne system. The SBHS program provides reimbursement for in-person services as well as telehealth services.

Note: Because the SBHS program is limited to providing reimbursement only for IEP/IFSP health related services, ESDs/SDs may find it beneficial to also contract with the Medicaid MCOs to receive reimbursement for non-IEP/IFSP services.

Who can participate in SBHS?

Educational service districts, public school districts, charter and tribal schools may enter into a SBHS

contract with HCA. A list of individual providers who are eligible to provide SBHS under the umbrella of the ESD/SD can be found in the SBHS Billing Guide and **Chapter 182-537-0350 WAC**.

How to participate in SBHS

Eligible school staff or contracted providers document the IEP/IFSP health-related services provided to students. The ESD, SD or a third-party biller (also known as a billing agent) submits the information as a claim into the ProviderOne billing system. The ESD/SD receives payment directly from HCA for eligible claims either via an electronic funds transfer or a paper check.

Benefits of participating in SBHS

Participation in the SBHS program allows ESDs/SDs to recover a portion of the costs incurred when providing health related services to special education students who are eligible for Medicaid. Medicaid funds may be used to offset these costs by allowing districts to fully or partially fund school staff, purchase assistive technology, pay for professional development activities, and other necessary expenses. Most ESDs/SDs use their SBHS Medicaid funds to supplement their special education program but it is up to each ESD/SD how they spend these funds. Medicaid payments vary per ESD/SD but ranges from \$3,000-\$450,000 annually.

For more information, contact HCA's SBHS program manager, Shanna.Muirhead@hca.wa.gov, or visit HCA's **SBHS webpage**.

Medicaid Administrative Claiming (MAC) program

MAC is a joint federal-state program that allows ESDs/SDs to receive partial federal reimbursement for Medicaid administrative activities performed by school staff that support the goals of Washington's **Medicaid State Plan**. Many of the administrative activities that school staff perform on a daily basis may be eligible for reimbursement through the MAC program. The school district MAC program is a web-based (paperless) program that utilizes a Random Moment Time Study (RMTS). HCA has contracted with a third-party vendor to manage the RMTS and claiming system.

Examples of eligible administrative activities under the MAC program include:

- Providing outreach and information about Medicaid programs to students and families
- Helping individuals to apply for or access Medicaid services
- Referring students and families to Medicaid health

- providers
- Participating in Medicaid program related program planning, policy development and interagency coordination
- Attending trainings for referring Medicaid eligible students to Medicaid services

Which staff can participate in MAC?

School district staff who regularly perform eligible activities can participate in this program, including teaching staff, social and health-related staff, and administrators. In order for staff to be included in the program, their positions must be funded with eligible local funds and must not be fully funded with federal funds. Staff who are 100% federally funded may not participate. Staff who rarely interact with students or have a low likelihood of performing eligible Medicaid administrative activities should not be included in the time study. Examples may be bus drivers, janitors, or lunch personnel.

How to participate in MAC

Staff participate in an electronic RMTS to determine the amount of time they spend performing eligible administrative activities. The RMTS is conducted quarterly and samples staff activities for a 60 second period of time. Samples are referred to as "moments" and collected throughout the entire quarter. Districts submit a claim for reimbursement at the end of each quarter, which is based on the RMTS participant salary and benefits, the RMTS results, and the ratio of Medicaid-enrolled students.

Benefits of participating in MAC

School staff are already performing Medicaid administrative activities on a daily basis. The MAC program reimburses school districts for some of the cost they incur for work that is already being done. Districts receive partial reimbursement for the cost of the salaries and benefits of the district staff who participate in the program. The reimbursed funds can be used in whatever way the district prefers. For example, Medicaid dollars can be used to fund additional behavioral health providers or nursing staff within the district.

The program is simple to participate in, and is completed electronically, relieving much of the administrative burden associated with managing a program within the district. HCA provides significant support and technical assistance to districts and has implemented robust quality control measures to improve the integrity of the program.

For more information, contact HCA's MAC program manager, Wendy.Nelson@hca.wa.gov or visit HCA's **MAC webpage**.

Next steps

HCA is committed to ensuring that ESDs/SDs have the tools and resources they need to access Medicaid funding and increase access to behavioral health services in the school setting. ESDs/SDs interested in participating in any of the Medicaid billing options or programs outlined in this toolkit may contact the appropriate HCA contact as outlined in [Appendix A](#). Specific managed care organization information can be found in [Appendix B](#). Additional behavioral health resources and supports and contact information for BHAs and SBHCs can be found in [Appendix C](#).

