School District MAC
RMTS Coordinator Training

August 2022

Welcome!

Thank you for joining me this morning and welcome!

Trainer: Emily Hall, RMTS & MAC Program Administrator

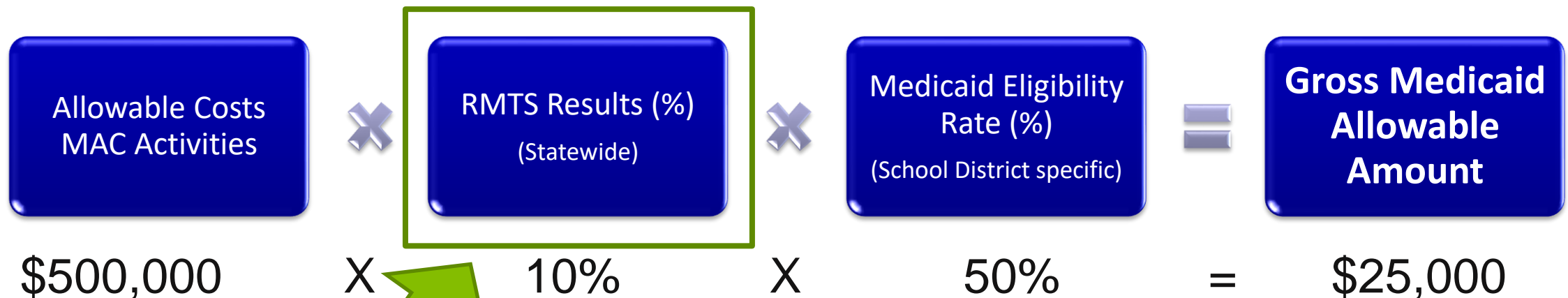   UMass Chan Medical School

Housekeeping Items:

- Please remain on 'mute' so that all participants can hear the presentation

- Submit questions any time using the "**Q&A**" feature of the Zoom webinar

- We will pause at a couple logical stopping points and answer any questions

- There will also be time for questions at the end

Learning Objectives

- Understand how the MAC program reimbursement process works and why RMTS is so important.

- Understand what the Random Moment Time Study is and how it works.

- Know the timeframes and deadlines.

- Know how to complete the required tasks for successfully managing the RMTS for your school district.
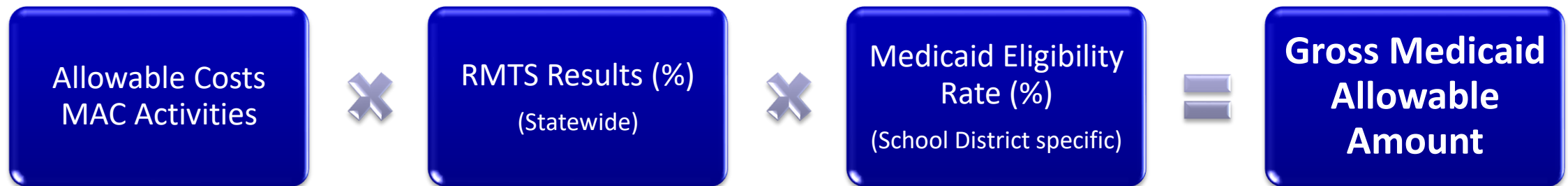
MAC Program Reimbursement

The MAC program is a cost-based reimbursement program.

Allowable Costs MAC Activities	X	RMTS Results (%) (Statewide)	X	Medicaid Eligibility Rate (%) (School District specific)	=	Gross Medicaid Allowable Amount
$500,000	X	10%	X	50%	=	$25,000

Quantifies the reimbursable portion of allowable costs

MAC Program Reimbursement

The RMTS results (percentages) are used to allocate costs.

| Allowable Costs MAC Activities | ✕ | RMTS Results (%) (Statewide) | ✕ | Medicaid Eligibility Rate (%) (School District specific) | = | **Gross Medicaid Allowable Amount** |

Allocation Factor: What portion/percent of the cost is attributed to performing MAC reimbursable work activities?

Allocation Factor: What portion/percent of the cost is attributed to performing those activities on behalf of or with a Medicaid student?

We're All in this Together!

RMTS Results are statewide. Therefore, the quality of each participant's responses, and the degree to which each school district is compliant with RMTS requirements impacts reimbursement to every participating school district in the state.

