

## 2-3. SBAP Reimbursement and Business Management

0:00

We're going to go ahead and get started with the, with our afternoon sessions.

0:06

So I think by now, you know, my name is Jennifer Furrow and at, at, at the midpoint of this presentation, I'll, I'll hand over to Stephanie and Aaron to give a little bit of a closer look at current stats and things like that.

0:27

But this is mostly aimed, we're going to hit on a lot of topics that we've already talked about before but looking through the lens a little bit of that, that business manager person.

0:44

And I don't know how many of you are business managers in here or online, but it's just a good way to think about, think a little bit differently about the program, what's happening when, and what, how that's impacting things.

1:01

So we'll look about at financial timelines, things about the RMTS and how it relates, payment cycles and also a little bit about documentation.

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So sometimes when I communicate with business managers, they don't know anything about School-Based, or the specifics of it, at least.

1:26

So this is just our background, but it does remind us kind of of that framework.

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And the ladder, you know, as we talk about some of these things that are changing within Medicaid and it's frustrating on the education side, we always have to remember that the top of this framework is IDEA and that's what you guys have to fulfill.

1:47

And then we come behind that with MA in our state.

1:52

So within, with Medicaid reimbursement which our job is to provide you with a mechanism to recapture some of your costs.

2:04

And that's why sometimes the two things don't align the way we would like them to.

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So, but we have been somebody, not me for 33 years, but this is this is the 33rd year for some format of a School-Based ACCESS Program in Pennsylvania.

2:27

So and we have over 500 LEAs.

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And so any of you who end up getting involved with, or, you know, utilizing resources from NAME, that's one of the first things that you're going to realize is that folks in other states, they're working on a platform with like 50 LEAs for the state to maybe 75.

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You know, we're, we're big in terms of program compared to other states.

3:03

So we talked about all these functions independent of one another, but it's also important to look at it from what do I need to do every day or at least every week?

3:18

What's going to hit me on a quarterly basis and what's going to come in annually.

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So we've looked at a lot of reports today.

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And so you want to make sure that you're keeping an eye on reports, you're responding to your moments, submitting those services.

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And when I say review income from interim payments in your FAI, that means you have to reach out to PDE, right?

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If you want to know what your actual balance is as of that day, you can find it out by logging in yourself to your FAI account or by contacting somebody at, at PDE.

4:03

But we don't actually have that access.

4:06

So what we provide you are the transactions that PDE tells us about.

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So quarterly you're looking at those certifications.

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Again, we've talked a lot about staff pool lists, calendars, and as a business manager, quarterly, you're looking at those financial reports for MAC.

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So, but again, those things connect.

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So as the business manager, you might be the one who is deciding what account somebody's being paid from.

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And so you have to, you know, hopefully you're thinking, oh, wow, if I switch this staff person over to get paid out of this, this, you know, category over here, and that's grant money and it's federal grant money.

4:59

Oh, now I can't report them on that quarterly MAC, or if a portion of their salary is covered, I have to account for that.

5:07

So these are the kind of things where you want your business manager and your SBAP coordinator or, you know, you want to communicate with one another so you know what you're doing.

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And then, of course, annually you're signing LEA agreements, you're submitting your cost reports.

5:28

It's coming up soon, calculating ratios and then we also like to remind you about that fun revalidation process for your MA enrollment with PROMISE.

5:47

OK.

5:48

So we talked about daily, the whole claiming for direct services and making sure that services get approved, that you're checking for Medicaid eligibility, capturing all those services, logging them into MAXCapture and making sure that your compliance information, all that data is up to date in MAXCapture.

6:14

So again, a lot of this goes back to the reports that we've talked about already today.

6:23

This is something that we all became a little more familiar with, painfully familiar with, this year.

6:33

And that is just how long it can take from the time that a service is logged until you see dollars in your FAI account.

6:47

And so these are things I don't think we've ever really like talked about and broken down in this way.

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But you log that service, you're on a schedule for submission.

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So it's going to get swept.

7:01

And if everything looks good, right?

7:03

If it passes all those checks, then it's going to move on to PROMISE. It gets.

7:09

If it gets then approved and paid, then that check goes to PDE.

7:17

Then we're waiting for the remittance advice that we talked about earlier.

7:22

That's going to break down everything that gets paid.

7:26

SSG takes that remittance advice and turns it into a report that can be used by PDE in order to put the appropriate amount of money into each LEA's FAI account.

7:41

So when you think about all of those steps and the waiting from one thing to the next, sometimes it can take three to four months from the time that you first input that service until the dollars actually land in your account.

