

Packing Success: Streamlining your SHARS Operating Procedures

Presented by: Stacie Dull, TASB Special Education Solutions SHARS Consultant

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Objective

By the end of this session, you will understand the importance of having streamlined SHARS Operating Procedures.

We'll highlight the various SHARS roles and responsibilities, operational workflows, and compliance requirement guidelines that are included in our SHARS Operating Procedures template.



School Health And Related Services — SHARS

OPERATING PROCEDURES

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Why are Operating Procedures important?

- **Consistency** - Streamlined procedures ensure that tasks are performed consistently across the district. When each staff member follows the same steps, it becomes easier to maintain quality and compliance of claim documentation and submissions.
- **Time and Resource Savings** – Well-defined procedures reduce guesswork. Employees spend less time figuring out how to perform a task and are able to spend more time actually doing it.
- **Risk Reduction** – Operating procedures outline requirements and best practices. By adhering to these guidelines, districts can help mitigate risks associated with errors and non-compliance.
- **Training and Onboarding** – New employees can quickly understand their expected duties when there are clear operating procedures. Additionally, existing employees can adapt easier to changes.
- **Improved Communication** – Streamlined procedures facilitate communication across teams and departments. When everyone understands the process, collaboration becomes smoother. Employees can discuss specific tasks based on common duties, leading to better problem-solving and decision-making.



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Why are Operating Procedures important?

- **Audit and Compliance** – Districts often undergo audits to ensure adherence to Federal and State guidelines. Streamlined procedures make it easier to demonstrate compliance during these audits.
- **Continuous Improvement** – While some areas can not be adjusted due to outside guidelines, regularly reviewing and updating procedures allows districts to identify areas for improvement. Streamlined processes may be refined over time, leading to increased efficiency and effectiveness.

Remember, operating procedures are not static; they evolve as the needs of the district, staff and students grow and change. Regular updates and feedback from providers and district staff is crucial to maintaining their effectiveness.



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Roles and Responsibilities

The district will assign staff to key roles for facilitating the SHARS program including a SHARS Program Administrator and/or a SHARS Program Supervisor. These roles will be filled by employees of the district and will not be assigned to contracted staff.

The district may choose to maintain the SHARS program operations and documentation within the Special Education, Special Populations and/or Finance department offices. SHARS program staff will collaborate with the special education, finance, and transportation departments to ensure timely communication and documentation of program requirements.



Roles and Responsibilities: SHARS Program Contact

- Collaborates with TASB Special Education Solutions SHARS Consultant to complete initial and reenrollment registration and account setups with TMHP
- Attends District Admin training for SMART Solutions
- Attends annual RMTS, Cost Report and MAC training offered by HHSC
- Manages program roles and users, along with managing and certified the quarterly Participant List in Fairbanks, LLC
- Provide annual and/or quarterly time study and SHARS program training to district staff
- Oversees compliance of time study moments for selected providers
- SMART Solutions system administration – new provider setup/training and importing student data
- Monitors and/or validates service provider claims
- Maintains program documentation including Remittance and Status (R&S) reports and Certification of Funds (COF) Letter
- Completes the annual cost report



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Roles and Responsibilities: SHARS Program Administrator

- Oversees the compliance of the district's SHARS program, ensuring adherence to rules and regulations
- Serves as the liaison for TASB Special Education Solutions
- Coordinate services, training, claim submissions and appeals
- Assists the SHARS Program Contact and TASB SHARS Consultant with the cost report
- Share and oversee task responsibilities with the SHARS Program Contact



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Special Education Solutions
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shars@tasb.org

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SMART Solutions

SHARS Program Contact will import student information on a weekly, bi-weekly, or monthly schedule from the district's SIS and/or special education/504 management system. Manual updates completed as needed.

SHARS Program Contact will import student IEP data into SMART Solutions routinely, or at minimum monthly.

SHARS Program Contact will import student absence data into SMART Solutions routinely to ensure no billing is processed on a day a student is marked absent.



