

# School-Based Healthcare Services (SBHS) Program

(For children ages birth-20 receiving early intervention or special education services)

Annual Training for SBHS Medicaid Coordinators  
2023-24

# Who should view this training?

---

- This training is intended for school district SBHS Medicaid Coordinators
- The purpose of this training is to provide SBHS Program information and updates
- Information provided in this training does not supersede instructions and policy found in the [SBHS Program Billing Guide](#), [SBHS Program WAC Chapter 182-537](#), or the SBHS contract between HCA and your district

**Note:** In order to use active hyperlinks found throughout this training, please view the PDF version of this training available on the [SBHS Program webpage](#)!

# New to the SBHS Program?

---

- Be sure to also view the [SBHS Program 101 Training!](#)
- New SBHS Medicaid Coordinators should review the [Checklist for New SBHS Medicaid Coordinators](#)
- School districts/ESDs interested in participating in the SBHS Program should review the [Checklist for New School Districts](#)
- These resources and other resources are available on the SBHS Program webpage at: <https://www.hca.wa.gov/sbhs>

# Training overview

---

- Updates
  - Billing guide & fee schedule
  - Signature log
  - Telemedicine
- Reminders
  - OneHealthPort/ProviderOne
- Resources
- Contact information

A recording and PDF of this training are available on HCA's SBHS Program webpage at [www.hca.wa.gov/sbhs](http://www.hca.wa.gov/sbhs)

# Updates

# Billing guide and fee schedule

---

- [SBHS Program Billing Guide](#) (updated 10/2023)
  - Signature log requirement removed
  - Language clean-up/clarification
  - Telemedicine updates
  - **Remember to share updated guide with providers and other district staff as needed!**
- [SBHS Program Fee Schedule](#) (updated 7/1/2023)
  - No new codes
  - Rates for most codes have changed

# Provider signature log

- Effective July 1, 2023, **school districts are no longer required to maintain a signature log!**
- School districts must maintain previous signature logs for six years
  - Previous signature logs may be scanned and stored electronically
- Providers must still sign (either electronic or handwritten) treatment notes/services logs

Washington State Health Care Authority

School-Based Health Care Services (SBHS)  
Sample Provider Signature Log

**Directions:** Use this form to list all qualified health care providers for your school district. Include the provider's printed name, handwritten signature(s), initials, credentials, license number and National Provider Identifier (NPI). If a provider has various signatures, all versions of the signature should be included on the signature log. **This form does not need to be provided to the SBHS program manager but must be kept on file and must be made available for monitoring activities per WAC 182-507-0700 and WAC 182-502A.**

School District Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Address \_\_\_\_\_ School District Billing NPI \_\_\_\_\_  
Verified and signed by (director or designee) \_\_\_\_\_ Date \_\_\_\_\_ School Year \_\_\_\_\_

| Servicing Provider Name | Printed Name | Signature(s)      | Initials | Credentials | License Number | NPI        |
|-------------------------|--------------|-------------------|----------|-------------|----------------|------------|
| Example: Smith, John    | John Smith   | <i>John Smith</i> | JS       | SLP         | LL12345678     | 1234567890 |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |
|                         |              |                   |          |             |                |            |

Note: The Provider and Contact Update Form is still required!

# Telemedicine

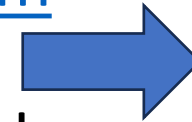
---

- The SBHS Program has allowed services to be provided through HIPAA-compliant, audio/visual telemedicine since 2015
- During the COVID-19 emergency, HCA allowed many flexibilities on telehealth service delivery (i.e., audio-only service delivery and non-HIPAA compliant audio/visual platforms allowed)
- Previously, all codes in the SBHS Program Billing Guide were reimbursable when provided through HIPAA-compliant audio/visual telemedicine platforms
  - Effective 10/1/2023, HCA is limiting which codes can be billed via audio/visual & audio-only telemedicine platforms



