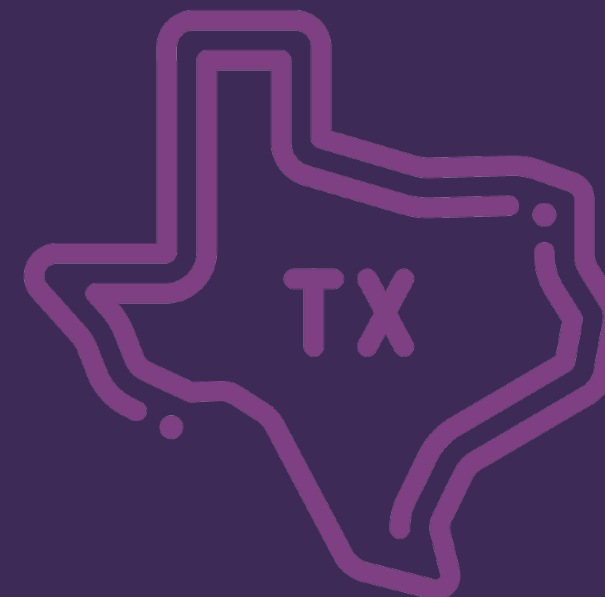


SHARS End of Year Review

Presented by Dario Avila, Solutions Strategist



Texas School Medicaid Webinar Series

Wednesday, May 13, 2026

Agenda

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- 01 Welcome & Introduction
 - 02 Random Moment Time Study (RMTS)
 - 03 STAIRS & STEPS
 - 04 SHARS Cost Report Update
 - 05 Before You Go
 - 06 Questions?
 - 07 Resources & Contact Information





Welcome & Introduction

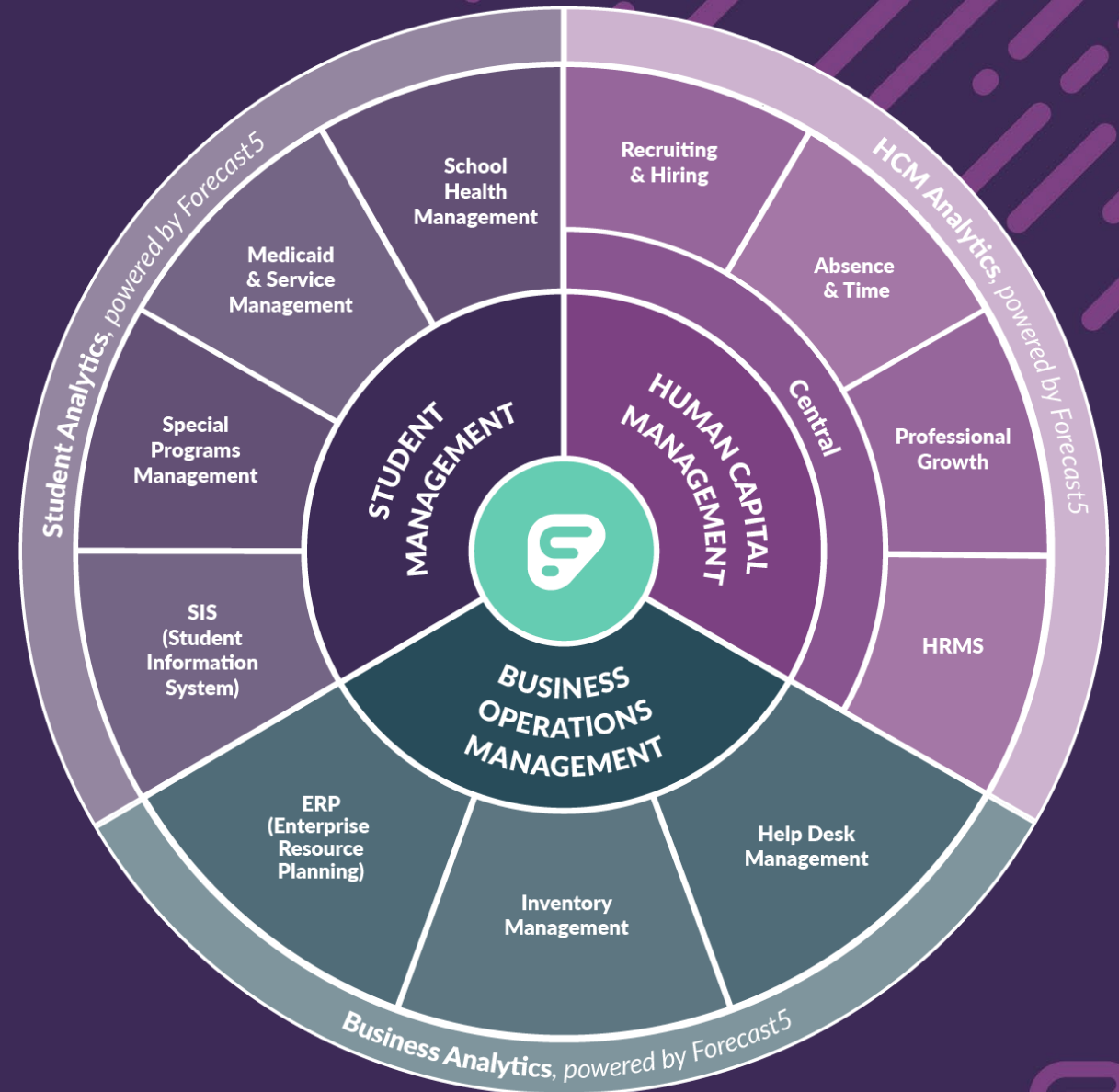
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What is Frontline?

