

## Four Powerful Strategies to Uncover the Full Potential in Your District's Reimbursement

DATE: October 2017  
 PRESENTED BY: Julie Accorsini, Medicaid Manager, Financial Services, Collier County Public Schools  
 Jennifer Robinson, Medicaid Program Manager, Frontline Education  
 PRESENTED TO: NAME Conference Attendees

©2017 Collier County Public Schools. All rights reserved. | October 21, 2017

---

---

---

---

---

---

---

---

---

---

### About the Presenters...

**Julie Accorsini** has worked for Collier County Public Schools for the last 10 years as the district's Medicaid Manager. During her tenure with the district, she has tripled FFS (fee-for-service) reimbursement levels through the expansion of services billed and addressing cost factors that impact billing rates. Additionally, she has developed the district's handbook for Medicaid FFS and SDAC (School District Administrative Claiming) and implemented standards and policy controls to ensure compliance for both the FFS and SDAC programs. Prior to joining the school district, Julie held various financial service positions with private corporations.

**Jennifer Robinson** has 28 years of experience providing consulting services to school districts in 33 states regarding school finance, Special Education and Medicaid. She has managed and implemented numerous software systems in hundreds of school districts. Jennifer also has experience working in the financial services department for the largest school district in Arizona; Mesa Unified School District. She has successfully advocated at the state and federal level for changes to state reporting and Medicaid rules for various states. She is currently the Medicaid Program Manager for Frontline Education and her main focus is managing Frontline's national school-based Medicaid Reimbursement offering with a focus on customer service.

©2017 Collier County Public Schools. All rights reserved. | October 21, 2017

---

---

---

---

---

---

---

---

---

---

### Session Objectives

1. Explain more efficient and effective methods to bill for transportation, nursing, social work, and psychology services
2. Identify new strategies to lower administrative burden and simplify processes
3. Provide practical strategies on how to proactively identify high potential areas to optimize reimbursement

©2017 Collier County Public Schools. All rights reserved. | October 21, 2017

---

---

---

---

---

---

---

---

---

---

# Agenda

- 01 Introduction  
Four Strategies
- 02 Administrative Claiming
- 03 Direct Service Claiming
- 04 Program Success
- 05

---

---

---

---

---


---

---

---

# Introduction

- History
- Background



*A story of success, like all other stories of success, comes with a history of thoughtful effort and team work*

---

---

---

---

---

---

---

---

# Four Strategies

---

---

---

---

---

---

---

---

### Four Strategies

- Understand the system
  - Strengths
  - Weaknesses
- Clean up
- Processes
- Medicaid Reimbursement Potential Realized

---

---

---

---

---

---

---

---

### Clean Up

- Eligibility
- Documentation of therapy sessions
- Billable staff
- Self-audit of billed therapy sessions
- Self-audit of paid/denied claims

Month	Percentage
Jul	4.0%
Aug	4.0%
Sep	9.0%
Oct	5.0%
Nov	6.0%
Dec	6.0%
Jan	4.0%
Feb	4.0%

---

---

---

---

---

---

---

---

### Understand the System

- Strengths
  - Automation
  - Controls
  - Individualized Education Program (IEP) Integration
  - Data extracts/formats
  - Transportation
- Weaknesses
  - Eligibility
  - Paper documentation (just say no!)
  - Lack of reports
  - Non-compliant documentation

*Factoid: Honey never goes bad*

---

---

---

---

---


---

---

---

### Processes

- Get your Exceptional Student Education (ESE) department on board
  - Understand the process; ESE vs. FFS
  - Importance of the program
  - Financial benefits
  - Billable vs. non-billable
  - Documentation/compliance requirements
  - FAPE – Free Appropriate Public Education
  - Districts are required to provide services
  - Many disabilities are health related
- Think outside the box



November 22, 2017

---

---

---

---

---

---

---

---

### Processes

- Educational Model vs. Medical Model
  - Medicaid model in an educational environment
  - Medicaid definitions
  - Services are needed for success in an educational environment

November 22, 2017

---

---

---

---

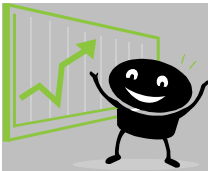
---

---

---

---

### Optimize Revenue



November 22, 2017

---

---

---

---

---


---

---

---

**Optimize Revenue**

- Compare district revenue
  - Student population
  - Percentage of ESE students
  - Medicaid Eligibility Rate (MER)
- Speak with districts
  - Billing processes
  - Approaches
- Findings




