



School-Based ACCESS Program Fall 2023 Newsletter

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As we begin the 2023-2024 School Year, the Pennsylvania Department of Human Services (DHS), Pennsylvania Department of Education (PDE), and Sivic Solutions Group (SSG) would like to share with and remind you of the following information regarding the Pennsylvania School-Based ACCESS Program (SBAP). We are excited to work with you for another year in the SBAP!

1. LEA Agreement to Participate for FY2023-2024

The Local Education Agency “Agreement to Participate” in the SBAP for the FY 2023-2024 school year was due Friday, July 14, 2023.

If you plan to participate during the FY 2023-2024 school year and have not already done so, please sign and return the **Local Education Agency Agreement to Participate FY2023-2024**. To request a copy, please email the DHS Resource Account at RA-PWSBAP@pa.gov.

Send completed LEA Agreements to DHS using the contact information below:

- Email: RA-PWSBAP@pa.gov

By signing an LEA Agreement, the LEA is acknowledging the requirement to participate in each of the key program components:

- Direct Services and Special Transportation Claiming;
- Medicaid Administrative Claiming (MAC);
- Random Moment Time Study (RMTS);
- Annual Cost Reconciliation and Settlement; and
- All other program components outlined in Section 1.3.b of the [SBAP Handbook](#).

Please note: FY2023-2024 services will not be submitted to Medicaid (PROMISE™) until your FY2023-2024 LEA Agreement is submitted.

(See [Direct Service Claiming](#) for transition information.)

2. SBAP Recurring Timeline

The [SBAP Recurring Timeline for the FY 2023-2024 School Year](#) can help you to better understand the cyclical deadlines for RMTS, MAC, and Cost Settlement. Any questions about these timelines and requirements should be directed to the DHS resource account: RA-PWSBAP@pa.gov.

3. Contract Transition News

In the spring of 2022, DHS solicited responses to a Request for Proposals (RFP) #02-20 for a single vendor to support the activities of the SBAP. As a result of the competitive sealed proposal process, DHS selected SSG as the proposal most advantageous to the Commonwealth.

While undeniable changes are ahead, many areas of the program will remain constant, operating as usual. As many of you may know, SSG has been the vendor responsible for cost settlement and oversight and monitoring reviews for the past six years in Pennsylvania. These processes will remain unchanged for the FY2022-2023 cost settlement.

Additionally, SSG has been performing school-based claiming assistance to local education agencies (LEA) and state agencies in other states for more than two decades. This experience includes Direct Service Claiming, Random Moment Time Study (RMTS), and Medicaid Administrative Claiming (MAC), which they will perform in Pennsylvania starting with FY2023-2024.

Transition information for each program area is included in the sections below. Additionally, DHS is working to update forms which were previously available on the PCG Website. **Please see the below links to new forms for FY2023-2024 and beyond:**

- [Medical Practitioner Authorization Form for SBAP Services](#)
- [Medical Practitioner Authorization Form for SBAP Initial Evaluation Services](#)
- [SBAP Self-Audit Record Review Document](#)

DHS has also updated provider logs which are posted to the DHS SBAP Website and will be added to the SSG website:

- [Hearing-Impaired Service Provider Log](#)
- [Nursing Service Provider Log](#)
- [Occupational Therapy Service Provider Log](#)
- [Orientation, Mobility & Vision Service Provider Log](#)
- [Personal Care Service Provider Log](#)
- [Physical Therapy Service Provider Log](#)
- [Physician Service Provider Log](#)
- [Psychiatric Service Provider Log](#)
- [Psychological Service Provider Log](#)
- [Service Provider Evaluation Log](#)
- [Social Work & Counseling Service Provider Log](#)

- [Special Transportation Services Log](#)
- [Speech and Language Service Provider Log](#)

Additional transition news will be shared by email as information is available. Make sure your contacts are up to date!

4. Random Moment Time Study (RMTS)

The current deadline to certify Calendars and Staff Pool Lists for the October – December 2023 quarter is September 1, 2023.

To update your staff pool lists/participant work schedules, please click on the Random Moment Time Study (RMTS) hyperlink available on the website listed below. **We highly recommend bookmarking this site for future use.**

<https://pasbap.ssghosting.com/main/home.aspx>

This website will host all links to the SSG systems that are used to administer the School-Based ACCESS program. From the main page, or by clicking on 'Websites', select **"Random Moment Time Study (RMTS), Administrative Claiming (MAC), Cost Settlement, Monitoring from FY 2023-2024 and Onwards"**.