Shared statewide RMTS % upon which reimbursement is based for all school districts
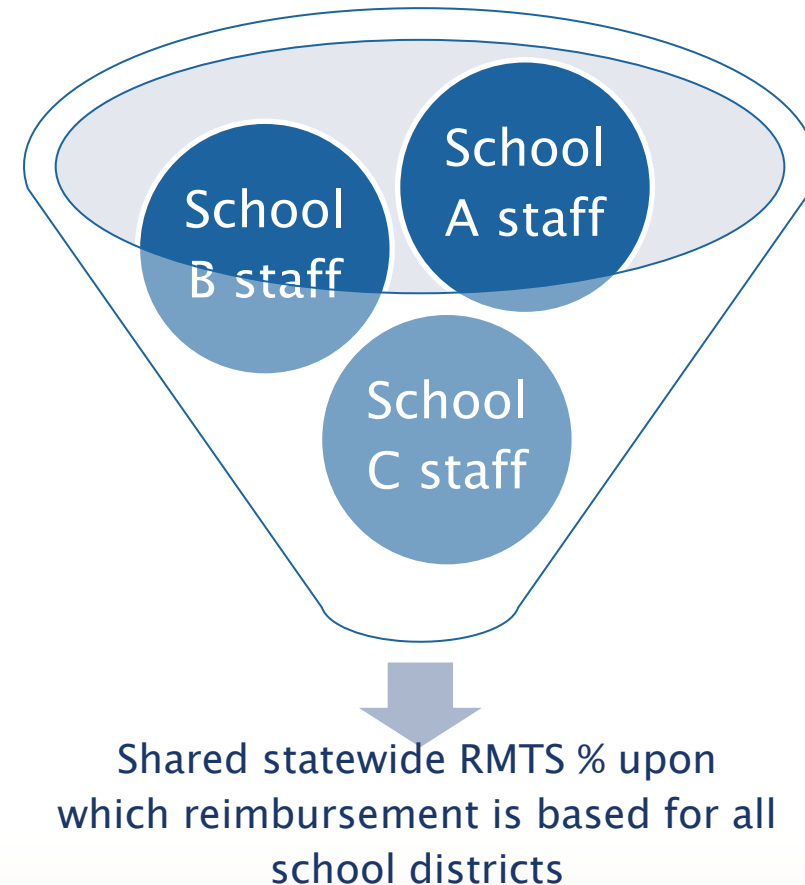
RMTS Overview – Fill the Candy Jar!

- Using the power of statistically valid random sampling, we don't need staff to document how they spend their workday, all day, every day.

- Instead, by recording what staff are doing during a relatively small number of randomly assigned working moments, we can predict to within a 95% confidence level how their time is spent all day, every day.

- As RMTS coordinators across the state add staff to the RMTS and identify their work schedules, each combination of a staff member and one minute of scheduled working time can be thought of as a piece of candy filling our candy jar of potential working "moments" from which the random sample will be drawn.

We're going to need a bigger jar!
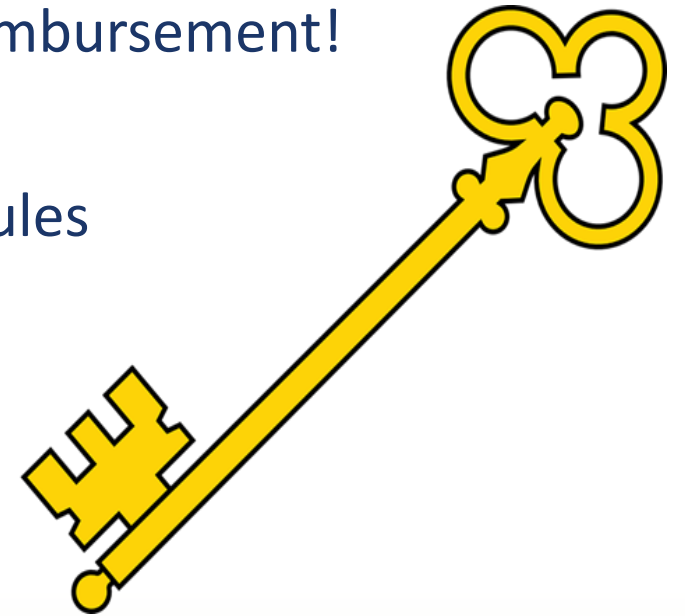
RMTS Overview – Sampling from the Candy Jar

The distribution of working time (quantified by the RMTS) is used to allocate costs – i.e. to determine what portion of school staffing costs can be attributed to doing work activities that are eligible for MAC program reimbursement.

	Category of Work Activity
🔵	Educational activity
🟢	Medicaid Administrative activity
🟡	Direct medical services activity
🔴	General administrative activity
🟣	Not working

RMTS is the KEY to MAC Reimbursement

- The RMTS results/percentages are used as an allocation factor in the Medicaid Administrative Claim (MAC).

