



USD 469 Business Office

200 East Mary Street
Lansing, Kansas 66043
913-727-1100
www.usd469.net

Data Quality

Amber has been hard at work cleaning our badge system. Our badge system is an integral part of ensuring security within our district by delegating building access to district staff. Amber's hard work in combination with our Emergency Preparedness Coordinator, Kevin McCarley, will ensure that we maintain our high standard for security within the district.

As we continue to improve the quality of our data within the district, we acknowledged that there are Data Quality concerns outside the scope of the business office. Within the technology department we have a large amount of extraneous data from prior years as well as outdated software. Such issues can obscure our view when trying to address problems with systems within our tech department. Brian Burns has served as a liaison for the technology department to the business office in assisting with data quality issues they might not be equipped to address properly. This has been a great opportunity for Brian to promote communication and cooperation between departments while also fulfilling his role ensuring data quality as a data coordinator.

The business office is also exploring how we can feasibly transition to a universal email system.

Work Requests

Maintenance and Grounds

We would like to thank our Maintenance and Grounds Department for their hard work mowing and their timely completion of work requests. Their continued dedication making our fields and schools available for all the events in May including graduation, 8th grade celebration, field day, etc. is greatly appreciated. They closed approximately 35 tickets in the month of May.

Tech

Technology went from having 519 to 406 requests open.

Summer Projects

Red Rover

Discovered by members of the business office at the annual Skyward Conference, Red Rover provides a modernized approach to sub calling, providing automated processes that save our district time and money. Red Rover comes at no additional cost and will eliminate the manual time logging that has been required in the past.

Tuition Reimbursement and Paraprofessional Development Logging

The business office will be transitioning to electronic submissions for tuition reimbursement and paraprofessional development logging through Skyward. This is a continued effort to streamline processes through centralized programs, eliminating the need for unnecessary spending on programs with non-unique functions. This transition comes at no additional cost to the district.

Classified Employee Letters

As a continuation of our process centralization, we are allowing classified employees to sign off on their employee letters through Skyward. These letters are composed information on processes and procedures they must acknowledge they have read and understand.

Medicaid

As efficiency remains at the forefront of our vision for the USD 469 Business office and district, we continue to look for opportunities to save the district time and money. This month one of our primary focuses has been Medicaid. As you know, the Medicaid role was transferred to Brian Burns, and as Ascendra Donald is taking on the role of Special Education Director, they have seized the opportunity to learn it together. Ascendra's

knowledge and experience in the Sped department have made her an excellent resource for Brian to learn more about Medicaid and how it applies to her department and its inner workings.

One change that will be taking effect in our Medicaid System will be a transition from Greenbush Health to PCG as our Medicaid Fee for Service Billing provider. We currently use PCG for other Medicaid type programs in the Sped department, and upon finding out that the Shawnee Mission School district uses them for Medicaid, we knew we had some research to do. After viewing their demo, discussing how they can benefit our district, and debriefing with Ascendra Donald and Terry Dominick, we had a few takeaways that set PCG apart.

1. PCG integrates directly with our Student Information System, Skyward, eliminating the manual and double entry required by Greenbush. There have been reoccurring issues with student names and information being entered incorrectly after requesting a student be added to the Greenbush Service Portal. PCG eliminates this issue and updates all our student information nightly, ensuring that our data is current and accurate.
2. PCG's entry method for Sped transportation logging meshes more with the transportation logs that Janine Shields and our transportation department have always worked diligently to provide us. This will save us time entering these logs and ensure that our Sped transportation logs stay current in our Fee for Service portal.
3. PCG has experts ready to help us leave as little money on the table as possible when seeking Medicaid reimbursement. We know that we will receive all the appropriate assistance to make this transition as seamless as possible.
4. PCG has the same fee as Greenbush health at a 5.5% of our Medicaid Reimbursement.

While it is essential to learn the current procedures we have in place for Medicaid reimbursement, it is also imperative to question those procedures and look for growth opportunities. We don't claim to be experts on Medicaid, so we get all our information directly from our current Medicaid fee-for-service provider, Greenbush. Marlene Willis and Amy Geier from Greenbush have been instrumental in exposing inefficiencies, inaccuracies, and opportunities for growth in our Medicaid Procedures. Ascendra Donald and Brian Burns reached out to Greenbush to investigate claims that we had \$20,085 in Medicaid Funding that was being left on the table based on a report provided by former administration. Upon meeting with Greenbush and sharing this report, they informed us that the report had been pulled incorrectly and was primarily composed of children who are not Medicaid eligible. After removing the false positives and pulling the correct report, they informed us that we only had \$2,808.77 on the table. The goal from the past was to try to keep the total left under \$3,000 each year, putting us in the acceptable range based on previous years. However, the business office wants to pursue an even higher standard and is working to recoup as much of that \$2,808.77 as possible. We continued to discuss ways that we can improve our Medicaid system and here is what we came away with:

Background Information: Receiving reimbursement for Medicaid Billable Services requires a Consent Form from the parent of the child receiving services and a Script from a Physician outlining the services they should be receiving. The Physician Script needs to be renewed annually, while the Parent Consent form does not.

1. Greenbush told us that the way we go about sending scripts to physicians could be done differently. Our current procedures require us to contact the student's primary care provider for a signature on their script. This can take weeks to get a response, and, in the meantime, the student is receiving services that we aren't able to receive reimbursement for. If we don't get an answer after multiple attempts, we send it to our district physician Dr. Gary Morsch who is paid \$10 per script as of the invoices billed for 2022. Greenbush urged us to do all our scripts

through Dr. Morsch as his promptness allows us to recoup funding we would otherwise be missing out on. They told us that this is common practice for other districts. To give a frame of reference, the average unit of service for a student from our current held service report comes out to ~\$23, meaning that just one service unit we retain from a prompt script being delivered is profitable for the district. In most cases, it is more than one service we miss because of untimely signatures from physicians.

2. Parent Consent forms do not need to be re-entered each year regarding Medicaid. This has caused us issues in the past because a valid consent form on file will be replaced with a new one that might have an incorrect signature causing a student's services to be held until that consent form is fixed. This problem can be avoided entirely by not replacing consent forms that are currently valid.
3. Greenbush walked us through things to look out for when it comes to provider logging to ensure that providers are logging promptly. This ensures that we keep logs current to accurately inform our decision-making. Ascendra and Brian will be working to create a solid form of oversight for provider logging.

These were a few very productive takeaways that will allow Ascendra and Brian to streamline our Medicaid approach in partnership with the Fee for Service experts from PCG. These discoveries are only the beginning of our mission to evaluate and improve our Medicaid Procedures.