# Telemedicine changes

- Effective 10/1/23, only certain services/codes are reimbursable when provided through HIPAA-compliant audio/visual & audio-only telemedicine platforms
- A column has been added to the “Coverage Tables” in the [SBHS Program Billing Guide](#) to indicate whether a service is reimbursable when provided through telemedicine



| CPT® Procedure Code | Short Description                | Comments         | Telemedicine |            |
|---------------------|----------------------------------|------------------|--------------|------------|
|                     |                                  |                  | Audio/Visual | Audio-Only |
| 97150               | Group therapeutic procedures     |                  | ✓            |            |
| 97165               | OT eval low complex, 30 min      |                  | ✓            |            |
| 97166               | OT eval mod complex, 45 min      |                  | ✓            |            |
| 97167               | OT eval high complex, 60 min     |                  | ✓            |            |
| 97168               | OT re-eval est plan care         |                  | ✓            |            |
| 97530               | Therapeutic activities           | Timed 15 minutes | ✓            |            |
| 97533               | Sensory integration              | Timed 15 minutes |              |            |
| 97535               | Self-care management training    | Timed 15 minutes | ✓            |            |
| 97537               | Community/work reintegration     | Timed 15 minutes |              |            |
| 97542               | Wheelchair management training   | Timed 15 minutes |              |            |
| 97750               | Physical performance test        | Timed 15 minutes | ✓            |            |
| 97755               | Assistive technology assess      | Timed 15 minutes |              |            |
| 97760               | Orthotic management and training | Timed 15 minutes |              |            |



# Telemedicine documentation

---

- Documentation requirements for telemedicine are the same as those listed in the *Documentation Section* of the [SBHS Program Billing Guide](#)
- **In addition**, providers must include the following:
  - Documentation that the service was provided through telemedicine
  - Documentation whether the service was delivered through audio/visual or audio-only telemedicine
  - The location of the student
  - The location of the provider

Reminder!

# Telemedicine facility fee

---

- Providers can bill for the telemedicine facility fee (code Q3014) when services are provided through audio/visual telemedicine and the student is located at school
- When do providers submit a claim for the telemedicine facility fee (Q3014)?
  - Student located at school
  - Provider located at another location (e.g., provider's office, provider's home, etc.)
  - Services are provided through HIPAA-compliant audio/visual telemedicine platform
  - Q3014 code must be billed with POS 03 (school)
- **Q3014 code is NOT billable when services are provided through audio-only telemedicine**

A claim for the facility fee can only be billed when a service is provided to the student on the same date of service.

# ProviderOne (P1)

---

- **The ProviderOne log in process is changing!**
- Instead of logging directly into ProviderOne, school staff will now access ProviderOne (P1) through a secure online portal called OneHealthPort
- HCA began notifying district P1 System Administrators in November/December 2022
- HCA's SBHS Program Manager sent multiple GovDelivery email notifications with additional information & registration directions

# OneHealthPort (OHP)

---

- What is OneHealthPort?
  - OHP is a secure online portal where district SBHS Medicaid Coordinators and other district staff (e.g., business manager, accounting staff, special ed director, etc.) access their district's ProviderOne account
- OneHealthPort is NOT replacing ProviderOne
- The only things that are changing are:
  - How district staff access ProviderOne
  - How the district's SBHS Medicaid Coordinator adds additional "Super Users"

# OneHealthPort, cont.

---

Currently district staff can still access the district's ProviderOne account by logging directly into the ProviderOne system, however, districts must register with OHP as soon as possible in order to avoid disruption to Medicaid billing

- As of today, approximately 40% of SBHS-participating school districts have registered with OHP (more than half of all participating districts still need to register!)
- HCA's SBHS Program Manager will email districts who have not registered

# Accessing ProviderOne through OHP

---

- After a school district registers with OneHealthPort (OHP), the district receives login credentials from OHP
- District staff then visit the OHP portal and use their OHP credentials to access the district's ProviderOne (P1) account
  - Once logged in to P1, staff navigate P1 as they do today (e.g., enroll providers, view claims, view payments, etc.)
- It is recommended staff access the district's ProviderOne account frequently to avoid losing access
  - Login credentials may deactivate after 180 days of inactivity

# OneHealthPort

---

- **Note:** Providers (OTs, PTs, SLPs, nurses, etc.) do NOT need to register with OHP
- District's SBHS Medicaid Coordinator enrolls providers in ProviderOne the same way they have always done (again, the only difference is how the coordinator accesses ProviderOne)
  - [How to enroll servicing providers in ProviderOne](#)



