

2027 SHARS Kickoff

Presented by Dario Avila, Solution Strategist



SHARS 360 Live – September 2026

Agenda

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Welcome & Introduction

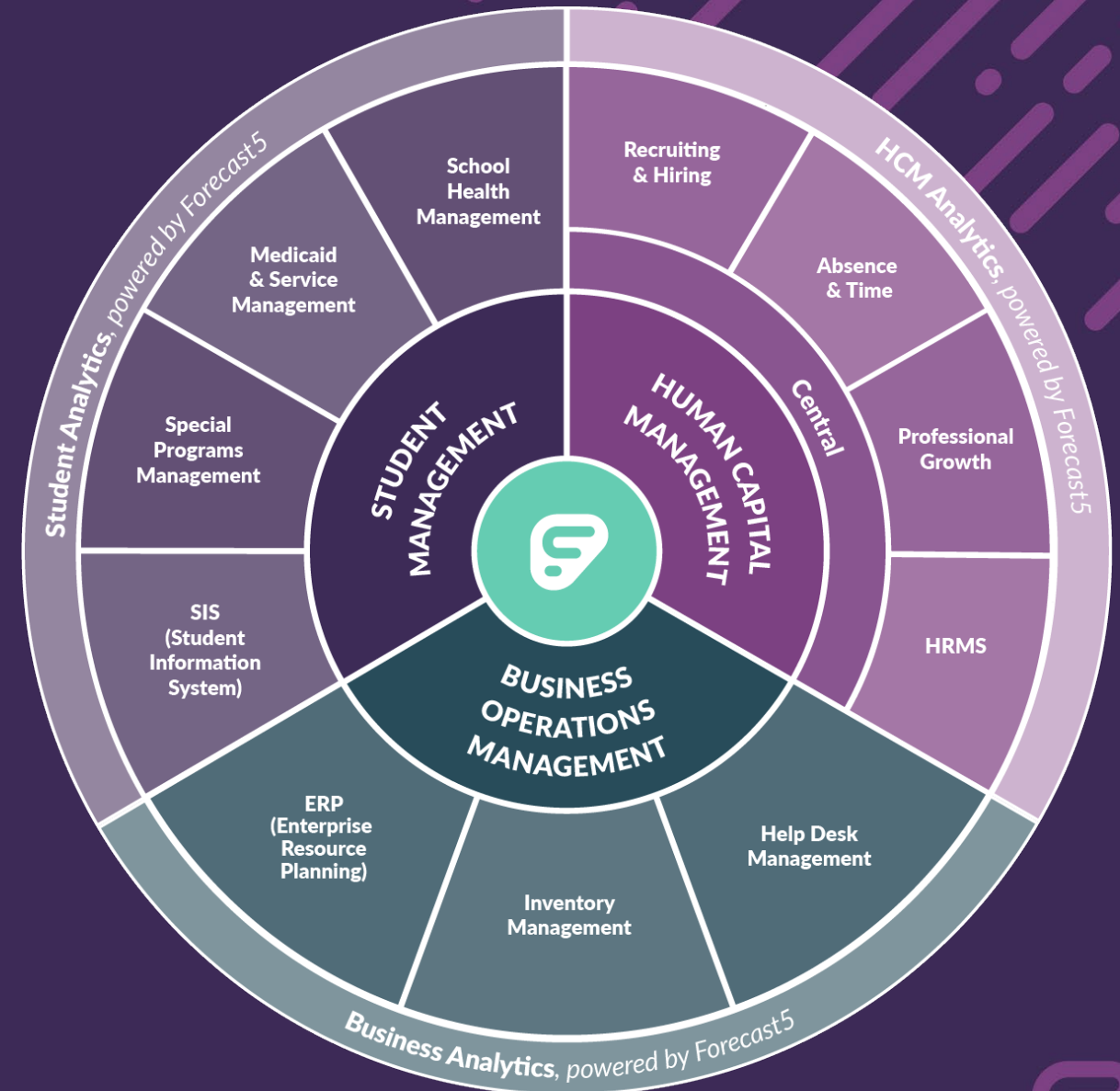
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What is Frontline?

