

SCHOOL HEALTH SERVICES PROGRAM PROGRAM MANUAL

Section 7

Quality Assurance



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Section 7: Quality Assurance

7.1 Record Keeping

Districts are required to maintain complete and legible records that document the direct medical or health-related services claimed through Health First Colorado and provided to or on behalf of a student under the [School Health Services \(SHS\) Program](#) are:

- Medically necessary (defined in **Section 1.2**);
- Consistent with the diagnosis and plan of treatment for the student's condition; and
- Consistent with professionally recognized standards of care.

Districts must maintain auditable records that will substantiate the claims and cost settlement reports submitted for reimbursement to the SHS Program, and on request, must make such records available to the [Department of Health Care Policy and Financing](#) (the Department) or its representatives. Records must be retained for a minimum of seven years in order to comply with state/federal regulations and laws. If a district is part of an audit, then the district is required to keep records until the audit has been completed, which may be longer than seven years.

For cost report and settlement purposes, district records must demonstrate the necessity, reasonableness and relationship of the costs for personnel, supplies and services to the provision of services. These records include, but are not limited to, all accounting ledgers, journals, invoices, purchase orders, vouchers, canceled checks, timecards, payrolls, mileage logs, flight logs, loan documents, insurance policies, asset records, inventory records, organizational charts, time studies, functional job descriptions, work papers used in the preparation of the cost report, trial balances and cost allocation spreadsheets.

For Health First Colorado claims, district records must contain the following information for each student:

- The name and title of the professional staff providing services and/or supervision.
- Complaint and symptoms, history, examination findings, diagnostic test results, assessments, clinical impression or diagnosis, plan of care, date and identity of the observer.
- Notice of referral for therapy services by a licensed physician or licensed practitioner of the healing arts (updated annually).
- An annual care/treatment plan that describes the goals/objectives and level of service needed.
- Each occurrence for the specific procedures or treatments performed, including the date, type, length and scope of professional services provided.
- Medications or other supplies.

- Student progress, response to and changes in treatment, and revision of diagnosis.
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If a district fails to maintain supporting fiscal and clinical records the Department may deny the district's claims submissions and recoup any Health First Colorado payments already made to the district.

7.2 Training

Districts participating in the SHS Program are required by the Department to participate in initial and ongoing training events. Trainings include, but are not limited to, the following areas: Random Moment Time Study (RMTS), annual cost report, Medicaid Administrative Claiming (MAC) cost report, quarterly financial submissions, compliance information, process modifications, program updates, state/federal regulations or policies and RMTS Coordinator or participant roles.

The Department, in conjunction with the RMTS vendor, provide initial training for the district assigned RMTS Coordinators, which include an overview of the RMTS web-based system and information on how to access and input information into the system. All RMTS Coordinators are required to attend time study training to understand the purpose of the time study, the appropriate completion of the time study moment, the timeframes and deadlines for participation, and the importance of the RMTS Coordinators role to the success of the program.

Staff members participating in the SHS Program do not attend onsite trainings but receive information on the time study through an online tutorial within the RMTS system that contains information about the SHS Program, the participant's role in the program, as well as, how to complete a sampled moment in the system. A sampled staff member must visit the required screens prior to being able to complete their assigned moment.

In addition to the time study trainings, the Department and its vendor also offer comprehensive trainings on the annual cost report and MAC cost reports.

Annually, regional onsite trainings are held at various locations in Colorado and districts are required to attend this training event in person. Other trainings occur through a web-based option which is an online presentation with live demonstrations. All training materials are accessible and posted on the Department's website.

Training materials can be found at: [School Health Services Training Schedule](#)