State of Illinois

Partnering with a State Medicaid Agency to implement business process improvements in their Medicaid Administrative Claiming program

Overview:

Fairbanks was awarded a contract by the Illinois Department of Healthcare and Family Services (HFS) in 2009 to transform the School Based Health Services (SBHS) programs, including the Medicaid Administrative Claim (MAC) program. Prior to contracting with Fairbanks, the State of Illinois ran a diffused MAC program, with over twenty five independent vendors submitting quarterly MAC claims. The State of Illinois allowed claims to be submitted using multiple time study methodologies. The result for HFS was a large disparity in claim creation at the local level, and an increasing amount of confusion at the local level regarding the MAC program.

Conversely, HFS found themselves with a major auditing and review dilemma due to the lack of consistency in claim creation and documentation being submitted by the Local Education Agencies (LEA). Fairbanks was selected to partner with HFS to develop and implement a single statewide Random Moment Time Study (RMTS) and MAC

claiming methodology and approach to allow for consistency and increased accuracy in MAC claiming.

HHSC was in need of the following services from Fairbanks:

- State Plan Amendment & Cost Allocation Plan development
- Program negotiations with federal Centers for Medicare and Medicaid Services (CMS)
- Statewide training development and delivery
- Random Moment Time Study methodology development, operations and execution
- Independent random moment coding of all sampled time study moments
- Secure, web-based software developed, hosted and maintained for statewide use
- System-maintained claim calculation with flexible data edit checks, claim adjustment and edit tracking tool
- 24 Hour/day toll-free Help Desk support
- Reporting capabilities to support both standard and ad hoc needs

Fairbanks Approach:

Since 2009, Fairbanks has worked with HFS as a partner in deploying statewide RMTS and MAC programs that lends itself to an efficient claiming program that has built in data quality and data edit checks throughout the system. Fairbanks developed training materials and presentations for the over 900 participating LEAs and delivers both live and webinar based trainings throughout the school year for LEA staff.

Fairbanks supports the LEA staff with a 24 hour toll-free Help Desk to handle system navigation issues, policy issues and claiming questions. As well, Fairbanks has worked closely with HFS to review and update all aspects of the program, including eligible costs to be included in the claim and an updated Medicaid eligibility rate calculation methodology.

Results:

Fairbanks and HFS have successfully transformed the SBHS MAC program from a scattered approach with multiple methodologies into a statewide RMTS claiming model and have successfully completed MAC claims since contract inception in 2009. The "all in one" system tracks training participation, project timelines, RMTS compliance rates, collects required financial information and necessary data elements.   Statewide RMTS compliance is consistently above 95%. The transition from multiple vendors to a single statewide vendor resulted in no interruption to regular claiming cycles for the participating LEAs.

As used in this document, "Fairbanks" means Fairbanks LLC.

Please visit www.fairbanksllc.com or contact 888.321.1225 for additional information regarding services.