MEDICAID TRAINING AND SUPPORT

OVERVIEW

This document represents a Service Level Description (SLD) between Public School Districts, counties and §4201 schools and the Northeastern Regional Information Center (NERIC) as the provider, for the provision of the Medicaid Training and Support. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

This service assists school districts, counties and §4201 schools:

- access Medicaid reimbursement for eligible diagnostic and health support services provided to students with disabilities
- protect against fraudulent or false billing to the Medicaid Preschool and School Supportive Health Services Program (SSHSP)
- comply with federal and state laws, regulations and guidelines

GOALS & OBJECTIVES

The goal of this document is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the subscribers of Medicaid Training and Support. The objective of this Service Level Description is to clearly articulate the roles and responsibilities of the NERIC as a service provider and the LEA as a service subscriber.

CONTACT INFORMATION

Mary McGeoch, managing program coordinator I, (518) 862-5318 or mary.mcgeoch@neric.org

SERVICE DETAILS

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

	NERIC Responsibilities	LEA Responsibilities
Medicaid 101 Training	Provide Introduction to SSHSP Training	Attend Medicaid 101 Trainings (ALL users new to the program and as a refresher when appropriate.)
Billing Training	Provide Training and Technical Assistance for Medicaid Software Systems used by the central processing contractor	Attend trainings as appropriate; if using a third-party biller still be aware of all billing rules. Collect necessary documentation to substantiate claims
Reports Training	Provide training and technical assistance for the claiming and billing reports provided by the central processor (CNYRIC)	Attend trainings to learn how to understand the reports and how to reconcile billing
Compliance Training	Facilitate and coordinate mandatory compliance trainings Notify users of who is required to attend each session	Attend mandated Compliance Trainings (different individuals are required to attend sessions.)
User Support	Provide user support via email or phone	Contact NERIC with questions or areas of concern
Act as Liaison	Act as liaison for NYSED among the districts, counties and central processing contractors	Contact NERIC with questions or areas of concern
Conduct Site Visits	Review the internal Medicaid claims including procedures and documentation	Make claims and substantiating evidence available for review. Attend review and be available to answer questions
Email Distribution List	Create and maintain email distribution list	Notify NERIC of any email changes or changes in relevant personnel

SERVICE MANAGEMENT

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Medicaid Training and Support** service is to provide the subscriber with access to enterprise-level, cost-effective and efficient support.

- The NERIC is responsible for assuring the delivery of services during core business hours (each weekday from 8 a.m. to 4 p.m.). This does not include after-hours, weekend and/or holiday support, however the NERIC will make a best effort in providing support for board meetings and/or other scheduled special events, as requested and applicable.

SERVICE REQUEST PROCEDURES

Incidents and Service Requests

Vernea Razanousky, Medicaid coordinator, (518) 862-5419 or vernea.razanousky@neric.org or
Heather Schubert, Medicaid coordinator, (518) 862-5438 or heather.schubert@neric.org

Additionally, a ticket about subscriber incidents and to request service may be submitted through the ServiceNow portal, https://bocescr.service-now.com, or by phone at (518) 862-5400 or (800) 205-0735.

- **Incidents** – Application(s)/technology inquiries that require troubleshooting/response.
- **Service Request** – A new technology initiative where subscriber and service provider must determine the scope of work and service to be delivered.

INCIDENT RESOLUTION TIMES

It is the expectation that NERIC, as the service provider, will respond to customer service requests within four hours (during scheduled business hours each weekday from 8 a.m. to 4 p.m.) of receiving the request. This does not mean that the ticket will be resolved in that time period, but the customer will receive a response that the NERIC is aware of the request and will facilitate a solution in a timely manner, allowing for triaging of incidents.

The Incident Resolution Schedule (below) shows the incident priority, target assignment, target status update and target resolution time for a subscriber's documented incidents. Each incident is defined as:

Priority – The NERIC Contact Center assigns a priority to every incident or service request that is initiated. The **NERIC Prioritization Model** is used to ensure a consistent approach in defining the sequence in which an item needs to be resolved and to assign appropriate resources.

