



# SBHS Annual Training for Returning School Districts 2019-2020

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SBHS Program Manager

Health Care Authority

August 2019

# New to SBHS?

- View the [SBHS 101 training](#)
- Districts interested in participating in SBHS 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/billers-providers-partners/programs-and-services/school-based-health-care-services-sbhs>

# SBHS Overview

- The Health Care Authority (HCA) administers the SBHS program
- Optional program
- Note about billing agents
- Main contact for SBHS is the SBHS program manager (yours truly!)

# SBHS Resources

<https://www.hca.wa.gov/billers-providers-partners/programs-and-services/school-based-health-care-services-sbhs>

## For Coordinators

- SBHS 101 (Good refresher!)
- SBHS Billing Guide
- How to enroll servicing providers
- How to end-date providers
- Checking Medicaid eligibility
- Program notifications

## For Providers

- SBHS Billing Guide
- Provider specific trainings
- NCCI training

## SBHS New/Updated Resources

<https://www.hca.wa.gov/billers-providers-partners/programs-and-services/school-based-health-care-services-sbhs>

- SBHS annual checklist
- Reading the remittance advice
- How to submit SBHS claims (self-billers)
- SBHS fee schedule (updated 7/1/19)
- Sample SBHS contract

# SBHS Reminders

# Provider and Contact Update Form

**Update Provider and Contact Update form (HCA 12-325) and submit to the SBHS program manager by October 31**

- Add new providers, add resignation dates for providers who no longer participate in the program, update current provider's license end dates as needed
- Update school district contact information as needed (be sure SBHS coordinator and invoice contact information is up to date!)
- Step-by-step directions are available on Tabs 3 and 4 at the bottom of the form
- Submit updated form during school year as changes occur

# Manage Provider Information

## Update provider information in ProviderOne

- Enroll new providers and end-date providers who are no longer participating:
  - [How to enroll servicing providers](#)
  - [How to end-date providers](#)
- Confirm current provider information is correct (license expiration date, taxonomy)
- Contact Provider Enrollment for assistance, 1-800-562-3022 ext. 16137



# Signature Log

## Update provider signature log:

- Add new providers and remove any providers who no longer participate
- Districts can use 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 Providers

## Share SBHS Billing Guide and provider trainings with new providers:

- [SBHS Billing Guide](#)
- Billing for audiology services - [training video](#) / [pdf](#)
- Billing for counseling services - [training video](#) / [pdf](#)
- Billing for nursing services - [training video](#) / [pdf](#)
- Billing for occupational therapy services -- [training video](#) / [pdf](#)
- Billing for physical therapy services - [training video](#) / [pdf](#)
- Billing for speech-language therapy services - [training video](#) / [pdf](#)
- [NCCI edits training tool](#)

# Frequently Asked Questions

Frequently Asked Questions	SBHS Billing Guide Section
Can I bill for.....? Is.....covered? How do I bill for...? Which code should I use?	Covered Services Section
When can I bill for an evaluation or re-evaluation?	Covered Services Section
Which providers are eligible to bill? How do I enroll providers in ProviderOne?	Provider Qualifications Section
How do I fill out the Provider and Contact Update form?	Program Overview Section
IGT/invoicing process/time limits for billing	Billing and Payment Section
What is the provider revalidation process? Why do we need to provide information for a managing employee?	Program Overview Section
What are the documentation requirements?	Documentation Section

# 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/questions	<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 IEP 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@del.wa.gov">esit@del.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

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

**SBHS Webpage:** <https://www.hca.wa.gov/billers-providers-partners/programs-and-services/school-based-health-care-services-sbhs>

**Thank you for your continue participation in the SBHS program!**

**NOTE:** The purpose of this training is to provide guidance to contracted school districts participating in the SBHS program. The information in this training does not supersede the current SBHS Billing Guide, SBHS WAC 182-537, 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](mailto:shanna.muirhead@hca.wa.gov).