

**A**lpine School District has been the primary school district for the northern Utah County schools since 1915. As of 2019, Alpine served almost 79,000 students between 90 schools and placements.

When Embrace® first started working with Alpine, their Medicaid billing process was very manual, with files scattered throughout the district. Due to this, Alpine had concerns with their ability to be in complete compliance with State and Federal guidelines, as well as track student progress and verify delivery of service.

With a student population this large, spanning so many schools, keeping track of Medicaid billing documentation was a struggle. “If we got audited, we would have to travel from school to school to try and find the files in a file folder and dig through all the paperwork,” stated Ryan Hemming, Special Services Coordinator.

In 2014, Alpine set out on an RFP process to find a new IEP and Medicaid Billing solution. After reviewing other vendors and companies, it was clear to Alpine that Embrace® was the right choice. “A lot of it had to do with [Embrace’s] vision, what [they] told us [they] could do for us. We also had the ability to build it together. When we chose to [implement] embraceDS, we really needed something to allow us to have electronic documentation. We met with Embrace® who told us they could do what we wanted and were able to build something that we needed.”

Information availability was a big requirement, as administrators wanted to be able to log in and view services in EmbraceDS® that were provided to any student at any time, and Embrace® succeeded. Ryan explained, “It’s fairly simple to log in and get your notes. You don’t have to access a bunch of different boxes, it’s all right there and easy to use.”



**Ryan Hemming**  
*Special Services Coordinator*

**Key Facts About Alpine:**

- Over 79,000 Early Childhood through 12th grade students
- 90 schools and programs in the district
- Prior to Embrace®, Alpine struggled with verifying delivery of services and compliance

***“If we got audited, we [had] to dig through all the paperwork.”***

- Ryan Hemming, Special Services Coordinator

EmbraceDS® was able to improve Alpine’s data analysis process and provide comfort in compliance. “We can comfortably know we can provide proof that we are providing services that are required by the IEP, and not hope it’s written down in a file somewhere. We are able to help [staff] be better about keeping data, and analyzing that data, to help students make progress. We are able to track student progress, and [staff] are keeping better data in general because of the system.” Ryan summarized.

Creating software that not only meets every district’s needs and expectations, but exceeds them, is an Embrace® core value. It’s why Alpine has recommended Embrace® to other districts and why they’ve been a happy customer for years. “Thank you so much for all that you do, and we appreciate you!” Ryan exclaimed.

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