

Medicaid Reimbursement and Maximization Services

General Description

This document identifies and describes the Medicaid recovery and maximization services provided by SEAS Education. It presents important milestones and deliverables during the initial implementation as well as an on-going set of services. SEAS will implement a series of services that enables customers to recover monies from the state's school-based Medicaid claiming program. These services are designed to maximize the customer's Medicaid revenue in a manner fully compliant with both IDEA and CMS provisions and regulations.

Timeline and Deliverables

The following tables show specific tasks, milestones and completion dates in both the implementation and on-going phases of this project. SEAS estimates approximately two months to completion of the implementation portion of the services to the point that the customer is "LIVE" with all services. Upon completion of the implementation of the Medicaid reimbursement processes and services, SEAS performs on-going services to assist the customer in continuing to maximize their Medicaid revenue in a fully compliant manner.

Customer Expectations

SEAS will rely on the customer to make available all necessary staff who require training in a timely manner, approval of final processes, entry of all initial data, review and approval of milestones as they are completed and general responsiveness to project needs and questions as they arise. Because the customer receives Medicaid dollars only when they successfully bill and because SEAS receives compensation for their services only when they process Medicaid claims for the customer, the customer will take all steps to ensure that there is no delay in the ability to submit Medicaid claims.

SEAS appreciates any input and will work closely with the primary point of contact to ensure all goals and requirements of this project are met.

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SEAS Education Medicaid Services

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IMPLEMENTATION PROJECT SERVICES

Deliverables and Timetable				
Task	Description	Hours	Cost	Date
1	Implementation Management <ul style="list-style-type: none"> ▪ Schedule and conduct Project Kick-Off Meeting ▪ Project management ▪ Communications management <ul style="list-style-type: none"> ○ Status reporting ○ Issue escalation ▪ Coordinate all SEAS resources ▪ Ensure timely delivery of all SEAS deliverables ▪ Obtain all approvals from the customer ▪ Conduct Readiness Review 			On-Going
2	Installation and initial configuration of the Customer DSCtop™ web site <ul style="list-style-type: none"> ▪ Installation of standard DSCtop™ application instance for the customer ▪ Installation of standard DSCtop database instance for the customer ▪ Connection of application and database instances ▪ QA activities to validate installation and proper activation of DSCtop site ▪ Deliver SEAS DSCtop Import Specification technical documentation 			Contract execution + 7
3	Establish training plans for the Customer <ul style="list-style-type: none"> ▪ Determine training methodology desired by the customer ▪ Schedule Administrative user training ▪ Schedule Service provider training ▪ Deliver SEAS professional development guides ▪ Deliver SEAS paper log sheets <i>(if applicable)</i> 			TBD
4	Conduct Administrative user training <i>(if applicable)</i> <ul style="list-style-type: none"> ▪ Prepare for all sessions of Administrative user training ▪ Conduct all sessions of Administrative user training ▪ Review all feedback forms from Administrative user training and present to the customer administration 			TBD
5	Conduct Service provider training <i>(if applicable)</i> <ul style="list-style-type: none"> ▪ Prepare for all sessions of Service provider user training ▪ Conduct all sessions of Service provider user training ▪ Review all feedback forms from Service provider user training and present to the customer administration 			TBD
6	Conduct Train-the-Trainer Certification <i>(if applicable)</i> <ul style="list-style-type: none"> ▪ Prepare for all sessions of Train-the-Trainer certification training ▪ Conduct all sessions of Train-the-Trainer certification training ▪ Observe the Customer trainers conducting training sessions and determine their certification status ▪ Present final certification list to the Customer administration 			TBD
7	Interface DSCtop with the Customer IEP system <i>(if applicable)</i> <ul style="list-style-type: none"> ▪ Work with the Customer I/T staff to determine available data elements and interface frequency ▪ Validate data transport methodology ▪ Validate data set received from the customer IEP system ▪ Validate interface is working correctly 			TBD
8	Approve successful completion of the implementation project <ul style="list-style-type: none"> ▪ Present final implementation report to the customer administration 			TBD