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

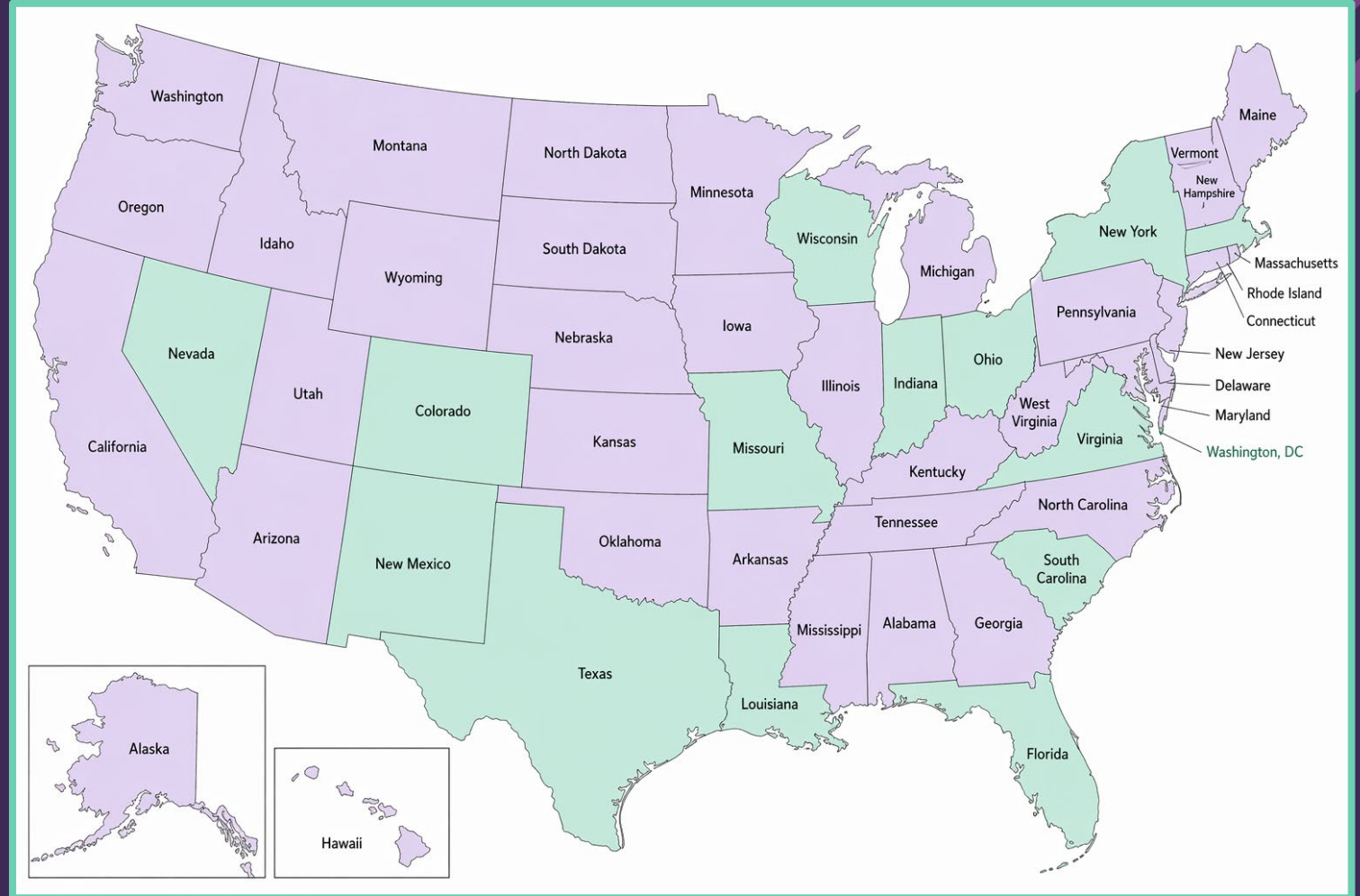
We provide innovative, connected solutions for student and special programs, business operations, and human capital management with powerful data and analytics.