School administration software purpose-built for K-12 to empower educators.

We provide innovative, connected solutions for student and special programs, business operations, and human capital management with powerful data and analytics.





SERVICE TRACKING & MEDICAID

Maximize reimbursement. Minimize compliance risk.

Frontline's integrated platform helps districts capture every eligible dollar — with built-in safeguards that keep you audit-ready year-round.

- ✓ Automated service documentation aligned to Medicaid requirements
- ✓ Real-time compliance monitoring and built-in audit trail
- ✓ Seamless SHARS billing and claims submission
- ✓ Expert guidance from nationally recognized Medicaid specialists



Reimbursement optimization

Capture every eligible dollar



Compliance confidence

Audit-ready year-round



SHARS billing

Seamless claims submission



Medicaid Strategist

Dario Avila — 20 yrs experience

We make a difference

- We serve as a **consistent partner** of school districts through every dimension of the company.
- We are comprised of an outstanding team with **domain expertise and unmatched skills**.
- We provide technology that **supports the growth of people and optimizes processes**.
- We leverage best practices, data and insights to **accelerate decision-making**.
- We earn the **trust of K-12 education leaders**.

Frontline exists to enhance efficiency and improve performance so school leaders can focus on strategic initiatives that impact student outcomes.





Random Moment Time Study (RM'TS)

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Random Moment Time Study (RMTS)

- RMTS is a valid rapid sampling technique that:
 - Reduces the amount of staff time needed to record an individual time study participant activity.
 - Identifies the proportion of allowable and reimbursable administrative time under the Medicaid Administrative Claiming (MAC) program.
 - Identifies the proportion of allowable and reimbursable direct service time under the SHARS program.



Random Moment Time Study (RMTS)

- Several changes to RMTS program announced March 16, 2026, that became effective on April 1, 2026.
- HHSC Provider Finance is now partnering with IVA, Inc., to support all RMTS programs.
 - Going forward, RMTS Contacts and participants will use IVA's RMTS system, SmartRMS, to complete all time study sampled moments, maintain participant lists, and various other RMTS tasks.
- Participants are now notified at the date and time of the sampled moment.
- Participants now have only two business days to respond to sampled moments.



Random Moment Time Study (RMTS)

- School district calendars can be uploaded to account for non-business days.
- Training requirements have not changed, however training is now on demand.
 - Training is accessible from [TX HHSC PFD RMTS Training Channel](#).
- Districts are advised to whitelist the following domains in order to ensure staff receive important RMTS messages from IVA.
 - *@ivacsp.com
 - *@rmsplus.com
 - *@hhs.texas.gov
 - *@public.govdelivery.com
 - rmsplusresponse1.com
 - services.ivacsp.com
 - cdn.recordingassets.logmeininc.com





STAIRS & STEPS

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STAIRS & STEPS

- State of Texas Automated Information Reporting System (STAIRS) has been phased out.
- New web-based cost reporting application, State of Texas Electronic Provider System (STEPS) launched by HHSC on February 2, 2026.
- HHSC utilized a phased release after the initial system launch was delayed.
- SHARS is just one of many HHSC cost reports transitioned to STEPS
 - Medicaid Administrative Claiming (MAC) for ISDs also transitioned to STEPS on April 1st
 - First MAC quarterly financials to be submitted using STEPS will be for the October – December 2025 quarter and tentatively is set to be due by May 18, 2026



STAIRS & STEPS

- HHSC pre-identified certain users for STEPS and has issued usernames and passwords to those individuals.
 - These individuals are the district's predetermined, Primary Entity Contacts.
- Individuals needing STEPS access that were not pre-identified can request access by first creating an HHSC [IAMOnline](#) account.
- The [STEPS Registration via IAMOnline Guide](#) (.pdf) provides instructions for registering for STEPS through IAMOnline and navigating the system.



