# **Medicaid 101: For LEA Technology Leadership**

## **Slide 1: Medicaid 101: For LEA Technology Leadership**

Welcome to the Medicaid one oh one [101] training series developed in partnership between MassHealth and the University of Massachusetts Medical School (U-M-M-S). My name is Evan Sweet, and I am the customer support and training team leader with the School Based Medicaid Program at U-Mass, and I will be presenting today’s webinar. My colleague, Emily Hall, director of the School Based Medicaid Program at U-Mass, is joining me today to help monitor questions and provide support as needed.

## **Slide 2: Distributed April 2021**

This training was distributed in April twenty twenty-one [2021] and was accurate at the time of distribution. As always, Local Education Agencies are responsible for reviewing information on the School-Based Medicaid Program website [[www.mass.gov/masshealth/schools](http://www.mass.gov/masshealth/schools)] to determine whether subsequent guidance has superseded the content shared here. MassHealth plans to update these trainings periodically as needed.

## **Slide 3: Introduction to Medicaid 101 Training Series**

The Medicaid one oh one [101] training series is designed to provide the essentials to understanding the School-Based Medicaid Program (S-B-M-P). Some modules are designed for a broad, general audience. Other modules are targeted to the learning needs of a specific audience within each Local Education Agency (L-E-A).

I’m not going to read all of these out, as I’m sure that everyone in attendance today most likely is aware of the series, but the modules are shown here for your reference.

## **Slide 4 Introduction to Medicaid 101 Training Series**

These are the rest of the modules in the series.

## **Slide 5: Training Agenda**

Here is today’s training agenda. Please note that this module assumes that you have already reviewed the Introduction module in the Medicaid one oh one [101] series. Therefore, the agenda for this training module builds upon that background knowledge. So:

We’ll cover the Training Objectives.

* Discuss Your Contribution to your L-E-A’s Medicaid Team.
* Review the Technology Needs for the following topics:
  + Random Moment Time Study,
  + Medicaid Billing,
  + Student Enrollment Data,
  + Salary and Benefit Reporting,
  + Accounting Data,
  + And Security and Compliance.
* Then we’ll provide some Next Training Steps.
* And Contact Information and Resources.

## **Slide 6: Training Objectives**

So, our Training Objectives for today are:

* Understand the variety of data needs involved in participation in the School-Based Medicaid Program.
* Identify opportunities for technology leaders to become involved in improving the accuracy, timeliness, data integrity and operational efficiencies of maintaining, retrieving and storing S-B-M-P related information that supports the following:
  + The Random Moment Time Study,
  + Cost Reporting,
  + Documentation of services provided to students,
  + Interim Billing,
  + And audit preparedness and record retention.

## **Slide 7: Your Contribution to Your LEA’s Medicaid Team**

Successful participation in the School-Based Medicaid Program requires coordination and collaboration among people responsible for managing each of the key pieces of the Medicaid program.

Virtually all other team members utilize technology in some piece of their work related to the Medicaid program, but may or may not have reached out for assistance.

## **Slide 8: Technology Needs for the Random Moment Time Study: Email**

Let’s review some of the key Technology Needs for the Random Moment Time Study. The first is Email.

This is a key area for a technology leader to be involved with because:

* Staff are notified that they have been selected to participate in the time study via email. Spam blockers should recognize emails from school based claiming at U-mass med dot E-D-U [SchoolBasedClaiming@umassmed.edu] as a “safe sender.”
* All staff participating in the R-M-T-S need a school email account before they can be included in the time study. Set up email accounts for new and contracted staff members quickly and communicate that information to the R-M-T-S coordinator.
* And help address technology access issues for staff who might not have a dedicated personal computer.

## **Slide 9: Technology Needs for Random Moment Time Study: Internet Access**

The next Technology Need for R-M-T-S is Internet Access.

Additional areas for a technology leader to be involved with the Random Moment Time Study are:

* Staff respond to the time study by accessing the R-M-T-S website. Participants need internet connectivity and updated internet browsers to complete their online moment responses, and firewall settings need to allow access to the U-R-L.
* Review or establish and communicate policies so participants know if they can answer their moments on smart phones or tablets.
* Review annually updated “R-M-T-S Technical Notes & System Requirements” from U-Mass. You can obtain a copy from your R-M-T-S Coordinator or you can contact the U-Mass Help Desk for a copy.

## **Slide 10: Technology Needs for Random Moment Time Study: Information Flow**

Information Flow is another key item in the R-M-T-S.

Additional opportunities for technology assistance in solving reporting and communication needs for the Random Moment Time Study Coordinator are:

* You can develop technology solutions and create reports to facilitate notification to the R-M-T-S Coordinator of pertinent staffing changes, such as:
  + New Hires,
  + Job Position Changes,
  + Long-term Leave of Absences,
  + Name Changes,
  + Email Address Changes,
  + And School Building or Work Location Changes.

## **Slide 11: Technology Needs for Medicaid Billing**

The key areas for a technology leader to be involved within the Medicaid billing process are:

* Interfacing of data between I-E-P data, student records, student health data, and Medicaid billing software or vendors,
* Tracking student Medicaid I-D numbers,
* Tracking parental consent for Medicaid billing,
* Evaluation and selection of Medicaid billing software or vendors,
* And ensuring compliance with relevant privacy laws such as fur pah [FERPA] and hip pah [HIPAA].

