

School-Based Healthcare Services (SBHS)

Annual Training for SBHS Coordinators
2022-23

Who should view this training?

- This training is intended for “returning” SBHS 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 billing guide](#), SBHS COVID-19 [FAQ](#), [SBHS WAC Chapter 182-537](#), or the SBHS contract

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

New to SBHS?

- Be sure to also view the [*SBHS 101 Training!*](#)
- New SBHS coordinators should review the [*Checklist for New SBHS 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 webpage at: <https://www.hca.wa.gov/sbhs>

Training overview

- Updates
 - Billing guide & fee schedule
 - Local match
 - Telemedicine
- Reminders
- Resources
- Contact information

Updates

Billing guide and fee schedule

- [SBHS billing guide](#) (updated 7/1/2022)
 - Updated directions on telemedicine billing
 - Removed IGT language (districts no longer need to submit local match!)
 - Clean-up/clarification
 - **Remember to share updated guide with providers and other district staff as needed!**
- [SBHS fee schedule](#) (updated 7/1/2022)
 - No new codes
 - Rates for most codes have changed

Local match/IGT update

- School districts are no longer required to submit local match to HCA
 - Effective for dates of service July 1, 2022 and after—no more invoices!
 - HCA will still send invoices for services provided before July 1, 2022
- Claims will now automatically pay after claims are entered in ProviderOne
 - School districts receive payment in the form of an EFT or a paper check
 - SBHS coordinator can view paid, denied, and adjusted claims on the remittance advice (RA)
 - More information on pages 53-54 of the current [SBHS billing guide](#)

Telemedicine & SBHS program

- SBHS program has allowed services to be provided through HIPAA-compliant, audio/visual telemedicine since 2015
- SBHS program reimburses for telemedicine when it is used to substitute for an in-person, face-to-face, hands-on encounter
- All codes found in the SBHS billing guide can be billed as an audio/visual telemedicine claim
- Providers must use their professional judgement to determine if services can be provided effectively through telemedicine

Billing for telemedicine prior to July 1, 2022

- **Billing for HIPAA-compliant audio/visual telemedicine:**
 - Providers used procedure codes from SBHS billing guide
 - Place of service (POS) 02
 - Modifier 95
 - Additional claim submitted for telemedicine facility fee (Q3014) with POS 03 if student located at school
- **Billing for audio-only telemedicine (i.e., phone call w/no visual component):**
 - Providers used phone codes (98966, 98967, or 98968)
 - Place of service that best described where student was located during service delivery (e.g., 03-School, 12-Home, 99-Other)
 - Modifier CR

Telemedicine updates

New telemedicine policies took effect for dates of service on and after 7/1/2022:

- New place of service (POS 10)
- New modifier (mod 93)
- New audio-only policies

Districts were notified of updated telemedicine policies through GovDelivery during 2021-22 school year.
Click [here](#) to view past program notifications about these changes.

New POS and modifier

- **Telemedicine place of service (POS)**

- POS 02—Telemedicine provided in a location other than the student's home
- **POS 10 (NEW!)**—Telemedicine provided in the student's home

- **Telemedicine modifiers**

- Mod 95—Services provided through HIPAA-compliant audio/visual telemedicine platforms
- **Mod 93 (NEW!)**—Services provided through audio-only telemedicine (telephone call)

Note: POS 02 and POS 10 are only used for telemedicine claims. For services provided in-person, providers will continue to choose between POS 03 (school), POS 12 (home), or POS 99 (other). In addition, Mod 93 & Mod 95 are only added to telemedicine claims.

New audio-only telemedicine policies

- Three phone codes (98966, 98967, 98968) are no longer billable through the SBHS program effective for dates of service on and after 7/1/2022
- When billing for audio-only (telephone service delivery), providers must choose the appropriate CPT/HCPCS code found in the [SBHS billing guide](#) along with **Modifier 93** and either POS 02 or 10
- **SBHS codes that can be provided via audio-only (telephone) are limited to:**
 - 92507, 92521, 92522, 92523, 97535, and S9445

Telemedicine facility fee (no changes)

- When do providers bill the telemedicine facility fee (Q3014)?
 - Student located at school
 - Provider located at another location (i.e., provider's office or provider's home)
 - Services 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.

