School-Based Healthcare Services (SBHS)

Annual Training for SBHS Coordinators
2021-22
Who should view this training?

- This training is intended for “returning” SBHS coordinators.
- The purpose of this training is to provide program information and guidance.
- Information provided in this training does not supersede instructions and policy found in the SBHS Billing Guide, SBHS COVID-19 FAQ, SBHS WAC 182-537, or the SBHS contract.
New to SBHS?

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

- Updates
- Reminders
- Resources
- Contact information
Updates
Fee schedule, billing guide, COVID-19 FAQ

- **SBHS fee schedule** (updated 7/1/2021)
  - Rates for phone codes 98966, 98967, 98968 on [COVID-19 fee schedule](#)

- **SBHS COVID-19 FAQ** (updated 8/16/2021)

- **SBHS billing guide** (to be updated 10/1/2021)
  - New ineligible RAC codes (1272 & 1273)
  - Clean-up/clarification
Telemedicine

- Non-HIPAA compliant platforms temporarily allowed 3/1/2020-6/30/2021

- HIPAA-compliant platforms required effective 7/1/2021

- Audio-only service delivery is still billable. Use phone codes:
  - 98966, 98967, 98968
Fiscal/invoice updates

Until the end of the PHE, match is still as follows:
- 56.2% Federal match
- 26.28% School district match (60% of non-Federal)
- 17.52% State match (40% of non-Federal)

Fiscal/invoice contacts:
- Districts A-M: TBA soon
- Districts N-Z: Michelle (Elle) Burgess
- HCASchoolBased@hca.wa.gov
Provider and contact update form

Due to HCA annually by 10/31

**Provider Information** tab:
- Add new providers
- Add resignation date for providers no longer w/ district

**Contact Information** tab:
- Update date and school year
- Ensure school district contacts are correct

Email to [shanna.muirhead@hca.wa.gov](mailto:shanna.muirhead@hca.wa.gov) with cc to billing agent (if applicable)
Enroll providers in ProviderOne

- Remember to enroll new providers in ProviderOne
  - Only enroll licensed providers
  - Nonlicensed providers are not enrolled in ProviderOne

- It can take up to 12 weeks for new provider applications to be approved
  - To expedite the process, please email ProviderEnrollment@hca.wa.gov with the provider application # and a request to process ASAP

- If district contracts with a billing agent, SBHS coordinator must also enroll providers in documentation software (WAMR, EasyTrac, Embrace IEP, etc.)
Eligible providers

- List of eligible providers can be found in SBHS Billing Guide and WAC 182-537-0350.

- Providers must hold licensure with the Department of Health (DOH).

- Nonlicensed school staff allowed under supervision of DOH-licensed provider.
Provider trainings

- Recorded trainings for each provider type are available on the SBHS webpage under *Resources-Service providers*.

- Please share trainings with new providers!
Signature log

- New providers sign signature log

- Returning providers do not need to sign if they have already signed

- Keep signature log on file
  - Do not send to HCA unless requested

- Blank signature log available on the SBHS webpage under Resources-SBHS coordinators-Forms
Covered services

- List of covered and non-covered services can be found in the SBHS Billing Guide, WAC 182-537-0400 and WAC 182-537-0500.

- Must be included in the IEP or IFSP

- One-time consent and annual notification to parents

- Must be prescribed or recommended by a DOH-licensed provider
  - Licensed school provider or licensed community provider
SBHS notifications

- All SBHS program updates/information sent via GovDelivery email notification

- At least one school district staff member is required to sign up to receive SBHS notifications
  - SBHS coordinator
  - 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 webpage](#).
Medicaid revalidation

- Federally required every five (5) years
- HCA’s Office of Provider Enrollment notifies school district via mail and SBHS program manager sends follow-up email.

- Required for revalidation:
  - Updated forms (CPA, Debarment, W-9)
  - Ensure information in ProviderOne is correct, including managing employee information

- More information about the revalidation process can be found in the SBHS Billing Guide.
Program monitoring

- SBHS program manager will be conducting desk reviews during 2021-22 school year.
- Districts notified via email
- Typical documents requested:
  - Copies of IEP or IFSP
  - Treatment notes
  - Assessment reports
  - Signature logs
  - Attendance records
Resources
SBHS webpage

- Trainings & resources for SBHS coordinators and providers
- Handouts
- Link to claim denial codes
- Past email notifications

[https://www.hca.wa.gov/sbhs](https://www.hca.wa.gov/sbhs)
# HCA contacts

| SBHS Program Manager | Policy questions  
|                      | Claims questions  
|                      | General program questions  
|                      | Shanna.Muirhead@hca.wa.gov  
| Provider Enrollment  | Enrolling providers in ProviderOne  
|                      | Setting up ProviderOne account  
|                      | Revalidation  
|                      | ProviderEnrollment@hca.wa.gov  
| Provider Relations   | ProviderOne assistance  
|                      | Enrolling providers in ProviderOne  
|                      | Updating provider information in ProviderOne  
|                      | ProviderRelations@hca.wa.gov  
| Fiscal               | Invoice questions  
|                      | How to submit local match to HCA  
|                      | HCASchoolBased@hca.wa.gov  
| ProviderOne Security | Locked out of ProviderOne  
|                      | Resetting ProviderOne password  
|                      | Setting up ProviderOne users/profiles  
|                      | ProviderOneSecurity@hca.wa.gov  

Washington State Health Care Authority
Reminder...

Email is the best way to reach HCA staff as most staff are still working from home due to COVID-19!
## External contacts

| Department of Health (DOH) | Provider license qualifications  
|                           | Scope-of-practice requirements  
|                           | Look up provider license numbers: Provider Credential search tool  
|                           | Telehealth training requirement  
|                           | https://www.doh.wa.gov  |
| Office of Superintendent of Public Instruction (OSPI) | Safety Net  
|                                         | IEP consent  
|                                         | Medicaid eligibility worksheet  
|                                         | https://www.k12.wa.us  |
| Department of Children, Youth & Families (DCYF) | IFSP consent  
|                                         | Part C services/ESIT  
|                                         | https://www.dcyf.wa.gov  |
|                                         | Look up a provider or school district NPI: [https://npiregistry.cms.hhs.gov/](https://npiregistry.cms.hhs.gov/)  |
| Billing Agent/Clearinghouse | Brecht’s/Embrace IEP: success@embraceeducation.com  
|                                         | Leader Services/WAMR: www.LeaderServices.com  
|                                         | Public Consulting Group (PCG)/EasyTrac/IEP Online: wamedicaid@pcgus.com  
|                                         | SEAS: www.seaseducation.com  |
Thank you!

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