Welcome to the School-Based Health Care Services (SBHS) program!

The School-Based Health Care Services (SBHS) program is an optional Medicaid program administered by the Health Care Authority (HCA). The SBHS program reimburses contracted school districts, educational service districts, charter schools, and tribal schools for providing medically necessary services to Medicaid eligible children per their individualized education program (IEP) or individualized family service plan (IFSP).

This checklist is intended to help onboard new SBHS coordinators.

---

**Step 1: Gain access to ProviderOne**

ProviderOne (P1) is HCA’s secure, online billing system. As the SBHS coordinator, you will need access to P1.

- To gain access to ProviderOne:
  - Contact the [SBHS program manager](#) to obtain the name of your school district’s current ProviderOne system administrator and the district’s ProviderOne ID and National Provider Identifier (NPI).
  - Submit the [ProviderOne user access request form](#) and a letter on your organization’s letterhead to ProviderOne Security.
    - The letter must state that the current system administrator (with their name) should no longer have access to ProviderOne. The letter must be signed by an office manager or provider that is not the same person requesting access.
    - Submit the ProviderOne user access request form and the letter to [ProviderOne Security](#). Contact information and instructions are listed on the form.
    - ProviderOne Security will expire the previous system administrator’s access and assign confidential login credentials to the person named on the form as the new system administrator. The login credentials will be sent in two separate emails to the individual email address listed on the ProviderOne User Access Request form.
  - After you are set up as the system administrator, you will need to log into [ProviderOne](#) to set yourself up as a Super User. This will allow you to have full access to ProviderOne. Follow directions below to set yourself up as a Super User:
    - [Creating ProviderOne users and adding profiles](#)

---

**Step 2: Review SBHS resources**

New SBHS coordinators should:

- Review the [SBHS 101 training](#)
- Read the [SBHS Billing Guide](#)
- Bookmark and review the [SBHS webpage](#)
- [Sign up](#) to receive SBHS communications and review past SBHS communications
  - Add [SBHS-WaHCA@public.govdelivery.com](mailto:SBHS-WaHCA@public.govdelivery.com) as an approved sender to ensure messages do not go to your junk mail.
Step 3: Manage provider information

The SBHS coordinator is responsible for maintaining the school district’s Provider and Contact Update Form, enrolling new providers in ProviderOne, and end-dating inactive providers in ProviderOne.

- The Provider and Contact Update Form is due to the SBHS program manager at the start of each school year (by October 31) and throughout the school year as information changes.
  - A blank Provider and Contact Update Form is available on the SBHS webpage; however, if your district has participated in the SBHS program previously, you should be working from the same form that was submitted to HCA last school year. Contact the SBHS program manager if you need a copy of your district’s form.
  - Tab 1 of the form must contain current school district contact information.
  - Tab 2 of the form must contain information for all servicing providers currently participating in the SBHS program and a resignation date for any providers who have recently left the district.
  - Tabs 3 and 4 contain detailed directions on how to complete the form.

- Review How to Enroll Servicing Providers for assistance with enrolling new providers in ProviderOne or contact Provider Enrollment at 1-800-562-3022 ext. 16137.

- Review How to End-Date Providers for assistance with end-dating providers in ProviderOne or contact Provider Enrollment at 1-800-562-3022 ext. 16137.

Step 4: Review IGT process

- HCA reimburses contracted school districts through an intergovernmental transfer (IGT) process.
- HCA’s accounting office sends the IGT invoice once or twice a month (based on the number of claims submitted by the district) via secure email to the SBHS coordinator, the school district’s business manager, and other staff members as requested by the district.
- HCA emails a spreadsheet with each invoice which shows a detailed list of all claims invoiced.
- School districts have 120 days from the invoice date to submit local match to HCA.
- SBHS coordinators can view which claims have paid or denied by reviewing the remittance advice in ProviderOne:
  - Reading the Remittance Advice
- Contact the HCA’s accounting office at HCASchoolBased@hca.wa.gov with any invoice questions or to update your district’s invoice contact person.

Questions?
Shanna Muirhead, SBHS program manager
Phone: 360-725-1153
Email: shanna.muirhead@hca.wa.gov
SBHS webpage: https://www.hca.wa.gov/billers-providers-partners/programs-and-services/school-based-health-care-services-sbhs