Early Childhood Intervention (ECI), Local Health Department/Districts (LHD) and Mental Health and Intellectual Developmental Disabilities (MH-IDD)

Refresher Training

Random Moment Time Study

The Agenda

Random Moment Time Study (RMTS) will include:

RMTS Overview

RMTS Requirements

Contacts – Roles and Responsibilities

Participant List

Moment Selection

Moment Response

System Demonstration

Polling Questions

Medicaid Administrative Claiming (MAC) Overview

Wrap up

What is Random Moment Time Study (RMTS)?

A valid random sampling technique that measures the participant's time performing work activities

The "Moment" represents one minute of time that is randomly selected from all available moments within the quarter

Statewide time study sample

Regardless of the ECI the time study participant is located, once the moment has occurred, please logon to STAIRS and respond to the series of questions documenting the activity being performed and the name of the entity.

Significantly reduces staff time needed to record participant activities

Overview – Purpose of RMTS

- **To determine the percentage of time the entity incurs assisting individuals to access medically necessary Medicaid funded services**
  - Medicaid Outreach
  - Medicaid Eligibility Determination
  - Medicaid Referral, Coordination, and Monitoring
  - Medicaid Staff Training
  - Medicaid Transportation
  - Medicaid Translation
  - Medicaid Program Planning, Development & Interagency Coordination
  - Medicaid Provider Relations
- **To reasonably identify staff time spent on activities during the given quarter.**

Overview – Time Study Activities

Direct Medical – Providing care, treatment and/or counseling

Outreach – Informing individuals, families and groups about available services

Eligibility – Assisting an individual or family with the Medicaid eligibility process

Referral, Coordination, and Monitoring – Making referrals, coordinating and/or monitoring activities on the delivery of medical services

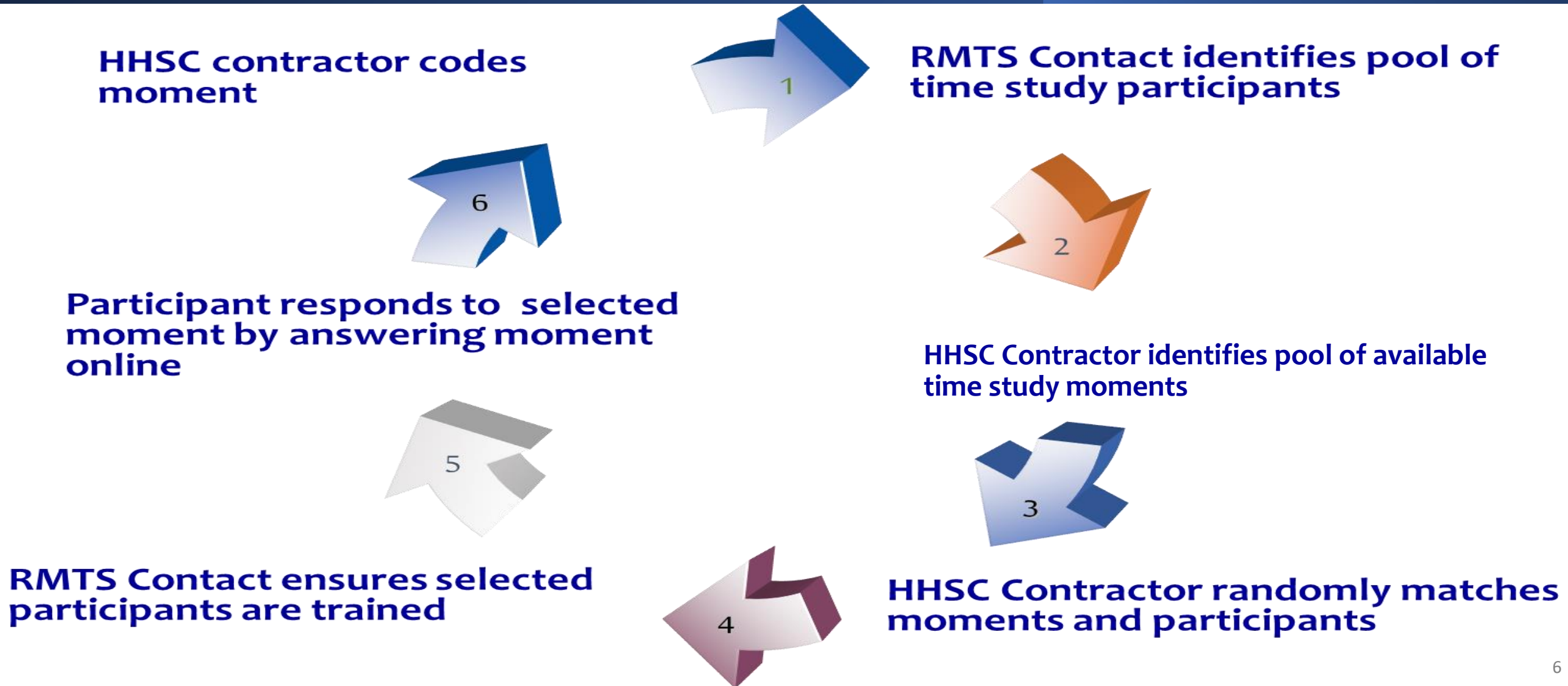Staff Training – Coordinating, conducting or participating in training pertaining to medical or Medicaid services

