

## Technology Platforms

The technology that your billing vendor deploys in your school is one of the largest factors in the overall success of your Medicaid billing program.

### WEB-BASED VS. LICENSED SOFTWARE

Web-based technology platforms are inherently easier to use, update, and support. They are also more vulnerable to external factors such as server malfunctions and hackers. So make sure a prospective billing vendor has verified secure access, as well as redundant servers, data backup, and an up-to-date firewall configuration.

### COMPLIANCE, BUILD IN

A HIPPA-compliant technology platform is mandatory, and most vendors offer one. The real question is what's behind the technology. Ask if the system helps users do more than merely input services, but also helps them keep track of the documentation needed to back up the services. Ask about an audit, and what happens if there is one – a system should be built with a potential audit in mind. Look for technology and processes that all consents and medical orders are up-to-date and on file.

### RESPECT

That's right, respect. The technology must respect your Special Ed staff's time and non-technical role in your school. Their job is to help children, not enter data. So a successful technology platform must be intuitive, prompt-driven, and fast.

### MULTIPLE FUNCTIONS FOR MULTIPLE USERS

Administrators have different priorities than their staffs, so an effective Medicaid billing platform supports them both. Look for reports and page-view options that help managers view ongoing activity. And make sure email functionality is integrated so managers can get answers on specific billing and summary data.

### 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)*