



# Annual Training for Returning SBHS Coordinators 2020-2021

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School-Based Health Care Services (SBHS)

Health Care Authority

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**Note:** This training is intended for school districts who participate in the School-Based Health Care Services (SBHS) program. The SBHS program provides reimbursement to contracted school districts for providing health related services that are included in a Medicaid eligible student's individualized education program (IEP) or individualized family service plan (IFSP). The purpose of this training is to provide program information and guidance to SBHS-contracted school districts. Information provided in this training does not supersede instructions and policy found in the SBHS Billing Guide, SBHS WAC 182-537 or SBHS contract.

## New to SBHS?

- View the SBHS 101 training webinar first!
- Districts interested in participating in the SBHS program should review the [Checklist for New School Districts](#).
- New SBHS coordinators should review the [Checklist for New SBHS Coordinators](#).
- Contact the SBHS program manager at [shanna.muirhead@hca.wa.gov](mailto:shanna.muirhead@hca.wa.gov) for more information!

The SBHS 101 training and both checklists are available on the SBHS webpage:  
<https://www.hca.wa.gov/sbhs>

# Training Overview

- SBHS overview
- SBHS resources
- SBHS updates
  - New provider types
  - Place of setting
  - SBHS and COVID-19
- SBHS reminders
  - SBHS GovDelivery notifications
  - Provider and Contact Update Form
  - Managing provider information
  - Signature log
  - Provider resources
  - Contact information

# SBHS Overview

- The Health Care Authority (HCA) administers the SBHS program.
- HCA is the state Medicaid agency and also oversees public employees/school employees health benefits.
- SBHS is an optional program that provides reimbursement for IEP/IFSP services.
- Main contact for any policy/program questions is the SBHS program manager (yours truly!).
- Billing agents are not affiliated with HCA.

# SBHS Resources for Coordinators

[www.hca.wa.gov/sbhs](http://www.hca.wa.gov/sbhs)

- SBHS 101 (video/pdf)
- SBHS billing guide
- SBHS COVID-19 FAQ
- SBHS program expansion FAQ
- Annual checklist
- ProviderOne trainings/resources

Resources

SBHS coordinators

SBHS billing information and fee schedule	Trainings and webinars	Additional resources	Forms
<a href="#">SBHS billing guide</a>	<a href="#">SBHS 101-training -video / pdf</a>	<a href="#">Checklist for new SBHS coordinators</a>	<a href="#">Provider and Contact update form (12-325)</a>
<a href="#">SBHS fee schedule</a>	<a href="#">How to access ProviderOne</a>	<a href="#">Intergovernmental transfer (IGT) flowchart</a>	<a href="#">Signature log</a>
<a href="#">SBHS COVID-19 FAQ</a>	<a href="#">Creating ProviderOne users and adding profiles</a>	<a href="#">Look up a provider's National Provider Identifier (NPI)</a>	
<a href="#">SBHS program expansion FAQ</a>	<a href="#">How to enroll servicing providers</a>	<a href="#">Look up a provider's DOH license information</a>	
	<a href="#">How to end-date providers</a>		
	<a href="#">Checking Medicaid eligibility</a>		
	<a href="#">How to submit SBHS claims (for self-billing districts)</a>		
	<a href="#">Reading the remittance advice</a>		

# SBHS Resources for Coordinators, cont.

[www.hca.wa.gov/sbhs](http://www.hca.wa.gov/sbhs)

- SBHS coordinators must be signed up to receive SBHS notifications.
- Past SBHS newsletters and program notifications can be found on the SBHS webpage.
- Download RSS feed extension for Chrome if you can't view notifications.

## Resources

[SBHS coordinators](#) >

[Service providers](#) >

[Nonparticipating school districts](#) >

## SBHS quarterly newsletters and program notifications

SBHS sends updates via our email communications tool, GovDelivery.

- [Sign up for email notifications](#) <sup>12</sup>

Past notifications are available to view through our RSS feed.

