

Medicaid is my Life !

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**Not actually...
this is my life...**

"My dog Kaci"

**She lets me
leave my work
and just be
me.**





This is "Kaci the Alligator"
We participate in the
"Ultimate Air Dog Events"

Former Detroit Tigers
Pitcher Milt Wilcox and
his son Brian travel
around the United
States putting on the
"Ultimate Air Dogs".

The pools are 40 foot
long.

And it doesn't matter if
your dog jumps
3 feet or 30 feet.

*"It's all about
having fun with your
dog!"*

ultimateairdogs.com

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Montcalm ISD

33 years – Data, Counts, Medicaid

"If you don't like something,
just wait, it will change"



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Introduction

My goal is to help **share** strategies to increase Medicaid Claim Volume.

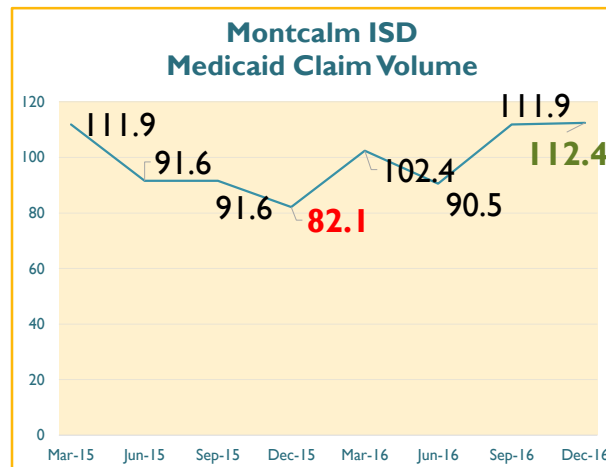
As you know, we need to keep our percentage 85% or above “in order to maintain our reimbursement”

- ✿ I will cover what our ISD did to get our claim volume above 85% again.
- ✿ Then we will have a question and answer session.

“If you have something to add during the slideshow please raise your hand”...



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We had a large turnover of staff.

Training helped along with communication and coaching.



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“We all know that there is a lot of paper when dealing with Medicaid”

**But I know how important it is
to the districts **AND** to the
students....**



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What would Kaci do?



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**Kaci would probably just “chew”
the Medicaid paper.. “She Loves Paper”**

She chewed her “Puppy-Pre-School” certificate on
the way home from her puppy school graduation.



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“EVEN AT 6 YEARS OLD SHE LOVES PAPER”



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The 85% Medicaid is based claims from:

- ✿ Nursing
- ✿ Occupational Therapy
- ✿ Orientation & Mobility
- ✿ Personal Care
- ✿ Physical Therapy
- ✿ Targeted Case Management



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“Specialized Transportation” Is not Counted on the 85%

Kaci has specialized transportation,
a divider between the front and back seat
along with a water squirt bottle for when she is naughty.



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This is What I Did:

I made some customized reports in Ed Plan:

Missing Scripts For:

🐾 Nursing, OT, PT, O&M & Speech

🐾 Personal Care Service



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Example of a Personal Care Service Script Report

Montcalm Area Intermediate School District					
PCS Aide Script Report					
Brown School District			as of 6/1/2017		
Provider: Carl Brown					
PCS Aide	Student Name	Medicaid Parent Consent	Medicaid Refusal Date	Script Begin Date	Script End Date
Clark, Cindy	Lake, Nick	5/14/2014		8/29/2016	8/28/2017
Clark, Cindy	Marsh, Sam	4/20/2015		8/29/2016	8/28/2017
Taylor, Pat	Gray, Paula	1/21/2014		8/29/2016	8/28/2017
Taylor, Pat	King, Dave				
Flynn, Amy	Poll, Kelly	5/1/2017		8/29/2016	8/28/2017
* Names are not real student names.					

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Example of a Orientation & Mobility Script Report

Montcalm Area Intermediate School District						
Orientation and Mobility Scripts						
By Provider and District						
Susan Green					as of: 07/01/2017	
School	Last Name	First Name	Missing Parent Consent	Service Class	Auth Begin Date	Auth End Date
Greens High School	Butler	Heather	6/1/2016	Related Service	8/27/2016	8/26/2017
Greens High School	Lake	Nick	6/1/2016	Related Service	8/27/2016	8/26/2017
Greens High School	Marshall	Sam		Related Service		
Greens High School	Poll	Kent	6/1/2016	Related Service	5/2/2016	5/1/2017
* Names are not real student names.						

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Who uses retroactive 90-days
for OT, O&M and Speech
Scripts?

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🐾 **Nursing Services**

It's a struggle to keep updated on which nurse the **"Contracted Agency"** sends.

"This is our "biggest challenge" –

Questions:

How many of you use a contracted nursing services?

How do you keep track of the nurses who are contracted through other agencies?



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On our Ed Plan system I run reports for:

- 🐾 Missing **"Targeted Case Management"** on Ed Plan's workspace
- 🐾 A Report for Missing **"Parental Medicaid Consents"** for all students.

Do you have different reports that you need to run on your system?