For assistance with login information or questions about this system, please contact the SSG Help Desk at pasupport@sivicsolutionsgroup.com or (877) 916-3222.

RMTS is designed to determine the amount of time participants are involved in a Medicaid billable activity, which has a significant impact on SBAP reimbursement. As we prepare for the **October – December 2023** quarter please consider what is changing and what is staying the same:

What is staying the same?

1. General Reminders

- Maintain supporting documentation of the activity identified during moment responses.
- Ensure direct service providers hold the appropriate and valid certification or licensure for the services they provide.
- Do NOT include a provider on the direct service staff pool list if that provider is unlikely to provide or is not providing direct services to a SBAP student.
- Be sure to certify your calendars and work schedules, otherwise a default calendar or work schedule may be used for your LEA, which can harm your response rates, and ultimately your ability to participate in the SBAP.

2. Work Schedules

Work schedules should be created and assigned to participants that cover the time they are working and being paid.

- Work schedules must cover the earliest start time and latest end time of the participant.

- LEAs with only 1 full-time work schedule are strongly encouraged to carefully review their work schedule to ensure it covers the full workday for **all their staff**. For example: 8:30am – 3:15pm.
- Work schedules should be utilized for service providers (e.g., Contractors) who work at specific days/times; for example, Monday and Wednesday from 9:00am – 11:30am.

3. Response Rates

Each participating LEA is required to participate in the RMTS with a goal of a 100% response rate for each of the two cost pools, Direct Service and Administrative Support. DHS may issue warning letters to LEAs who are not meeting individual compliance of 85%. LEAs in default over multiple quarters may not be able to continue participation in the SBAP. **It is important to ensure your LEA's participants are:**

- Responding timely to their assigned moments; and
- Providing a clear picture of what activity is occurring during their assigned moments -- the quality of the moment response is just as important as responding to the moment; and
- Answering all RMTS follow-up questions, if received. This means additional information is needed to clarify the original response.

What is changing?

Because this is the first quarter LEAs will participate in the RMTS administered by SSG, we highly encourage you to attend upcoming trainings through SSG:

RMTS Coordinator Trainings (1 hr)

Registration Link: <https://attendee.gotowebinar.com/rt/3328975295635728223>

Training Dates	Available Times
Tuesday, August 29 th	11:00 AM
Wednesday, August 30 th	2:00 PM

RMTS Participant Trainings (30 min)

Registration Link: <https://attendee.gotowebinar.com/rt/3166502661422876249>

Training Dates	Available Times
Tuesday, September 5 th	2:00 PM
Wednesday, September 13 th	10:00 AM
Wednesday, September 20 th	4:00 PM
Thursday, September 21 st	11:00 AM
Thursday, September 28 th	2:00 PM

Coffee Hour Sessions (1 hr)*

Registration Link: <https://attendee.gotowebinar.com/rt/7896664356278106453>

Training Dates	Available Times
Tuesday, August 29 th	1:00 PM
Friday, September 8 th	10:00 AM
Monday, September 11 th	10:30 AM
Friday, September 15 th	9:00 AM

***Coffee Hour Sessions are one hour and are an open forum for questions and discussion. These are not formal training sessions.**

5. Medicaid Administrative Claiming (MAC)

Certified Public Expenditure (CPE) Forms for the **April – June 2023** quarter will be available in the next few weeks **by Public Consulting Group (PCG)**. Please look for notification of their availability.

Cost Reporting Reminders:

- **July - September 2023** quarter cost reporting certification will be due **early 2024 to SSG**.
- LEAs must receive direct service claiming reimbursement to receive and retain MAC reimbursement within the same fiscal year.
- **ALWAYS REPORT 100% of what was paid to employees** listed for the quarter you are reporting for.
- **Report any Federal dollars used to offset the cost of the employees in the Federal Offset section.** The amounts that are included in the Federal Offset section will be deducted from the total costs as these Federal dollars are not an allowable cost to the LEA.
- Quarterly costs for MAC are reported on a **cash basis**.
- Failure to submit a signed copy of the CPE before the **10-business-day deadline** will result in the claim **not** being included in that quarter's payment submission.

The deadline to submit MAC certifications to PCG for the FY2022-23 quarters is September 22, 2023.