- [View past program notifications](#) <sup>12</sup>

Please note: If you subscribe to our RSS feed and use the Chrome browser, you will need to [install the RSS feed extension for Chrome](#) <sup>12</sup>.

# SBHS Resources for Providers

[www.hca.wa.gov/sbhs](http://www.hca.wa.gov/sbhs)

- SBHS billing guide
- COVID-19 FAQ
- Training webinars (pdfs/videos)
- Link to NPI registry
- Link to DOH

Resources

SBHS coordinators >

Service providers v

SBHS billing information and fee schedule	Trainings and webinars	Additional resources
<a href="#">SBHS billing guide</a>	SBHS 101 training - <a href="#">video</a> / <a href="#">pdf</a>	<a href="#">Apply for a National Provider Identifier (NPI)</a>
<a href="#">SBHS fee schedule</a>	Billing for audiology services - <a href="#">video</a> / <a href="#">pdf</a>	<a href="#">NPI registry</a>
<a href="#">SBHS COVID-19 FAQ</a>	Billing for counseling services - <a href="#">video</a> / <a href="#">pdf</a>	
<a href="#">SBHS program expansion FAQ</a>	Billing for nursing services - <a href="#">video</a> / <a href="#">pdf</a>	
	Billing for occupational therapy services - <a href="#">video</a> / <a href="#">pdf</a>	
	Billing for physical therapy services - <a href="#">video</a> / <a href="#">pdf</a>	
	Billing for speech-language therapy services - <a href="#">video</a> / <a href="#">pdf</a>	
	NCCI edits training tool - <a href="#">pdf</a>	

Nonparticipating school districts >



# SBHS Updated Resources

[www.hca.wa.gov/sbhs](http://www.hca.wa.gov/sbhs)

- **SBHS billing guide** (updated 8/1/2020)
- **COVID-19 FAQ** (updated 8/3/2020)
- **SBHS program expansion FAQ** (updated 8/3/2020)
- **SBHS fee schedule** (updated 7/1/2020)
  - Rates for SBHS COVID phone codes 98966-98968 can be found in the [COVID-19 fee schedule](#) (updated 7/28/2020)
- **SBHS WAC 182-537** (updated 6/26/2020)

# SBHS Updates

# New Eligible Provider Types

**As of 8/1/2020, the following people can participate in the SBHS program:**

- Advanced registered nurse practitioners (ARNP)
- SLP/audiology interim permit holders
- Physical therapy compact license holders
- Nonlicensed school staff providing services under the supervision of a licensed provider

# Examples of Nonlicensed School Staff

- School counselor
- School psychologist
- School social worker
- Paraeducators
- Aides
- Interns
- Nonlicensed SLPs

# Requirements for ARNPs

- **Must hold active licensure as an ARNP with the WA State Department of Health (DOH)**
  - Requirements can be found on [DOH website](#)
- **Must have a National Provider Identifier (NPI)**
  - Apply for an NPI through the National Plan and Provider Enumeration System (NPPES) [website](#)
- **Must be enrolled as a servicing provider under the school district's ProviderOne account**
  - Follow [How to Enroll Servicing Providers training](#) for step-by-step directions to enroll ARNPs

# ARNP Scope of Practice

- Can prescribe services per DOH scope of practice.
- May delegate certain services to LPNs and nonlicensed school staff per scope of practice.
- Any services provided by nonlicensed people under the supervision of an ARNP will be billed under the ARNP's NPI in ProviderOne.

## Resources for ARNPs

- **SBHS Billing Guide**
  - Provides list of billable codes, documentation requirements, covered and noncovered services, etc.
- **Billing for Nursing Services training**
  - PDF and webinar video available
- **SBHS COVID-19 FAQ**

Note: All resources are available on the [SBHS webpage](#) under “Resources–Service Providers”.