Translation – Arranging or providing translation to an individual or family to access medical or Medicaid services

Transportation – Arranging or providing transportation to medical or Medicaid services

Program Planning, Development & Interagency Coordination – Developing strategies to improve the coordination and delivery of medical or Medicaid services

Provider Relations – Activities to secure and maintain Medicaid providers

Overview – RMTS Process

HHSC contractor codes moment

RMTS Contact identifies pool of time study participants

1

2

6

Participant responds to selected moment by answering moment online

HHSC Contractor identifies pool of available time study moments

5

3

RMTS Contact ensures selected participants are trained

4

HHSC Contractor randomly matches moments and participants

Requirements for RMTS

- **Time Study Periods (Federal Fiscal Quarters)**

  - 1st Quarter - October, November, December

  - 2nd Quarter - January, February, March

  - 3rd Quarter - April, May, June

  - 4th Quarter – July, August, September

- To claim MAC must participate in time study.

- Participant List (PL) must be certified for entity to participate in the random moment time study (RMTS).

- To be included on the MAC claim, the position must be included on the PL.

- A statewide response rate of 85% for RMTS moments is required.

- Mandatory annual training for RMTS Contact and participants is required.

Requirements - Important Dates

Event	Opens/Begins	Closes/Ends (6 p.m CT)
Participant List (PL)		
• 1st Quarter PL	08/13/2021	09/15/2021
• 2nd Quarter PL	09/16/2021	12/15/2021
• 3rd Quarter PL	12/16/2021	03/15/2022
• 4th Quarter PL	03/16/2022	06/15/2022
Time Study (TS)		
• 1st Quarter TS	10/01/2021	12/31/2021
• 2nd Quarter TS	01/03/2022	03/31/2022
• 3rd Quarter TS	04/01/2022	06/30/2022
• 4th Quarter TS	07/01/2022	09/30/2022

Requirements — Training

Each RMTS Contact must complete HHSC training annually

RMTS contacts are required to complete only <u>one</u> HHS annual initial training and then are eligible to take "refresher" trainings.

Initial training must be interactive and therefore must be conducted via Face-to-Face, Webinar, Skype or Teleconference

Refresher training may be conducted via CD's, videos, web-based and self-paced training

HHSC **requires** that all participating entities have at least 2 employees attend mandatory RMTS Contact training

Trained RMTS contacts are responsible for training Time Study (TS) participants annually

MAC Financial Contact training is mandatory and held separately

Requirements – Managing Training

- Full Access versus View Only Access.