Receipt of MAC Reimbursement:

- *Quarterly MAC payments are directly deposited into the bank account identified by your LEA. If no bank account is identified, a paper check will be sent.*
- **Reminder** to LEAs to keep back account information updated. Failure to do so will also result in receiving a paper check.
- **If you have not added/updated your bank information or have any questions, please contact:**
Payable Services Call Center at 877-435-7363 (option 1).
 - ✓ [Add a New Bank Account](#)
 - ✓ [Change Existing Bank Account Details](#)

Contractor Responsibility Program Blocks

The Contractor Responsibility Program (CRP) is intended to ensure that those agencies that do business with the Commonwealth (including LEAs) uphold their responsibilities regarding Commonwealth obligations. CRP blocks are usually initiated by the Department of Revenue or the Department of Labor and Industry due to outstanding tax obligations or failure to file a required tax report. This obligation must be resolved by the LEA; neither DHS nor its vendor can assist with resolving the block.

If you do not have regular contact with these agencies through your role, you may need to work with other school district staff to resolve the block. It is important to know who the business or financial

manager is for your school district so that you can reach out in the event you are notified of one of these blocks.

DHS will notify the LEA of any outstanding CRP block. Once notified of a CRP block, the proper LEA contact should reach out to the contact(s) indicated in that notification.

Once the LEA receives notification that the block has been cleared, that notice should be forwarded to DHS.

Please note: if an LEA has a CRP block with the Commonwealth, MAC reimbursement will not be received until the block is resolved.

6. Unrestricted Indirect Cost Rate (UICR)

Reminder to apply for unrestricted indirect cost rates (UICR) for FY23-24. LEAs that do not have a UICR will have a zero-rate applied and no indirect costs will be included, resulting in decreased SBAP reimbursement for your LEA. **LEAs are strongly encouraged to complete the annual process for a UICR.**

Be sure to note the reference in October 1 – December 31 of the [SBAP Recurring Timeline for the FY 2023-2024 School Year](#) to apply for a UICR when completing your Annual Financial Report (due 10/31). Timely completion of the AFR, to include correctly requesting an indirect rate, helps to ensure the application of the UICR to your MAC claims and cost settlement.

Remember, the AFR you submit by 10/31/2023 is the first step in receiving the rate that will apply:

- **Cost Settlement: FY22-23**
- **MAC claims: FY23-24**

For more information on how to complete the schedules and general information regarding indirect cost rates, please contact PDE: RA-EDPDEINDIRECTCOST@pa.gov.

7. Annual SBAP Statewide Training

The FY 2023-2024 Statewide Training Session is scheduled! Participation is strongly encouraged to ensure your LEA has the latest SBAP information including new vendor systems and transition timelines.

- **September 26, 2023: 9:00am – 3:00pm**

If you have not yet signed up, please register today via the Pennsylvania Training and Technical Assistance Network (PaTTAN) at <http://www.pattan.net>.

Training will occur online this year with live Q&A sessions for each training session! Recorded versions of the presentations will also be available after the date of the training, for those who may not be able to attend.

The SBAP FY 2023-2024 Statewide Training Session Presentation handouts will be posted to the PaTTAN and DHS SBAP Website prior to the training date.

8. FY2022-2023 Cost Settlement/Annual Reconciliation

The cost settlement process for FY 2022-2023 will open on October 1, 2023, as usual. SSG will send out a reminder email when the system is open and LEAs are able to begin entering costs.

As always, the deadline for submitting your cost report is December 31. Knowing this deadline falls during a much-deserved holiday break, we encourage you to prepare for submission of your 2022-2023 cost report by December 15, prior to the holiday break.

As a reminder, DHS sent participating LEAs a memorandum related to reporting tuition for FY22-23 and forward on June 10, 2022 (attachment). This information is also included in Section 7.5.a of the [SBAP Handbook](#).

LEAs may no longer report tuition paid to other out-of-district entities that are eligible to participate in the SBAP. This is the first fiscal year for which you may only report tuition paid for health-related purchased services/tuition to the following types of institutions:

- **Approved Private Schools**
- **Licensed Private Academic Schools**
- **Chartered Schools for the Deaf and Blind**

As in past years, SSG will provide training for Cost Settlement throughout the process. Make sure to watch your emails for announcements of training dates with registration links. We strongly encourage your participation, especially the 101 offerings if you are new to SBAP.

SSG thanks you for your continued commitment to cost settlement and the SBAP and looks forward to another successful year.