---

---

---

---

---

---

---

---

**Optimize Revenue**

- Findings
  - Paper process using data entry clerks
  - Not billing transportation
  - Not billing for School Health Aides (ESE Assistants)
  - Not auditing documentation logs
  - Misperception of the program by administration
  - Nurses not involved in IEP development




---

---

---

---

---


---

---

---

**Optimize Revenue**

- Questions to ask
  - How much did we recover last year? The last four years? Why do the numbers change?
  - Are there ways/places we can recover more funds?
  - Why were our denied claims rejected?
  - Why did we have to pay back money on our audit?
  - How does our revenue break down:
    - By service
    - By school/program
    - By Provider
    - By students



- Are our providers documenting everything they can/should?
- Are the providers documenting in an efficient manner?

---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---



---

---

---

---

---


---

---

---

### Administrative Claiming

- Random Moment Time Study (RMTS)
- Support Staff
- Job Descriptions
- New Positions
- Contracted Staff



---

---

---

---

---

---

---

---

### Direct Service Claiming



---

---

---

---

---



---

---


---

### Direct Service Claiming

- Individual claims vs. single
- Fee-for-service (FFS) vs. Cost based
- Direct service claims (DSC)
- IEP services
- Reimbursement for providing direct services to students as required by their IEP
  - Direct medical services



*Factoid: In Switzerland, it's illegal to slam your car door.*



---

---

---

---

---

---

---

---




---

---

---

---

---

---

---

---

Collier Successes

- Transportation Rate Tripled
  - Do you qualify for a rate increase?
- Nursing Rate Doubled
  - Are you eligible for a rate increase?
- Support Staff
  - School Health Aides

*Factoid: Women blink nearly twice as often as men.*

---

---

---

---

---

---

---

---

Collier Successes

- Medicaid Transportation Rate
 

<ul style="list-style-type: none"> <li>Instructions</li> <li>- Bus listing</li> <li>- Bus mileage</li> <li>- Other vehicles - staff</li> <li>- Payroll data</li> <li>- Payroll cost allocation for unassigned drivers/attendants</li> <li>- Abatements</li> <li>- Journal entries - Payroll</li> <li>- Vehicle depreciation costs</li> </ul>	<ul style="list-style-type: none"> <li>- Fleet insurance</li> <li>- Other direct costs</li> <li>- Approved indirect rate</li> <li>- Fleet costs - Function 7800</li> <li>- Worksheet</li> </ul>
--	---




---

---

---

---

---

---

---

---



### Collier Successes

- Nursing
  - Who to include?
  - What costs are reported?
  - Hours reported
  - Indirect rate
  - Eligibility calculation
    - Total ESE Medicaid students divided by total ESE population
  - Cost reports



---

---

---

---

---

---

---

---

### Collier Successes

- In 2009, Collier County Public Schools (CCPS) received approximately \$230,000/year in FFS and \$850,000 in SDAC
- By 2010, CCPS was collecting \$600,000/year for FFS and \$950,000/year for SDAC
- Today, the district's average reimbursement levels are \$800,000 (FFS) and \$1,000,000 (SDAC).



---

---

---

---

---

---

---

---

### Compliance

- Approach to compliance
  - 100% compliance is the focus
  - Begin the program with a compliant process
    - IEP Medicaid Checklist
    - Make parental consent standard form in all IEP packets
    - Document all services for all students
    - Set up monthly reminders (license, Service expirations, etc.)
    - Automate as much as possible



---

---

---

---

---

---

---

---



---

---

---

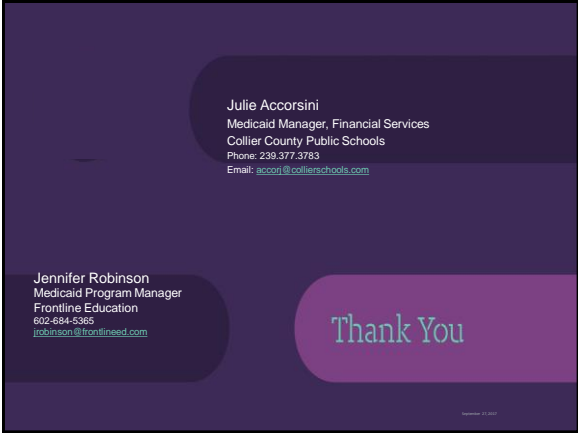
---

---

---

---

---



---

---

---

---

---

---

---

---