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.

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Step 1: Sign up to receive SBHS notifications

The SBHS program emails quarterly newsletters and other notifications via HCA’s GovDelivery email system.

- SBHS coordinators must sign up to receive SBHS notifications.
- Add SBHS-WaHCA@public.govdelivery.com as an approved sender to ensure messages do not go to your junk mail.
- SBHS coordinators may view past program notifications on the SBHS webpage under SBHS Quarterly Newsletters and Program Notifications.

Step 2: Access 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).
    - If the current system administrator is still with the district, he/she can add you as a SuperUser in ProviderOne.
    - If the current system administrator is no longer with the district, you will need to submit the ProviderOne User Access Request Form and a letter on your organization’s letterhead to ProviderOne Security to replace the system administrator.
      - 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 SuperUser. 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 3: Review SBHS resources

New SBHS coordinators must:

- Bookmark or save the SBHS webpage as a favorite. On the SBHS webpage, under Resources-SBHS Coordinators, coordinators must review the following:
  - SBHS 101 training video
  - Annual Training for Returning SBHS Coordinators training video
  - SBHS Billing Guide

Step 4: Maintain provider information

The SBHS coordinator is responsible for maintaining the school district’s Provider and Contact Update form, enrolling new providers in ProviderOne, end-dating inactive providers in ProviderOne, updating the signature log, and sharing trainings/resources with providers.

- 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 participated in the SBHS program last year, you can simply update last year’s form.
  - Contact the SBHS program manager if you need a copy of your district’s form.
  - The “Contact Information” tab must contain current school district contact information.
  - The “Provider Information” tab must contain information for all licensed servicing providers currently participating in the SBHS program and a resignation date for any providers who have recently left the district.
  - The “Contact Instructions” and “Provider Instructions” tabs contain detailed instructions on how to complete the form.
- In addition to updating the Provider and Contact Update form, you will also need to enroll new providers and end-date inactive providers in ProviderOne:
  - 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 Relations at ProviderRelations@hca.wa.gov.
- Update provider signature log with new providers’ signature (do not submit to SBHS program manager).
  - Have new providers sign the log.
  - Districts can use same signature log from previous years but can download a new signature log from the SBHS webpage if needed.
- Share provider trainings and resources with new providers.
  - All provider trainings and resources can be found on the SBHS webpage under Resources-Service providers.

Step 5: Review IGT process

HCA reimburses contracted school districts through an intergovernmental transfer (IGT) process.

- HCA’s accounting office sends an IGT invoice once or twice a month (based on the number of claims submitted by the district) via secure email to school district staff indicated 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 claim denial information and claim payment information (including payment dates, payment check/EFT # and payment amounts) in ProviderOne:
  - Reading the remittance advice
- Contact HCA’s accounting office at HCASchoolBased@hca.wa.gov with any invoice questions, payment questions, or to update the invoice contact person.

Updated August 2020
SBHS Contact List/Resources

SBHS program manager: Shanna Muirhead, shanna.muirhead@hca.wa.gov, (360) 725-1153

IGT/invoice information: HCASchoolBased@hca.wa.gov

Claims issues/questions:
Self-biller: HCA Provider Relations, ProviderRelations@hca.wa.gov or shanna.muirhead@hca.wa.gov
Non self-biller: Contact your billing agent

Updating information in ProviderOne/Enrolling New Providers/Revalidation:
ProviderEnrollment@hca.wa.gov, 1-800-562-3022 ext. 16137, closed Wednesdays

Locked out of ProviderOne: ProviderOneSecurity@hca.wa.gov, 1-800-562-3022 ext. 59991

SBHS webpage: https://www.hca.wa.gov/sbhs

SBHS Billing Guide:
https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/provider-billing-guides-and-fee-schedules#s

WAMR/EasyTrac/Embrace IEP: Contact your billing agent