Under the **NERIC Prioritization Model**, priority assigned to a ticket depends upon:

1. Impact on the business: Size, scope and complexity of the incident
2. Urgency to the business: Time within which resolution is required
3. Resource availability (NERIC, district, vendor)
4. Expected effort in resolving or completing a task (NERIC, vendor, contractor)

Target Assignment Time – the total time from ticket creation to the time that the ticket is assigned to a technical resource responsible for resolving the incident.

Target Status Update Time – the time interval that the Service Desk has to update the ticket status for the customer who reported the incident.

Target Resolution Time – the total time from ticket creation to incident resolution and restoration of service to the user. Service may be restored either by a workaround or by a permanent solution. NERIC strives to resolve ninety percent of incidents within the timeframe specified for each priority. Resolution times are measured in business hours unless otherwise specified and include:

Priority	Target Assignment Time	Target Status Update Time	Target Resolution Time
Critical	10 Minutes	Every 60 minutes or as agreed upon by customer	4 hours
High	1 Hour	Every 2 hours or as agreed upon by customer	8 hours
Moderate	4 Hours	Upon request	28 hours
Low	16 Hours	Upon request	32 hours

ESCALATION PROCEDURES

Begin the escalation process when:

- You have not received a response to incident or service request within four hours or as defined in the Incident Resolution Schedule above.
- The response you received to your incident or service request is unsatisfactory.

The escalation process begins by calling the contact listed in Escalation Step 1 (below).

If after completing Escalation Step 1, you do not receive a response within the specified Target Resolution Time above, proceed to the next Escalation Step.

ESCALATION CONTACT LIST

Escalation Step 1:   Mary McGeoch, managing program coordinator I, (518) 862-5409 or
mary.mcgeoch@neric.org
Escalation Step 2: Jeffrey Luks, managing program coordinator II – Student Services, (518) 862-5381 or
jeffrey.luks@neric.org
Escalation Step 3: Roxanne Pombrio, NERIC assistant director, (518) 862-5427 or
roxanne.pombrio@neric.org
Escalation Step 4: Dale Breault, NERIC director, (518) 862-5424 or dale.breault@neric.org

DATA CONFIDENTIALITY ASSURANCES

Service Provider Responsibility:

Please be advised that subscribing to this NERIC service authorizes NERIC to access student PII or confidential teacher or principal data (hereinafter referred to as "confidential data").

NERIC does not sell or release confidential data for any commercial purposes. Access to confidential data is restricted to approved and authorized staff only, and access to servers containing confidential data is controlled through the use of a firewall, secure networks and user directory service permissions.

In addition, NERIC will ensure that all subcontractors or other third party vendors will sign appropriate non-disclosure agreement and/or confidentiality agreements.

After a contract is terminated, NERIC will destroy all copies of relevant databases and related internal backups will be destroyed within thirty days. Any physical data will be stored for the time period required by law, and then destroyed.

Any breach of the NERIC's confidential data that compromises the security, confidentiality or integrity of confidential data will be promptly reported by the NERIC to the superintendent of the school subscribing to the service, to the BOCES Information Security Officer, to the BOCES District Superintendent and to the New York State agencies as required by Education Law section 2-d; State Technology Law, section 208; and Labor Law section 203-d.

PERIODIC REVIEW

Provider and subscriber will review the Service Level Description bi-annually (or as required) concurrently with the acceptance of the annual BOCES Final Service Request (FSR)/Annual Service Contract (AS-7).

- This document is governed by the operating procedures and policies as outlined in the NYSED BOCES Administrative Handbook.

- Customers may request a review of the service level description at any time by contacting their service level manager and/or Technical Account Manager (if applicable).

- The Service Level Description will require a review under any of the following conditions:
    - a significant and/or sustained change to the delivery of services
    - a significant change or departure from the agreed upon Service Level Description and/or comprehensive technology inventory.

This document is valid from the effective date outlined herein and is valid until further notice.

EFFECTIVE DATE:_____   **PREVIOUS REVIEW DATE:**_____

NEXT REVIEW DATE:_____

SUBSCRIBER ACKNOWLEDGMENT (SIGNATURE):_____

PROVIDER ACKNOWLEDGMENT (SIGNATURE):_____