# OneHealthPort resources

---

- [OHP Registration Guide](#)
- OHP Contact information:
  - Help Desk: 1.800.973.4797
  - [OHP Contact Form](#)
- [SBHS Program FAQ: OneHealthPort & ProviderOne](#)

# Reminders

# Eligible providers

---

- A list of SBHS-eligible providers can be found in [SBHS Program Billing Guide](#) and [WAC 182-537-0350](#)
- Providers must hold licensure with the WA State Department of Health (DOH) and must have a national provider identifier (NPI)
- Non-licensed school staff (e.g., paraeducators, school psychologist, school counselor, health aid, etc.) can participate under direction of DOH-licensed provider within their scope of practice with DOH or OSPI

**Note:** More information about supervision requirements, how to bill for services provided by non-licensed staff, and a list of SBHS-eligible providers can be found in the SBHS Program Billing Guide.



# Enroll new providers in ProviderOne

---

- Remember to enroll new providers in ProviderOne
  - Only enroll WA State Department of Health-licensed providers
  - Non-licensed staff (e.g., paraeducators) do not need to be enrolled in ProviderOne
- Enter ProviderOne start date/enrollment effective date as September 1 of the current school year (this allows the district to retro bill for services once the provider application is approved)
- Please be patient! It can take up to 12 weeks for new provider applications to be approved.



# Enroll new providers in Medicaid/IEP documentation system

---

- If the district contracts with a billing agent, the district's SBHS Coordinator must also enroll providers in the billing agent's Medicaid/IEP documentation software (e.g., WAMR, EasyTrac, EmbraceDS, DSCtop, etc.)
  - Contact the district's billing agent for more info!

# Confirm school district information in ProviderOne

HCA recommends the district's SBHS Coordinator review and update the following information for the district annually:

Business Process Wizard - Provider Data Modification (Facility/Agency/Organization/Institution). In order to finalize sub

| <input type="checkbox"/> | Step  | Required |
|--------------------------|---|----------|
| <input type="checkbox"/> | Step 1: Basic Information                                 | Required |
| <input type="checkbox"/> | Step 2: Locations   | Required |
| <input type="checkbox"/> | Step 3: Specializations                                   | Required |
| <input type="checkbox"/> | Step 4: Ownership & Managing/Controlling Interest details | Required |
| <input type="checkbox"/> | Step 5: Licenses and Certifications                       | Required |
| <input type="checkbox"/> | Step 6: Training and Education                            | Optional |
| <input type="checkbox"/> | Step 7: Identifiers                                       | Optional |
| <input type="checkbox"/> | Step 8: Contract Details                                  | Optional |
| <input type="checkbox"/> | Step 9: Federal Tax Details                               | Required |
| <input type="checkbox"/> | Step 10: EDI Submission Method                            | Optional |
| <input type="checkbox"/> | Step 11: EDI Billing Software Details                     | Optional |
| <input type="checkbox"/> | Step 12: EDI Submitter Details                            | Required |
| <input type="checkbox"/> | Step 13: EDI Contact Information                          | Optional |
| <input type="checkbox"/> | Step 14: Servicing Provider Information                   | Optional |
| <input type="checkbox"/> | Step 15: Payment and Remittance Details                   | Required |
| <input type="checkbox"/> | Step 16: Submit Modification for Review                   | Required |

Confirm FEIN and email address is correct (email address listed here should be the district's SBHS Medicaid Coordinator)

Confirm managing employee is correct (district staff with signing authority should be listed here)

Confirm district banking information is correct

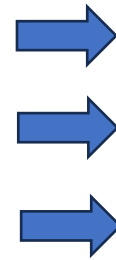
Confirm district address is correct

Confirm federal tax details are correct

If you make any changes, be sure to click "Submit Modification for Review"!

# Confirm school district information on NPI registry

- On the [NPI registry](#), review the following information for the district:
  - Authorized official
  - Address
- Make necessary updates can on the [NPPES website](#)



Provider Information for 1234567899

The following NPI(s) contain information matching your search criteria. Please select the NPI to view all the data associated with the NPI.