- Accurate RMTS percentages are the KEY to accurate reimbursement!

- School Districts influence the accuracy of the RMTS by:
  - Including the "right" staff with accurate work schedules
  - Ensuring that staff are properly trained
  - Ensuring that all assigned moments are answered

The MAC Coordinator Instruction Guide and many other helpful resources are available for you on the Health Care Authority MAC program website:

https://www.hca.wa.gov/billers-providers-partners/programs-and-services/public-school-districts

How Does RMTS Work?

1 School Districts: identify staff qualified to participate; quarterly update of staff lists + work schedules

2 UMass: Generates random moments across the 3 statewide participant pools; sends email notifications to participants when chosen to document a moment

3 School staff (participants): complete annual training; respond to all assigned moments

4 UMass: assigns "activity codes" to moments; calculates results (percentages) after each quarter is complete

The RMTS Quarterly Cycle

School District RMTS Coordinator Responsibilities:

Before the Quarter Starts	During the Quarter	After the Quarter
• Identify staff for RMTS participation • Update RMTS list • Update work schedules • Provide participant training	• Monitor participation • Follow-up on unanswered moments • Provide ongoing participant training	• Submit any Change of Status (COS) • Check final participation compliance reports • Review completed moments reports

Deadlines: Before Each Quarter

All participant list updates and work schedule entries (or changes) must be completed in the RMTS system no later than the 10th of the month preceding the start of each quarter.

Tip: Set reminders in your calendar!

Time Study Quarter:	Participant List & Calendar Entry/Edit Deadline:
October 1 – December 31	September 10
January 1 – March 31	December 10
April 1 – End of School Year	March 10

Who Should Participate in RMTS?

- Who is 'reasonably expected' to perform Medicaid Administrative activities?
- Staff whose work activities **improve access to health care**:
  - Medicaid outreach & application assistance
  - Specialized transportation scheduling/arranging
  - Translation services related to health care service delivery
  - Program planning and policy development related to the delivery of health care services
  - Referral, coordination and monitoring of health care services
- **NOTE:** It's not about staff job positions – it's about who does this type of work

Staff are Grouped into 3 Pools

- Administrative Pool
  - Include staff who perform MAC activities and hold jobs in these categories: principal, office/clerical, school administrator

- Educational Pool
  - Include staff who perform MAC activities and hold jobs in these categories: paraprofessional, teacher

- Social and Health-Related Services Pool
  - Include staff who perform MAC activities and hold jobs in these categories: counselor, nurse, OT, PT, Speech Therapist, psychologist, social worker

Questions so far?

Participant List Management Demonstration

- Demonstration of Managing Participants
  - Add new participants
  - Inactivate participants who will no longer be participating or have left employment
  - Re-activate a previous participant who is returning
  - Edit/Update participant information
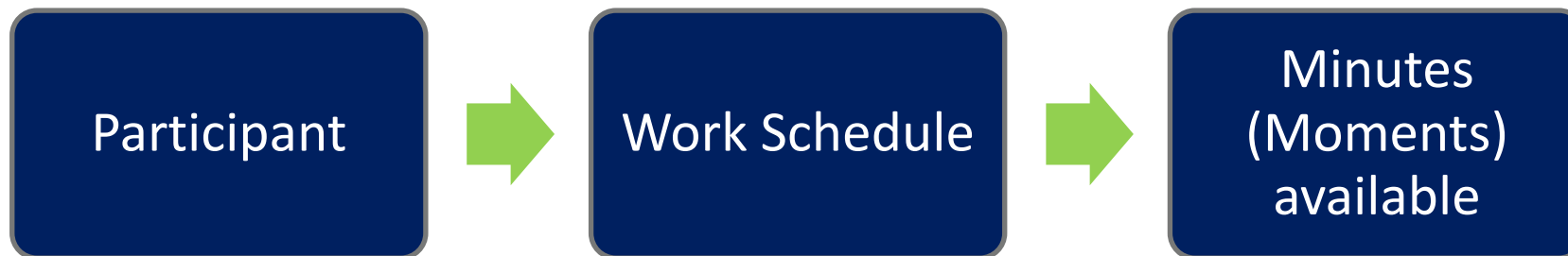
Questions so far?

