

Medi-Cal Administrative Activities (SMAA) Program

Random Moment Time Study (RMTS) Training
Fall 2014





Agenda

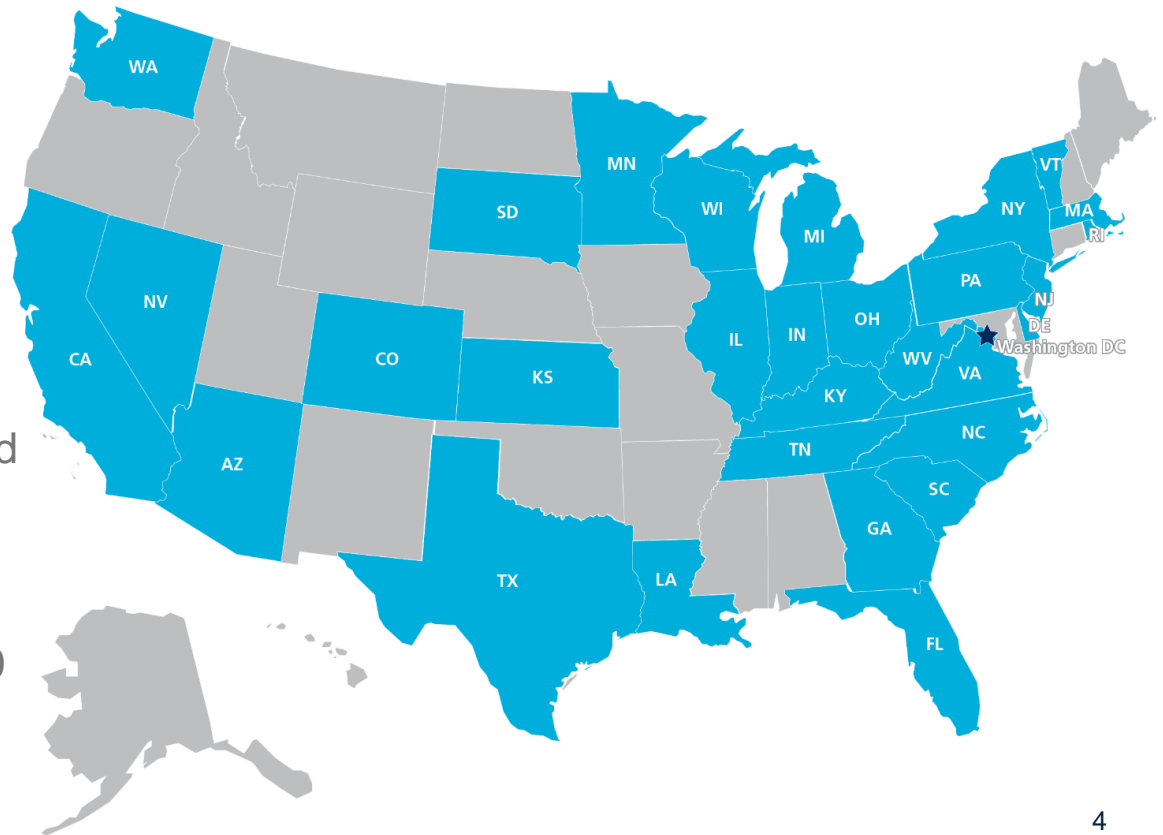
- Who is PCG?
- Random Moment Time Study (RMTS) Overview
- RMTS Roles
- RMTS Responsibilities
- LEA Next Steps and Key Dates
- Break
- RMTS System Demonstration

Who is PCG?

Who is PCG?

PCG is the national leader in school based Medicaid, utilizing our proprietary and proven online system nationally to ease the administrative burden on school districts for school-based Medicaid reporting

- Work with 37 Medicaid agencies on projects across the country
- Serves 15 states with statewide Medicaid initiatives
- PCG operates more statewide contracts than any other vendor currently
- Provides a RMTS System used by hundreds of LEAs and thousands of district staff
- Engages in school based Medicaid with more than 2,400 school districts actively



Who is PCG?