8:00

So that was one of the pain points this year that we saw because we had the gap in claiming where one vendor stopped and then the new one had to start.

8:16

So I, I think that this will be less painful moving forward now that we're claiming on a more consistent basis.

8:27

But for any of you who have to explain to higher-ups about why didn't we get more money faster, this is one of the pieces to always bear in mind.

8:42

So and, and I, I kind of talked about this when I got on my soapbox before lunch, which is why we focus a lot on interim payments. In, in one of my previous lives, I worked in the museum field.

9:01

And the interesting thing about museums is that don't you, when you go in and you look at something, you believe what it says, right?

9:11

You believe that that tag next to that artifact is the truth.

9:17

So it's that element of public trust.

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So your interim claiming is the best way to demonstrate that you need these funds.

9:29

You're using these funds because the interim payments are coming on a regular cycle versus waiting for, you know, a big payout when you hit cost settlement.

9:42

But there's also the, the danger that you submit 5 nursing services.

9:53

They're all for the same nurse.

9:57

And then Deb here says, yeah, either her certification was expired, something's wrong, right?

10:07

If those claims are recouped, you didn't just lose the interim payments, you lose costs, right?

10:14

When you get to cost settlement, poof, it's gone.

10:17

So that's why you want all the providers that are on your direct service cost pool should be claiming so that you're getting, you know, you're actually making sure that any balancing of accounts that needs to happen at cost settlement is in fact going to happen.

10:37

So, and, and again, so the FAI account, checking your balance, not just the transactions that you can see through SSG's system, but checking your balance through PDE is going to let you know, you know, and as a business manager, you may not know that there are no claims being submitted or the claims are getting.

11:00

You might not know that.

11:02

But as the business manager, if you have access to log into your FAI, you can see what's, you know.

11:09

Oh, I don't, I don't see any money going in there from that SBAP program.

11:14

Maybe I should go talk to my coordinator.

11:17

So, and when we talked about quarterly, we look at the calculation of the MAC claim and you know, so we're again looking at costs for both our direct service and admin cost pools.

11:35

And this is where I say, you know, what I was mentioning earlier, if you're responsible for reporting costs, you should know, you know, you need to be thinking about the, the source of funding and whether or not you need to note when you're entering those costs that some portion of that is not allowed.

11:59

You know, it's federal funds and, and you can't actually report those costs. Timelines again.

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So obviously this year was different, but we're working to move into a more consistent schedule again as we move into this coming school year.

12:25

But this is even a conversation I have with my DHS partners who work in fiscal, who set up our purchase orders and things like that because they don't understand why an October to December MAC claim isn't getting paid until like April of the next year.

12:44

And, this is why, so when we talked about the random moment time study and coding a little bit, Becky, you know, talked about the fact that there are 6000 moments every quarter, right?

13:00

And those get coded.

13:03

Then we go through a validation process.

13:08

Then once you all are entering your costs, there's a desk review, they generate the claim, CPEs go out.

13:19

All of these have time frames for either work that you all need to do or work that SSG or DHS needs to do to validate this process.

13:31

And then once it comes into DHS as a prepared claim, there are three different bureaus that look at this document and unfortunately, all of them take time.

13:47

So yeah, so it can take another three to six weeks at that point.

13:52

And then once they draw those funds, then, then you got about two to three weeks before they hit your account.

14:00

And this is where it's important for you to keep your banking information up to date.

14:07

Our most recent claim, despite a lot of outreach from our fiscal management staff, we still ended up with three LEAs who their banking information was incorrect and we had to adjust for that.

14:23

So you definitely want to make sure that you're keeping that information up to date.

14:34

For cost settlement, of course this is your annual responsibility.

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We've already talked a lot about it.

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It shouldn't be a windfall.

14:43

It's meant to be a balancing of accounts.

14:49

Same thing applies with regard to staffing and where the funding for any particular staff member is coming from.

15:05

So, and this just gives a little bit of a timeline for this.

15:08

I think overall, we're more familiar with this.

15:11

This hasn't, this didn't really change in this last year.

15:16

We're pushing the start of the cost reporting to October 15th this year because in general feedback that we were getting, folks were saying that there really wasn't an opportunity to start work on that earlier than the 15th of October.

15:36

We've learned a lot more about the different activities that are going on in your LEAs, particularly financial activities that happen in the fall.

15:50

Right now, we can't do anything immediate to change the timing of cost settlement.

15:57

We still have to get those cost reports in by the end of the calendar year and that's because it's dictated by our Medicaid State Plan, the time frame in which that process has to be completed.

16:10

So as I, I mentioned yesterday, we're going to start doing some stakeholder feedback and we'll be looking for things like that to find out what are potentially better times of year for some of these different activities to occur.