STAIRS & STEPS

- Annual cost report training will be required for:
 - Primary Entity Contacts
 - Financial Contacts
 - Cost Report Preparer Contacts
- Training is available within the STEPS system and can be completed at your own pace and convenience.



STAIRS & STEPS

- Cost report training the same, but different
- 10 modules, 180 total minutes
- Assessments, training materials and videos



SHARS Cost Report Training | 2025

Enrollment Date: 02/25/2026
Completion Date: 3/2/2026

Medicaid services provided by school districts in Texas to Medicaid-eligible students are known as School Health and Related Services (SHARS).

[View Details](#)

Completed

The image shows a light blue rounded rectangular card with a green checkmark and the word 'Completed' in the top right corner. The main title is 'SHARS Cost Report Training | 2025'. Below the title, it lists the enrollment date as 02/25/2026 and the completion date as 3/2/2026. A paragraph of text explains that Medicaid services provided by school districts in Texas to Medicaid-eligible students are known as School Health and Related Services (SHARS). At the bottom center of the card is a dark blue button with the text 'View Details' in white.



STAIRS & STEPS

- Verify [contact information for the district](#) in TMHP's Provider Enrollment Management System (PEMS) is correct and up-to-date.
 - The [STEPS System User Guide](#) (.pdf), Section 5, contains detailed instructions on how to update a Primary Entity Contact (PEC) within PEMS.
 - Reach out to costinformationpfd@hhs.texas.gov or 1-737-86-STEPS (78377) for support
- Complete SHARS Cost Report Training in STEPS at your earliest convenience
- STAIRS has now been fully shut down.
- Starting with the 2025 SHARS Cost Report and going forward, all SHARS cost reports will now be prepared and submitted through STEPS.





SHARS Cost Report Update

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SHARS Cost Report Update

- Generally, SHARS Cost Reports are opened on the first business day of January
 - Usually open for approximately 90 days (due April 1st most years)
- 2025 SHARS Cost Reports were opened on April 1st
 - Due June 1st (open for approximately 60 days)



SHARS Cost Report Update

- Late opening of 2025 SHARS Cost Reports is most likely related to the launch of the new STEPS cost reporting application.
- New training model allows preparers and other contacts to earn necessary training credits faster.
- Training materials/modules do not include a walkthrough of the STEPS system.
- Preparers should allow extra time for entering data into STEPS.



SHARS Cost Report Update

- Primary Entity Contacts (PEC) were pre-identified by HHSC based on data found in TMHP's PEMS system.
- Confirm your district has access to the cost report.
 - Usernames and passwords were sent to the pre-identified Primary Entity Contacts.
 - If no one at the district has cost report access, use the SHARS PEC From PEMS report to identify who has been identified by HHSC as your district's PEC.
 - The [STEPS System User Guide](#) (.pdf), Section 5, contains detailed instructions on how to update a Primary Entity Contact (PEC) within PEMS.
 - Given the deadline is about two weeks away, reach out to costinformationpfd@hhs.texas.gov or 1-737-86-STEPS (78377) to expedite getting access to the cost report.



SHARS Cost Report Update

- Maximum cost allocation numerators now being supplied by HHSC for:
 - IEP Ratio
 - One-Way Trip Ratio
 - Specialized Transportation Services IEP (STS IEP) Student Count
- The Maximum Ratio File can be accessed from the File Upload Section for the 2025 SHARS Cost Report in STEPS.
- The Compliance Risk Assessment Form remains a vital part in reconciling the IEP Ratio for a district.
 - This form is optional, but failure to submit the form could result in more in-depth reviews.
 - Redact all confidential data for non-Medicaid students and those for whom parental consent has not been obtained



SHARS Cost Report Update

- 2025 SHARS Cost Reports due June 1st.
- Despite multiple issues with the cost report in STEPS and access issues, HHSC has not mentioned that it will be extending the deadline.
- HHSC has not stated that the delay in opening cost reports will alter the agency's audit schedule.
- Complete training as soon as possible.