# Requirements for Interim Permit Holders

- **Must hold active interim permit with WA State Department of Health (DOH)**
  - SLP interim permit numbers start with “SI”
  - Audiology interim permit numbers start with “AI”
- **Must have a National Provider Identifier (NPI)**
  - Apply for an NPI through the National Plan and Provider Enumeration System (NPPES) [website](#)
- **Must be enrolled as a servicing provider under the school district’s ProviderOne account**
  - Follow [How to Enroll Servicing Providers training](#) for step-by-step directions to enroll interim permit holders



# Interim Permit Holders Scope of Practice

- Must provide services **under the supervision** of a DOH-licensed audiologist or DOH-licensed speech language pathologist (SLP).
- Services provided by interim permit holders must be **prescribed or referred by a licensed provider**.
- Treatment notes must be **reviewed and signed** by supervising provider.
- Services provided by interim permit holders are submitted under the **interim permit holder's NPI in ProviderOne**.

# Resources for Interim Permit Holders

- **SBHS Billing Guide**
  - Provides list of billable codes, documentation requirements, covered and noncovered services, etc.
- **Billing for Audiology Services training** (pdf and webinar video)
- **Billing for Speech-Language Therapy Services training** (pdf and webinar video)
- **SBHS COVID-19 FAQ**

Note: All resources are available on the [SBHS webpage](#) under “Resources–Service Providers”.

# Requirements for Nonlicensed School Staff

- Do not need a National Provider Identifier (NPI)
- Do not enroll in ProviderOne
- Treatment notes must be reviewed and signed by supervising provider
- May need to be enrolled in billing agent's documentation program (WAMR, EasyTrac, Embrace)
  - Contact billing agent for more information

# Nonlicensed School Staff Scope of Practice

## **Any services provided by nonlicensed school staff must be:**

- Provided under the supervision of a DOH-licensed provider
- Prescribed or referred by a licensed provider
- Submitted under the supervising provider's NPI in ProviderOne

# Resources for Nonlicensed Staff

- SBHS billing guide
- Provider trainings
- SBHS COVID-19 FAQ

Note: All resources are available on the [SBHS webpage](#) under “Resources–Service Providers”.

# Supervision Requirements

**Services provided by assistants, interim permit holders, and nonlicensed staff must be provided “under the supervision” of licensed providers.**

**What does this mean?**

- Supervision requirements and the scope of practice for each provider type can be found in the Department of Health’s [Title 18 RCW](#) and [Title 246 WAC](#).
- Licensed providers must ensure proper supervision is in place in order to ensure services are delivered safely and that students receive quality care.
- Treatment notes must be reviewed and signed by the supervising licensed provider.

## Place of Service

**In addition to the school setting, as of 8/1/2020 the SBHS program now pays for services that are provided in the following settings:**

- Natural setting (e.g. home, daycare, childcare setting)
- Alternate setting in accordance with IDEA (e.g. school bus, field trip, hospital)
- Includes in-person services and services provided via telemedicine

## Place of Service, cont.

Place of Service	Action in ProviderOne
School	Enter 03 (school)
Home	Enter 12 (home)
Alternate setting (childcare, daycare, hospital, school bus, field trip)	Enter 99 (other)
Telemedicine	Review Telemedicine section in SBHS Billing Guide

**Note:** When providing services in a setting other than the school, providers should document this in their treatment notes.



# SBHS Program Expansion Resources

**Resources to assist SBHS coordinators and providers with the SBHS program changes are available on the SBHS webpage:**

- SBHS program expansion FAQ
- SBHS billing guide (updated 8/1/2020)
- Updated trainings for providers (coming soon!)
- Contact SBHS program manager at [shanna.muirhead@hca.wa.gov](mailto:shanna.muirhead@hca.wa.gov) with any questions!

# SBHS and COVID-19 Telemedicine Billing

During the 2020-21 school year, school districts may continue to bill for services provided via HIPAA-compliant and non-HIPAA compliant telemedicine technology as well as via phone-only as outlined in the [SBHS Billing Guide](#) and the [SBHS COVID-19 FAQ](#).

