

SCHOOL-BASED ACCESS PROGRAM · MIDSIZE LEA

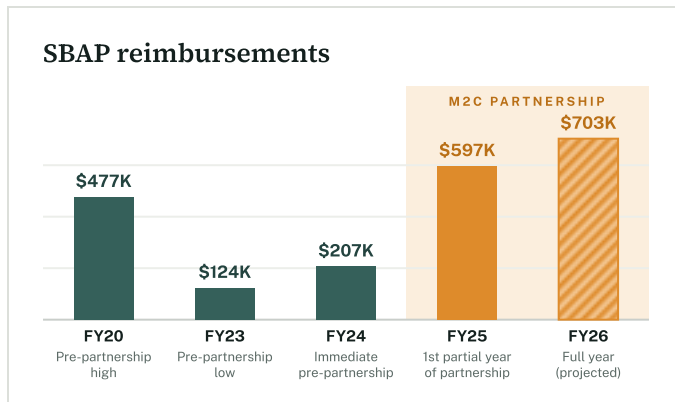
Wilson School District rebuilds its Medicaid billing program from the ground up

A Central Pennsylvania district hits the reset button on its School-Based ACCESS Program after staff turnover and a steady decline in returns.



The results

With the support of Mile 2, Wilson is now on track to more than triple its returns from just two years prior. The district is positioning itself to be among the state leaders in per capita reimbursement rate.



Process improvements

- IEP revisions for SBAP compliance
- Digitized medical authorization process
- Streamlined transportation logging
- Comprehensive ACCESS coordinator training
- Interdepartmental coordination

District Context: Restarting from Scratch

The Wilson School District had been participating in the School-Based ACCESS Program (SBAP) for years when district administrators spotted a troubling trend. Revenues from the program had declined significantly from a few years prior, despite the district's special education costs going up substantially. Furthermore, the staff member who had been serving as the ACCESS coordinator had recently left the district, taking most of the district's institutional knowledge of the program with her. The team knew that a drastic overhaul of the program was needed.

Fortunately, the district had an excellent candidate with deep knowledge of special education to take over the ACCESS Coordinator role. However, this individual had very little knowledge of SBAP, and was coming into the job just as the busy and complicated cost settlement season was about to get started. So the district partnered with Mile 2 to help rebuild the district's program.

District profile

LOCAL EDUCATION AGENCY

Wilson School District

LOCATION

Berks County, Pennsylvania

LEA SIZE BAND

Midsize

ENROLLMENT

6,600 students

MA-ENROLLED STUDENTS RECEIVING HEALTH SERVICES IN THEIR IEP

220 students

Read more about what we did and why it worked on page 2.

"This process seemed impossibly complex until Mile 2 helped us break it down and develop strong systems for implementation. Now we are firing on all cylinders!"

Joni Lefever

Former Director of Special Education and ACCESS Coordinator, Wilson School District

What we did

1 ACCESS Coordinator training and support

We immediately began a training and support program for the new ACCESS Coordinator to help her learn the program requirements, systems, and processes. We worked alongside the new coordinator to help her identify all of the district's revenue opportunities within the program, utilize the online platforms for data management and reporting, digitize paper-and-pencil processes, and much more.

3 Data and records cleanup

We conducted a comprehensive review of the district's SBAP data and records to identify gaps and areas of risk. We worked with the ACCESS Coordinator and other district administrators to update and clean up program data. We established a clear and uniform digital record-keeping system for all SBAP-required documentation storage needs.

2 A systematic approach to program management

We brought together each of the key leaders and team members across the district that play a role in some part of the SBAP process. We helped the team identify owners of critical program tasks, and establish clear instructions, timelines, and expectations for collaborative task completion. We provided role-specific training for different offices to help them understand their role in successful program administration.

4 Integrating program administration into a manageable workflow

We worked with the ACCESS Coordinator to establish a clear and repeatable workflow for each month that enabled the Coordinator to meet all program compliance requirements, actively monitor and manage program performance, and maintain robust program documentation.

Why it worked

Dedicated support

The ACCESS Coordinator received ongoing training and on-demand support to learn and master the many program compliance and reporting requirements to effectively monitor performance.

Systems, not silos

Each district team that plays a role in the SBAP received clear instructions and training on their role in supporting program administration, enabling the district to move from episodic and frenzied implementation to coordinated and systemic administration.

Turning complexity into process

The SBAP program involves many complex components that require a range of skills and a need for expert process management. We helped the Coordinator break the complexity down into a manageable and repeatable process that keeps performance at the center.

Moving forward

Using our approach, the district's SBAP process is now led by an expertly trained Coordinator, and the district has built institutional knowledge of the program beyond just a single individual. By continuing to implement the Mile 2 approach, the district is positioned to generate high-level revenues on a recurring basis.

Wondering where your district stands?

We maintain the most comprehensive quantitative dataset of school-based Medicaid performance in the country. An optimization analysis will show you what you are eligible to claim, what you are claiming now, and the distance between the two.

Contact us →

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