

# case study:

## Medicaid Recovery, Special Education and Rtl Management



## PCG | Education

Public Focus. Proven Results.™

### THE CLIENT

Charlotte-Mecklenburg Schools (CMS), Charlotte, North Carolina

- District type: large urban
- Total special education students: 14,000
- Total student population: 140,000

### THE PROJECTS

- Medicaid recovery (fee-for-service, administrative claiming, year-end cost reconciliation)
- Design and implementation of district-wide management system for special education
- Design and implementation of district-wide Response to Instruction (Rtl) program, including Academic and Behavioral components

### THE CHALLENGE AND OPPORTUNITY

Charlotte Mecklenburg Schools is the 19th largest district in the nation. In 1994, PCG Education was selected by CMS to initiate a Medicaid fee-for-service project. The scope of work was later expanded to include Medicaid administrative claiming and Medicaid cost reconciliation. To support this effort, CMS implemented its EasyTrac™ Web-based solution for the documentation of health-related services provided to special education students. This system allows CMS to document services more efficiently and accurately, as well as automatically submit claims to Medicaid-eligible students for direct federal reimbursement. To date, PCG Education's EasyTrac™ has helped CMS to recoup more than \$19 million.

In 2005, CMS expanded its partnership with PCG Education to include the design and implementation of our fully integrated, Web-based special education management system – EasyIEP™. The CMS Exceptional Children Department had a goal to make its Individualized Education Plans (IEPs) paperless. At the time, educators in the district either completed IEP documents by hand or through form-based computer software programs. The EasyIEP™ system provided the functionality for parent signature

pages, doctor prescription forms, and other paper documents to be converted and stored electronically. With EasyIEP™, the district was able to streamline its process, improve compliance levels, and provide access to data in support of student and program decision-making. Since program inception, PCG Education has helped CMS create and electronically store nearly 2 million special education documents and nearly 160,000 IEPs.

In 2009, CMS again expanded its partnership with PCG Education, with the design and implementation a comprehensive, Web-based, Response-to-Instruction (Rtl) management solution. The objective of this initiative was to support efforts to identify students scoring below performance levels in math and literacy, help manage academic and behavioral intervention efforts by tracking needs and progress, and provide documentation that could be shared with CMS stakeholders, including parents. This program has recently been expanded to include a Behavioral component that incorporates applied behavioral analysis and positive behavior supports. The integrated solution provides a more seamless and automated process for tiered systems of instruction and intervention, in a manner that mirrors CMS current or preferred practice.

### THE PCG APPROACH

PCG Education approaches each client as a trusted partner with a key emphasis on client satisfaction and retention. This is manifested in our client retention rate of over 90 percent, and in the case of CMS, through the continued expansion of our scope of work through the years. CMS understood that the design and implementation of such a comprehensive process would be challenging and sought a vendor that not only had excellent products, but also had an experienced team of support personnel that was committed to a long-term partnership.

PCG Education's approach also embraces the best practice of integrated solutions. Our national experience affords us firsthand knowledge of how school districts across the U.S. struggle with data quality issues when their applications are not integrated. PCG Education offers a fully integrated set of solutions to provide a more holistic picture of students' educational history.

CMS educators now use a single integrated platform that supports Medicaid cost recovery (EasyTrac™), special education (EasyIEP™), and Academic and Behavioral Rtl (EdPlan™/BehaviorPlus™) programs. The integrated functionality enables CMS to develop individualized student plans, report on student progress, monitor compliance, and create state and local reports. Additional efficiencies include minimizing the need for duplicate data entry, simultaneous access to student records by multiple users, and electronic, real-time stakeholder document review.

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### THE RESULT

To date, PCG Education has helped CMS to recover more than \$24 million in federal Medicaid funds. EasyIEP™ users report a significant reduction in the amount of time required to prepare for and conduct an IEP meeting. Educators now have more to provide student-centered care and instruction – the original impetus behind CMS' plan for a Web-based system.

*“The PCG staff has been highly professional and committed to being responsive and supportive. PCG has been there, sharing and supporting our vision of success.”*

Beth Warren  
Special Projects Coordinator  
CMS Exceptional Children Department