- System Access is limited to "View Only" until training is completed

STAIRS Contacts

Entity Contacts

- Chief Executive Officer (CEO)/Director
- RMTS Contacts
- MAC Financial Contacts

Time Study Participants

Health and Human Services Commission

HHSC Contractor

- Fairbanks LLC
- Technical Support
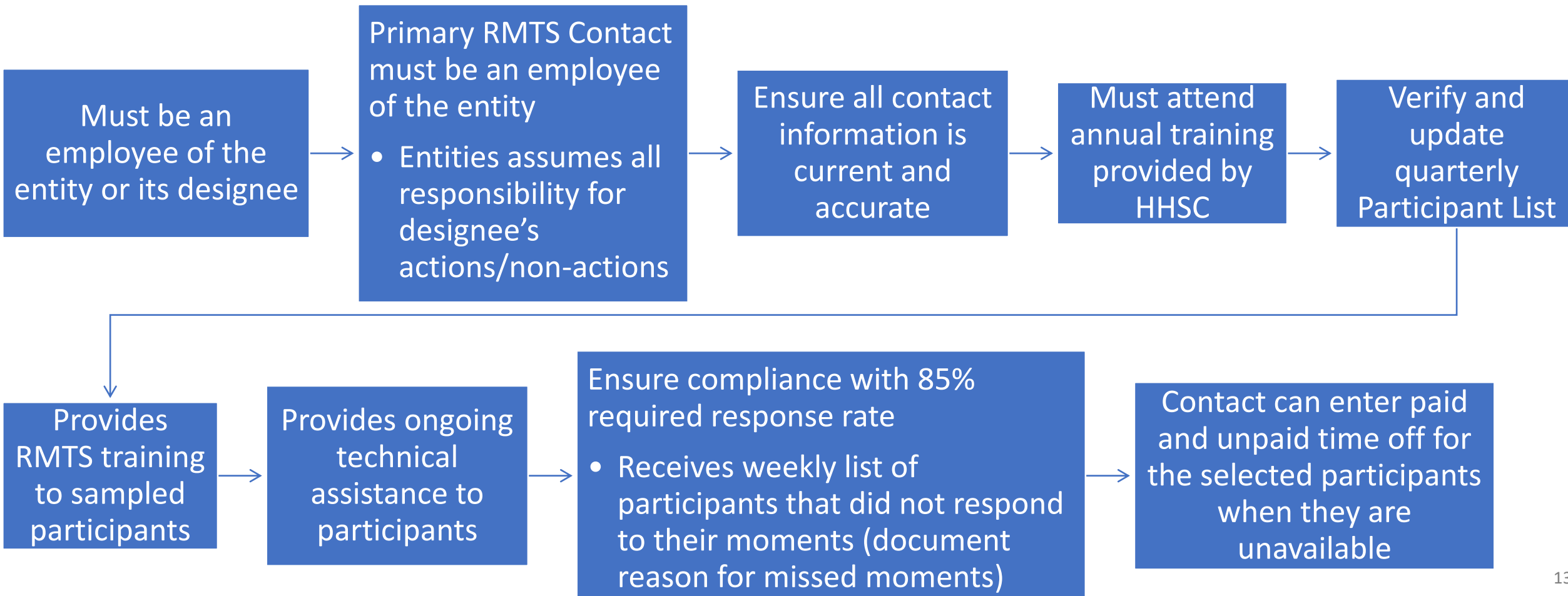- Central Coding Staff

Chief Executive Officer (CEO)/Director

➤ Must be designated as a contact in STAIRS. Username and password will be provided via E-mail

➤ Has the ability to add the Primary RMTS Contact

➤ Primary RMTS Contact can add Secondary Contacts

When a Primary or Secondary RMTS contact is added, it automatically generates an e-mail containing their username and password.

RMTS Contact

Must be an employee of the entity or its designee

→

Primary RMTS Contact must be an employee of the entity
- Entities assumes all responsibility for designee's actions/non-actions

→

Ensure all contact information is current and accurate

→

Must attend annual training provided by HHSC

→

Verify and update quarterly Participant List

Provides RMTS training to sampled participants

→

Provides ongoing technical assistance to participants

→

Ensure compliance with 85% required response rate
- Receives weekly list of participants that did not respond to their moments (document reason for missed moments)

→

Contact can enter paid and unpaid time off for the selected participants when they are unavailable

RMTS Contact (con't)

➢ Time study participants should complete their moment if they will be returning within 5 business days of their occurred moment.

