Welcome to the School-Based Health Care Services (SBHS) program! This checklist is intended to help onboard new SBHS coordinators. The SBHS program recommends each district have at least one SBHS coordinator and one back-up coordinator.

Your role as the SBHS coordinator may include enrolling providers in ProviderOne, maintaining the Provider and Contact Update form (HCA form 12-325), receiving and disseminating SBHS communications to school staff and school providers, forwarding IGT invoices to the appropriate school district staff, and entering claims in ProviderOne.

**Step 1: Sign up to receive SBHS communications**
- The SBHS program shares program and policy updates via the HCA’s email communication tool GovDelivery.
- Sign up to receive SBHS GovDelivery messages.
- Be sure to add SBHS-WaHCA@public.govdelivery.com as an approved sender to ensure messages do not go to your junk mail.
- Review past SBHS communications and forward to appropriate staff as needed.

**Step 2: Gain access to ProviderOne**
- ProviderOne is an online billing system for Washington State Medicaid providers.
- You will need to gain access and be set-up as a SuperUser in ProviderOne.
- Your school district’s ProviderOne System Administrator must set you up as a user in ProviderOne.
- Contact the SBHS program manager at shanna.muirhead@hca.wa.gov if you do not know who your district’s System Administrator is or if you need to replace the current System Administrator.

**Step 3: Review SBHS trainings**
- New SBHS coordinators should:
  - Review the SBHS 101 training; and,
  - Review the SBHS annual training for returning school districts
- Share provider specific trainings with school providers. Provider trainings are available on the SBHS webpage.

**Step 4: Review SBHS webpage and SBHS Billing Guide**
- SBHS coordinators should review and be familiar with the SBHS webpage and SBHS Billing Guide.
- SBHS coordinators should bookmark or save the SBHS webpage as a favorite.
- Review the current version of the SBHS Billing Guide (the guide may be updated quarterly).
Step 5: Complete Provider and Contact Update form
- The SBHS coordinator is responsible for maintaining the Provider and Contact Update form (HCA Form 12-325).
- The form must contain all SBHS participating providers and current school district contact information.
- The form is due annually by October 31 and throughout the year as changes in provider and contact information occurs.
- Email completed form to the SBHS program manager.

Step 6: Update provider information in ProviderOne
- The SBHS coordinator is responsible for enrolling new providers and end-dating inactive providers in ProviderOne.
- Review How to enroll servicing providers for assistance with enrolling new providers.
- Review How to end-date providers for assistance with end-dating providers who are no longer participating in the SBHS program.
- Contact HCA Provider Relations at HCAProviderRelations@hca.wa.gov to schedule one-on-one ProviderOne training (optional).

Step 7: Review IGT process
- Contracted school districts are reimbursed through an intergovernmental transfer (IGT) process.
- HCA’s accounting office sends IGT invoices via secure email to the SBHS coordinator, the school district’s business manager, and other staff members as requested by the district on the Provider and Contact Update form (HCA Form 12-325).
- Be sure to add HCASchoolBased@hca.wa.gov as an approved sender to ensure invoices do not go to your junk mail!
- Contact the HCA’ accounting office at HCASchoolBased@hca.wa.gov with any invoice questions.

Questions?
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SBHS webpage: https://www.hca.wa.gov/billers-providers-partners/programs-and-services/school-based-health-care-services-sbhs

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