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Example of a Report for Medicaid Parent Consents

Montcalm Area Intermediate School District				
Missing Medicaid Consent Report				
By District and Provider				
Weaver Elem School			as of: 06/01/2017	
Provider: Rachel Johnson				
Last Name	First Name	IEP Date	Refusal	Parent Consent
Lyle	Evan	3/20/2017		3/20/2017
Brooks	Angie	5/4/2017	8/27/2016	
Lewis	Amy	5/24/2017		
* Names are not real student names.				

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A few days before the next Medicaid upload –

I “spot check from the previous error reports” to see who has not yet completed their error reports and for, who has **not logged any** Medicaid for that month.

I contact providers by calling them or by email.

If I see something “continuous” I contact their Supervisor.



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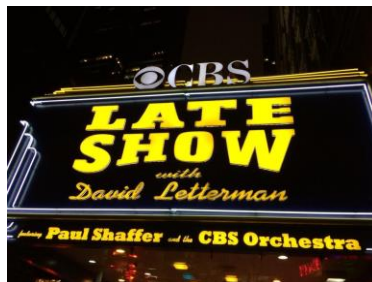
Each month I send out monthly error reports from Ed Plan:

- ❀ Missing “Parental Medicaid Consents”
- ❀ Missing “Monthly Summaries”
- ❀ “Services Requiring Approval”



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Maybe they were on the David Letterman Show and were too busy to do their Medicaid...



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When I receive a monthly error report indicating that a TCM log is held up :

- 🐾 I contact the “Related Service Provider” and let them know.
- 🐾 Maybe they have not billed for a service.

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I also check to see -

Which TCM Providers

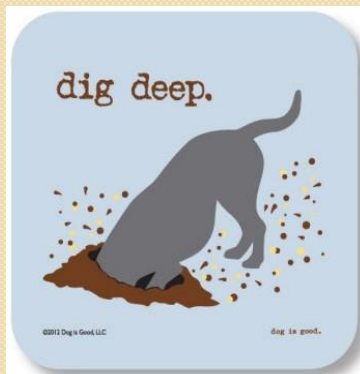
Had an **IEP** during the month,
with a **Medicaid Eligible** Student,
with a **Related Service**,
who has not logged for services.



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REMEMBER TO DIG DEEP

It's nice when the Missing Scripts or the Medicaid Parent Consents come in.....



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PHYSICAL THERAPY SCRIPTS

- 🐾 I check in CHAMPS to see if the doctor is a participating provider.
- 🐾 Scripts have to be signed by a doctor (not a PA or NP)
- 🐾 PT Scripts are not retroactive

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**But sometimes you have to be ...
“Vocal” like Kaci ...**



*And Kaci
barks a lot !*



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Call Providers:

I let them know that I see some Medicaid that needs to be completed:

If it's a **"Missing Monthly Summary"**

- 🐾 Sometimes the response is "the student was taken off my caseload before I could complete it."

Let them know that you can add the student back on so they can complete the monthly summary.



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"Contact New Providers"

Especially during the school year

New providers - I try to speak with them to provide any guidance that I can. If they were hired within the school year they might not have been trained.

- 🐾 I check to see if new providers are logging.
- 🐾 I contact them to see if they need another provider to help them.

"Sometimes they don't know what questions to ask"



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I find a lot of TCM and PCS aides usually have the most questions

I give them Medicaid “Tip Sheets”



(I use the Tip Sheets provided by Ed Plan and I also have some of my own notes that I have added.

Just like the Ultimate Air Dogs take time to explain step by step to the new beginners ...



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But,

Sometimes you do have to contact their Supervisor for help.



I send reports directly to them, highlighting those where I see major problems.



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*Then you have those...
Reoccurring Providers...
“that have just been too busy”*

- ✿ You know the ones that say they just have not had the time...



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**“I DON'T
HAVE TIME”
IS THE GROWN UP VERSION OF
“THE DOG ATE
MY HOMEWORK”**



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Those providers who say ...
"I'm going to get caught up during Spring Break."

The Beach vs Medicaid *Which would you do?*



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Medicaid Eligible

I get providers that will say:
"The Student is not Medicaid eligible"

- 🐾 Parents/Providers do not realize that eligibility can change from month to month.
- 🐾 **Also**, that it might take a student awhile to show up as being Medicaid eligible in the system.

It may take paperwork awhile to get processed.



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Questions:

- 🐾 Is it better to bill even if the student is **not showing up Medicaid eligible in case they show up later?**
- 🐾 **Does your district bill for everyone?** or just those that show up for that month as being Medicaid?
(Our district leaves them on during the school year once they become Medicaid eligible)

It's always "Better" to document than not to document.



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Wrap-up

Summarize important points:

- 🐾 Run reports and Review
- 🐾 Email providers
- 🐾 Talk directly to providers
- 🐾 Connect with "new" providers
- 🐾 Obtain supervisor support as necessary



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If you are not 85% you are treading water ...

“Kaci gives everything a 100%”



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Remember We Are All Busy....



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“At the End of the Day”

**A happy Kaci
Is a tired Kaci
&
A happy district
Is when Medicaid is
above 85%**

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**Kaci Likes Tennis Balls
Districts like Medicaid Money**



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Question and Answer Session

- 🐾 What do you do that has helped get your Medicaid completed?
- 🐾 How did you get your percent back up after it had gone down?
- 🐾 What other reports do you run that have helped?



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Who has been doing Medicaid less than a year?

- 6 months
- 3 months

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Remember to:



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Remember To Enjoy Life !



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