- PCG was selected to provide an RMTS system and SMAA services by the LEC's through a Request for Proposal (RFP) process
- Public Consulting Group (PCG) is a leading provider of management consulting services to state, county, and municipal governments across the U.S., with a growing presence in Canada and Europe
- Trusted partner and proven approach on the implementation of a RMTS system
 - Requires an experienced vendor to ensure a successful implementation and manage significant program change
 - PCG is the most experienced partner to support the ever changing claiming environment in California
- For more information on PCG, please refer to our website here: <http://www.publicconsultinggroup.com/>

Random Moment Time Study Overview

RMTS Overview



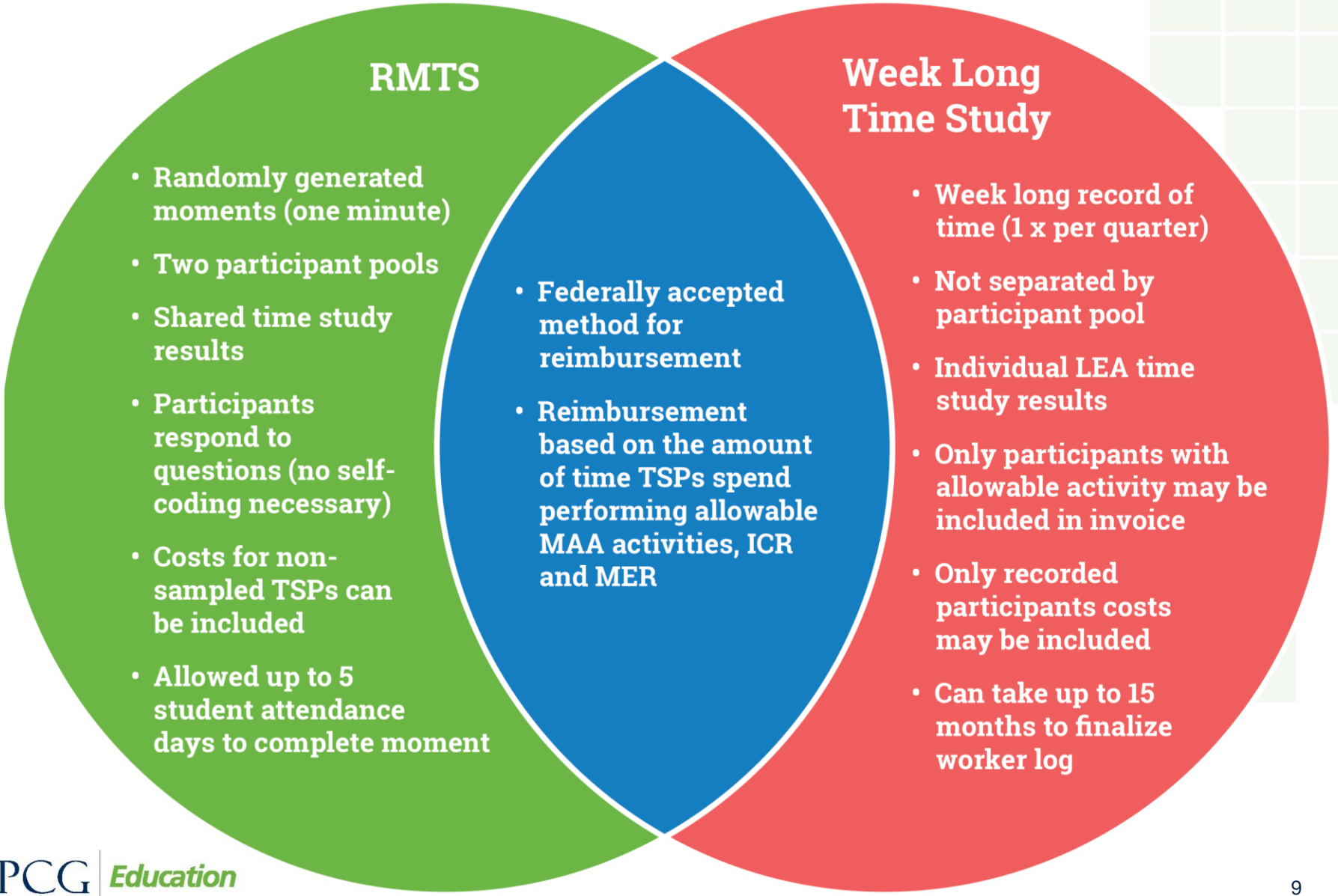
- What is a RMTS?
 - The random moment time study (RMTS) is a statistically valid and federally accepted method for documenting time over a given time period (quarterly for SMAA)
 - Required mechanism to determine the amount of time and effort participants spend performing Medi-Cal school health related services, Medi-Cal administrative and outreach activities and other school/education based activities
 - A significant shift in the new methodology is that randomly generated 'moments' are equal to **one minute**
 - Previously accepted time study method in California was week long (worker log) time survey

