Medicaid Coordinator/Implementer Roles

Michigan Department of Education Office of Special Education
July 2025

What is Your Role?

A Medicaid Coordinator/Implementer implements the School Services Program and ensures program integrity. A Medicaid Coordinator/Implementer is expected to know both Medicaid policy and special education rules and regulations.

Roles may vary, depending on your position and intermediate school district (ISD). Below is an **example** of Medicaid roles and responsibilities that some ISDs may require.

Responsibilities	Frequency	Description
Medicaid Eligibility Checks	Monthly	File upload/download to MI Health Plan Benefits or other matching system.
Scripts/Referrals, Authorizations	Monthly	Identify students needing scripts. Work with providers on getting scripts. Ensure script meets compliance (no signature stamp, National Provider Identifier, or NPI, matches signature, etc.). Scan, upload, or file scripts for record keeping.

Responsibilities	Frequency	Description
Medicaid Consents	Monthly	Identify students needing Medicaid Consent. Follow up with providers as needed. Obtain signed consents from providers. Review for accuracy (dated, signed, etc.). Scan, upload, or file consents for record keeping.
Monitoring for Billing Completeness and Accuracy	Monthly	Run report to check for incomplete billing (all providers). Follow up with providers with incomplete billing (directly or through designated local educational agency, or LEA, contacts).
Billing (Self-Billers)	Monthly	Create billing submission files. Submit billing - State of MI File Transfer Service. Retrieve billing files (999, 4987). Address any billing issues that may arise (e.g., NPI issues, file errors, denied claims).
Transportation	Monthly	Work with transportation/Special Education departments to obtain updated bus logs. Ensure each one-way trip is entered for billing. Monitor for compliance.

Responsibilities	Frequency	Description
Personal Care (PC)	Monthly	Ensure PC is in Plan of Care (POC). Monitor billing for completeness. Obtain PC authorization from qualified professionals. Appropriate documentation that PCS was provided for any services claimed is required. Under the direction of a qualified professional.
"Under the Direction of" and "Supervision of" Monitoring"	Beginning of year and periodically thereafter	Identify providers "under the direction of" or "supervision of". Establish procedures to meet policy requirements. Ensure monitoring of "under the direction of" and "supervision of" providers is occurring.
Helpdesk and Support	Ongoing	Provide Medicaid/system support to districts. Answer provider questions regarding Medicaid billing and policy. Troubleshoot system/user issues.
Training	Beginning of school year/Ongoing	Provide training for new providers. Update training materials – tip sheets, manuals, training documents. Refresher trainings for LEAs, ISD upon request or need. Other training upon request or need (Random Moment Time Study, or RMTS, documentation, transportation, etc.).

Responsibilities	Frequency	Description
Provider Credentials: Licensing and Regulatory Affairs (LARA) and Michigan Online Educator Certification System (MOECS)	Quarterly and upon new additions to staff pool list	Verify staff qualifications meet current license, certification, and program requirements.
Quality Assurance (QA) Plan	Annually	Ensure QA plan is updated, implemented and aligns with policy.
Billing Compliance	As determined	Follow QA Plan. Ensure internal controls are in place. Spot check billing for accuracy and quality. Conduct internal audits.
Claim Volume	Monthly	Monitor claim volume to maintain 85 percent threshold. Check monthly claims comparison in Facility Settlement: Community Health Automated Medicaid Processing System (CHAMPS).
Staff Pool Updates	Quarterly	Work with LEAs and ISD to update staff pool. Answer staff pool questions and follow up on RMTS moments. Verify all districts certify by due date.

Responsibilities	Frequency	Description
Meetings/Conferences	Varies	Medicaid Implementer's Meetings (two to three times per year). State School Based Services conference (annually). National Alliance for Medicaid in Education (NAME) conference (annually). Regional meetings (as determined). ISD/LEA meetings (as needed).
Quarterly Financials	Quarterly	Verify all LEAs/ISD have certified quarterly financials. Assist LEAs/ISD with questions or issues regarding financials. Check for reasonableness.
Facility Settlement	Annual	Coordinate with LEAs/ISD to submit Cost Report. Assist LEAs/ISD with questions or issues regarding Cost Report.
Procedure Code Database	Annually	A list of updated procedure codes for SSP.
Miscellaneous	Periodically	Update Medicaid contacts: Providers, LEAs, etc. Update ISD webpages. Update forms: Consent, Scripts, PC authorization. Newsletters or other forms of communication.