

Medicaid Direct Service Claiming Start-up Process



The following outlines the recommended process to begin Medicaid Direct Service Claiming for your school system. Please review the following items in order to expedite the implementation process and realize revenue from the Direct Service program.

❑ **Participate in Coordinator Training**

Topics covered include:

- Overview of Medicaid Billing
- Identification of Eligible Participants
- Overview of Participant Set-up in SETS Web
- Overview of Service Entry in SETS Web

❑ **Identify Eligible Participants**

The most important step in the implementation process, is thoroughly identifying and documenting all of the individuals in the school system that are eligible to participate in Direct Service claiming, i.e. Speech Therapists, Nursing Aides, etc. In order to obtain the maximum level of reimbursement, it is recommended that ALL staff (employed and contracted) that meets the eligibility requirements participate in Direct Service claiming.

In order to participate in Direct Service claiming, staff must meet the minimum licensure/credentialing requirements defined by the Alabama Medicaid Agency. An Excel worksheet is provided to assist your system with identifying eligible staff; once complete, this list can be used to set up SETS Web for these individuals.

❑ **Setup Eligible Participants in SETS Web**

Once all eligible staff is identified, each of these individuals must be initially set-up in SETS Web and given the authority to submit services for Medicaid reimbursement. As the program coordinator, this is a one time process that occurs for each eligible staff member to participate and begin the reimbursement process. This process includes setting up the participant in SETS Web and designating their billable services, based on their credentials and allowable services for billing. It is also recommended new and eligible staff members are added to the list throughout the school year as new employees are added. Instructions on Participant Setup in SETS Web are also provided.

❑ **Train Eligible Participants**

It is recommended that your school system provide training to all of the staff members who are eligible to participate in the Direct Service claiming program. Based on the training provided to the program coordinators and the provided program documentation, training should cover an overview of Medicaid billing and the appropriate documentation of services into the SETS Web system for reimbursement.

❑ **Communicate Participation Standards to Staff**

Each school system should set up minimum standards and requirements for staff members to follow. We recommend that you define and communicate these standards to all participants, in order to ensure that your system obtains all of the reimbursement to which it is entitled. It is recommended that standards are developed that best meet the needs of your system. Towards that goal, the following are the recommended standards for Medicaid billing:

- Participants should document ALL of their services into SETS Web on a weekly basis
- At the end of each month, participants should review and formally “submit” their services
- Program coordinators should review participation monthly to determine those individuals who may need additional assistance or follow-up in documenting their services
- Any concerns or potential issues should be communicated to Fairbanks for assistance

If you have any questions, please contact the Fairbanks Call Center at 1-888-321-1225.