

Piloting EasyTrac™ Non-Public School Initiative

Case Study



The Client

New York City Department of Education

The Project

EasyTrac Non-Public School Initiative

The Opportunity

The New York City Department of Education (NYCDOE) sought an experienced partner to develop a data collection system for Medicaid claiming that would meet the needs of nearly 200 contracted non-public schools with NYC-enrolled students. Public Consulting Group (PCG) initially partnered with NYCDOE in 2012 to develop an EasyTrac pilot program to determine if EasyTrac could support these needs. Following the successful pilot, PCG was well-positioned to partner with NYCDOE for the full program roll-out.

The PCG Approach

PCG began the EasyTrac pilot with NYCDOE in August 2012 to determine if EasyTrac would meet the data collection needs for Medicaid claiming for all non-public schools in NYC. Since each state implements their Medicaid program in a different way, the team engaged with stakeholders at all levels, including representatives from the Department of Health (DOH) and the State Education Department (SED). Input from those early engagements was incorporated into the pilot's design and allowed the team to modify operational procedures and ensure data were being captured in a compliant way. PCG coordinated weekly Steering Committee meetings with pilot institutions to receive feedback on system functionality, and address any obstacles staff members encountered using EasyTrac.

Following the six-month pilot program, after successful buy-in from all parties, PCG designed a full rollout implementation strategy for the 200 participating institutions that would mimic the same level of service and support for the pilot group. After working with NYCDOE staff to re-build the nightly data integration, PCG developed all 200 EasyTrac sites and enrolled 20,000 students. NYCDOE and PCG partnered to facilitate 30 on-site trainings at various locations throughout the five boroughs. A train-the-trainer methodology was employed, ensuring that knowledge of staff responsibilities and EasyTrac functionality could be replicated by nearly 300 administrative staff to the projected 5,000 users citywide. As the initial round of fall trainings ended, PCG met with the pilot group to form a Feedback Committee responsible for the ongoing satisfaction of end-users.

In January 2016, NYCDOE requested that PCG develop reports and graphical widgets to track related service provision percentages per school, institution and student based upon delivered session encounters. PCG built these reports in the requested formats using data from multiple sources and provided trainings and support to more than 375 schools to understand the reports and improve service delivery.

PCG's partnership with NYCDOE continues today, more than three years after the EasyTrac pilot launch.

The Result

Key deliverables from PCG to date include:

- Design and delivery of six-month pilot program to capture Medicaid-required data elements for Medicaid reimbursement including five institutions, representing 1,800 enrolled students and 350 staff, and subsequent full program rollout
- Ongoing integration of three NYCDOE demographic and special education data systems with EasyTrac on a nightly basis
- Facilitating, in collaboration with NYCDOE data management team, monthly data extracts in required format for Medicaid claiming
- Expanded reporting tools (i.e. Advanced Reporting by SAP Business Objects) to not only deliver data needed to claim for Medicaid reimbursement, but also monitor the provision of mandated services at each institution
- More than 9,000,000 session encounters documented
- More than 190 online and in-person trainings conducted
- Leveraging PCG RegisterMe™ to track training registration and attendance as well as to provide training management support for NYC annual Medicaid trainings
- Approximately 83,000 forms securely uploaded, including IEPs, prescriptions, and parental consents
- PCG support staff have responded to and resolved more than 33,200 message board, helpline, and e-mail inquiries
- Developed Session Percentage Reports and graphical widgets to track prescribed and delivered related services