Telemedicine documentation

- Documentation requirements for telemedicine are the same as those listed in the *Documentation Section* of the [SBHS billing guide](#), as well as the following:
 - Documentation that the service was provided through telemedicine
 - Provider must indicate whether the service was delivered through audio/visual or audio-only telemedicine
 - The location of the student
 - The location of the provider

Billing for telemedicine after July 1, 2022

Audio/visual telemedicine

Student at school, daycare, or alternate setting other than the home and provider at distant site:

- Submit a claim with appropriate procedure code from SBHS billing guide with [Modifier 95](#) and [POS 02](#); and
- If student located at school, submit additional claim with telemed facility fee (Q3014) and POS 03

Student at home and provider at school or distant site:

- Submit a claim with procedure code from SBHS billing guide with [Modifier 95](#) and [POS 10](#)
- Do not submit additional claim for telemed facility fee (Q3014). The school district does not receive payment for telemed facility fee when student located at home.

Audio-only telemedicine

Student at school, daycare, or alternate setting other than the home and provider at distant site:

- Submit a claim with appropriate procedure code* from SBHS billing guide with [Modifier 93](#) and [POS 02](#)
- Do not submit additional claim for telemed facility fee (Q3014). The school district does not receive payment for telemed facility fee for audio-only service delivery.

Student at home and provider at school or distant site:

- Submit a claim with procedure code* from SBHS billing guide with [Modifier 93](#) and [POS 10](#)
- Do not submit additional claim for telemed facility fee (Q3014). The school district does not receive payment for telemed facility fee for audio-only service delivery.

*92507, 92521, 92522, 92523, 97535 & S9445 are the only codes that can be billed as audio-only

More information...

...can be found in the SBHS billing guide and in the SBHS COVID-19 FAQ!

Note: SBHS COVID-19 FAQ will be available through end of public health emergency (10/13/2022 or longer if extended). After PHE ends, all telemedicine billing instructions will be in the SBHS billing guide and the FAQ will sunset 😊



School-Based Health Care Services (SBHS) Billing Guide

July 1, 2022



School-Based Health Care Services (SBHS) COVID-19 Billing FAQ

In this time of the COVID-19 pandemic, Apple Health (Medicaid) is aware that usual and customary ways of providing and billing/reporting services may not be feasible. It is also understood that different providers will have different capabilities. Therefore, the Health Care Authority (HCA) and the SBHS program are trying to be as flexible as possible and are creating new policies that will allow SBHS-contracted school districts and providers to provide medically necessary services and bill or report the service(s) with the most appropriate code determined applicable using the guidance below.

This notification replaces any previous SBHS COVID-19 billing guidance. This notification reflects current SBHS billing guidance during COVID-19 related school closures, distance learning models, as well as telemedicine/telehealth guidance released by the Centers for Medicare and Medicaid Services (CMS). This FAQ may be updated as necessary to respond to new information as it develops.

About the SBHS program

The SBHS program provides reimbursement to contracted school districts and ESDs for providing medically-necessary health related services that are included in a Title XIX Medicaid-eligible student's individualized education program (IEP) or individualized family service plan (IFSP). More information about the SBHS program can be found on the [SBHS webpage](#).

Frequently Asked Questions

Q-1. During COVID-19 related school closures and/or distance learning models, does the SBHS program pay for services provided through telemedicine? **(Updated 4/7/2022)**

- A. The SBHS program reimburses SBHS-contracted school districts for providing IEP/IFSP health-related services when provided via HIPAA-compliant audio/visual telemedicine platforms when a student is at school, at home, or in an alternate setting. The SBHS program also reimburses for services when provided via audio-only telehealth (i.e. telephone). The following requirements must be met when providing IEP/IFSP services via telehealth:
 - Services must be provided via HIPAA-compliant audio/visual platforms and/or through audio-only telehealth. Emails, texts, and recorded videos have never been reimbursable through the SBHS program and are currently not reimbursable.
 - The school district must be contracted with the SBHS program and be enrolled as a billing provider in ProviderOne.
 - Services must be provided by or under the direction of [DOH-licensed providers](#) and the licensed providers must be enrolled as servicing providers under the school district's ProviderOne account. Non-licensed staff do not need to be enrolled in ProviderOne.
 - Services must be included in the Title XIX Medicaid-eligible student's IEP or IFSP and must be referred or recommended by a DOH-licensed provider (IEP/IFSP meetings, charting, parent contact and consultation, and preparing and sending materials to students/families are not reimbursable).

