

School-Based Health Center (SBHC) Process for Becoming a Credentialed Medicaid Provider

1

Step 1: Contact Office of School & Adolescent Health (OSAH)

The SBHC coordinator contacts the OSAH Contract Monitor to inform them of their interest in becoming a Medicaid provider. The OSAH will email the SBHC the following items:

- SBHC Manual – On-line version
- Documentation Checklist
- Site Review Checklist
- SBHC Process for Becoming an Approved Medicaid Provider

These documents can be found at the following websites:

- <http://www.hsd.state.nm.us/mad/schoolhealth.html>
- www.nmasbhc.org

Even if the SBHC is familiar with the checklists, contact the OSAH Contract Monitor to let staff know of your interest in billing Medicaid, to ensure that you have the most current versions of the checklists, and to establish a relationship.

2

Step 2: Conduct an Internal Assessment

Does your SBHC:

- Meet all DOH/OSAH SBHC standards and benchmarks? (See Appendix J to the DOH/OSAH Manual, *Opening a School-Based Health Center*)
- Have a training plan in place that addresses issues such as billing, coding and documentation?
- Have a policy about treating students regardless of their ability to pay?
- Understand minor consent and confidentiality laws?
- Have the ability to file HIPAA-compliant Medicaid claims?
- Appear to meet the requirements on the Medicaid Site Readiness Review and Documentation checklists?

Yes?
Proceed to Step 3.

No? or Not Sure?
Contact the OSAH Contract Monitor for technical assistance.

6

Step 6: Site Visit

Medicaid SHO and/or DOH/OSAH staff conduct site visit the SBHC to make sure it:

- Meets the criteria listed in Step 2.
- Passes a documentation review (per the Medicaid checklist).
- Passes a facility review (per the Medicaid checklist).

Pass?
Proceed to Step 7.

Fail?

The SBHC will be notified via email by the Medicaid School Health Office within 10 working days after the on-site review. If the SBHC is able to make corrections and show proof of those corrections within 15 days of the site visit, the SBHC will be approved.

A copy of the notification will be sent via email to OSAH and Envision.

7

Step 7: Approval Letter from the Medicaid SHO

The Medicaid SHO sends a letter to the SBHC coordinator notifying them that the site has passed the SBHC site visit, and has been approved to participate in the Medicaid program. The SBHC will receive copies of the Site Review and Documentation checklists verifying that the site has passed.

The approval letter will contain:

- a list of the Medicaid Managed Care Organization (MCO) and Statewide Entity (SE) contacts
- a Medicaid “unique identifier” number specific to the SBHC site

The SBHC must contact each MCO and the SE listed in the letter to initiate the contracting process and provider credentialing process in order to begin billing Medicaid Managed Care.

8

Step 8: National Provider Identifier (NPI)

The SBHC or sponsor site must obtain a NPI (the entity that receives the Medicaid reimbursement must obtain the NPI).

Each individual provider within the SBHC must obtain a NPI.

Go to <https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.instructions> to obtain a NPI. The SBHC taxonomy for FQHC sponsored sites is 261QF0400X. The SBHC taxonomy for University sponsored sites is 261Q51000X.

9

Step 9: Medicaid Provider Participation Agreements; Managed Care Contracts; and Managed Care Provider Credentialing

The SBHC must develop a formal relationship with the following parties in order to bill Medicaid:

- Affiliated Computer Systems (ACS), the Medicaid fiscal agent - Billing for physical health services for youth enrolled in the Fee-For-Service (FFS) program (primarily Native Americans)
- The Medicaid Managed Care Organizations (MCOs) - Billing for physical health services for youth enrolled in the Medicaid *Salud!* program. The four MCOs are:
 - Lovelace Community Health Plan
 - Molina Health Care
 - Presbyterian *Salud!*
 - Blue Cross/Blue Shield of NM
- The Statewide Entity (SE) for behavioral health – Billing for all behavioral health services (including both FFS and Managed Care).

The process for becoming a provider through each of these entities occurs simultaneously and is outlined below:

9a

How to Enroll as a Medicaid FFS Provider through ACS

- Download the Medicaid Provider Participation Agreement (PPA) for group providers at www.hsd.state.nm.us/mad/pdf_files/Regs/ppa.pdf and complete the PPA according to form instructions.
 - The SBHC provider type is 321.
- Submit the PPA with a copy of the approval letter from the Medicaid SHO and approved Documentation and Site Review checklists to ACS.
- Individual providers (e.g. Nurse Practitioner, Mental Health Therapists) that are not already enrolled with the FFS program must download and complete the Medicaid PPA for individual providers within a group at www.hsd.state.nm.us/mad/pdf_files/Regs/PPAindvGrp.pdf.
- Individual providers that are already enrolled as FFS providers must be affiliated with the SBHC by including their NPI on the group PPA.

9b

How to Become a Medicaid *Salud!* Provider through the MCOs and SE

- Contact each of the individuals at the MCOs and the SE (Lovelace, Molina, Presbyterian, BC/BS, and the Statewide Entity for behavioral health) designated in the letter from the Medicaid SHO to initiate the contracting process. Relationship-building is critical, so it is recommended that the SBHC coordinator establish initial contact with the MCOs and SE by telephone rather than e-mail.
- The MCO/SE will let you know what needs to be done to obtain a contract.
- The MCO/SE will need copies of the approval letter from the Medicaid SHO and the completed facility and documentation checklists.
- Individual providers that are not already credentialed with the MCO/SE must submit paperwork to the MCO/SE to complete the credentialing and external source verification processes. The MCOs/SE will provide technical assistance as needed.
- The MCO/SE *will not* do a site visit, since the facility already passed the review conducted by the Medicaid SHO and/or DOH/OSAH.

If you are a SBHC funded by IHS, BIA, or a 638 facility, please contact the School Health Office for information about becoming a Medicaid SALUD! Provider.

10

Step 10: Receive Training on How to Submit Claims

- Training can be requested from the MCOs/SE for managed care and behavioral health claims.
- Download the provider manuals for each MCO at their web sites:
 - Lovelace Community Health Plan – www.lovelacehealthplan.com
 - Molina Health Care – www.molinahealthcare.com
 - Presbyterian *Salud!* - www.phs.org
 - Blue Cross/Blue Shield NM – www.bcbsnm.com
- Training staff to become Certified PE/MOSAA determiners will be held quarterly.
- Training for FFS billing is available regularly through ACS – <https://nmmedicaid.acs-inc.com>

11

Step 11: Submit Claims!

Once the SBHC has completed steps 1-10, it may submit claims for students enrolled in Medicaid. Step 6 (site visit) will be performed every three years to ensure ongoing compliance with Medicaid and DOH standards.

12

Step 12: Recredentialing

EVERY 3 YEARS

Same process as credentialing beginning with step 6.

13

Step 13: Credentialing/Re-Credentialing for SBHCs Operating in Temporary Site

The same process as above will be used with the exception that physical limits of the temporary site will be taken into consideration. However, the site will be expected to adhere to the checklists to the best of its ability. Upon approval, the SBHC operating in a temporary site will be provisionally credentialed until housed in its permanent location. When the SBHC moves to its permanent site, another credentialing site visit will be conducted beginning with step 6.

14

Step 14: Change in SBHC Personnel

Use the SBHC Profile Worksheet on the Medicaid SHO website: <http://www.hsd.state.nm.us/mad/HSchoolHealthDetail.html> to notify the SHO of any change in center personnel. The SHO will update the contact list so that all parties have current information.