SHARS Cost Report Update

- As you prepare your cost report, keep in mind...
 - You should use the Upload Center to attach supporting documentation files (Trip logs, Compliance Risk Assessment Form, staff costs, etc..)
 - Avoid receipts if possible
 - MS Excel files are preferred.
 - Consider providing a written explanation of the district's allocation methodology
 - Auditors have limited time to review your cost report. Concise, relevant, easy to understand data that accurately supports the costs reported will reduce their review time and generally lead to better outcomes for your cost report.
 - Before finalizing your cost report, watch the [March 2026 edition of the Frontline SHARS webinar series](#) to learn about little known allowable costs.
 - Use the 60-day correction period to your advantage.





Before You Go

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Before You Go

Summer vacation is just a few weeks away. School districts across the country are looking at wrapping up operations for the school year. As you prepare to shut down, be sure to complete the following SHARS tasks:

- **PREPARE, REVIEW, AND SUBMIT 2025 SHARS COST REPORT (DUE 6/1/26)**
- Schedule time with your Medicaid Client Manager to discuss:
 - Unpaid (denied/rejected) claims for potential reprocessing
 - Cost report status
 - Extended School Year (ESY)
 - Policy updates/questions
 - Training dates for the fall
 - Summer contacts (SPED and Finance) for pending items or tasks that may arise