16:28

So that we're not we're not asking you to, to juggle quite so many things.

16:38

It's, it's a learning process for everybody as we start to understand what your other responsibilities are.

16:53

Opsie.

16:53

All right.

16:54

So really the only thing I'm going to touch on again on this slide is as we talk about like consistency and claiming and reporting, stabilizing rates, we see you know questions about well how are we arriving at those rates and, and why did I have a dollar rate for this? And your rates.

17:21

So the rates that will be released in just a week and a half, two weeks. Pretty close, 1st of October, those are based on the cost settlement that was just completed.

17:36



So if we go back to why should you bill each of the services that you provide, it's because we're looking at how many services did you provide and how much did it cost you to provide those when we calculate rates.

17:54

So if suddenly you don't submit but two or three claims and you still have the same amount of costs, you're going to throw off your rate for the next year, it's going to be artificially high.

18:10

So that's another area where consistency is important.

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And we didn't touch on this in our conversation about evaluations, but I did see this question come up in chat a couple times.

18:25

So we did an analysis across the different service types, and in eliminating the distinction between initial and re-eval, we will be using, starting October 1st, the RE-evaluation rate, that's what we based that off of.

18:47

And we did that because we're hoping you're going to get the potential to bill many more evaluations than you have previously, and we don't want to push you into an, an overpayment situation.

19:04

But also, I believe that we only found one service type where the evaluation rate was actually higher than the re-eval.

19:17

Devon doesn't remember, either.

19:18

So that makes me feel better.

19:22

But we did look at that and we did make considerations and ultimately there are Max rates in the system, right.

19:28

So when we look at what we're going to do, what is the maximum that PROMISe is going to pay for any of these services.

19:37

So, so that's where you'll see the difference come in as, as we shift on evaluations.

19:48

See, I'm telling you this thing's crazy.

19:54

And then as whether you're a business manager, ACCESS coordinator, whatever your role in the program may be, these are just key areas of focus for documenting.

20:07

And as a, as a business manager, if you're the one who's going to be responsible if your district is selected for oversight and monitoring.

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These are the kind of things you want to be able to put your hands on.

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You want to know that whoever is responsible for collecting the medical practitioner authorizations for your district, that they can put their hands on it.

20:36

Whoever is responsible for verifying credentials, that they can put their hands on it.

20:42

And that you can pull those documents that support whatever you reported in terms of salary, benefits, contracts.

20:52

You know, most of us live digitally these days as far as a lot of this information, you know, goes.

21:00

So create a, create a folder on your desktop. At the end of the year, pull all that cost reporting information into a folder, mark it School-Based for FY23-24.

21:16

And there it is.

21:16

So that if Deb comes to you for a retrospective review or we notify you that you've been selected for oversight and monitoring, it's easy.

21:28

You just go click on that folder and you pull up all your documentation.

21:33

Sounds easy anyway, right?

21:34

So, all right, so with that, I'm going to hand this over to Stephanie and she's going to look a little bit at our year in review.

21:44

OK, thank you, Jennifer.

21:47

So Aaron and I are going to talk some about our year in review and I'm going to go ahead and start off with the data from last year and I just want to say thanks, again.

21:55

I know last year we had a transition year and we just want to say thank you because we do recognize all the time and effort that you guys spent implementing to our systems.

22:05

And with that we can see that it was a successful implementation year.

22:09

So thank you to everyone for that.

22:13

So as we're looking at this data, I just wanted to, we have had almost \$52 million of reimbursement for the direct service piece of the program.

22:24

We have found that this was similar to previous years.

22:27

So once again, kudos to the, the ACCESS coordinators, you guys you know went through the implementation, were able to adjust systems, adjust processes and so we were successful.

22:39

We did have that \$52 million and as we're looking at that, you know \$51.9 million.

22:46

I do want to stress that we still have, you know, the 180-day timely filing.

22:51

So that will we expect that to continuously go up.

22:54

You know we are going to be billing the extended school year services, we'll be caught up in the October sweep schedule, and if you have any of those outstanding services that you still have a little bit of time to get some of those in before the 180-day timely filing window.

23:13

We also have 4.6 million services that were entered into MAXCapture.

23:21

And then as you can see, we've had 95% of our participating LEAs did submit a service.

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Our goal is always going to be 100%.

23:32

We want all participating LEAs to successfully, lot, implement the School-Based ACCESS Program.

23:41

I do want to bring just a thank you on that piece because it's a huge coordination of our liaison team, the ACCESS coordinators in addition to the IUs, like you guys have been a great support through this and supporting your districts.