➢ The RMTS Contact should respond to a participant's moment as "paid or unpaid" leave if the participant will not return within 5 business days.

➢ The RMTS Contact should respond to moment of a vacant position as "unpaid" leave. If a position has been filled, the selected moment should be forwarded to the new employee for response.

➢ If the position is filled after the 3-day notification has been e-mailed to the vacant position or the employee previously in that position, the new employee will have to use the username and password provided on the 3-day notification

➢ If you have an employee (contractor or regular) has been selected for a moment but is working for another ECI at the time of their moment, they will still respond to the moment and include the name of the entity they were located.

Time Study Participant Responsibilities

Time Study Participant must:

- Must answer the following to document the sampled moment:

  What were you doing?

  Why were you doing it / performing activity?

  Activity a benefit to? / What other services?

  Who were with you? / Where do they reside?

- Must attend annual training provided by trained RMTS Contact

- Participant notified of moment 3 days in advance

- Enter response within 5 business days of moment

Time Study Participant

➢ Reminders sent to participants via e-mail at 24, 48, & 72 hrs.

　　Primary RMTS Contact copied on the 72-hour reminder

➢ Failure to enter the information will disqualify the moment

➢ Respond to follow-up questions from coders within 3 business days from receipt of e-mail.

　　Primary RMTS Contact will be copied on the e-mail

HHSC
—
Time Study Unit

Provides RMTS support and guidance

Provides training to RMTS Contacts

Provides training to Central Coders

Works with appropriate federal agencies to design and implement programs

Conducts ongoing program review to include:

- Time Study results
- Compliance with training requirements
- Documentation compliance

Sends out the non-compliance notification letters

17

Fairbanks - Central Coders

Central Coders

➢ Receive training from HHSC on activity codes

➢ Review the participant's response for the sampled moment

➢ Assign activity code using uniform time study codes

➢ Obtain clarifying information if needed from time study participants via follow-up e-mail within 3 business days of request.

➢ Moments and assigned codes are reviewed by a 2nd and 3rd coder for agreement and quality assurance.

Fairbanks, LLC. - Technical Support

- ➤ Contracted by HHSC to operate and administer the web-based RMTS system

- ➤ Assist in annual training for RMTS Contacts

- ➤ Ongoing system support

- ➤ Send e-mail notification to selected participant 3 days prior to the sampled moment

- ➤ Send reminder e-mails for non-response to the sampled moment

Manage Time Study Sample

Polling Question

Test Your Knowledge?

Polling Question

1. **If a participant is selected for a "moment," the participant should respond to the moment stating:**

A. A summary of what their job duties are

B. What was specifically done at the time of their moment

C. What they were doing in that one minute of the moment

D. B&C

E. None of the above

Agenda

Participant List- - Agenda

- Development
- Certification
- Who's In
- Drop Down Options
- System Demonstration

PL - Development

A trained RMTS Contact provides in STAIRS a comprehensive list of staff eligible to participate in the RMTS at the beginning of each quarter.

After the PL closes, you cannot add/delete a participant nor change position/function category.

Each time the PL is updated, it is also certified.

The RMTS Contact must open the PL and click the "certify the PL" button prior to the deadline, even if there are no changes to the participant list from the previous quarter.

PL - Development

An accurate PL is a critical part for ensuring eligibility for MAC

- If the PL is not updated/certified by the deadline, the entity is ineligible to submit a MAC claim for that quarter

Reminder e-mails will be sent only to those entities that have not certified their PL.

- If your entity receives an email, please check to make sure your PL has been certified.

The PL provides a basis to identify the positions that may be included in the MAC claim

- The positions that perform MAC activities should only be listed on the PL.

Vacant Positions

PL Development – Vacant Positions

Inconsistent implementations from year to year and entity to entity

➢ Only the vacant position(s) the entity anticipates filling during the quarter should be included on the PL

➢ Should be reviewed and edited each quarter before the PL closes

➢ Loading the PL with vacant positions limits the opportunity for the selected moment to be a <u>reimbursable</u> response

➢ RMTS Contact responds to the moment as paid/unpaid leave

➢ Excess ultimately lowers the RMTS percentage across the State

PL Development – Duplicate Positions

Duplicate Positions

➢ Identify and Remove from PL

➢ If more than one job function is performed by the participant, include it only once on the PL in the category/function performed majority of the time.