RMTS Overview



- How it works
 - Each moment is randomly assigned
 - Time study participants (TSP) have equal opportunity to be selected multiple times throughout a quarter
 - Some TSPs may be selected multiple times
 - Other TSPs may not be selected at all
 - Thorough and candid responses from TSPs are critical to a successful and valid time study
 - Some LECs have decided to form a time study consortia
 - These LECs and member LEAs will be part of one time study universe and share time study results
 - Regions that are not part of a consortia will have one time study for all of their member LEAs

Methodology Differences



RMTS Overview



- TSPs document their activity during assigned moment(s) in the web-based RMTS system
 - TSPs receive email notifications 5 student attendance days before the moment, notification at the time of the moment, 24 hours after the moment, and 3 days after the moment
 - The LEA SMAA coordinator is copied on the 24 hour and 3 day late notifications
 - Paper RMTS moment(s) are provided to TSPs that do not have an available email address
 - There is no automated notification process
 - TSP must complete, certify, and submit their paper moment within 3 student attendance days of the moment to the LEA SMAA coordinator unless otherwise directed by your LEC coordinator



RMTS Overview

- Who participates in the RMTS?
 - TSP list is comprised of participants that are routinely performing Medi-Cal school health services prescribed in an IEP and administrative activities that support Medi-Cal school health services
 - TSPs cannot be 100% federally funded

RMTS Overview



- TSP lists are made up of two participant pools (mutually exclusive)
 - Participant Pool 1 - Direct Service & Administrative Providers
 - Comprised of direct service staff and including:
 - Staff who conduct both direct services and administrative claiming activities
 - Staff that perform only direct services
 - Participant Pool 2 - Administrative Service Providers Only
 - Comprised of administrative claiming staff only. Staff should be included in participant pool 2 only if they perform allowable Medi-Cal administrative activities on a regular basis
 - A complete list of claiming unit staff can be located in the SMAA manual on pages 6-4 and 6-5