## SBHS and COVID-19 Telemedicine Billing, cont.

- All SBHS eligible provider types can bill for telemedicine services.
- Assistants, interim permit holders, and nonlicensed people can provide services through telemedicine as long as they are supervised by a licensed provider.
- To assist providers and coordinators, the SBHS COVID-19 FAQ and SBHS Billing Guide are available on the [SBHS webpage](#).

# Updated Federal Match

- Per the Families First Coronavirus Response Act (FFCRA), Federal Medical Assistance Percentage (FMAP) increased to 56.2%.
- Effective 1/1/2020 through the end of the public health emergency.
- Due to increased federal match, school districts will provide 26.2% local match instead of the normal 30% (yay!).
- Current invoices reflect updated local/state/federal split.
- School districts should have received credits for some previously paid invoices.
- **Questions?** Contact fiscal staff at [HCASchoolBased@hca.wa.gov](mailto:HCASchoolBased@hca.wa.gov)

# Updated Fiscal Contact

## Current contacts for SBHS invoicing questions:

- Districts A-M: Sara Doran, (360) 725-1811, [HCASchoolBased@hca.wa.gov](mailto:HCASchoolBased@hca.wa.gov)
- Districts N-Z: Elle Burgess, (360) 725-1933, [HCASchoolBased@hca.wa.gov](mailto:HCASchoolBased@hca.wa.gov)

# SBHS Reminders

# SBHS Program Notifications

- The SBHS program sends out program notifications via GovDelivery.
- All SBHS coordinators must be [signed up](#) to receive SBHS GovDelivery notifications.
- Other district staff and providers can also sign up to receive SBHS notifications.
- After receiving a notification, SBHS coordinators should share relevant information with other district staff and/or providers.

**Note:** SBHS program notifications for the past two years can be found on the SBHS webpage under “SBHS Quarterly Newsletters and Program Notifications”.

# Provider and Contact Update Form

## HCA Form# 12-325

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 year as provider or contact information changes occur.



# Provider and Contact Update Form, cont.

## Contact information tab

- Ensure school district contact information is correct.
- Update school district contact information as needed.
- Remember to update the “date” & “school year” fields!

Washington State Health Care Authority

**School-Based Health Care Services (SBHS)**  
**Provider and Contact Update Form**  
**Page 1 - Contact Information**

Directions: Complete this page to include current personnel contact information. This information must be completed annually and submitted to the SBHS Program Manager by October 31. School districts should also update this form and submit to the SBHS Program Manager as changes occur throughout the year. Complete according to the Contact Instructions tab. Completed forms should be faxed or emailed to 360-725-1152 or shanna.muirhead@hca.wa.gov.

<b>School District Name</b> ABC School District	<b>Phone</b> (360) 123-4567	<b>Fax</b> (360) 123-4568
<b>Mailing address</b> 1234 State Ave	<b>City</b> Olympia	<b>Zip Code</b> 98501
<b>Physical Address (if different)</b>	<b>School Year</b> 2020-21	<b>Date</b> 8/25/2020

	Name	Title	Phone	Email
<b>SBHS Coordinator</b>	Judy Smith	Special Ed Secretary	(360) 123-4567	<a href="mailto:judy.smith@osd.wednet.edu">judy.smith@osd.wednet.edu</a>
<b>Business Manager</b>	John Martin		(360) 123-4567	<a href="mailto:john.martin@osd.wednet.edu">john.martin@osd.wednet.edu</a>
<b>Accounts Payable/Finance Contact (person)</b>				

Navigation tabs: Contact Information, Provider Information, Contact Instructions, Provider Instructions

# Provider and Contact Update Form, cont.

## Provider information tab

- Add any new providers.
- All licensed providers, assistants, interim permit holders who participate must be listed.
- Update license “last issue date” and “expiration date” for existing providers as needed.
- Add resignation dates for any providers who no longer participate.
- Do not list nonlicensed school staff.