ON-GOING MEDICAID REVENUE RECOVERY SERVICES

Deliverables and Timetable		
Task	Description	Freq
1	Electronic Data Capture Services <ul style="list-style-type: none"> ▪ DSCtop available 24x7 except during maintenance periods ▪ Provide on-going updates to DSCtop as regulations/mandates change ▪ Host DSCtop in SEAS data center facilities ▪ Provide all data backups 	Daily
2	Paper Log Data Capture Services (if applicable) <ul style="list-style-type: none"> ▪ Receive and log all paper logs from the Customer ▪ Key-enter paper logs ▪ Perform self-audits to ensure on-going high-quality data entry service 	As needed
3	Student Eligibility Check <ul style="list-style-type: none"> ▪ Follow all State guidelines in preparing electronic eligibility files ▪ Submit requests for student eligibility updates to the state Medicaid agency ▪ Import and update student eligibility information into SEAS claiming systems 	As needed
4	Data Formatting <ul style="list-style-type: none"> ▪ SEAS manages all data formatting for the customer for submission and retrieval record sets ▪ Data is extracted from DSCtop and formatted for submission ▪ SEAS supports all HIPAA-specified electronic record formats including: <ul style="list-style-type: none"> ○ 270 ○ 271 ○ 837 ○ 835 ▪ Retrieved data is formatted and imported into DSCtop ▪ SEAS fully prepared to support HIPAA 5010 standard as required in January 2012 	As needed
5	Data Transmission <ul style="list-style-type: none"> ▪ Submit claims within the state's claiming window ▪ Support electronic submission of all record types ▪ Support electronic retrieval of all eligibility and remittance transactions 	As needed
6	Remittance reconciliation <ul style="list-style-type: none"> ▪ All remittance files are imported into DSCtop ▪ SEAS will immediately run reconciliation of all remittance ensuring that the customer knows the status of each submitted claim (paid, denied, etc.) 	As needed
7	Denied claim investigation and re-submission <ul style="list-style-type: none"> ▪ Review all denied claims received from the state and determine ability to correct and resubmit ▪ Correct any denied claims ▪ Resubmit any corrected claims within the state's window for claim submission 	As needed
8	Medicaid Recovery Program reporting <ul style="list-style-type: none"> ▪ Provide over 40 standard reports available on-line ▪ Make reports available to the Customer 24x7 except during maintenance periods ▪ Reports will be downloadable into Excel and/or PDF format ▪ Student-level reporting of services ▪ Management-level reporting ▪ Revenue reporting ▪ Program analysis reporting 	As needed

REVENUE MAXIMIZATION AND COMPLEMENTARY SERVICES

The following services are provided by SEAS at no additional charge throughout the life of the program.

Deliverables and Timetable	
Task	Description
1	<p>Account Management</p> <ul style="list-style-type: none"> ▪ Assigned account manager to work with the customer on a daily basis ▪ Review and management of all claiming activity for the customer ▪ Monthly Medicaid Services review meeting conducted by SEAS Account Manager and the customer staff ▪ Mid-Year Medicaid program review conducted by SEAS Account Manager and the customer Medicaid Director, Special Education Director, and Business Director
2	<p>Data Storage and Retrieval</p> <ul style="list-style-type: none"> ▪ Data storage of all paper log sheets received from the customer (<i>if applicable</i>) ▪ Online storage of all electronic data ▪ Storage of all records held in accordance with student record and medical record provisions by the customer's state regulations
3	<p>Support</p> <ul style="list-style-type: none"> ▪ Toll-free telephone support available during business hours on all SEAS workdays. Support is available to <i>all</i> the customer staff members. ▪ E-Mail support available to all the customer staff members ▪ Free Medicaid Update webinars available to all the customer staff members
4	<p>Training</p> <ul style="list-style-type: none"> ▪ On-going training available throughout the year ▪ Web-based or on-site (if applicable) ▪ Refresher training ▪ New-user training ▪ Provided via Web-training at no additional cost
5	<p>Program Advocacy</p> <ul style="list-style-type: none"> ▪ SEAS maintains membership and participates in NAME ▪ SEAS advocates on behalf of school-based claiming at both national and State levels
6	<p>Audit Preparation</p> <ul style="list-style-type: none"> ▪ SEAS will prepare (sort, index, and identify) paper logs it received from the customer in preparation for any the Customer Medicaid audit ▪ SEAS will work with the customer to identify applicable reports from SEAS claims system(s) that will assist the Customer in Medicaid audit preparation