Appendix A: Contact information

Health Care Authority

Managed care contracting and coverage questions:

Managed care contracting and coverage questions should be directed to the appropriate managed care organization (MCO). Please see [Appendix B](#) for managed care contact information.

Note: ESDs/SDs who have started the contracting process with the MCO contacts in Appendix B and are experiencing obstacles, please email the Health Care Authority at HCAMCPrograms@hca.wa.gov for technical assistance.

Additional HCA contact information:

Enrolling as a Medicaid provider:

For more information about enrolling as a Provider with HCA, see the [Provider Enrollment webpage](#) for new providers, or email: ProviderEnrollment@hca.wa.gov.

Behavioral and mental health fee-for-service billing and coverage questions:

ESDs/SDs interested in learning more about billing HCA fee-for-service for mental and behavioral health services, email: HCAAppleHealthClinicalPolicy@hca.wa.gov

Behavioral health and recovery:

General questions about behavioral health and recovery services available through HCA, email: Enos Mbajah, School Age Child, Youth, and Family Integrated Services Supervisor, Enos.Mbajah@hca.wa.gov

School-based health care services (SBHS) program (special education IEP/IFSP billing only):

Questions about the SBHS program and how to participate in this program, email: Shanna Muirhead, SBHS Program Manager, Shanna.Muirhead@hca.wa.gov

Medicaid Administrative Claiming (MAC) program (administrative activities only):

Questions about the MAC program and how to participate in this program, email: Wendy Nelson, SD MAC Program Manager, Wendy.Nelson@hca.wa.gov

Applied Behavior Analysis (ABA) billing and coverage questions:

ESDs/SDs interested in learning more about billing for ABA services, email ABA@hca.wa.gov.

Medicaid eligibility questions and assistance with enrolling students in Medicaid:

- [Medicaid eligibility requirements](#)
- [Stakeholder training and outreach materials](#)

Department of Health

For behavioral health agency licensure questions and assistance, contact Michelle Weatherly, Michelle.Weatherly@doh.wa.gov

Appendix B: Managed Care Organization (MCO) contact information

Please refer to the list below to get assistance directly from an MCO. If you have attempted to get assistance and are encountering obstacles, contact

HCAMCPrograms@hca.wa.gov for assistance from the Health Care Authority (HCA).

Assistance with initial contracting questions

MCO	Contact information
Amerigroup	preston.cody@amerigroup.com
Community Health Plan of Washington	Provider.Relations@CHPW.org
Coordinated Care of Washington	JoinOurNetwork@CoordinatedCareHealth.com
Molina Health Care	Fill out the contract request form and email MHWProviderContracting@MolinaHealthcare.com
United Health Care	jennifer_emery-morelli@uhc.com

Billing questions, issues, or coverage questions

MCO	Contact information
Amerigroup	Fill out the provider contact form . You will receive a response within 48 business hours.
Community Health Plan of Washington	Provider.Relations@CHPW.org or the CHPW website for additional resources.
Coordinated Care of Washington	CoordinatedCareProvi@centene.com 1-877-644-4613 (TDD/TTY 1-866-862-9380)
Molina Health Care	Provider Contact Center (855) 322-4082
United Health Care	Assigned advocate once contract is complete.

Assistance with coordinating care for students as needed

MCO	Contact information
Amerigroup	wabhreferrals@amerigroup.com Niki Lewis at Nikole.Lewis@anthem.com
Community Health Plan of Washington	caremgmtreferrals@chpw.org 1-866-418-7004 Kristol Parker at Kristol.Parker@chpw.org
Coordinated Care of Washington	CareManagement@coordinatedcarehealth.com (IMC) ahccteam@coordinatedcarehealth.com (FIC)
Molina Health Care	Email the Referral for Care Management form to mhwcmreferral@molinahealthcare.com
United Health Care	wa_carecoordinationrequests@uhc.com

Appendix C: Additional behavioral health resources and supports for ESDs/SDs

School-based health centers

School-based health centers, or school-based health clinics (SBHC), are student-focused health centers located in or adjacent to a school where students can receive integrated medical, behavioral health, and other healthcare services. SBHCs are a partnership between the community, the school, and a healthcare sponsor. The healthcare sponsor can be, for example, a community health center, hospital or healthcare system, public health department, or tribal program.