Washington State Health Care Authority

**School-Based Health Care Services (SBHS)**  
**Provider and Contact Update Form**

Page 2 - Provider Information

Directions: Complete this page to include all providers who will submit claims for Medicaid reimbursement for the current school year and any providers who have resigned within the past school year. This information must be completed annually and submitted to the SBHS Program Manager by October 31. School districts should also update this form and submit to the SBHS Program Manager as changes occur throughout the year. Complete according to the **Provider Instructions** tab. Completed forms should be faxed or emailed to 360-725-1152 or shanna.muirhead@hca.wa.gov.

Servicing Provider Name	Provider Type	Provider Taxonomy	Provider NPI	DOH License Number	Last Issue Date	Expiration Date	Start Date with District	Resignation Date (if applicable)	Subcontractor (Y/N)	Supervisor's Name and Title (if applicable)
<i>Example: John Smith</i>	SLP	235200000X	1234567891	LL12345678	00/00/0000	00/00/0000	00/00/0000	00/00/0000	N	N/A
Maggie Roberts	SLP	235Z00000X	999999999	LL12345678	8/1/2020	8/1/2021	9/5/2016		N	N/A
Joe Blow	OT	225X00000X	888888888	OT22334455	6/1/2020	6/1/2021	9/1/2020		N	N/A
Judy Flowers	SLPA	2355S0801X	777777777	SP55555555	4/24/2020	4/24/2021	6/2/2019		N	Maggie Roberts, SLP

Contact Information | **Provider Information** | Contact Instructions | Provider Instructions

# Manage Provider Information in ProviderOne

## Update provider information in ProviderOne:

- Enroll new providers and end-date providers who no longer participate:
  - [How to enroll servicing providers](#)
  - [How to end-date providers](#)
- Confirm current provider information is correct (license expiration date, taxonomy)
- Nonlicensed people do not need to be enrolled in ProviderOne

SBHS coordinators may contact [ProviderEnrollment@hca.wa.gov](mailto:ProviderEnrollment@hca.wa.gov) or [ProviderRelations@hca.wa.gov](mailto:ProviderRelations@hca.wa.gov) for assistance with enrolling providers or updating provider information in ProviderOne.

# NEW! Enrolling Multiple Providers in ProviderOne

- If you need to enroll multiple providers in ProviderOne at once, you may use the [roster spreadsheet](#) to upload bulk enrollment applications to ProviderOne.
- SBHS coordinators can review the [roster instructions for HCA providers only](#) and follow the instructions to complete the roster spreadsheet.
- Once the roster spreadsheet has been filled out, follow the [instructions for roster file upload and reviewing roster errors](#) to upload the roster and resolve errors. (Find help for [troubleshooting roster error messages](#).)

# Help With Enrolling Providers

For assistance with enrolling providers or updating provider information in ProviderOne, contact Provider Enrollment or Provider Relations for assistance:

- 1-800-562-3022 ext. 16137
- [ProviderEnrollment@hca.wa.gov](mailto:ProviderEnrollment@hca.wa.gov)
- [ProviderRelations@hca.wa.gov](mailto:ProviderRelations@hca.wa.gov)

# Billing Agents and Documentation Software

- If your district contracts with a billing agent, you will also need to enroll new providers in the billing agent's documentation software (e.g. WAMR, Easy Trac, Embrace)
- School districts may contact their billing agent for more information

# Signature Log

- A **one-time signature** is required
- At the start of each school year, the SBHS coordinator must **collect signatures from new providers**
- The log must contain **signatures of all participating licensed providers, interim permit holders, and assistants (PTA, OTA, SLPA, LMHCA)**
- **Nonlicensed school staff** do not need to sign the log
- Districts can **use the same signature log** from previous years but can download a new [signature log](#) from the [SBHS webpage](#) if needed
- **Do not submit** to SBHS program manager unless requested

# Share Trainings with New Providers

- One of your roles as the SBHS coordinator is to ensure providers have access to the current version of the SBHS Billing Guide and the provider trainings.
- These resources are available on the SBHS webpage under “Resources-Service Providers”.