23:56

So I'm hoping that next year we will increase that number closer to 100%.

24:01

And then also, as I look at that 95% number, I do want to say that if you are an LEA that is still adjusting, you guys are still having, you know, you guys still need additional support besides the trainings that we are offering.

24:16

Please reach out now to your liaison and let us help you.

24:20

At the end of last year, we had several LEAs that still were struggling a little bit and we want you guys to be proactive this year.

24:28

So if you're having a turnover in staff, if you know you're still having, you're like, I can't figure this piece out of MAXCapture, please reach out to Maggie, Gina and Jy and they can provide some of that one-on-one support for you to help you navigate it.

24:46

And then we have had 92% of the participating, participating LEAs had a paid service.

24:54

So just remember that, I think this is one of those key components that everybody needs to talk.

25:01

You know, we need the ACCESS coordinators to make sure that they're entering those services.

25:06

And then all those providers that are entering services are now on your time study.

25:10

So you can include the cost settlement. If you do not enter have a paid service for each service type, you will not be able to get those costs in the cost settlement.

25:19

So for example, if you did not have any psych, psychological services, but you put those practitioners in your time study, you're not going to get any costs in the cost settlement.

25:29

So making sure that you are submitting all those services in a timely manner, right?

25:35

Like having good procedures at your LEA to have those put in and that you are making sure that it's resulting in paid claims.

25:42

If you are an LEA that is like, I'm putting the services in, but they're getting stopped at the exception report level.

25:48

OK, reach out to your liaison and we will make sure we get you the assistance needed so that you are successful.

26:00

So this graph is showing the dollar amount received per service type.

26:06

So as you can see, we have received for the state of Pennsylvania, you all have received the most money in the personal care services, and so that was at a little almost \$18 million last year.

26:21

And just a reminder as we navigate personal care, remind, you know, make sure you're putting in those appropriate licensure types, the CPR, first aid and the high school diploma.

26:32

We always know that that is something that comes up every year in our oversight and monitoring.

26:36

So making sure you have all three of those licensure types, so your services do get submitted.

26:43

And then we have the assistive devices.

26:46

Devon and DHS have spoken about kind of broadening that area.

26:50

So I would expect that that information to go up, or that amount to go up in this current school year.

26:58

And then as I look at this as a whole, I would just say this is a great time to kind of examine some areas in your school district, your LEA that you can continuously improve.

27:10

One of the things I think really results in increased reimbursement is timely entering of services.

27:17

I understand that the practitioners and the providers have a really high caseload at the LEAs, but just having those providers that are entering directly into our system, just making sure those, they're entering them in a timely fashion.

27:32

When services are entered timely, we know it results in less errors and increased reimbursement because now you're not, you're having them entered every week.

27:41

They're constantly entering their services.

27:43

Nobody's getting behind because at some point, you know, if they haven't entered in five or six months and they're trying to play catch up, you will lose services along the way.

27:59

I apologize.

28:05

OK, so this is going to talk about our exception reasons over the last year.

28:15

We always had a lot of focus on monthly management reports.

28:18

I remember last January when we started with the monthly management reports, everybody was like really focused on, you know, those reports.

28:27

But this is a perfect example why the, the focus should be on those MAXCapture exception report.

28:33

Cherree did a great job, Cherree and Devon explaining like, if you're getting this exception, like how can you make those corrections?

28:42

And so as I look at this, the four top exceptions are the Med Auth is not available for service date.

28:50

The transportation service cannot be built because it needs a health-related service.

28:56

The IEP is not available for the service type, and the provider does not have all the required licenses.

29:05

And what the nice thing is, is when we look at this data, it shows that a lot of these exceptions I-- can be corrected.

29:13

So for example, the Med Auth I, most LEAs will have a Med Auth if they're providing those services.

29:20

So make sure at your LEA level that you guys are, you know, making sure all of those Med Auths are in our system.

29:28

So we are picking up all of the eligible services.

29:31

Also, I look at the IEP information, make sure that you have all of your IEP information current, especially as we start the new school year.

29:41

Make sure, you know, all those service dates and that IEP information is a MAXCapture.

29:48

And then the licensure, that is something I know we talked about PCAs a lot because they need those 3 licensures.

29:54

But remember that all of those credentials and that licensure is put into our system so you can get reimbursement for all of those eligible services.

30:03

At this time of the year, I would expect that you guys are importing all of your student data, you're updating your provider accounts, your provider licenses.

30:12

So you can start off with that timely filing and entering of services.

30:20

And so now this is our MAC, this is how much we have receive, how much has been submitted for our MAC reimbursement for July, for these two quarters.