9. Direct Service Claiming

As part of participation, LEAs must submit direct service claims and receive interim payments to maintain SBAP reimbursement for a particular fiscal year. As we prepare for the 2023-2024 school year, please consider what is changing and what is staying the same:

What is staying the same?

1. Ordering, Referring, Prescribing Providers

When LEAs enter their prescribing practitioner's credentials for claim reimbursement, remember:

National Provider Identifier (NPI)

- 10-digit number, assigned to the provider on the federal level
- Neither CRNPs nor PAs can authorize PCA services
- This should be the prescribing practitioner’s individual NPI, not the number for the practice they own or are associated with

MA Provider Number

- 13-digit number, assigned to the provider on the state level by DHS
- This is the prescribing practitioner’s MA Provider Number, **not** the LEA’s number

2. Logging Date of Service for Timely Filing

Due to MA timely filing limits of 180 calendar days from the date of service, LEAs could miss reimbursement opportunities if services are not entered timely. Best practice for LEAs is to enter all direct and specialized transportation services for claim reimbursement no more than 60 days from the date of service to allow time for processing. It is recommended to enter service logs for submission by the 15th of each month.

What is changing?

Because dates of service 07/01/2023 and forward will be submitted by SSG, the process for submitting services for claim submission has changed.

SSG is excited to announce the go-live for the Direct Service Entry system, MAXCAPTURE, on September 5th. This system is available to any participating LEA needing a service documentation system. If your LEA had been using EasyTrac in the past to log provider services, MAXCAPTURE is SSG’s system. If your LEA uses another system for service entry (for example, STARS), you may continue to use that system instead of switching to MAXCAPTURE.

To support LEAs in the transition to MAXCAPTURE, SSG will be providing both virtual and limited on-site training beginning the week of September 5th. Please use the registration links below to sign up for the session(s) that work best for you!

In-person MAXCAPTURE Coordinator Training (2 hr)

Location	Date	Session Times	Room Capacity	Registration Link
PaTTAN East 333 Technology Drive Malvern, PA 19355	Wednesday, September 6 th	<ul style="list-style-type: none"> • 8:15 AM • 11:00 AM • 2:00 PM 	60	Click here to register
	Thursday, September 7 th	<ul style="list-style-type: none"> • 8:15 AM • 11:00 AM • 2:00 PM 	60	Click here to register
PaTTAN West 3190 William Pitt Way Pittsburgh, PA 15238	Wednesday, September 6 th	<ul style="list-style-type: none"> • 8:15 AM • 11:00 AM • 2:00 PM 	100	Click here to register
	Thursday, September 7 th	<ul style="list-style-type: none"> • 8:15 AM • 11:00 AM • 2:00 PM 	100	Click here to register
Capital Area IU 15 55 Miller Street	Wednesday, September 6 th	<ul style="list-style-type: none"> • 8:15 AM • 11:00 AM 	72	Click here to register

Enola, PA 17025		• 2:00 PM		
	Thursday, September 7 th	• 1:00 PM	30	Click here to register

Virtual MAXCAPTURE Coordinator Training (2 hr)

Registration Link: <https://register.gotowebinar.com/rt/5008760782504279899>

Training Dates	Available Times
Tuesday, September 5 th	11:00 AM
Wednesday, September 6 th	9:00 AM
Thursday, September 7 th	11:00 AM
Tuesday, September 12 th	8:30 AM
Tuesday, September 12 th	1:00 PM
Wednesday, September 13 th	11:00 AM
Wednesday, September 13 th	2:00 PM
Thursday, September 14 th	9:30 AM
Thursday, September 14 th	12:00 PM

Coffee Hour Sessions (1 hr)*

Registration Link: <https://attendee.gotowebinar.com/rt/7896664356278106453>

Training Dates	Available Times
Tuesday, August 29 th	1:00 PM
Friday, September 8 th	10:00 AM
Monday, September 11 th	10:30 AM
Friday, September 15 th	9:00 AM
Thursday, September 21 st	9:00 AM

***Coffee Hour Sessions are one hour and are an open forum for questions and discussion. These are not formal training sessions.**

SSG currently has two methods to collect summer services until the new claiming system is live.

- 1) You can use the link below to record your services for dates of services starting July 1, 2023.
 - <https://app.smartsheet.com/b/form/4586fa9fdc3f423ca38224c2a623851a>
- 2) You can use DHS paper logs (see [Contract Transition News](#) for links to the new logs on the DHS SBAP Website) to enter your services
 - Please note that services entered on paper form will have to be manually entered into the new claiming system, once it's available.