## **Slide 12: Electronic Claim Submission**

* Interim claims must be submitted to the Medicaid Management Information System (M-M-I-S). L-E-As are responsible for ensuring that claims are submitted to M-M-I-S.
* The interim claim must be submitted in an electronic format in accordance with hip pah [HIPAA] guidelines, using the eight thirty seven pea [837P] claim format or through direct data entry via the P-O-S-C. L-E-As may bill by:

1. using the P-O-S-C D-D-E option;
2. purchasing software to generate the required eight thirty seven pea [837P] claim files;
3. Or contracting with a third party to bill on behalf of the L-E-A.

* For information about the eight thirty seven pea [837P] file requirements, please refer to the MassHealth Companion Guide to hip pah [HIPAA] Compliant Electronic Data Interchange Transactions document that is available from the MassHealth Customer Service Center.

## **Slide 13: Electronic Claim Submission**

* L-E-As are responsible for ensuring compliance with all S-B-M-P program requirements related to all billing activities, even if a third party bills on the L-E-A’s behalf. L-E-As should develop internal controls for quality assurance of submissions made by their vendor or by L-E-A internal billing staff.
* Some third party billing vendors will require reports or electronic files from the L-E-A’s software or systems to gather student, I-E-P and/or medical service delivery information for the purpose of Medicaid billing.
* Remittance advices detailing the adjudication status of all electronically submitted claims are available through the P-O-S-C and through the hip pah [HIPAA] five oh one oh [5010] electronic remittance advice files in eight thirty five [835] format.
  + These remittance advices are made available to the entity or organization that submitted the claim file weekly.
  + To monitor claim payments and denials, L-E-As should review remittance advices.
  + If another entity, such as a billing vendor, submits claims on behalf of the L-E-A, the L-E-A is responsible for requesting the remittance advices from the entity.
  + Reviewing remittance advices is required to ensure that claims submissions are being adjudicated and paid properly.

## **Slide 14: Technology Needs for Student Enrollment Data**

Some of the major pieces of data needed for the Medicaid program are likely part of your L-E-A’s Student Information Management system. Technology leaders can help in several ways relative to this data. For example, they can:

* Design queries or provide required student enrollment demographic data for quarterly Medicaid eligibility matching processes,
* They can identify and track I-E-P students and their related services data,
* Andidentify and track student Medicaid I-D and eligibility information.

## **Slide 15: Technology Needs for Financial Data**

A technology leader can provide important assistance and support with retrieving financial data from human resources, payroll and other accounting systems needed for cost reporting:

* Technical assistance and support for creating automated processes and solutions to track and retrieve required data in financial accounting systems and payroll or H-R systems
* This is crucial to program success, as the use of reports jointly developed by technology leaders and end users can significantly reduce the chance of human error and audit risk.

## **Slide 16: Technology Role in Security Compliance**

With most of the information related to the Medicaid program activities housed in computer systems and applications, technology leadership is needed to:

* Ensure compliance of technology with the provisions of hip pah [HIPAA],
* And ensure systems compliance with the six year record retention requirement per the terms of the Medicaid provider contract.

## **Slide 17: Data Management and Confidentiality**

* As per the Provider Contract, Appendix A, L-E-As must comply with obligations relating to the privacy, security and management of personal and other confidential information, including compliance with the Privacy Rule defined by the Standards for Privacy of Individually Identifiable Health Information.
* The L-E-A must implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of P-I, and that prevent the use or disclosure of such data other than as specifically required for the operation of the School-Based Medicaid Program per the Provider Contract.
* And all obligations to protect the privacy and security of Protected Information from unauthorized release or disclosure apply to the L-E-A, its employees and agents, and to any subcontractors of the L-E-A, including any contracted staff or contracted billing agent engaged in the performance of any activities on behalf of the L-E-A related to the S-B-M-P.

## **Slide 18: Record Retention and Audit Preparedness**

* L-E-As are responsible for ensuring program compliance and must certify, under penalties of perjury, that all Administrative Activity claims and annual cost reports are accurate.
* The federal government regularly audits the S-B-M-P, and all costs are subject to audit reviews by MassHealth and other state or federal agencies.
* L-E-As are responsible for ensuring that the appropriate documentation can be produced in the event of an audit or other requests by MassHealth or other state or federal compliance agency. Failure to do so may result in a recoupment or termination from the program as described in the Provider Contract. A model contract is available on the S-B-M-P Resource Center.

## **Slide 19: Next Training Steps**

Here are some Next Training Steps. There may be other modules in the Medicaid one oh one [101] training series that apply to your specific training needs.

## **Slide 20: Contact Information and Resources**

And finally, contact information and additional resources.

For MassHealth School-Based Medicaid Program information, please go to the link shown here: [[www.mass.gov/masshealth/schools](http://www.mass.gov/masshealth/schools)].

If you have questions or require assistance with anything, please contact the U-Mass School-Based Help Desk by e-mail at school-based claiming at U-mass med dot E-D-U [SchoolBasedClaiming@umassmed.edu] or by phone at one eight hundred five three five six seven four one [1-800-535-6741].

Thank you for attending this webinar.