30:31

Just so you know, where we are with MAC is that you should have already received payment for your July - September 2023 quarter and we are in the final processes of submitting payment for October - December.

30:45

So you will receive that shortly.

30:48

And so as we talked about MAC, we actually started our desk review process this week.

30:54

It opened up on Monday and I just want to take a couple of seconds to go and say this is the time when you guys can be reviewing all of your MAC information and if you have, find any issues or you have, you know, everybody makes a mistake, we have typos, you can make those corrections and you have until the 27th of this month to make corrections on MAC.

31:16

And so as we continue with MAC, Aaron will talk a little bit more about calendars, but we're processing through the January - March, April through June quarters.

31:25

This is our last time we're going to have to do two quarters at once.

31:29

So thanks again for you guys putting all that time and effort into completing that.

31:33

And then we're going to start, over the next school year.

31:35

You will see that we're going to get into normal schedule with MAC.

31:43

And this just gives us another overview of where we are, how, you know, for the 22-23 school year.

31:59

And so now we're going to move into cost settlement.

32:02

We had 440 LEAs receive payments at cost settlement and then we, so 447 received positive payments for their cost settlement.



32:12

We had 40 LEAS that were, did have to pay money back.

32:17

A couple of things to remember when you are paying money back, there's a couple of things.

32:24

First of all, making sure that you are having those paid services right.

32:29

Like if you have incurred, we want to make sure you have a paid service, multiple paid services in each service type.

32:36

So you need to have speech, OT, PT, psychological.

32:41

Also, we want to, if you, communicating with your business office and with your ACCESS coordinator to make sure that somebody hasn't been moved into federal funds, that happens a lot.

32:54

You guys start off at the beginning of the year and all your providers that you're billing for are paid in non-federal funds and then somewhere along the way, somebody gets moved.

33:04

So that can also cause a recoupment status.

33:15

And so now as we're looking at this, we're going to talk about, this is the LEAs with costs reported, but no interim payments by service type.

33:26

And I think this is a really telling slide of areas that can be improved at the individual LEA level.

33:33

So this means that these provider types were included in your time study.

33:40

So you guys included them in the time study, they participated in the time study, and then you guys included, they, they were, you put costs in for the cost settlement, but you guys didn't have any payments in, any interim payments.

33:53

And so when we look at it the top and the psychological counseling and social work services, it looks, the LEAs had a lot of costs for those services, but over 200 LEAs did not have any interim payments for those.

34:07

So that's the first thing.

34:08

If you are one of those schools that does have, offer, you know, these services is checking and making sure that those provider types know how to enter services and that you guys are getting your information in so you can get that payment back at cost settlement.

34:26

Also, I looked at, you know, nursing services that is another one of those that you know, over 150 LEAs reported costs but there weren't any interim payments.

34:38

So making sure that your nurses, you've provided trainings and they are documenting those services and doing this now, right, like monitoring it throughout the year that not only are you documenting services, but they're actually resulting in paid claims.

34:53

If you're documenting services and they're all held up at the exception report level, you may not end up with paid claims.

35:01

So if, if you are having issues, once again Maggie, Gina and Jy, they can help you identify those. And see, and this is the number of LEAs with interim payments but no costs reported by service type.

35:24

So what this is telling this is a much smaller number.

35:27

The slide before we noticed right, it was over 200 LEAs in the psychological counseling and social that, but this is that did not submit interim payments, but this one is showing the opposite.

35:41

So these are LEAs that you guys had interim payments, but then you had no costs that were reported in your cost settlement.

35:48

So for example, you had some psychological service, you had some payments for specialized transportation, but then maybe that person was moved to federal funds, so you weren't able to report costs.

36:00

It could also be that if you have interim payments, but those provider types are not included in that direct service staff pool list in your time study, then they will not you will not be able to claim their costs in cost settlement.

36:15

So that's once again one of those pieces why everybody needs to be talking. The ACCESS coordinator needs to be communicating with the business office on, here's who my eligible provider types are.

36:26

Are they 100% federal fund?

36:27

No.

36:28

And then making sure that they are included in that time study for all three of those quarters.

36:32

Let me go here.

36:45

OK.

36:45

Is this working?

36:49

Yeah.

36:49

All right.

36:51

All right.

36:51

Well, I appreciate those on the web and in the room sticking with us.

36:55

I know.

36:56

Second day after lunch.

36:58

Yeah.

36:58

You're, you're, we're powering through.

36:59

So I, I really do appreciate it.

37:02

And a lot of what I have to, to go over is, is kind of a rehash of the things that we've talked about for the last two days, right?

37:09

So we've gone to a lot of detail on different things.

