

Washington State Service Documentation and Medicaid Billing

Case Study



The Client

Puyallup School District

The Project

Service Documentation and Medicaid Billing

The Opportunity

Washington's Puyallup School District (PSD) was frustrated by the time and effort being spent on Medicaid claiming with limited results. They had a knowledgeable Medicaid coordinator and eligible staff logging services, however, reimbursement was not being captured at the rate they expected.

The PCG Approach

In 2016, PSD decided to partner with Public Consulting Group (PCG) for Medicaid claiming services. Because they are using IEP Online™, PCG's special education case management system, they were able to seamlessly integrate PCG's EasyTrac™ service documentation system.

PCG worked closely with PSD to ensure that the district was optimizing reimbursement while remaining in compliance. During the year, PCG provided initial system training and regular check-ins, advanced reporting around reimbursement, students' eligibility status, and provider registration. In addition, PCG created data-driven resources, such as quarterly district status reports, that clearly communicated the state of PSD's Medicaid program. PCG staff also helped track down parental consent data to increase the number of students for which PSD could seek reimbursement.

"Our previous process was labor intensive and required manual entry of information by district staff before therapists could enter services. PCG eliminated this manual process. Implementation was seamless and therapists have enjoyed using the system due to the ease of data entry. Thank you, PCG!"

-Sunday Ferris, Director of Special Education, Puyallup School District

The Result

Through the strong PSD and PCG partnership efforts during the 2016-2017 school year, PSD experienced a dramatic turnaround in their Medicaid program. They saw significant increases in reimbursement received, students claimed, and average reimbursement per student compared to the prior school year. Plus, PSD administrators can now easily monitor the overall status of Medicaid service logging in EasyTrac via data dashboards, as well as receive helpful reports from PCG.

2016-2017 Medicaid Program Increases



3,168%

Reimbursement



2,791%

Students Claimed



13%

Avg. reimbursement per Student