**Resources**

SBHS coordinators >

**Service providers** v

SBHS billing information and fee schedule	Trainings and webinars	Additional resources
<a href="#">SBHS billing guide</a>	SBHS 101 training - <a href="#">video</a> / <a href="#">pdf</a>	<a href="#">Apply for a National Provider Identifier (NPI)</a>
<a href="#">SBHS fee schedule</a>	Billing for audiology services - <a href="#">video</a> / <a href="#">pdf</a>	<a href="#">NPI registry</a>
<a href="#">SBHS COVID-19 FAQ</a>	Billing for counseling services - <a href="#">video</a> / <a href="#">pdf</a>	
<a href="#">SBHS program expansion FAQ</a>	Billing for nursing services - <a href="#">video</a> / <a href="#">pdf</a>	
	Billing for occupational therapy services - <a href="#">video</a> / <a href="#">pdf</a>	
	Billing for physical therapy services - <a href="#">video</a> / <a href="#">pdf</a>	
	Billing for speech-language therapy services - <a href="#">video</a> / <a href="#">pdf</a>	
	NCCI edits training tool - <a href="#">pdf</a>	

Nonparticipating school districts >



# Contact List

Issue	Who to Contact
SBHS program questions/billable services	<ul style="list-style-type: none"> <li>• SBHS program manager, <a href="mailto:shanna.muirhead@hca.wa.gov">shanna.muirhead@hca.wa.gov</a>, 360-725-1153</li> </ul>
Claim issues, claim denials	<ul style="list-style-type: none"> <li>• Self biller: HCA's Provider Relations, <a href="mailto:providerrelations@hca.wa.gov">providerrelations@hca.wa.gov</a> or SBHS program manager</li> <li>• Non-self biller: Contact your billing agent</li> </ul>
Updating provider information in ProviderOne/Enrolling new providers	<ul style="list-style-type: none"> <li>• HCA's Provider Enrollment, <a href="mailto:providerenrollment@hca.wa.gov">providerenrollment@hca.wa.gov</a>, 1-800-562-3022 ext. 16137, or</li> <li>• HCA's Provider Relations, <a href="mailto:providerrelations@hca.wa.gov">providerrelations@hca.wa.gov</a></li> </ul>
Locked out of ProviderOne	<ul style="list-style-type: none"> <li>• ProviderOne Security, <a href="mailto:provideronesecurity@hca.wa.gov">provideronesecurity@hca.wa.gov</a>, 1-800-562-3022 ext. 59991</li> </ul>
A-19 invoice/local match questions	<ul style="list-style-type: none"> <li>• HCA's Accounting Office, <a href="mailto:HCASchoolBased@hca.wa.gov">HCASchoolBased@hca.wa.gov</a></li> </ul>
WAMR, EasyTrac, Embrace questions	<ul style="list-style-type: none"> <li>• Contact your billing agent (Leader, PCG, Embrace)</li> </ul>

# Additional Resources

Topic	Who to Contact
DOH license status	<ul style="list-style-type: none"> <li>Department of Health, <a href="mailto:hsqa.csc@doh.wa.gov">hsqa.csc@doh.wa.gov</a>, 360-236-4700</li> <li><a href="#">DOH Provider Credential Search</a></li> </ul>
Parental Consent/Annual Notification	<ul style="list-style-type: none"> <li><b>Part B (IEP):</b> OSPI, Office of Special Education, <a href="mailto:medicaidreports@k12.wa.us">medicaidreports@k12.wa.us</a>, 360-725-6075</li> <li><b>Part C (IFSP):</b> DCYF, Early Support for Infants and Toddlers, <a href="mailto:esit@dcyf.wa.gov">esit@dcyf.wa.gov</a>, 360-725-3500</li> </ul>
National Provider Identifier (NPI)	<a href="#">National Plan &amp; Provider Enumeration System (NPPES)</a>

# Questions?

**Shanna Muirhead, SBHS program manager**

[Shanna.Muirhead@hca.wa.gov](mailto:Shanna.Muirhead@hca.wa.gov)

Tel: (360) 725-1153

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

[Sign up](#) to receive  
SBHS email/text  
notifications!