37:12

And so kind of my job is to, to tie it back together just a little bit with again, that idea of the business manager point of view along with your special education department, right?

37:24

Because it really does take both of those teams working together to make this work.

37:28

It takes all the LEAs and IUs and the state and us all working together to make this thing work because our ultimate goal is to make sure that you're maximizing your revenue in a compliant way so you can keep it.

37:40

Because we're all trying to, to make sure that we're serving these kiddos that are some of our most vulnerable in the state.

37:46

So we certainly have that in mind when we're doing this work.

37:50

And so we've gone over a lot of details about the various policies, the various tools and methods that are available to you to, to make sure you're, you're maximizing that revenue and doing so in a compliant way.

38:03

I'll just kind of harp on the, not harp on, but I'll talk about the cost settlement just a little bit more.

38:11

Jennifer stole a lot of my Thunder.

38:12

She did a good job.

38:12

I want to like, you know, I'm on her champion idea for like how to make sure we're keep doing good interim claiming and all that.

38:18

So I'll, I won't, I won't repeat that.

38:21

But as we talk about the capstone, it, really the cost settlement really is the kind of end of the, of the school year, the last piece of the, of the process, right?

38:30

So a lot of things come together here in the cost settlement.

38:34

And, in the next slide I'm talking more about the staff pool.

38:37

But again, making sure that you're focusing on that staff pool list throughout the course of the year, because when you get the cost settlement, those are the folks that you're going to be entering your, your costs on is key.

38:47

Making sure that you're doing that good interim billing, making sure you have, you know, the, the right kind of funding sources.

38:53

All that stuff that has been talked about by, by previous speakers, certainly want to reiterate here.

38:58

And because really, when you get to cost settlement, you really are, now need to work with your business office unless you're, unless I know some people probably on, online and here are like, they are everything that you're wearing all those hats, but especially if you are working across departments.

39:12

I just want to stress again the importance of starting the cost settlement process early as opposed to kind of waiting too far.

39:19

I know it sounds like, oh, just of course that's what he's going to say.

39:22

But because you're working with so many different people and pulling from so many different places.

39:26

And just like when this falls on the calendar, I want to stress again that you want to start closer to that October 15th deadline than like the December 15th deadline, because people want to go on, on vacation and do things.

39:38

So as we've been doing this now for seven or eight years, we've seen that, you know, people wait, and that becomes a stressful time for all of us.

39:46

So I'd encourage you to make sure that you are jumping on that early.

39:50

And then also, we didn't go through it as much here, all the various training options that are available.

39:55

But please take advantage if, if your business manager isn't on this, make sure they're taking advantage of those opportunities to really learn how to use the system, what those costs are.

40:04

I think it'll make it a smooth process for everyone.

40:08

As we talk about the various components again, interim billing and cost settlement and the MAC, they're, they're all, they all have a lot of commonalities.

40:18

And the RMTS though, in my mind is really that kind of through-line that that cuts across all of them because it's so integral in making sure that, that we're maximizing our revenue.

40:29

So when you're doing your RMTS, like all these other pieces of a of, a claim are typically kind of LEA-specific, right?

40:35

So your Medicaid Eligibility Rate or your IEP ratio and your costs, like that's all like housed by you.

40:41

But the, but the RMTS is like a big group project for the state, right?

40:45

So we all got to pull our weight.

40:46

I thought it was good to have some of those conversations about like what if I'm doing this?

40:50

And I think, you know, when someone else isn't doing it on the position list, like great, great reminder that again, this is that big group project.

40:58

So we don't want anyone just, you know, not turning in their homework and, and getting the A.

41:02

So we all got to pull, pull in the same direction here because that RMTS just as a reminder for those that are new again, you know, like where is this coming through?

41:11

And you know, how's it touching everything?

41:12

So I know we've, we've hit on it throughout the last two days.

41:16

But again, that staff pool list is critical, right?

41:19

Because in order to build the claims on the direct service side, the person has to be on the staff pool list. In order to be able to claim their costs, they have to be on that direct staff pool list.

41:29

All right?

41:30

So it cuts all the way.

41:32

It cuts all the way through it.

41:33

Again, the percentages that we're going to drive from people answering those moments, well, that's going to go directly back to your cost settlement and to your MAC claim.

41:41

So again, the RMTS is really that through-line that, that touches, that touches everything.

41:47

And then I just want to make sure that we also talk about the service documentation, how important that is.

41:53

And really on the cost settlement.

41:55

It's not, it's not a perfect one to one, but you do want to see something where there's some, some balance.

42:00

If you think of a teeter totter, right, if you have a lot of staff members, all right, you should have hopefully a commiserate a lot of services coming in.