Reminders

Enroll new providers in ProviderOne

- Remember to enroll new providers in ProviderOne
 - Only enroll DOH-licensed providers
 - Non-licensed staff do not need to be enrolled in ProviderOne
- Enter ProviderOne start date as September 1 of the current school year
- Please be patient! It can take up to 12 weeks for new provider applications to be approved.
- If your district contracts with a billing agent, the SBHS coordinator must also enroll providers in documentation software (WAMR, EasyTrac, Embrace IEP, SEAS, etc.)
 - Contact your billing agent for more info!

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) and must have a national provider identifier (NPI)
- Non-licensed school staff can participate under direction of DOH-licensed provider within their scope of practice with DOH or OSPI

Provider trainings

- Recorded trainings for each provider type are available on the SBHS webpage under *Resources-Service providers*
- Trainings will be updated over the next few months to reflect new telemedicine policies
- SBHS coordinators will be notified through GovDelivery as new or updated trainings become available
- **Please share trainings with new and returning providers!**

Signature log

- New providers must 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 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 billing guide](#)

Resources

SBHS webpage

www.hca.wa.gov/sbhs

- [Annual Checklist for SBHS Coordinators](#) (helpful tool for coordinators!)
- Trainings & resources for SBHS coordinators and providers
- Link to billing guide and fee schedule
- Link to claim denial codes
- Link to DOH and NPI registry
- Past email notifications
- ...and more!

The screenshot displays the SBHS webpage interface. At the top, the 'Health Care Authority' logo is visible. Below it, a dark blue navigation bar contains the text 'Home > Billers, providers, and partners > Programs & services > School-based health care services (SBHS)'. The main header area is also dark blue, featuring 'Billers, providers, and partners' on the left, a 'ProviderOne' button on the right, and links for 'Forms & publications', 'News', and 'Contact Us' at the bottom right. A left sidebar lists various program categories: 'Programs & services', 'Program benefit packages and scope of services', 'Patient review and coordination (PRC)', '340B Drug Pricing Program', 'Autism and Applied Behavior Analysis (ABA) therapy', 'Behavioral health and recovery', 'Dental services', 'Durable medical equipment (DME)', 'Family planning', 'First Steps (maternity and infant care)', and 'Foster Care'. The main content area has a yellow banner with a notice about the Cherry Street Plaza lobby. Below this is the 'School-based health care services (SBHS)' section, which includes a 'On this page' list with links to 'What is the School-Based Health Care Services (SBHS) program?', 'Additional information', 'Resources', and 'SBHS quarterly newsletters and program notifications'. A prominent green callout box on the right states 'An updated SBHS billing guide is now available.' with a 'View the guide (7/1/2022)' button. The main text under 'What is the School-Based Health Care Services (SBHS) program?' explains that it is an optional Medicaid program for public school districts, charter, and tribal schools, providing reimbursement for certain early intervention health-related services or special education health-related services. It also notes that these services are reimbursable when a student has Title XIX Medicaid coverage and are included in the student's current Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP).

HCA contact list

SBHS program questions/billable services

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

Claim issues/questions

- Self biller: HCA's Provider Relations, ProviderRelations@hca.wa.gov
- Non-self biller: Contact your billing agent

Locked out of ProviderOne

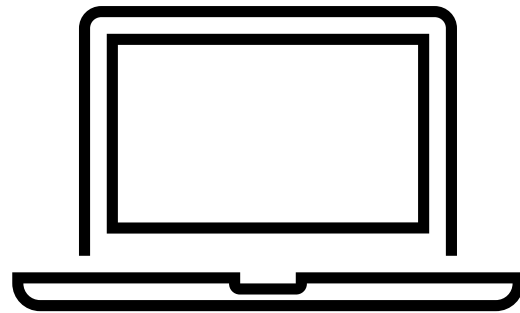
- ProviderOne Security, Provideronesecurity@hca.wa.gov
- 1-800-562-3022 ext. 59991

Updating provider information in ProviderOne/Enrolling new providers

- HCA's Provider Enrollment, ProviderEnrollment@hca.wa.gov
- 1-800-562-3022 ext. 16137

WAMR, EasyTrac,
EmbraceIEP

- Contact your billing agent (Leader, PCG, Embrace, SEAS, etc.)



Reminder...

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

Thank you!



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

Disclaimer

The purpose of this training is to provide information to SBHS-contracted school districts and their providers and SBHS coordinators.

The information in this training does not supersede the current SBHS 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 the SBHS program manager at shanna.muirhead@hca.wa.gov.