➢ Email(s) will be sent to those entities identified as having possible duplicate entries.

➢ HHSC trained RMTS Contact will be responsible for removing duplicate entries prior to the PL close date.

To remove duplicates from the PL do the following:
Export your PL to Excel. Choose the column of data (e.g. address, external ID) that may have duplicates.   Highlight that column and choose the "conditional formatting" option. You'll see an option there to "highlight duplicate values"

It's easy to identify and remove any duplicates.

Participant List - Who's In???

PL Development

➢ Staff who perform MAC activities:

   Regular duties on a weekly basis
   Regular Staff
   Federally funded employees

➢ Contractors (including all positions) who are not employees of the entity but provide services for entity.

   For <u>one</u> position being filled by multiple contractors, it should be listed as one position on PL
   For <u>multiple</u> positions filled by one or more contractors, then each position should be listed on PL.

➢ Vacant positions that are anticipated to be filled (with reasonably certainty) during the quarter.

PL Drop-down Options - ECI

ABA Specialist

Assistant Director

Audiologist – Licensed

Dietitian - Licensed

Early Intervention Specialist (EIS)

Licensed Professional Counselor (LCP)

Marriage and Family Therapist

Nurse – Advanced Practice (APN)

Nurse – Licensed Vocational (LVN)

Nurse – Registered (RN)

Occupational Therapist – Licensed (OT)

Occupational Therapist –Certified Assistant (COTA)

Other Management Staff

Parent Educator

Physical Therapist – Licensed (PT)

Physical Therapist – Assistant (LPTA)

Pre-Enrollment Staff

Program Director

Program Supervisor

Psychologist – Licensed

Psychologist – Licensed Associate (LPA)

Public Outreach/Child Find Staff

Service Coordinator

Site Manager

Social Worker – Licensed Clinical (LCSW)

Social Worker – Licensed Master (LMSW)

Social Worker – Licensed Baccalaureate (LBSW)

Speech and Language Pathologist – Licensed (SLP)

Speech and Language Pathologist – Licensed Assistant (SLPA)

Team Leader

Trainer/Coordinator

PL Drop-down Options - LHD

Administrative Assistant/Technician

Aide – Health Clinic

Audiologist

Clerk - Intake/Screening/Eligibility

Coordinator – Immunization/HIV/STD/TB

Dental Assistant

Dental Hygienist

Dentist (DO)

Dietitian

Health Education - (Specialist/Technician)

Interpreter/Translator/Bilingual Specialist

Licensed Chemical Dependency Counselor (LCDC)

Licensed Marriage and Family Therapist (LMFT)

Licensed Professional Counselor (LPC)

Medical Assistant

Nurse -Advanced Practitioner (APN)

Nurse - Licensed Vocational (LVN)

Occupational Therapist - Licensed (OT)

Occupational Therapist - Certified Assistant (COTA)

Outreach Worker/Case Worker/Community Relations Specialist

Physical Therapist - Licensed (PT)

Physical Therapist - Licensed Assistant (LPTA)

Physician - Medical Doctor (MD)

Physician Assistant (PA)

Psychiatrist – Licensed

Psychologist - Licensed

Psychology – Licensed Intern

Receptionist/Telephone Operator

Registered Nurse (RN)

Service Coordinator/Case Manager

Social Worker - Licensed Baccalaureate (LBSW)

Social Worker - Licensed Clinical Social Worker (LCSW)

Social Worker – Licensed Master (LMSW) – (Non-clinical)

Specialist - Pregnancy, Education and Parenting Program

Specialist - Prevention (Immunization/HIV/STD/TB)

Speech Language Pathologist - Licensed (SLP)

