

# Go Solutions Success Story: Union School Corporation

Supporting Exceptional Learners

## 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.

## ABOUT UNION

5

Schools

8K

Total Students

## OVERVIEW

Union School Corporation, based in Indiana, is guided by its mission statement: "To educate all students to be productive, responsible citizens and life-long learners, who work to their full potential." The district is dedicated to providing exceptional support for its diverse student population. It oversees nearly 2,300 students with exceptionalities, including:

- 1,885 Special Education students
- 217 English Language Learners
- 245 students with 504 plans

The district employs approximately 80 Special Ed and ELL teachers and numerous related service providers to meet students' unique needs. As a virtual program, the district faces unique challenges in data management and compliance, necessitating robust tools and support systems.

## MEET DAWN MEADOR

**Role:** Director of Special Ed & School Psychologist

**Experience:** Over a year at Union School District; previously served as Director of Special Ed at multiple Indiana school districts.

**"Personally, I have been part of districts that have used Go Solutions for over a decade."**

**-Dawn Meador**

## THE CHALLENGE



Before adopting Go Solutions in the 2022-2023 school year, Union School Corporation did not submit Medicaid claims, missing out on significant reimbursement opportunities. As a virtual program, the district faced additional hurdles:

- Ensuring FERPA-compliant data management
- Handling large volumes of data for Medicaid billing
- Adapting processes to fit the virtual environment

Dawn explained, "When I first came, one of the large hurdles was addressing how we could make billing easier and more efficient."

## THE GO SOLUTIONS IMPACT: EMPOWERING EXCEPTIONAL LEARNERS



### Ethics, Integrity, and Mission Alignment

Union School District chose Go Solutions over competitors because of the company's strong commitment to ethics and integrity—qualities that resonate deeply with the district's mission of serving students. Dawn emphasized, "You understand our mission and why maximizing Medicaid is crucial. Funding isn't always available, but Medicaid reimbursements allow us to say yes to families and provide the support students need. For a small school, Medicaid can mean the ability to hire someone else, making a significant difference in providing essential support."

### Tailored Solutions and Support

- Dedicated Account Manager: Heather Royer, Go Solutions' account manager for Indiana, provides unparalleled support. Dawn shared, "Heather is gold. She's amazing. Anytime we've had an issue, there's never been an 'I can't fix it.'"
- Customized Tools: Dawn leveraged her prior knowledge of Go Solutions to streamline processes, making data uploads more efficient.

### Focus on Security and Compliance

Security is paramount for Union School District, given its stringent regulations and restrictions. Dawn explained, "Your setup is sound and solid, which gives us confidence in compliance and data security. From my perspective, everything has proven to be very secure."

### Improved Processes

- Simplified Medicaid billing workflows
- Reduced manual data entry through guidance and technical support

### Maximized Reimbursements

Dawn affirmed, "Go Solutions plays a 100% role in helping maximize our Medicaid reimbursements."

## NOTABLE RESULTS



- **Efficient Billing:** Despite the complexities of managing data for 2,000 special ed students in a virtual environment, Go Solutions has worked to make billing as seamless as possible.



- **Outstanding Support:** Dawn emphasized, "You guys have been great about addressing any issue we've ever had."



- **Ongoing Improvement:** The partnership with Go Solutions continues to evolve, focusing on addressing the unique needs of Union School District's virtual program.

## KEY TAKEAWAYS



Union School District's partnership with Go Solutions demonstrates how robust tools and dedicated support can overcome significant challenges, even in non-traditional educational settings. With Go Solutions, the district:

- **Maximized Medicaid reimbursements**
- **Streamlined processes**
- **Ensured stringent data security and compliance**
- **Gained access to expert support tailored to Indiana's requirements**

The collaboration between Union School District and Go Solutions highlights the transformative impact of the right tools and partnerships in education. By addressing challenges with integrity, security, and tailored solutions, Go Solutions has empowered Union School District to better serve its exceptional learners and uphold its mission. Their success story is a testament to the importance of collaboration in achieving educational excellence.