Welcome & Introduction

Frontline Medicaid:

- Over 500 school districts
- 15 states served
- 2.5 million students





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.



Upcoming Sessions:

- October 10, 2026: [Understanding the Parental Consent and IEP Ratio Connection](#)
- November 11, 2026: Random Moment Time Study, Then & Now
- December 9, 2026: Navigating the SHARS Cost Report Settlement/Reconciliation Process





Cost Report – Updates & Lessons Learned

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Cost Report – Updates & Lessons Learned

- SHARS cost reporting transitioned to HHSC's new State of Texas Electronic Provider System (STEPS) in April 2026.
- HHSC's phased launch approach for the application resulted in SHARS Cost Reports not opening until April 1, 2026.
- FFY 2025 SHARS Cost Report final submission deadline was July 31, 2026.
- FFY 2025 SHARS Cost Report audit review period ongoing (July – December 2026)
- FFY 2025 SHARS Cost Report settlement period begins January 2027
- No announcements yet regarding FFY 2026 cost reports



Cost Report – Updates & Lessons Learned

- Ratio numerators now being generated for both the IEP Ratio and One-Way Trip Ratio
 - HHSC is limiting the trips for the numerator of the One-Way Trip Ratio to eligible trips that were provided, billed and paid for in the reporting period.
- Supporting documentation is critical
 - Greater focus on:
 - Transportation cost data, including:
 - Trip Logs
 - Driver attestations/electronic signature support
 - Vehicle information



Cost Report – Updates & Lessons Learned

- Supporting documentation is critical
 - Greater focus on:
 - Appendix A cost details including:
 - Dates
 - Vendor name
 - Item descriptions
 - Year over year increases
- All supporting data should be uploaded to the STEPS Cost Report Document Center
- Auditors relying heavily on uploaded supporting data
 - Organize files clearly, sequentially if possible
 - Formatting matters
 - MS Excel files are preferred
 - Color code when possible
 - Keep formulas visible
 - File names should help identify the Step/Line Item the data supports
 - Avoid receipts if possible
 - Consider providing a written explanation of the district's allocation methodology



Cost Report – Updates & Lessons Learned

- STEPS is still new
- Training is now online and can be completed at your convenience
- Support ticket process for system issues
- [STEPS User Guide](#)





RMTS Updates

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RMTS Updates

- 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.



RMTS Updates

- 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.



RMTS Updates

- School district calendars can be uploaded to account for non-business days.
 - Effective 7/1/2026, the primary RMTS contact is required to certify the district calendar before the district's PL can be certified.
- Training requirements have not changed, however training is now on demand.
 - RMTS Contact training is provided by IVA via the Absorb Learning Management System. If you or another contact at your entity need to be registered for training, please email training@ivacsp.com
- 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

The participant list for the first quarter of federal fiscal year 2027 is due on September 15, 2026!!





Tiers of Intensity – SHARS Impact

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Tiers of Intensity – SHARS Impact