Technical – Medical Records/Quality Assurance

Technician – Laboratory/Radiology

PL Drop-down Options -
MH-IDD

Direct Care Personnel

Case management / service coordination

Continuity of care

Client / consumer supervision

Counseling / psychological services

Habilitation / rehabilitation / skills training

Licensed medical personnel

Other client / consumer service

Administrative Personnel

Contract management

Director / manager / supervisor

External / public relations

Quality assurance / management

Utilization management/service authorization

Other administrative positions

PL Drop-down Options -
MH-IDD

Other Personnel with client/consumer contact

    Benefits assistance / eligibility

    Client / consumer rights

    Enrollment / intake / service eligibility

    Hotline / information line/ screening

    Transportation / van driver

    Other client / consumer support

PL Development – System Demonstration

Demonstration of RMTS online system:

- Participant List Development
- Managing Contacts
- Designating "Willing to Hire Out"
- Training Tracking
- Time Study Sample
- Monitoring Response Completion
- Documenting non-response

Polling Question

Polling Question

2. **To be included on the MAC claim, the position must be included on the PL.** True/False

3. **A Primary RMTS Contact does not have to be trained annually?** True/False

Polling Question

4.   Which of the following IS NOT a requirement for Random Moment Time Study participation?

A. Certify the Participant List (PL) for each quarter

B. Have an "active" MAC contract

C. To meet the mandatory training requirements quarterly

D. Maintain the 85% response rate for selected moments

Time Study Moment – General Information

❑ Total pool of moments calculation

(work days in quarter) x (work hours each day) x (60) x (# of participants)

❑ Time study "moments" are randomly selected throughout the entire quarter

❑ A time study "moment" represents one minute at the selected time

❑ If a participant is sampled for a "moment," their only responsibility is to document what they were doing at that precise minute

❑ Some options have "hover-over" and/or "question marks" that provide additional information that helps the participant make the best selection

Polling Question

Polling Question

5. **Entities should review and remove any duplicate positions on the PL before certifying.** True/False

6. **What is true about "Contract positions on the PL?"**
a.   List each contracted person under one position
b.   List one position being filled by multiple
c.   Each contracted multiple position should be listed on PL.
d.   Contract positions do not belong on the PL
e.   B&C

Email Messages

Types of Communication managed predominantly via e-mail, i.e.:

- RMTS moment notifications and follow ups
- Participant list updates
- Compliance follow-ups
- MAC Financial notifications and follow-ups

You will receive messages based on your role in Fairbanks (RMTS, MAC Financial Contact, etc.)

- Authorize your ECI e-mail system to accept emails from Fairbanks.

- Confirm with your IT staff to make sure that e-mails with info@fairbanksllc.com, and @hhsc.state.tx.us extensions pass through firewalls and spam filters.

Helpful Hints

Passwords

- Passwords will not change

- If you forget your password, you can reset it at the log-in screen

Manage Contacts

- Delete contacts if they are no longer with your entity
- Do not back space and type over the name
- To add a contact in system, use the "Add a new contact"
- Username & Password will be e-mailed

- The primary contact can change primary status to a secondary. A secondary contact cannot change primary contact status.

- There is only one Primary contact for each role (RMTS and MAC Financial)

- Secondary Contacts are unlimited in number.

For system questions contact Fairbanks support line: (888) 321-1225

WRAP-UP

If you are not listed in the Fairbanks system as a Contact, you cannot receive training credit until the Primary RMTS or CEO has created an account for you.

There are **NO** certificates for training:

You will receive an email for attending today's training. It does not mean that you will receive training credit.

RMTS Contacts can view attendance information via Fairbanks by clicking the "Training" tab on the top far right portion of the screen

Please give the required maximum of 9 days processing time after attending training. When credit has been applied the "status" column will show full access.

Once "Full Access" is indicated you will be able to update/certify the participant list

You can print this screen using the printer icon located on the top right corner of the screen for your records

Contact Information

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Website	

https://pfd.hhs.texas.gov/time-study/early-childhood-intervention-eci

https://pfd.hhs.texas.gov/time-study/time-study-local-health-districts-lhd

https://pfd.hhs.texas.gov/time-study/time-study-mental-healthintellectual-and-developmental-disability-mhidd

Fairbanks, LLC.	(888) 321-1225	info@fairbanksllc.com

Thank you

Time Study Unit