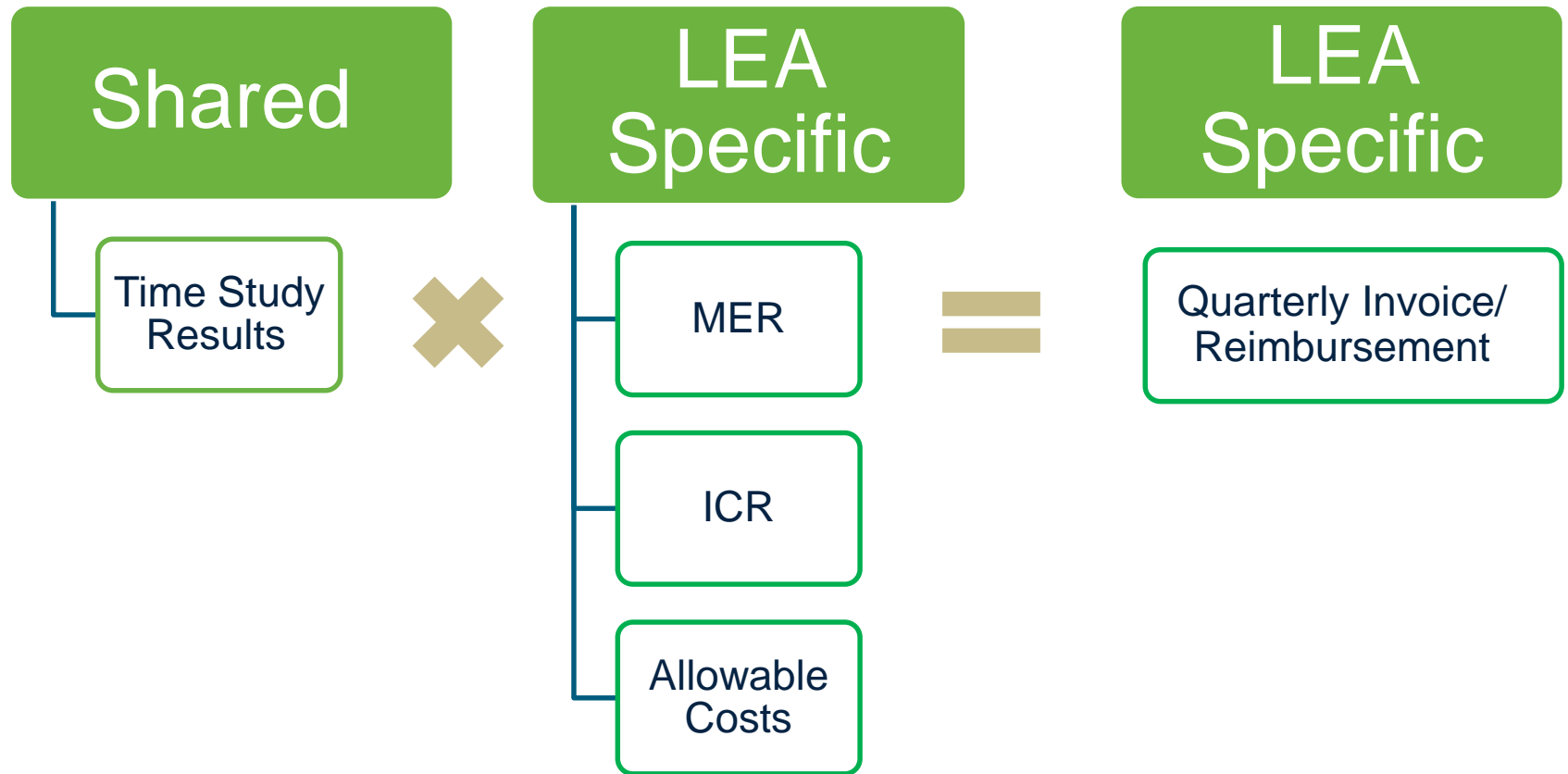


RMTS Overview

- Each participant pool has its own time study results
 - Total number of moments per participant pool (3,000 each) include oversampling
 - Time study results are applied to participants allowable costs according to participant pool in which they were included
- Allowable costs can be included for TSPs even if they were not sampled over the course of the quarter
 - Must have been included on the TSP list
 - Must meet SMAA program requirements
 - Cannot be 100% federally funded



SMAA Invoice Factors



RMTS Roles

RMTS Roles - LEA SMAA Coordinator



- Role of the LEA SMAA Coordinator
 - Assign an alternate/assistant LEA SMAA coordinator to fill in when you are unavailable
 - Update TSP list, district calendar, and shifts (work schedules) each quarter unless otherwise directed by your LEC coordinator
 - Work with your Business Office and Human Resource department to identify TSPs who are:
 - Not 100% federally funded
 - Currently employed with the LEA
 - Meets SMAA participant time study requirements



RMTS Roles - LEA SMAA Coordinator

- Inform all TSPs they may be selected for the RMTS and why they are required to respond to their moment timely
 - Send general reminders about the SMAA program
 - Explain what to do if selected
 - Supply email address that sample notification comes from
 - Relay the importance of their role in the program

RMTS Roles - LEA SMAA Coordinator



- Maintain a minimum 85% LEA response rate (strive for 100%) to meet compliance requirements for entire LEC consortia
 - Non-compliance will impact reimbursement
 - Review compliance reports and follow-up with TSPs who have not yet completed their moment
 - There are various resources to support compliance
 - Dynamic Dashboard
 - Standard reporting
 - Late notice notification emails
 - Moments screen within the RMTS system



RMTS Roles - LEA SMAA Coordinator

- Maintain audit file
- Submit the TSP leave status and/or update with replacement staff person when applicable
- Encourage participation in time study and timely responses
- Administer time study training to participants with paper moments prior to them responding to sampled moment
 - LEC and LEA must establish an internal process for management of paper moments

RMTS Roles - LEC SMAA Coordinator



- Role of the LEC SMAA coordinator is primarily an oversight position that includes:
 - Administering the quarterly time study
 - Dual certification of calendars
 - Dual TSP list certification
 - Generate quarterly RMTS sample
 - Review of RMTS compliance rate and that each LEA meets the 85% compliance level requirement
 - Educate LEA SMAA coordinator of non-compliance consequences
 - Validate quarterly RMTS sub-sample – review 10% of coded moments for each participant pool to validate accuracy
 - Required reporting to DHCS/CMS
 - Maintain an audit file