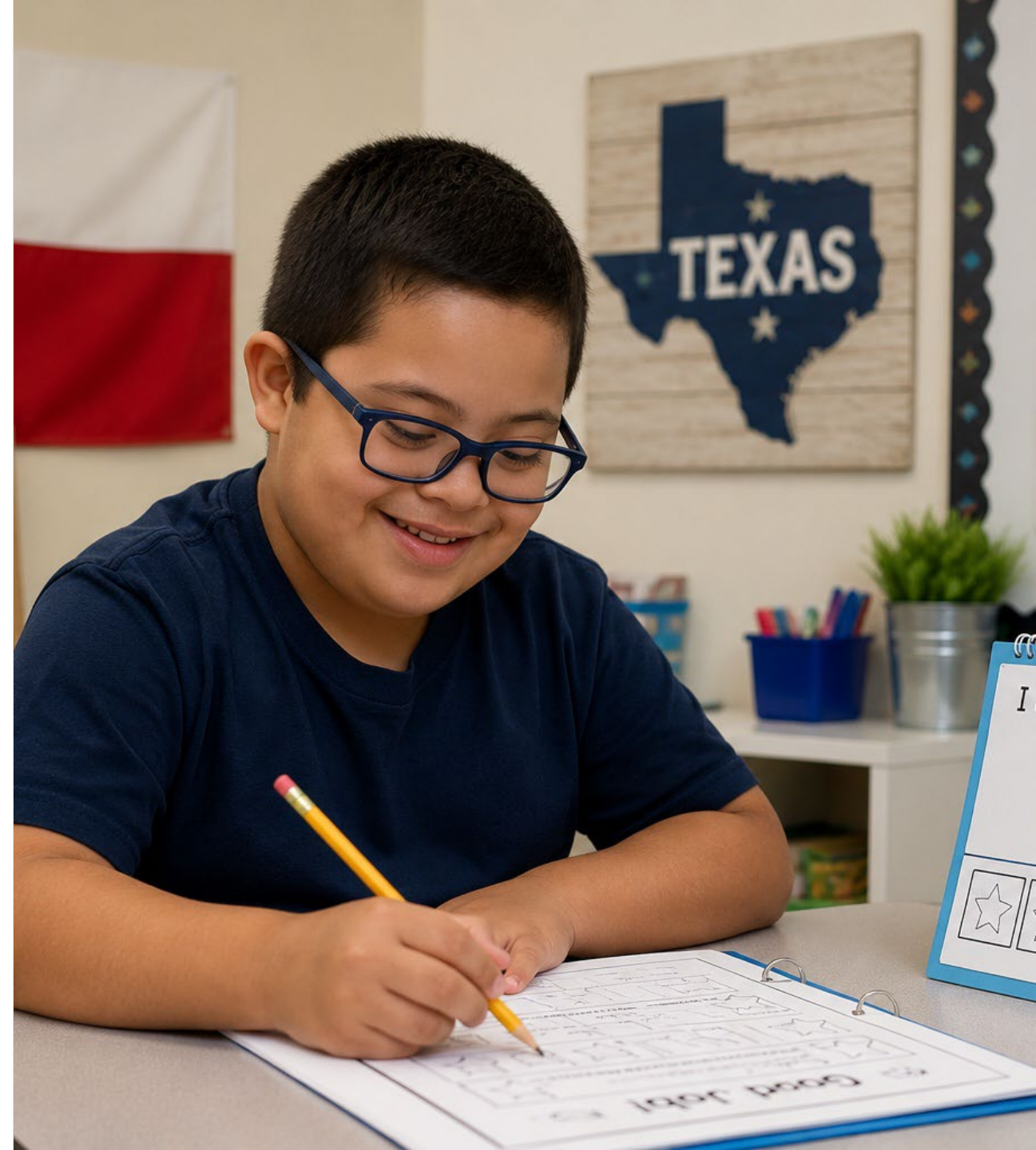
- Historically, special education in Texas has been funded using an “instructional arrangement” model that focused on where a student received services.
- HB 2 / SB 568 from the 89th Texas Legislature approved transitioning to an “Intensity of Services” funding model.
- The Tiers of Intensity funding model emphasizes the actual services in the student’s IEP.



Tiers of Intensity – SHARS Impact

Tiers of Intensity focuses on:

- How intensive a student's support needs are
- The specialized services required by the student
- The degree of staffing, supports, technology and intervention necessary for a student to receive a free and appropriate public education.



Tiers of Intensity – SHARS Impact

- No direct impact on SHARS.
- Several of the service groups that generate additional funding when students require measurable additional supports beyond the base tier amount overlap with SHARS covered services.
 - Rather than replacing SHARS reimbursements for these services, the additional funding essentially creates a dual-funding effect for these services.
- Texas school districts are expected to receive more special education funding under the new Tiers of Intensity model than they would have under the previous instructional arrangement model.
 - Funding received through the Tiers of Intensity model are considered state funds. By generating more state funding, the district can rely less on federal funds for SHARS expenses, which would allow districts to maximize their SHARS reimbursements.



