

## Choosing a Vendor

Several factors should be considered when selecting a vendor to partner with your school in setting up, and maintaining a Medicaid billing program.

### EXPERIENCE IN MEDICAID AND MEDICAID BILLING

Look for core competencies School Based billing, and for experience in all aspects of Medicaid. It's important that your vendor can effectively navigate Medicaid's complexities.

### TECHNOLOGY THAT SUPPORTS YOUR STAFF

Your Special Education staff is essential to the success of your Medicaid billing program – they document the service and transmit the record to the billing vendor. So it is essential that your vendor brings a true user-friendly technology platform that helps staff members complete the task quickly and effectively.

### TRAINING MODELS THAT ARE PROVEN, AND IN CONTEXT WITH YOUR GOALS

Training the organization is crucial. There should be training content for the leadership and administrators, and comprehensive training for the Special Education staff. Also, look for training that goes beyond “how to populate this field” and helps your therapists see the advantages and opportunities that are created by the extra revenue they are helping to generate.

### A DEMONSTRATED COMMITMENT TO COMPLIANCE

HIPPA compliance is merely a baseline measurement. Your billing vendor must also be fully aware of every state and federal regulation, and have that built into every aspect of their service. Ask the vendor about performing mock audits. Look for systems and processes that anticipate an audit, and for self-audit tools that help you achieve and maintain 100% compliance. Audits aren't to be feared when your vendor has compliant processes and has already audited thoroughly.

### RESPONSIVE SUPPORT, NEARBY

Even high-functioning billing programs need support. So look for a vendor that has a support structure that is well defined and nearby. In-state staff is a must, as is a program for refresher training, and a forum for dialogue and best practices.

### A GOOD REPUTATION

Every vendor will have a few well-worded testimonials they can present, but dig deeper. Ask for a complete list of current and past clients and then start making calls. A well-qualified vendor will have plenty of satisfied clients.

## Answers for Ohio Schools

*This document is part of an information series created by ClaimAid. ClaimAid is an Indiana company serving schools in the Midwest. Learn more at [www.ohioschoolmedicaid.com](http://www.ohioschoolmedicaid.com), or at [claimaid.com](http://claimaid.com)*