If you have any questions, please contact the SSG help desk via e-mail at pasupport@sivicsolutionsgroup.com, or phone (877) 916-3222. SSG will continue to provide weekly updates throughout the transition period.

10. Revalidation Reminder

Section 6401 of the Affordable Care Act (ACA) established the requirement for Medicare and Medicaid to revalidate enrollment information at least every five (5) years for all enrolled providers, regardless of provider type, under new enrollment screening criteria.

Section 2 of the [SBAP Handbook](#) outlines the enrollment process, including revalidation. Please remember that only paper applications may be used for Provider Type 35.

Reminder to each provider that:

1. LEAs MUST use the [pre-printed application](#) found at the link on the DHS SBAP website to ensure that appropriate and accurate information is provided. Do NOT make any changes to the pay-to address information on that pre-printed application.
2. LEAs MUST submit their paper application to either the mailing address on the application or to RA-ProvApp@pa.gov. Email submission may reduce processing time.
3. If the LEA is late in submitting an application for revalidation, their location will auto-close, which could result in missed claiming opportunities until the LEA is able to reestablish an active location.

Note: If your LEA has changes to information such as physical address or tax ID number, those changes should be reported to enrollment staff when the change occurs to avoid issues with revalidation.

LEAs should allow at least 90 days for processing of revalidation applications. LEAs are encouraged to monitor their revalidation process.

A copy of the Pennsylvania MA Bulletin regarding revalidation can be found here:

https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20MAP/c_228794.pdf

11. SBAP Handbook – Updated Version in Progress

An update to **The School-Based ACCESS Program (SBAP) Handbook** is being drafted to update vendor information. Look for updates on timing at Fall Training on September 26th.

12. Commitment to Compliance

It is the responsibility of the LEA to maintain documentation supporting the delivery of SBAP services as laid out in Section 5 of the [SBAP Handbook](#). Because many LEAs have historically entered service documentation directly into PCG's systems, LEAs will need to download certain reports and information before system access is lost on **September 30, 2023**.

Tip: Take some time to identify which of the below documentation the LEA already has saved locally, either in physical or virtual copies, going back to at least FY2018-2019.

At a minimum, the LEA must maintain the following records:

- A copy of the student's IEP and any addenda, such as a treatment plan, behavioral plan, or nutritional plan. To be eligible for MA reimbursement, the service must be part of and be described in the IEP.
- Parental Consent Form signed and dated by the parent or guardian for the student, as well as annual Parental Notifications.
- Prescription or Medical Practitioner Authorization Form for SBAP Services signed by an appropriate licensed practitioner as defined in Section 4.2. Any practitioner's orders that are referenced on the prescription or MPAF must be maintained as part of the prescription or MPAF.
- Copies of each of its employed and contracted providers' licenses, certifications and other documentation that verifies the service providers meet MA provider qualifications for the services that were reimbursed by Medicaid. Providers' license information can be found on the Pennsylvania [Department of State's website](#).
- Medical or other records, such as daily progress notes or daily provider logs, that fully disclose and document the extent of services provided. (Depending on how your LEA currently maintains these records, this information may be needed from PCG's systems.)*
- Evaluations, assessments, and testing that were performed to evaluate IEP needs and/or that led to the creation of an IEP.
- Verification of student and service provider attendance.
- Transportation logs (if applicable).
- Financial data used for the Direct Service and Administrative staff pools for each quarter.
- Financial data used to complete the annual Cost Reports.
- Documentation supporting the annual IEP ratio.
- Documentation supporting tuition costs (if applicable).
- Documentation supporting costs of medical supplies and equipment (if applicable).

*The Printable Service Report, Standard Service Log, and Service Log Reports may be downloaded from EasyTrac on a fiscal year basis. For large LEAs that have a significant number of providers and services delivered, reports may run at Midnight due to size and will be available to download the next day.

As a reminder, you can follow these steps to access the Standard Reports:

- Select "Reports/School System" from the EasyTrac Main Menu.
- Under the "Scheduled Reports" Area, select the Appropriate tab (Students, Users, Service Logs), then:
- Select the report you choose to generate and *enter the appropriate requested criteria*. (Check the boxes for any information that you want to have included in the report.)
- After the report has generated, it will need to be saved locally on your LEA's system.