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TASB Training







SHARS 101 – Offered at the beginning of the school year for each provider type: PCS, Nursing, Related Services, and Transportation. Includes RMTS training

Mid-Year Training – Offered to assist the SHARS Program Contact and Program Administrators with annual cost report preparation

SHARS Conference – Annual SHARS conference hosted as an opportunity for district staff to network with SHARS contacts across the state, receive the latest updates in SHARS guidance, and hear from state/national SHARS program experts

Monthly SHARS Matters Webinar – Additional webinars offered throughout the year to review current updates or hot topics

Additional individual/group trainings are available by request

 <p>CONFERENCE</p> <p>Virtual 30th Annual SHARS Conference</p> <p>May 09-10, 2024</p> <p>Multi-Day Event</p>	 <p>WEBINAR</p> <p>SHARS Matters Webinar Series: End of Year SHARS Reminders</p> <p>May 15, 2024</p> <p>1:00 PM-1:30 PM CDT</p> <p>Online</p>	 <p>SUMMIT</p> <p>2024 SHARS Road Show - Waco</p> <p>May 20, 2024</p> <p>9:00 AM-3:00 PM CDT</p> <p>ESC 12</p>
 <p>RECORDED WEBINAR</p> <p>SHARS Cost Reports Webinar</p> <p>On Demand</p> <p>Access Anytime</p>	 <p>RECORDED WEBINAR</p> <p>SHARS Matters Webinar Series, Dec. 2022, SHARS Billing Information</p> <p>On Demand</p> <p>Access Anytime</p>	 <p>RECORDED WEBINAR</p> <p>Strong IEP Documentation is Strong SHARS Documentation</p> <p>On Demand</p> <p>Access Anytime</p>



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Prescriptions and Referrals

Prescriptions

A prescription is a written order for services from a physician or eligible prescribing provider for services such as occupational or physical therapy.

Required on prescription

- Order for service
- Physician's Name, Address, Phone Number
- NPI Number and registered with TMHP
- Signature & Date

Referrals

A referral is a written document requesting services such as speech therapy and audiology services by a physician or eligible referring provider.

Required on referral

- Referral for evaluation
- Physician or SLP/Audiologist's Name, Address, Phone Number
- NPI Number and registered with TMHP
- Signature & Date

Eligible Direct Medical Services and Providers

- Audiology
- Counseling
- Nursing
- Occupational Therapy (OT)
- Personal Care Services (PCS)
- Physician Services
- Physical Therapy (PT)
- Psychological Services
- Special Transportation Services
- Speech Therapy



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Audiology

Providers – Audiology services may be provided by a licensed audiologist or assistant under supervision

Referral – Referral for audiology services must be updated once at least every 3 years and may be written by a licensed physician or licensed audiologist. The referring provider must be enrolled with TMHP as an individual practitioner and obtain a National Provider Identifier (NPI).

Billable Services – Direct therapy or service time, evaluation for services with student present. Indirect services and evaluation report writing are not reimbursable





Counseling Services

Providers – Counseling services may be provided by a Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), or Licensed Professional Counselor (LPC)

Billable Services – Direct service time with the student present. Emergency counseling services if indicated in student’s behavior intervention plan

Nursing

Providers – Nursing services may be provided by a Registered Nurse (RN), Advanced Practice Registered Nurse (APRN), Clinical Nurse Specialist (CNS), Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN), or school health aide/delegated person under RN/APRN supervision

Billable Services – Direct service time with student present for tasks such as inhalation therapy, ventilator monitoring, nonroutine medication administration, tracheostomy care, gastrostomy care, catheterization, suctioning and assessment of student nursing needs



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Occupational Therapy (OT)

Providers – OT services may be provided by a Licensed Occupational Therapist (OTR) or Certified Occupational Therapy Assistant (COTA) under the supervision of OTR

Prescription – A prescription for Occupational Therapy services must be updated once at least every 3 years and may be written by a physician or other eligible prescribing provider

Billable Services – Direct therapy or service time and evaluation for services with the student present, time teaching the student to use adaptive equipment and assistive technology. Indirect services and evaluation report writing are not reimbursable

Personal Care Services

Providers – Personal care services may be provided by public and charter school employees

Referral – No referral needed, but eligible services must be documented in the student's IEP and include the medical necessity for services

Billable Services – Direct and indirect human intervention of the student.