[Home](#) / [Back To Results](#) / [NPI View](#)

**Please Note:** Issuance of an NPI does not ensure or validate that the Health Care Provider is Licensed or Credentialed. For more information please refer to [NPI: What You Need to Know](#)

ABC School District

NPI: 1234567899  
Last Updated: 2020-08-22  
Certification Date:

Details

| Name                            | Value  |                      |                   |                      |                |                   |   |                   |  |
|---------------------------------|--|----------------------|-------------------|----------------------|----------------|-------------------|---|-------------------|--|
| NPI                             | 1234567899   |                      |                   |                      |                |                   |   |                   |  |
| Enumeration Date                | 2008-07-14   |                      |                   |                      |                |                   |   |                   |  |
| NPI Type                        | NPI-2 Organization   |                      |                   |                      |                |                   |   |                   |  |
| Status                          | Active   |                      |                   |                      |                |                   |   |                   |  |
| Authorized Official Information | Name: Jon Smith<br>Title: Executive Director of Student Support<br>Phone: 3608885555   |                      |                   |                      |                |                   |   |                   |  |
| Mailing Address                 | 1234 School Lane<br>Olympia, WA 98501<br>Phone: 3608885555<br><a href="#">View Map</a>   |                      |                   |                      |                |                   |   |                   |  |
| Primary Practice Address        | 1234 School Lane<br>Olympia, WA 98501<br>Phone: 3608885555<br><a href="#">View Map</a>   |                      |                   |                      |                |                   |   |                   |  |
| Secondary Practice Address(es)  |  |                      |                   |                      |                |                   |   |                   |  |
| Health Information Exchange     | <table border="1"><thead><tr><th>Endpoint Type</th><th>Endpoint</th><th>Endpoint Description</th><th>Use</th><th>Content Type</th><th>Affiliation</th><th>Endpoint Location</th></tr></thead><tbody></tbody></table>                                 | Endpoint Type        | Endpoint          | Endpoint Description | Use            | Content Type      | Affiliation                               | Endpoint Location |  |
| Endpoint Type                   | Endpoint   | Endpoint Description | Use               | Content Type         | Affiliation    | Endpoint Location |   |                   |  |
| Other Identifiers               | <table border="1"><thead><tr><th>Issuer</th><th>State</th><th>Number</th></tr></thead><tbody><tr><td>MEDICAID</td><td>WA</td><td></td></tr></tbody></table>  | Issuer               | State             | Number               | MEDICAID       | WA                |   |                   |  |
| Issuer                          | State  | Number               |                   |                      |                |                   |   |                   |  |
| MEDICAID                        | WA   |                      |                   |                      |                |                   |   |                   |  |
| Taxonomy                        | <table border="1"><thead><tr><th>Primary Taxonomy</th><th>Selected Taxonomy</th><th>State</th><th>License Number</th></tr></thead><tbody><tr><td>Yes</td><td>251300000X - Local Education Agency (LEA)</td><td>WA</td><td></td></tr></tbody></table> | Primary Taxonomy     | Selected Taxonomy | State                | License Number | Yes               | 251300000X - Local Education Agency (LEA) | WA                |  |
| Primary Taxonomy                | Selected Taxonomy  | State                | License Number    |                      |                |                   |   |                   |  |
| Yes                             | 251300000X - Local Education Agency (LEA)  | WA                   |                   |                      |                |                   |   |                   |  |



# Local match/invoice process

---

- School districts are no longer required to submit local match to HCA (for services provided after 7/1/22)
- Services provided after 7/1/22 pay automatically after claims are entered in ProviderOne
- This means no more invoice showing the breakdown of the claims
- 2022-23 school year vs. 2023-24 school year

# Remittance advice (RA)

---

- School districts can access the remittance advices (RAs) in ProviderOne
- Claims typically pay on Thursdays
- The RA is available in ProviderOne the Friday after a payment is made
- The RA provides a detailed list of paid, denied, and adjusted claims

# Remittance advice, cont.

- **How do I access the RAs?**

- Log in to ProviderOne
- Click on “View Payment” on the left-hand side of the screen:



- A list of the district’s RA displays on the screen:

| RA/ETRR Number<br>▲▼ | Check Number<br>▲▼ | Check/ETRR Date<br>▲▼ | RA Date<br>▲▼ | Claim Count<br>▲▼ | Charges<br>▲▼ | Payment Amount<br>▲▼ | Adjusted Amount<br>▲▼ | Download<br>▲▼ |
|----------------------|--------------------|-----------------------|---------------|-------------------|---------------|----------------------|-----------------------|----------------|
| 500649639            | 12345B             | 08/05/2015            | 08/06/2015    | 2                 | \$300.00      | \$0.00               | \$300.00              |                |
| 500955089            | 12345C             | 12/15/2015            | 12/16/2015    | 1                 | \$100.00      | \$0.00               | \$100.00              |                |

View Page: 1    Go    + Page Count    SaveToXLS    Viewing Page: 1    << First    < Prev    Next >    >> Last

- Click on the RA number in the first column to open the RA. Once open, you can save the RA as a PDF file.

# Remittance advice, cont.

---

- District SBHS Coordinators can download the RAs and share with district accounts payable staff, or
- The district's SBHS Coordinator can add other school staff as users in ProviderOne so that they can access the RAs
- [Reading the Remittance Advice Training](#) provides step-by-step directions on how to access and read the remittance advices in ProviderOne

# Medicaid revalidation

---

- Federally required every five (5) years
- HCA's Office of Provider Enrollment notifies school districts via mail and HCA's SBHS Program Manager typically sends follow-up email(s)
- Required for revalidation:
  - Updated forms (CPA, Debarment, Trading Partner Agreement, W-9)
  - Ensure information in ProviderOne is correct, including managing employee information
- More information about the revalidation process can be found in the [SBHS Program Billing Guide](#)

# SBHS Program notifications

---

- All SBHS Program updates/information are sent via GovDelivery email notification
- At least one school district staff member (i.e., district's SBHS Coordinator) is required to sign up to receive SBHS Program notifications
  - Providers and other district staff may sign up as well
- To view past SBHS Program notifications and to sign up for notifications, visit the [SBHS Program webpage](#)

# Resources

# SBHS Program webpage

- [Annual Checklist for SBHS Medicaid Coordinators](#) (helpful tool for coordinators!)
- Trainings & resources for SBHS coordinators and providers
- SBHS Program Billing Guide
- SBHS Program Fee Schedule
- Link to claim denial codes
- Link to DOH and NPI registry
- Past program news and notifications
- ...and more!



The screenshot shows the Washington State Health Care Authority website. The header includes the logo and navigation links: 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', and 'About'. A search bar is also present. The breadcrumb trail reads: 'Home > Billers, providers & partners > Program information for providers > School-based health care services (SBHS)'. The main heading is 'School-based health care services (SBHS)'. Below this is a 'On this page' section with links: 'What is the School-Based Health Care Services (SBHS) program?', 'Additional information', 'Resources', and 'Program updates'. The main content area starts with the heading 'What is the School-Based Health Care Services (SBHS) program?' followed by a paragraph: 'The SBHS program is an optional Medicaid program that provides reimbursement to public school districts, educational service districts, charter, and tribal schools for certain early intervention health-related services or special education health-related services.' Below this is another paragraph: 'These services are reimbursable when a student has Title XIX Medicaid (CNP/MNP) coverage and the services are included in the student's current Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP)'. The next section is 'Covered services' with a paragraph: 'The SBHS program reimburses for evaluations, reevaluations, and direct health related services which are included in an eligible student's IEP or IFSP, including:' followed by a bulleted list: 'Audiology services', 'Mental health services (individual and group counseling)', 'Nursing services', 'Occupational therapy services', 'Physical therapy services', and 'Speech-language therapy services'. The next section is 'Provider eligibility' with a paragraph: 'In order to receive Medicaid payment for IEP/IFSP health-related services through the SBHS program, the services must be prescribed or recommended by Department of Health (DOH) licensed providers and must be delivered by or under the direction of DOH licensed providers. A list of SBHS eligible providers can be found in the SBHS Billing Guide and in WAC 182-537-0350'. The final section is 'SBHS funding structure' with a paragraph: 'The SBHS program is funded with federal and state funds and services are paid on a fee-for-service basis per the SBHS fee schedule.' followed by a bulleted list: 'For services provided prior to July 1, 2022, SBHS was funded with 56.2% federal funds, 26.28% school district (local matching funds), and 17.52% state funds.', 'For services provided July 1, 2022-May 10, 2023, SBHS was funded with 56.2% federal funds and 43.8% state funds.', and 'For services provided on or after May 11, 2023, SBHS is funded with 50% federal funds and 50% state funds.'



