



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

626 8th Avenue, SE • P.O. Box 45530 • Olympia, Washington 98504-5530

December 31, 2012

TO: School District and Educational Service District (ESD) Business Managers

FROM: Jim Harvey, Ed.S.
School-Based Health Care Services (SBS) Program Manager
Community Services, Health Care Services

SUBJECT: Effective communications and responding to emails from Health Care Authority SBS Program and Accounting Fiscal staff

Effective January 1, 2013, ProviderOne (P1) will automatically deny claims submitted for reimbursement if the school district's local matching funds are not received within 120 days from the date Health Care Authority (HCA) fiscal staff submits the local match invoice to the school district.

HCA sends local match invoices via email to school district primary staff responsible for authorizing the transmission of local matching funds. HCA's SBS Program Manager and fiscal staff are experiencing instances where districts are not receiving HCA's email communications. As a result, the following are occurring:

- No responses received from the districts to HCA's local match invoices, are directly impacting how quickly school districts are reimbursed.
- Local match invoices are aging past 90 days despite 30- and 60-day reminder notices sent to the districts.
- Email communications are not received by new district employees delaying program implementation requirements.
- Program knowledge is not communicated to the appropriate staff within the districts when personnel changes occur.
- Health care professionals do not have access to the Medicaid Provider Guide (MPG) or the SBS website and are not fully aware of the program requirements.

HCA acknowledges there are yearly staff changes involving school district special education directors, business managers, and superintendents. Districts are being urged to notify the SBS Program Manager and HCA fiscal staff via email with any staff changes in accordance with [WAC 182-502-0016](#). Also, SPAM filtering programs used by the districts are blocking the successful delivery of essential email communications.

Program updates will have no impact on the school district's continuing responsibility to submit a Provider Update Form (PUF) annually, or when there are changes in licensed health care professionals.

To help ensure communications from HCA are being received in a timely manner, we suggest the following:

Daily

- Business Managers should check their email inbox and SPAM filters for new invoices sent from HCA fiscal staff.
- Districts respond to 30, 60, and 90 day local match notices. Provide HCA with a date when the local matching funds will be sent so reimbursements can be scheduled.

Monthly

- Business Managers contact your billing consultant to confirm claims have been sent to HCA within the past 30 days. If claims have been submitted, contact HCA fiscal staff regarding your local match invoice.
- If you are a district who self-bills claims through ProviderOne (P1) direct data entry (DDE), then contact your HCA fiscal staff directly.

Anytime

- Business Managers contact the SBS Program Manager and HCA fiscal staff via email when there is any superintendent, financial and business management staff, or special education director changes.

Overpayments are discovered through program and performance audits, computer records, and program staff reviews. Districts must provide their local matching funds from the date of the invoice. Failure to conform to these requirements could result in a debt repayment to the Office of Financial Recovery (OFR).

Send questions related to the Intergovernmental Transfer (IGT) process or accounting issues to HCASchoolBased@hca.wa.gov.

Direct questions related to Medicaid to Medicaid Customer Services at 1-800-562-3022 or <https://fortress.wa.gov/dshs/p1contactus/>.

Contact Provider Relations at providerrelations@hca.wa.gov for training-only questions related to ProviderOne (P1). You can find training opportunities through HCA on the SBS website at <http://hrsa.dshs.wa.gov/schoolbased/index.html>.

If you have any questions or need additional clarification, please contact me at 360-725-1153 or jim.harvey@hca.wa.gov.

cc: Preston W. Cody, Division Director, HCA
Todd D. Slettvet, Community Services Section Manager, HCA
Christine Bess, Family Health Care Services Supervisor, HCA
Cheryl Vance, Administrative Assistant, Community Services, HCA
Doug Gill, Office of Superintendent of Public Instruction
Mary Ellen Parish, Office of Superintendent of Public Instruction
Rebecca Kirby, Office of Superintendent of Public Instruction