Personal care services may be provided on the bus for safety, health and supervision. These services must also be documented in the student's IEP.





Physical Therapy (PT)

Providers – PT services may be provided by a Licensed Physical Therapist (PT) or Licensed Physical Therapy Assistant (PTA) under the supervision of a PT

Prescription – A prescription for Physical Therapy services must be updated once at least every 3 years and may be written by a physician or other eligible prescribing provider

Billable Services – Direct therapy or service time and evaluation for services with the student present, time teaching the student to use adaptive equipment and assistive technology. Indirect services and evaluation report writing are not reimbursable

Physician Services

Providers – Physician services may be provided by a licensed Doctor of Medicine (MD), Doctor of Osteopathic Medicine (DO), or advanced practice registered nurse (APRN) and physician’s assistant (PA) under the delegation of a physician

Billable Services – Direct service time with student present, time without the student review records to write a prescription for SHARS eligible services



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Psychological Testing/ Services

Providers – Psychological testing may be provided by a licensed specialist in school psychology (LSSP), licensed psychologist, or licensed psychiatrist

Billable Services – Direct evaluation/service time or parent/teacher consult (if required for assessment) with the student present, observation of student associated with testing, and test interpretation and reporting. Billable time is only eligible if testing results in the creation of an IEP for the student

Special Transportation Services

Providers – Special transportation services may be provided by a school bus driver, when applicable. Services are provided to students on specially adapted vehicles (physically modified: wheelchair lifts, harnesses, child protective seating, or the addition of air conditioning). If the physical modification (ex; air conditioning) is provided for all students, it is not a special adaptation.

Billable Services – Services may be billed if another Medicaid eligible service is also provided on the same day. The services must be documented in the IEP

*Note – bus monitors/aides may no longer bill for personal care services on the bus





Speech and Language Services

Providers – Speech and language services may be provided by a licensed Speech and Language Pathologist (SLP). A Speech and Language Pathologist Assistant (SLP-A) and SLP Intern may provide services under SLP supervision.

Referral – A referral for speech therapy services must be updated once at least every 3 years (unless the referring SLP leaves the district, then a new referral is needed) and may be written by a physician or other eligible prescribing provider. A SLP who completes a referral must be enrolled as an individual practitioner or ordering, referring, or prescribing (ORP) provider and obtained an NPI number. Speech referring providers should update their licensure in TMHP annually as their license renews.

Billable Services – Direct therapy time and evaluation for services with the student present. Indirect services and evaluation report writing are not reimbursable.

Parental Consent

Informed parental consent to access benefits is required prior to submitting SHARS eligible claims to TMHP. The district's SHARS Program Administrator will decide if parental consent (for Medicaid eligible students) is to be requested during the Child Find process or at the Annual Admission, Review, Dismissal (ARD) meeting.

**This expectation should be clearly outlined in your operating procedures, so all members of the evaluation team understand the step in which consent is gained.*



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Claim Submissions

District providers must document claims (electronic or paper logs) within seven calendar days of administering a service, including all required session log information.

The SHARS Program contact should verify the following information is accounted for and accurate for each claim submitted.

- Parental consent verification
- Medicaid eligibility
- Prescription/referral verification
- Student age
- IEP service verification
- School holidays/absences
- Duplicate entries



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Resources

- [Special Education Solutions | TASB](#)
- [School Health and Related Services | Texas Education Agency](#)
- [Texas Medicaid Provider Procedures Manual | Texas Medicaid and Healthcare Partnership](#)
- [School Health and Related Services \(SHARS\) | Health and Human Services](#)
- [Time Study and Medicaid Administrative Claiming Guide | Health and Human Services](#)
- [Time Study Independent School Districts \(ISD\) | Health and Human Services](#)
- [Time Study ISD Training Information | Health and Human Services](#)



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