To ensure your LEA is prepared in the event of a retroactive audit, ensure your records contain all information required within Section 5.1 of the SBAP Handbook, outlined below.

At a minimum, records must include all of the following:

- The first and last name of the student who received the service (must be listed on every page).
- Student's date of birth.
- Name and title of the service provider who rendered the service.
- The student's diagnosis or a description of the medical condition.
- The date on which the service was rendered.
- A treatment code or narrative description that corresponds to the direct service rendered.
- The signature(s) of the service provider and the supervisor (if applicable).
- Alterations or additions to a log must be signed and dated.
- Progress indicators or narrative that describes the effectiveness and outcome of the treatment. If using a progress indicator, a detailed narrative is required that describes the student's response and progress toward the service goals.

Tip: Reports and data relating to the Random Moment Time Study (Participant Lists and Compliance Reports) have already been obtained by DHS. In an effort to save you time, you do not need to download these reports from PCG. If you need this information in the future, you may send a request to DHS at RA-PWSBAP@pa.gov.

If you have any questions about record retention requirements, please feel free to reach out to DHS at RA-PWSBAP@pa.gov.

13. Maximizing Medicaid Enrollment within Your LEA Population

With the end of the COVID-19 Public Health Emergency (PHE) earlier this year, required redeterminations for MA enrollment began on April 1, 2023. As a result, many families discovered that their MA enrollment had ended and didn't always understand why. For those who first enrolled with MA during the PHE, the renewal process is new and unfamiliar. Here are some things you can discuss with families in your LEA:

- Did you move at any point between when your MA benefit began and April 1, 2023?
- If so, did you contact the Assistance Office to update your address to ensure you would receive renewal information?
- If you received a renewal application, did you return the completed application with all the supporting documentation that was requested?
- Did you know that even if you are not eligible for MA benefits, your student with an IEP may be eligible?

MA eligibility first and foremost helps the student by allowing them access to health care they need both in school and out of school. But MA eligibility helps your LEA overall as well. The level of reimbursement your LEA receives is directly connected to the number of your students enrolled in

Medicaid. The federal government estimated that Medicaid enrollment would drop by 15% nationwide with the end of the PHE; that could represent a significant impact on your LEA's reimbursement.

So, what should you do to minimize the impact on your LEA?

- Use phone calls, email, flyers, social media and, yes, conversation with parents/guardians about their student's MA eligibility.
- Assist families with completing the MA enrollment application.
- Connect families with local resources to assist with MA enrollment.
- Check [here](#) for more information.

Remember that staff within your LEA conducting Medicaid Outreach are working in support of the SBAP and should be included in the Administrative cost pool for RMTS.

14. New to SBAP?

In addition to the information below, LEAs are encouraged to review the LEA Participation Flowchart (Appendix D) in the [SBAP Handbook](#).

DHS and SSG are working to create on-boarding tools and resources for new/returning LEAs. In the meantime, we highly encourage you to make use of these resources and training opportunities:

- Watch a short introduction video which outlines important requirements for participating in the SBAP ([Getting Started as a New SBAP Participant](#) (11:10))
- Check out the [SBAP Website](#) which contains:
 - The current [SBAP Handbook](#) (watch for updates in your email!);
 - Quarterly Newsletters;
 - Fall Training Materials and Frequently Asked Questions;
 - The [FY2023-2024 SBAP Recurring Timeline](#) which can help you follow along with major program checkpoints.
- Attend this year's annual Statewide Fall Training! (See [Annual SBAP Fall Training](#) for more information.)

15. LEA Contact Information – Update Your Forms!

To ensure receipt of SBAP updates and communications, please remember to update your LEA's contact information using the [School-Based ACCESS Program Contact Information Form](#) and return it to RA-PWSBAP@pa.gov as information changes or new people join your team!

Questions? Contact the SBAP Vendors!

PCG Help Desk: 1-866-912-2976 or SBAPSupport@pcgus.com

*Support for RMTS, MAC and Direct Services/Special Transportation Claiming for FY2022-2023 and prior

SSG Help Desk: 1-877-916-3222 or PAsupport@sivicsolutionsgroup.com

*Support for Cost Settlement/Cost Reconciliation and Interim Rate Adjustments through FY2022-2023, and for RMTS, MAC and Direct Services/Special Transportation Claiming for FY2023-2024 and forward