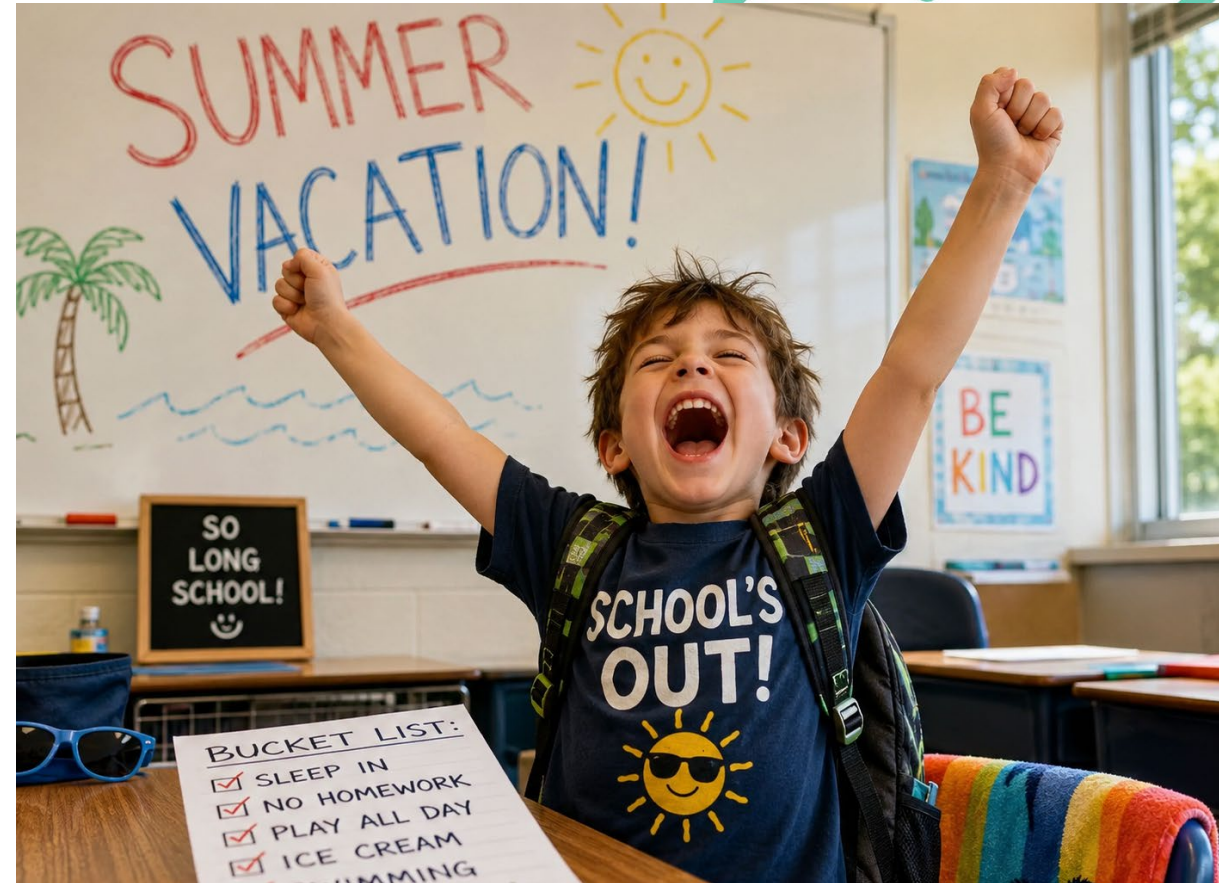
Before You Go

- Ensure all provided SHARS services have been fully documented by district staff and that supervisors have approved sessions that require supervision.
 - Includes approving all manual transportation scans
- Process all eligible direct medical and transportation sessions for payment.
- Make note of any staff departures or terminations so that you can update your district's participant list (PL) once the October – December 2026 PL is opened. Deactivate access to your district's documentation software for these individuals.
- Check your revalidation deadline. If it's within six months, start making plans to complete and submit the application before the deadline.
- Encourage staff that have enrolled in Texas Medicaid as ORP providers to keep their information updated to avoid potential claiming interruptions once classes/services resume.



Before You Go

- Review referrals and prescriptions to determine what has expired or will expire soon.
- Complete all applicable school Medicaid related trainings including RMTS, SHARS Cost Report and MAC trainings.
- Ensure that staff that need access to your various software systems have access and that they have logged in recently to avoid having accounts deactivated due to inactivity.
- If you are considering switching vendors, start those conversations now as district processes/policies may impact timelines and the implementation process.

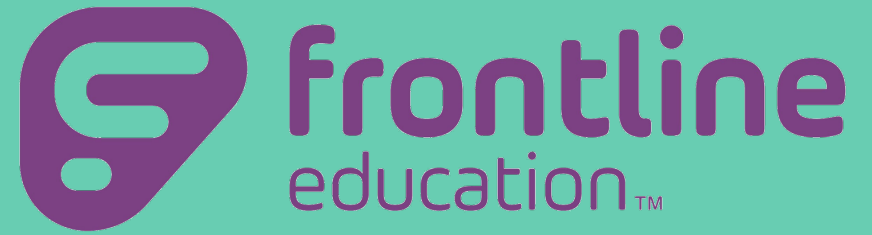




Questions?

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Questions?



Resources & Contact Information

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Resources / Contact Information

- SHARS Handbook: https://www.tmhp.com/sites/default/files/file-library/resources/provider-manuals/tmppm/pdf-chapters/2026/2026-05-may/2_18_shars.pdf
- HHSC Time Study Training Information: <https://pfd.hhs.texas.gov/acute-care/time-study/time-study-independent-school-districts-isd/time-study-isd-training-information>
- Frontline Education RMTS: <https://www.frontlineeducation.com/blog/blog-maximizing-rmts-school-based-medicaid/>
- HHSC PFD RMTS Reference Guide: <https://url.us.m.mimecastprotect.com/s/c9FNCjRN1Lh2mBMRc5iPTmZ5yS?domain=ixb5idbbb.cc.rs6.net>



Resources / Contact Information

- HHSC Provider Finance – SHARS: <https://pfd.hhs.texas.gov/acute-care/school-health-and-related-services-shars>
- Texas Education Agency – SHARS: <https://tea.texas.gov/academics/special-student-populations/special-education/programs-and-services/school-health-and-related-services>
- PFD Transition to STEPS: <https://pfd.hhs.texas.gov/transition-state-texas-electronic-provider-system>
- Get Cost Report Ready (Recording): <https://www.frontlineeducation.com/webinars/get-cost-report-ready-shars-documentation-reporting-best-practices/>



Resources / Contact Information

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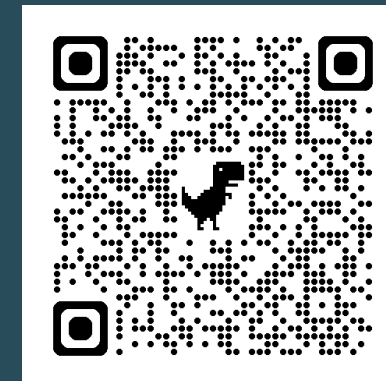
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Request a Demo





Thank You