

Go Solutions Success Story: Eastern Greene Schools

Independent Special Education Management

GO AT A GLANCE


Go Solutions is committed to empowering school districts across the US with innovative solutions that positively impact student success and their school communities. From intervention to reimbursement and everything in-between, our IEP and Medicaid software and Medicaid billing team help ensure your district is maximizing participation in your State's Medicaid reimbursement program and is able to provide exceptional experiences for all students.

OVERVIEW

Eastern Greene Schools, known for their commitment to helping students "use their minds well" and fostering personal growth, faced a critical decision when their cooperative dissolved. After a positive experience working with Go Solutions under the cooperative, the district chose to continue using our services independently. With a strong emphasis on personalized learning, critical thinking, and fostering strong teacher-student relationships, Eastern Greene Schools sought a partner who could align with their values and provide ongoing support in special education management and Medicaid needs efficiently.

EASTERN GREENE

1,116  Total students

147  Medicaid eligible students

"We had already been using Go Solutions while part of the cooperative, and our therapists were familiar with the platform. When the cooperative dissolved, it made sense to continue using what had worked so well for us," said Lindsey Bailey, Special Education Director at Eastern Greene Schools. "The staff were already comfortable with Go Solutions, and we had a great working relationship with our representative, Heather."

Lindsey Bailey, Special Education Director at Eastern Greene Schools

CHALLENGES BEFORE GO SOLUTIONS

Before independently partnering with Go Solutions, Eastern Greene Schools relied on a special education cooperative using GoClaim for Medicaid billing. When the cooperative dissolved, they needed a reliable, user-friendly solution to manage Medicaid reimbursements on their own.

- Transition from a special education cooperative: After the cooperative dissolved, the district had to independently manage all special education services and Medicaid billing.
- Staff turnover: The district experienced significant changes in their service providers, affecting consistency in Medicaid billing practices.

THE SOLUTION

Eastern Greene Schools implemented Go Solutions' GoClaim system to streamline the Medicaid billing process and ensure compliance with state requirements.

- User-friendly interface: Lindsey praised Go Solutions for being easy to navigate, allowing her team to efficiently manage and submit Medicaid billing claims.
- Improved coordination: GoClaim allowed Lindsey to oversee and manage her team's services across various departments, ensuring that the documentation and billing processes were completed without issues.
- Support and training: Go Solutions provided ongoing training and support to ensure the staff was confident using the platform. Lindsey highlighted the importance of having reference materials and a supportive representative, Heather, who was always available to answer questions or provide assistance.

"I went through training twice—once when I first started and again when I was part of the cooperative. The second time was really helpful because I had so much going on the first year. The training was streamlined, not overwhelming, and had plenty of visuals, which I appreciated. I still have the printed slides in a binder for reference, and they've been a great resource whenever I need them."

-Lindsey Bailey

RESULTS AND IMPROVEMENTS



Increased Medicaid reimbursements: Nearly doubled within a year, from \$28,000 to \$45,000.



Time savings: The user-friendly nature of GoClaim allowed staff to focus more on providing services rather than getting bogged down in administrative tasks.



Customer Support: Lindsey emphasized the importance of the strong relationship with Go Solutions, and how the staff are always ready to assist.