RMTS Roles - PCG

- Role of PCG
 - Initial on-site system training to LEC coordinators and LEA SMAA coordinators
 - One additional training via webinar prior to start of first quarter
 - Initial TSP upload via Excel TSP list template
 - Electronic system user manual
 - Technical support to LEC coordinators

RMTS Roles – Time Study Participant



- Role of the TSP
 - Provide detailed responses to all questions describing the activity at the sampled moment (**one** minute) in time
 - Do not include conflicting information in response(s) (i.e. I was participating in an IEP meeting and working with a student on articulation)
 - Complete moments timely within 5 student attendance days
 - Check email regularly for moment notifications
 - Subject line of emails will contain moment date and time
 - Do not delete time study emails until moment has been completed
 - Each moment is assigned a unique hyperlink for response
 - Resolve issues with IT department if emails go to junk mail
 - Seek assistance from the LEA SMAA coordinator when necessary

RMTS Responsibilities

RMTS Responsibilities - TSP

- The TSP selected for a 'moment' must log onto the website and progress through various training screens by clicking "next"
- TSP will respond to the initial question
 1. Were you working?
 - Yes, I was working
 - No, moment was before/after work day
 - No, moment was during a paid day off
 - No, moment was during an unpaid day off
 - If yes, TSP will proceed with answering 3 remaining questions
 2. Who were you with?
 3. What were you doing?
 4. Why were you performing the activity?
- If no, the system will auto populate moment, TSP certifies and submits moment
- After responding to the questions, the TSP certifies and submits the moment

RMTS Responsibilities - LEA SMAA Coordinator



- Calendar Certification
 - Each LEA SMAA coordinator must certify a LEA calendar indicating non-working days
 - Calendars must be certified prior to sample generation
 - Calendars must be dual-certified by LEC coordinators
- Establish Shifts (Work Schedules/Hours)
 - LEA SMAA coordinator must select the most appropriate shift for each employee listed when creating / updating the TSP list
 - Shifts should capture the standard work hour schedule for each TSP
 - Time study sample should include all activities during work day, including breaks and time without students
 - Selecting a shift that best fits the TSP's actual work schedule will reduce likelihood of being sampled while not working

RMTS Responsibilities - LEA SMAA Coordinator



- TSP list template
 - Intended to help LEA SMAA coordinators identify and compile a comprehensive list of staff that are appropriate to participate in the SMAA time study
 - PCG will upload the TSP list template the first quarter
 - If not returned by 10/31, LEA SMAA coordinator will be required to manually enter
 - Export template should not be altered in any way (i.e., naming convention, addition or deletion of columns, renaming of column headers, etc.)
 - **Do not rename the tab.** Keep the name convention 'splexport' as is



Time Study Participant List Template

- All entries must be exactly how they appear within the claiming system (capitals, characters, spelling, punctuation, etc.)
 - ‘Agency Name’ should be the full LEA name
 - ‘Job Category Name’ must be one of the approved job categories
 - ‘Job Title’ enter the actual district job title for the TSP
 - ‘Shift Type Name’ enter the name of the shift established in the system that is appropriate for the time study participant
 - ‘Employee Status Name’ enter either 'Salaried' or 'Contracted'
 - ‘Employee ID’ enter the LEA created employee ID
 - DO NOT use social security numbers

Time Study Participant List Template



- The TSP full name should match payroll records
 - ‘First Name’
 - ‘Middle Name’ (if applicable)
 - ‘Last Name’
- ‘Phone’ is the 10 (ten) digit phone number of TSP (optional field)
- ‘Email’ must be the participant’s unique email address
 - If the participant does not have an email address, a paper moment will be generated
- ‘Begin Date’ is the first day of the quarter in which the participant is participating in the time study
 - The begin date for a replacement is the effective date of replacements (cannot overlap with the original participant’s begin date)
 - The begin date format is MM/DD/YYYY

Time Study Participant List Template



- All changes such as adding a new participant, updating TSP information, inactivate/activating participants must be made directly in the system
 - Changes can be made up until the sample has been generated and moments have been assigned, at which time the information becomes 'locked' and is no longer editable
- TSP list must be certified after all updates are completed in the system
 - Once the new quarterly sample has been generated, updates to TSPs email addresses are the only changes that can be made
 - Any changes in status or addition of new TSPs will not affect the sample for the current quarter once it has been generated



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