School-Based Services Program Inquiry Response Table 01/20/2011

If You Need Help With…	Example of Issues	Lead Contacts	Contact Number
Medicaid Eligibility	• Eligibility for Medicaid • Medicaid programs	Department of Health and Welfare – Self-Reliance Program	Region I (208) 769-1456 Region II (208) 799-4320 Region III (208) 455-7200 Region IV (208) 334-6700 Region V (208) 736-2110 Region VI (208) 235-2900 Region VII (208) 528-5800
Provider Information	• Provider enrollment • Billing procedure • Billing adjustments	Molina Medicaid Solutions	(208) 373-1424 or (866) 686-4272
School-Based Services (SBS) Policy	• Eligibility for SBS • Therapy services • Provider qualifications • Rule changes • SBS billing codes • Quality of care (issues related to Medicaid)	Division of Medicaid – Bureau of Developmental Disabilities Services (BDDS)	Lauren Ertz – SBS Policy (208) 287-1169 Aaron Haws – SBS Quality Monitoring (208) 364-1864
Rates/Reimbursement	• Rate adjustments • Methodology (how rates are set)	Division of Medicaid – Reimbursement Unit	(208) 364-1890
Individuals with Disabilities Education Act (IDEA)	• Individualized Education Program (IEP) requirements (including benefits and denial of services) • Access to services in the school district • School district and community provider contracts • Quality of care (issues related to IDEA)	State Department of Education	(800) 432-4601 or (208) 332-6800
Public Records Request	• Request for participant Medicaid expenditures	Department of Health and Welfare – Administrative Procedures Section	(208) 334-5564
Questionable Provider Practices	• Inappropriate Medicaid billing (and other related issues) • Report fraud	Department of Health and Welfare – Medicaid Program Integrity Unit (MPI Unit)	Lori Stiles – MPI Unit (208) 334-0653 Message phone to report fraud – (208) 334-5754
Critical Incidents	• Abuse • Neglect • Exploitation	Law Enforcement Agency Child Protection Office	Local Law Enforcement Agency Child Protection contact phone numbers – Idaho Care Line 2-1-1 or www.healthandwelfare.idaho.gov