SBHCs serve all students in the school, regardless of insurance status or ability to pay. Some may also serve other students in the district, students' families, school staff, and other community members. Most SBHC sponsors bill both Medicaid and private insurance for services.

For more information, contact the [Washington School-Based Health Alliance at wasbha.org](http://wasbha.org).

Behavioral health agencies in Washington

ESDs and SDs that do not have the resources to become a licensed BHA may partner with or refer students to other licensed BHAs and behavioral health providers in order for their students to receive behavioral health services

and supports. A list of BHAs and BH providers can be found in the Department of Health (DOH) [Behavioral Health Agencies Directory](#).

ESD behavioral health navigators

Second Substitute [House Bill](#) (2SHB) 1216 (2019–20) funded Behavioral Health Coordinator/Navigator (BHN) positions in all nine of Washington's Educational Service Districts (ESDs) to provide a network of support for school districts to develop and implement

comprehensive suicide prevention and behavioral health supports for students.

For more information, visit [OSPI's Youth Suicide Prevention, Intervention, and Postvention webpage](#).

Back to school mental health supports

- Washington Department of Health (DOH): [COVID-19 Back to School THINK Toolbox](#)
- Kaiser Permanente: [The Way to Staff Well-Being in Schools Webinar Series](#)
- The Jed Foundation: [Preparing to Support Adolescent and Young Adult Mental Health](#)

- [for Life Beyond COVID-19 Will Require Time, Support, and Patience\(link is external\)](#)
- Washington Department of Health (DOH): [A COVID-19 Behavioral Health Toolbox for Families](#)

Mental health crisis lines

- Crisis Text Line: Text HOME to 741741
- The Trevor Project (LGBTQ+ Youth): 1-866-488-7286, text START to 678678, or visit [TrevorChat](#)
- [Washington State Mental Health Crisis Lines by County](#)
- National Suicide Prevention Hotline: 1-800-273-8255
- National de Prevencion del Suicidio: 1-888-628-9454
- National Suicide Prevention [Lifeline Chat](#)
- Trans Lifeline: 1-877-565-8860
- [RED NACIONAL de Prevención del SUICIDIO](#)

Appendix D: Best practices from ESD 113 & Spokane Public Schools

Educational Service District (ESD) 113 and Spokane Public Schools (SPS) are both licensed behavioral health agencies (BHA). They provide behavioral health services and supports to students and they have experience with billing the Medicaid MCOs for Medicaid-covered

behavioral health services provided to Medicaid-eligible students. HCA asked both ESD 113 and SPS for best practices and tips for other ESDs/SDs who are interested in exploring this option.

What are some best practices?

- Set a meeting (with MCOs and appropriate HCA staff) to get to know each other.¹ Building relationships is critical in this work.
- Sharing your vision, mission and your service model (with the MCOs) is so important.
- Lead with the WHY of this work. This strategy sets the tone for the rest of the relationship.
- Get to know who the provider representative is for each MCO. These have changed several times in the past and it is critical to keep current and develop a relationship with that person.²
- Be very clear about definitions and terms.

What type of services are you able to bill Medicaid for as a BHA?

- Mental Health and Substance Use services under the **Service Encounter Reporting Instructions (SERI)**.
- Outpatient Behavioral Health. This includes individual therapy, group therapy, family therapy, case management, telehealth. We also do clinical intakes and treatment plans/reviews and discharge summaries.

Which type of servicing providers do you employ or contract with?

- All of ESD 113's behavioral health providers are employees of ESD 113. The staff ESD 113 hires hold their own individual license through Department of Health (DOH) but work under the ESD 113 BHA to deploy services.
- SPS hires master level behavioral health clinicians. All SPS staff have master's degrees in counseling, marriage and family therapy, social work, and/or psychology and have a license issued by DOH. SPS provides weekly supervision to all staff, regardless of license or years of experience. SPS also works with local universities to offer internships to master's level candidates (under supervision which SPS provides). SPS also has two and a half staff members that are medical billing specialists and these two and a half do not have a master's degree. They have special training in billing.

Contact information for ESD 113 and SPS

ESD/SD	Contact	Contact information
ESD 113	Erin Wick	(360) 464-6849, ewick@esd113.org
Spokane Public Schools	David Crump	(509) 720-6274, davidcr@spokaneschools.org

¹ HCA can help facilitate meetings between ESDs/SDs and MCOs. Interested ESDs/SDs can contact HCAMCPrograms@hca.wa.gov for more information.

² MCO contact information can be found in Appendix B. HCA will update this information as needed.