42:08

If you start seeing that get out of whack right, where you have a lot of staff but not a lot of services, like that's a red flag.

42:14

Or conversely, you only have a few staff members and a lot of services.

42:18

That also might be something to, to, to take a look at.

42:21

But you really do when you're talking about service documentation and your costs and all that, you kind of want to look at that teeter totter analogy and make sure that you're roughly in balance, again, not exactly equal, but, but that's what the goal that you're, that you're looking for.

42:35

All right.

42:38

The next piece I'll just again, this is more reiteration than anything new, but just that timeline again with that focus on the business manager.

42:47

Once we get up and, and going here and now we are, hopefully it's kind of a cyclical, you know, nature so that your business managers, you know, the timing becomes a little bit more, little bit more easy to, to understand for your business managers and kind of steady state.

43:02

So again, this is just in general, obviously depends on what happens, you know, with your services and all that.

43:07

But in general, now, we're on a monthly timeline in terms of getting payments in for your direct service, right?

43:13

So it's going to start rolling.

43:14

There is that kind of three-to-four-month lag between when the service is given and the payment, but that starts evening out right, as you have services going in every single month.

43:25

And then we talked about the admin claim.



43:27

Again, we'll get where the kind of lag is, but things, but it's going to end up where about every quarter you're going to start seeing that that revenue hit, hit your account.

43:37

And then obviously cost settlement is that final piece that's going to come in once a [year].

43:41

And our goal here is again to as, as Jennifer alluded to, not have, you know, some Big Bang, you know, lump sum, but you know, hopefully make sure all your costs you get caught up in, in our made, and our made whole.

43:53

So that's, that's the general timeline.

43:56

So we just want to kind of a easy slide that to go back to your business managers with if they're not on the call. I won't spend a lot of time on the direct service.

44:05

Again, this is like maybe a too happy path.

44:07

So don't get too caught up in the, the example timeline.

44:09

But this is just again, those steps that were in Jennifer's earlier slide about what happens, like they deliver the service and then what, well, it has to get swept is obviously each district has different timelines for that.

44:21

And then it goes through, you know, the Medicaid process and they pay it or don't pay it and then it you know, goes the PDE and then finally into your bank account.

44:29

So again, that's the kind of general happy path timeline just so you know what, what all is going on there.

44:36

Similarly, again, reiterating the timeline that was on some of the earlier slides in a different graphic, but in terms of the Medicaid administrative claiming, and again, this is going to happen quarterly, but it, but it takes a minute, right?

44:49

So in the October - December quarter, you know, all your folks are filling out their moments dutifully.

44:53

We're doing all that and then we're coding kind of as we go along, but including doing that QA in, in the January, February.

45:01

And February, in this example, you know, you got to make sure your costs are in for MAC and then we're going to do the desk review in March and then we, you know, crunch numbers, the Wizard of Oz stuff behind the screen and it comes out and your payment is in May.

45:12

So that's again the kind of general timeline for what's happening at a very high level for your, for your MAC.

45:22

And last, but not least, for your cost settlement.

45:24

Again, this is annual.

45:25

So starting October 15th coming up here, you'll start entering your cost again, hopefully before December 31st those are in, but you know, by December 31st they're in and then we start reviewing the costs, doing the desk review there and then ultimately your CPE, kind of sign-off and all that process is happening in the May time frame, payments hopefully in July.

45:48

So again, that's the, the timeline for payments. This, hopefully it printed off and not so much of the, of the, you know, kind of hard to read slide here.

46:03

The problem of doing this a little bit like some things have changed just a little bit in terms of the, the dates.

46:08

So there's calendars posted it with, with these dates on them that are a little bit more up to date.

46:14

These might be like off a day or two from when I had to do this slide versus where we finally landed on the calendar.

46:19

But the, the things I want to stress about this slide are one, this is giving you a good idea, you know, plus or minus a day or two of the things that are due by from your LEA, OK.

46:32

And, and when. So, you can take this and kind of as a grid in your mind, like when do I need to do certain things?

46:39

But when is the state or Sivic expecting something from me?

46:43

And again, this, a much more detailed calendar with the things that we're doing in addition is posted to the website.

46:52

But I think this is important.

46:53

And part of this, the reason this is important is because we want to make sure everyone including us, we kind of get on a set schedule so that you're not getting an e-mail from us that's saying, well, here's this new deadline and now you're, you're scrambling, it's a different deadline maybe the next quarter.

47:06

So we're trying to get a, kind of a regular cadence.

47:09

So we think that's going to help all of us, right?

47:11

We're kind of all in this together.

