Increasing FUN and FUNDING

Through Collaboration

Speakers:
Barbara Moyer graduated from James Madison University and taught students with significant disabilities for 31 years. Voted 1988 Special Educator of the Year for the state of Virginia. After leaving the classroom, Mrs. Moyer has brought her wealth of knowledge of working with students with disabilities, therapists, nurses, and administrators to the Medicaid billing process for Rockingham County Public Schools. She provides leadership at the local and state level through direct support of the billing process and as a presenter at the quarterly VA state billing coordinator meetings.

Loretta Clark graduated from business college with a secretarial diploma. Building Contractor Service Manager, Paralegal, HR Administrative Assistant, and Medicaid Coordinator. In her current position, she is responsible for the Medicaid matching, ACC report, Cost report, and the billing of services for Medicaid.

Session Objectives:
1. Learn how to evaluate if your division would benefit from the effectiveness of the Regional Networking approach.
2. Learn how to use strategies presented during the session to facilitate a networking system in your locality.
3. To help identify skill sets of individuals and promote mentorships that will boost your reimbursements while working smarter—not harder.

Snap shot of who’s here.
How many areas of expertise do you possess?

- Accountant
- Special Education Director
- Human Resources Director
- Medical Professional
- Financial officer
- Data entry

Perhaps you stepped into the role of billing Medicaid with a limited skill set as you prepared to complete the various tasks associated with Medicaid billing.

I felt like I was alone on an island...trying to find my way with no help in sight!

Some days the job just seems bigger than you!
We’ve discovered a way to be all of those things - by coming together and working together.

Loretta’s story....

Catina’s story...

Our Goal

To promote the establishment of a trusted community of peers

- That fosters mentoring and leadership among members
- To increase fidelity and compliance in the billing process
When you discover that you’ve made a huge mistake…who do you want to be there with you???

Your School Superintendent?

An auditor from The Office of The Inspector General?

A trusted peer that will help walk you through ways to address your mistake in a supportive and non-threatening manner.

Something we know from doing this for a while….

The technology and means of documenting services, submitting claims, and reporting data for audits are constantly changing! It’s impossible to keep up!

So we’ve discovered a new way of doing business!
Regional Medicaid Coordinators Support Group

No hidden agendas….but REAL support!

Questions!!!!  Honest exchanges of ideas and opinions…and fact checking!

A safe place to admit mistakes

... and ask for help to correct them.

Tears and celebrations are accepted and supported?

We’ve walked through the challenges of state audits together helping to make sure everything was done correctly.

We were given the nickname of the G7 by a state auditor.

This fits our group well as the G7 provides an opportunity to allow leaders to exchange ideas in key issues with a major focus in security and economic issues.

Our group has also grown just as the G7 has grown to 9 and even 20 members.

We see the value in not becoming too large and instead encourage other “start up” groups to get established in their own regions.
Some Facts about our Regional Support Group:

- Members that are billing at 100% have provided strategies to improve other divisions procedures so that their numbers of claims have more than doubled in the past 3 years.
- Data systems were shared and implemented to help members track reimbursements and services which reduced billing mistakes.
- Total reimbursements for the year has tripled for my division thanks entirely to the support of our Regional team members.

- Our group currently has the billing coordinator from 10 different school divisions.
- We meet on a monthly basis and the agenda consists of questions/concerns/issues with the billing process.
- We are supported by our division(s) to attend these monthly Professional meetings to assist each other with fact checking and strategies in the Medicaid billing process.
- We’ve had phone conferences with state officials and auditors to respond to questions and clarify policies and procedures during our group meetings.
- We use a variety of vendors for our billing and data support which allows for lively discussions on how to make sure we are following the SAME RULES while using different techniques and technologies.

Our divisions have INCREASED reimbursements as we discovered appropriate practices and additional services to bill with the encouragement of our peers.

- Added billing for nursing services
- Added billing for transportation services
- Added billing for psychological evaluations
- Added billing for personal care
Would you benefit from developing a Regional Networking approach?

- Would you like to be able to identify mistakes before you make them?

- Would you like to have someone to work through different scenarios of the billing process in your state? (Amy Edwards) ...in your region?

- Do you have an expert available at a moments notice on IEPs? ...accounting practices? ...technology issues? ...data entry?

So how can your division develop a network to:

- help improve accuracy?

- increase reimbursements?

- make this job more fun????

Steps to setting up your own networking group?

Find out who is near you and invite them to monthly meeting hosted in a central location.

All it takes is sending out a few emails and phone calls.
Help identify skill sets of individuals and promote mentorships that can boost your reimbursements while working smarter - not harder.

<table>
<thead>
<tr>
<th>Area of Expertise</th>
<th>Last Name</th>
<th>First Name</th>
<th>School Division</th>
<th>Contact Information</th>
<th>Leadership Role in Group</th>
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<tbody>
<tr>
<td>Human Resources</td>
<td>Clark</td>
<td>Loretta</td>
<td>Harrisonburg</td>
<td>City</td>
<td>Founded the Group Chairman and Secretary</td>
</tr>
<tr>
<td>Accounts and Finances</td>
<td>Dodd</td>
<td>Kim</td>
<td>Winchester</td>
<td>City</td>
<td>Longest serving Medicaid Coordinator</td>
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<tr>
<td>Data Systems Analyst</td>
<td>Richey</td>
<td>Connie</td>
<td>Shenandoah</td>
<td>County</td>
<td>Expert with Excel spreadsheets Technology and Data Systems</td>
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<tr>
<td>Special Ed. Teacher</td>
<td>Moyer</td>
<td>Barbara</td>
<td>Rockingham</td>
<td>County</td>
<td>Knows IEP forms &amp; school services</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>Cash</td>
<td>Carol</td>
<td>Augusta</td>
<td>County</td>
<td>Knows Nursing Services Personal Care &amp; HIPAA</td>
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<tr>
<td>Physical Therapist</td>
<td>Jeske</td>
<td>Anne</td>
<td>Warren</td>
<td>County</td>
<td>Knows therapy service delivery models</td>
</tr>
<tr>
<td>Worked in 3 School Divisions</td>
<td>Claytor</td>
<td>Calma</td>
<td>Augusta</td>
<td>County</td>
<td>New to Medicaid but diverse experiences from 3 divisions</td>
</tr>
</tbody>
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So what happens in our Group Meetings?
Some example of agenda items:

- How to accurately identify students that are eligible for billing.
- Identifying appropriate staff to participate in the Random Moment in Time Study.
- Sharing strategies for tracking the services provided and services billed.
- Establishing procedures for reviewing denied claims and reworking those claims.
- Training sessions provided on new technology needed to complete reports and audits.
- Scheduled conference calls to state level staff and/or auditors for clarification of billing procedures or Cost Report data.
- Handling of confidential information. (Regular agenda item!)

We won’t promise you guaranteed increases in reimbursements. In fact…we’ve cleaned up our practices which sometimes meant our reimbursements decreased as we realized we were doing things WRONG!

We also found confidence in providing the correct information to our superintendents, school board, administrators, accountants, etc… to always follow the state guidelines …and not do what “sounded” like a good idea or way to get more reimbursements.
Embracing diversity

- Different vendors
- Various sizes of school divisions (3,000 students compared to 30,000)
- Different perspectives!
- Members include Newbies to experienced Veterans (Survivors)

Our Group encourages you to begin your own group!

You will no longer feel like you’re alone on a deserted island!
Questions????