Tiers of Intensity – SHARS Impact

— TEXAS · 2026-27

Tiers of *Intensity*.

How Frontline is helping Texas districts prepare for the new special education funding model — calmly, operationally, and on time.

Webinar · May 29, 2026

For Texas SPED leadership

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IAMOnline Deactivation Messages

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IAMOnline Deactivation Messages

- In April 2026, Texas Medicaid & Healthcare Partnership (TMHP) announced that it would be transitioning to a new platform, IAMOnline, that would serve as the entry point for accessing applications on tmhp.com
- HHSC/TMHP implemented a phased approach to migrate users to the new system.
- TMHP has created several resources to help districts activate their account and navigate the system. All resources can be found on the [Account Management](#) page on tmhp.com.



IAMOnline Deactivation Messages



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

Dear [REDACTED]:

Your TMHP user account may be deactivated because you haven't accessed it or changed its password in 60 days. We'll deactivate your account after it's been inactive for 90 days.

You must log in to all TMHP applications that you have access to or change your account password at least every 90 days to retain your access. For additional details, refer to the [Account Management](#) page on tmhp.com.

You Must Log In to Your Account

If you've already activated your TMHP IAMOnline account, log in to your account to retain your access.

If you haven't yet activated your TMHP IAMOnline account, check your email for a message from noreply@okta.com or [Do Not Reply TMHP IAMOnline@tmhp.partner.hhs.texas.gov](mailto:Do_Not_Reply_TMHP_IAMOnline@tmhp.partner.hhs.texas.gov) notifying you that your TMHP IAMOnline account is active and ready to use. Follow the instructions in that email message.

If you didn't receive the activation email, or if the activation link has expired, we can help you with account activation or reactivation.

Contact Us

If you have questions about this email or need help with your account, call the Electronic Data Interchange (EDI) Help Desk at 888-863-3638.

This message is auto-generated. Do not reply to this email.



IAMOnline Deactivation Messages

- TMHP suggest that providers set up reminders to sign in at least once per month.
- After 90 days of inactivity, TMHP will send an email notice for both account and application level deactivations that will include information on how to reactivate the deactivated asset.
- Keep in mind that account/application deactivation is not the same as provider enrollment deactivation. A provider's enrollment can remain active despite their account/application deactivation status.





SMART Team Onsites

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SMRT Team Onsites

- The HHSC School Based Medicaid Resource and Training (SMRT) Team conducts onsite visits to help Local Education Agencies better understand the SHARS program and to answer SHARS related questions.
- SMRT staff will continue to conduct onsite visits starting in September 2026.
- [2026-2027 SMRT Onsite Visit Schedule](#)
- Districts should coordinate and confirm their availability for their scheduled visit at least 30 days prior.



Questions/Resources/Contact Information

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Questions/Resources/Contact Information

- Frontline Special Programs Management: <https://www.frontlineeducation.com/special-programs/special-ed-software/medicaid-reimbursement/>
- Frontline Tiers of Intensity: <https://www.frontlineeducation.com/blog/texas-special-education-funding-is-changing-what-districts-need-to-know-about-tiers-of-intensity/>
- HHSC SMRT Team Info: <https://pfd.hhs.texas.gov/acute-care/school-based-medicaid-resource-and-training>
- SHARS Manual: https://www.tmhp.com/sites/default/files/file-library/resources/provider-manuals/tmpppm/pdf-chapters/2026/2026-09-september/2_18_shars.pdf



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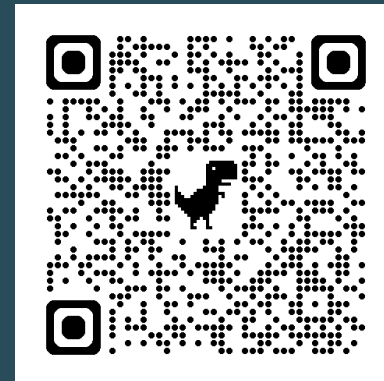
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Thank You