47:13

And to that end, one of the things that, you know, that we hear from districts, feedback we get is around the communication we do around deadlines and the amount of emails and phone calls and things that happen.

47:26

And some people like it and some people do not like it.

47:29

And so we're trying to, again, find our own teeter totter of, you know, how much communication versus how little communication.

47:36

We think now with the published calendar and some set dates.

47:39

We can kind of do, you know, reminder emails and some of that, but pull back on a lot of that phone call follow up and all that that's been, that some of you may have received.

47:48

So you're going to see less of that phone calling and follow up from, from Sivic staff going forward with the idea that there's a calendar now that we can all see, that we all know exists.

47:59

And so we're all, we're all grown-ups.

48:02

And so we're not going to know.

48:03

We're going to kind of check up on you all the time.

48:06

So that's our kind of attempt to find the balance of the teeter totter.

48:10

Again, some people we know need a little bit of pulling across the edge, but we also understand that, you know, you might be dreading those emails or phone calls from us.

48:18

So that's, that's our compromise there.

48:26

And then second to last, but the last kind of real important part is again, documentation and just stressing the importance of documentation.

48:33

This slide is really focused around your costs and your ratios and again, making sure that you are documenting all those things appropriately, that you have the credentials and all that.

48:45

I would say kind of with the eye towards the oversight and monitoring, is that when you're documenting this, like you want to make sure your documentation is clear.

48:52

It's easy to, to find when we're talking oversight and monitoring and we get documentation like we don't want this to be a puzzle for, we're not trying to solve anything.

49:02

So this is not a game to try and figure out.

49:04

Like can they figure out how we got to this number?

49:06

Like no, we just want to have something pretty clear that we can figure.

49:10

Know, kind of this is the number and this is why they put it into the system and we're all good to go.

49:14

So make sure you have that in mind as well as the credentials when you're, when you're doing, doing your cost entry, both for, for MAC as well as cost settlement.

49:26

And moreover, just to again, because I want to, I want to jump on Jennifer's, you know, talk about making sure you're doing regular service entry and claiming, again, IDEA is, it kind of rules, rules the, the game here and you have to document your service for IDEA, for legal reasons to make sure parents can say, you know, did I, am I getting all the services?

49:47

So doing good documentation.

49:49

The billing part you shouldn't even really worry about, right?

49:51

If your, if your providers are just doing good documentation in whatever system they're using, MAXCapture or whatever other system that are out there, you really don't need to worry about the claiming part, right?

50:01

Because they're doing their due diligence under IDEA and documenting those services.

50:05

And then we're just kind of coming behind and saying, OK, great, this service is billable.

50:08

This one isn't, you know, so I just want to stress again the importance of documentation from that standpoint as well, making sure that you're doing that from, from that perspective.

50:18

And the last slide is more just, some information where to go, what to do, I do want to put, there's a lot of, there's a lot more trainings as I'm sure you guys that are used to the system are aware, there's, you know, a big training calendar out there with all sorts of trainings.

50:31

I wanted to highlight two

50:33

That are really kind of focused on documentation, some things for business managers.

50:37

They're not business manager specific, but we thought these, kind of, two training sessions would be beneficial for any of your business managers that couldn't attend, as well as, obviously, please make sure that you reach out to your support liaisons that are coming up here right now.

50:51

I didn't know we were going to show, we, we have a routine planned.

50:57

This is just spontaneous.

50:58

So get ready.

51:00

But again, we, the help desk, but also our liaisons, I think are great resources to, to reach out to, not through just the QAR process, but kind of with anything that you may have.

51:11

So that's them.

51:14

Were you guys going to say something, or we are, or I didn't know we are.

51:16

I was like, are we doing a song?

51:17

Like is this happening?

51:18

I had a request from the folks who were virtual for our, to see them, lovely liaisons to be seen on camera with an introduction so that they know who they're speaking.

51:30

Oh, nice.

51:30

Let each of them introduce themselves.

51:34

Hello, I'm Gina Watson and I will be, I'm the liaison, support liaison for Western PA, North and Southwestern PA.

51:42

Nice to meet you all.

51:43

I've met a lot of people in person and in the virtual world now, as well.

51:50

I am Jy.

51:51

I am the liaison for the North and South Central Pennsylvania region.

52:01

Hi everyone.

52:02

I'm Maggie.

52:03

I am the liaison for Eastern Pennsylvania.

52:06

Nice to see everyone.

52:14

All right, We're, we're early.

52:16

We tried to get through.

52:17

So is there questions online or in the room or Jennifer or.

\*Live questions from the session are integrated into the session's Frequently Asked Questions document.