Go Solutions Success Story: School District of Ashland

How Integrated IEP Services and Medicaid Billing Software Empowered New Efficiency

ABOUT ASHLAND

Ashland, WI

1,836
Total Students

252
Medicaid Eligible Students with a Billable Service

138
Classroom Teachers

OVERVIEW

Located on the shore of Lake Superior, the School District of Ashland strives to exemplify all that is great in Wisconsin. The vision of the school district is to inspire and engage, every student, every day. Administration, teachers, and staff all work hard to make this vision a reality by providing a high quality education and innovative learning environment for students to excel in. Ashland teachers strive to meet the learning needs of all children including those with special needs.

CHALLENGES

To meet the District's goals for its students, the Ashland staff needed to complete IEP forms, manage student data and review student files for compliance, yet a slow and complex IEP software solution increasingly hindered that process. Not only did the outdated system make it harder for staff to manage caseloads, but the software support issues they reported were often left unanswered. This prompted Ashland to seek an alternative software solution and improve their process.

> *"There is a continuous learning curve when it comes to the IEP process, compliance, and form completion. So sometimes my coworkers and I needed support to answer a question or resolve a ticket we had open, but the turn-around time with our previous IEP software was really weighing us down. It made a time-consuming job even more complicated."*

- HOLLY EVENSEN,   Student Services Administrative Assistant

PAIN POINTS

- Lack of customer support
- Slow and complicated system
- Increased staff time spent managing caseloads

THE SOLUTION

Ashland resolved their pain points by switching to Go Solutions' IEP software GoIDEA. Already successfully leveraging Go Solutions' Medicaid billing service and software, the GoIDEA product integrated easily to form a total user-friendly and efficient SPED and Medicaid solutions system.

RESULTS

RESPONSIVE AND HELPFUL CUSTOMER SUPPORT

"The customer service for both Go Solutions and GoIDEA is so smooth. The support is consistent and quick in answering my questions. Whenever I submit a support ticket, the staff responds quickly with very thorough answers."

-Holly Evensen

ONE TIME-SAVING TOTAL SOLUTION

"The Go Solutions and GoIDEA products are quick to learn and easy-to-use. They're integrated with a single sign-on, that's been a huge time-saver. Go Solutions' streamlined billing process is a real time saver, too."

-Holly Evensen

CLEAR, EASY COMPLIANCE

"Using the system has been easy for all our staff. The software checks our IEP forms for us and shows us the errors. And it's great being able to login, immediately see the dashboard, and have all the information we need at our fingertips."

-Holly Evensen

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