# Provider trainings

- Recorded trainings for each provider type are available on HCA's [SBHS Program webpage](#)
- Trainings have been updated to reflect new telemedicine policies
- **Please share trainings with new and returning providers!**

## Resources for SBHS coordinators and providers

SBHS coordinators

Service providers

| SBHS billing information and fee schedule | Trainings and webinars   | Additional resources   |
|---|--|--|
| <a href="#">SBHS billing guide</a>        | SBHS 101 training - <a href="#">video</a>   <a href="#">pdf</a>                            | <a href="#">Apply for a National Provider Identifier (NPI)</a> |
| <a href="#">SBHS fee schedule</a>         | Billing for audiology services - <a href="#">video</a>   <a href="#">pdf</a>               | <a href="#">NP registry</a>                                    |
|   | Billing for mental health services - <a href="#">video</a>   <a href="#">pdf</a>           | <a href="#">Department of Health</a>                           |
|   | Billing for nursing services - <a href="#">video</a>   <a href="#">pdf</a>                 |  |
|   | Billing for occupational therapy services - <a href="#">video</a>   <a href="#">pdf</a>    |  |
|   | Billing for physical therapy services - <a href="#">video</a>   <a href="#">pdf</a>        |  |
|   | Billing for speech-language therapy services - <a href="#">video</a>   <a href="#">pdf</a> |  |

# Contact list

Main contact for SBHS Program

- HCA's SBHS Program Manager, [shanna.muirhead@hca.wa.gov](mailto:shanna.muirhead@hca.wa.gov), (360) 725-1153

Claims issues/claims questions

- Self biller: HCA's Provider Relations, [ProviderRelations@hca.wa.gov](mailto:ProviderRelations@hca.wa.gov)
- Non-self biller: Contact the district's billing agent

-Setting up ProviderOne account  
-Updating information in ProviderOne  
-Enrolling new providers in ProviderOne

- HCA's Provider Enrollment, [ProviderEnrollment@hca.wa.gov](mailto:ProviderEnrollment@hca.wa.gov), 1-800-562-3022 ext. 16137
- OR-
- HCA's Provider Relations, [ProviderRelations@hca.wa.gov](mailto:ProviderRelations@hca.wa.gov)

Technical Assistance with Medicaid  
documentation system (WAMR, EasyTrac,  
EmbraceDS, DSCtop)

- Embrace Education (EmbraceDS): [success@embraceeducation.com](mailto:success@embraceeducation.com)
- Leader Services (WAMR): [wainfo@leaderservices.com](mailto:wainfo@leaderservices.com)
- PCG (EasyTrac): [wamedicaid@pcgus.com](mailto:wamedicaid@pcgus.com)
- SEAS (DSCtop): [seasmedicaid@seaseducation.com](mailto:seasmedicaid@seaseducation.com)

OneHealthPort

- [Info@onehealthport.com](mailto:Info@onehealthport.com)
- 1-800-973-4797

# Thank you!

---



**Shanna Muirhead**

**SBHS Program Manager**

[Shanna.muirhead@hca.wa.gov](mailto:Shanna.muirhead@hca.wa.gov)

<https://www.hca.wa.gov/sbhs>

# Disclaimer

---

The purpose of this training is to provide information to SBHS-contracted school districts, school providers and SBHS Medicaid Coordinators.

The information in this training does not supersede the current SBHS Program Billing Guide, SBHS WAC, other agency rules, or the Centers for Medicare and Medicaid Services (CMS) policy.

Any questions regarding information presented in this training should be directed to HCA's SBHS Program Manager at [shanna.muirhead@hca.wa.gov](mailto:shanna.muirhead@hca.wa.gov).