RMTS Work Schedules

PURPOSE: Participants should be selected for moments at times
when they are working – this is important for the statistical
validity of the time study

HOW?   This is accomplished by associating participants with an
accurate work schedule

Participant	→	Work Schedule	→	Minutes (Moments) available

Work Schedules

Group staff who share common working days and hours into a single "Work Schedule" for the RMTS

Staff Name	Job Description	Work Location	Hours	Works School Vacation Wks?	School Year or Year-round?
Amy Apple	Nurse	Elem. School	M-F 7:30 - 3:00	No	School Year
Betty Banana	Social Worker	High School	M-F 7:30 - 3:00	No	School Year
Carla Carrot	PT	Middle School	M-F 7:30 - 3:00	No	School Year
Cara Cucumber	OT	Middle & H.S.	Tue/Thu 7:45 - 3:15	No	School Year
Denise Date	PCA	Elem. School	M-F 7:35 - 3:05	No	School Year
Louise Lettuce	Nurse	Middle School	M-F 7:30 - 3:00	No	School Year
Mary Melon	Audiologist	All Schools	Tue/Thu 7:50 - 3:20	No	School Year

Look for common schedules

- Schedule A: M-F 7:30 – 3:00 for Amy, Betty, Carla, Denise & Louise
- Schedule B: Tue/Thu 7:45 – 3:15 for Cara & Mary

Calendar Hierarchy

1. The calendars work in a hierarchical order. School District-wide holidays and non-working days should be entered into the School District calendar first.

2. When Work Schedule calendars are generated, they will be pre-populated with the School District holidays and days off.

3. This only works once, at the exact time that the work schedule is initially generated for the year.

School District Calendar

One-Time Transfer!
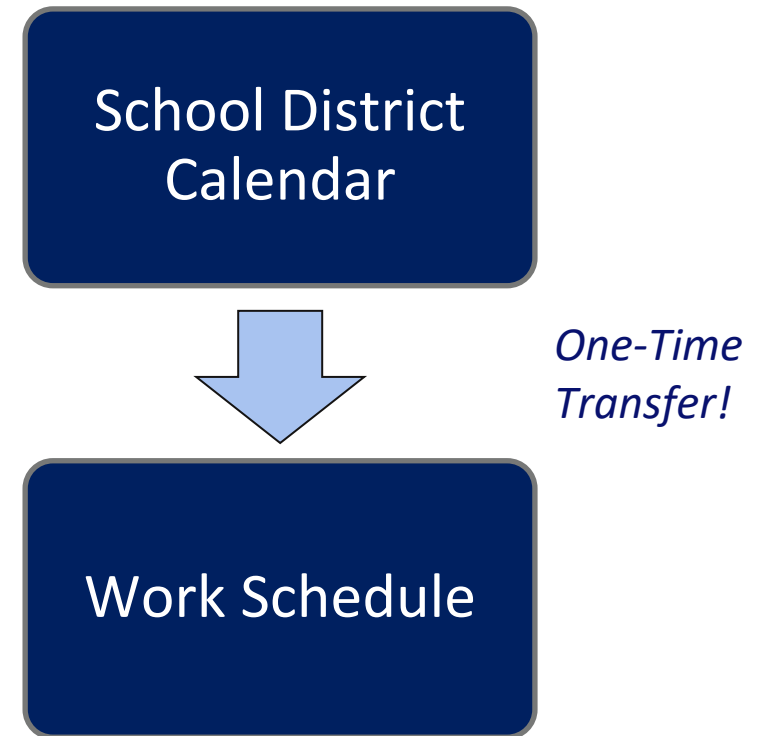
Work Schedule

Work Schedule Live Demonstration

- The demonstration will include:
  - Creating new schedules
  - Configuring the School District Calendar
  - Configuring Work Schedules
  - Checking your work using live reports

Questions so far?

Participant Training

- Inadequate training of staff, can reduce reimbursement for ALL participating school districts!

Untrained Staff

Why are you asking me these questions? I'm not involved with HEALTH CARE! I help students access the curriculum and succeed in school!

Participant Training

- Within the RMTS website, participants can access 2 training videos:

  1. **WA Schools RMTS Training** – this is the CMS required training that must be completed prior to answering moments, and at least annually thereafter

  2. **WA Schools POINT Training** – this is an optional training that focuses on the quality of RMTS responses

- RMTS Participant "Quick Reference Guide" – distributed to MAC Coordinators from UMass RMTS help desk for you to share with your participants

Participant Training

- MAC Coordinators can monitor which participants have completed training, and when they last completed training for easy follow-up to ensure compliance
  – Training Documents Viewed Report
  – Training Documents Not Viewed Report
- Group Training Sessions:
  – If conducting a group training session where you play the CMS required training video, email your attendance list to UMass RMTS Help Desk
  – UMass will record training attendance in the system for tracking

Communicate with your Participants

Your participants need to hear from you!

- Explain why staff participation is important, including fiscal impact to your district and why the staff member is included in the time study

- Explain the district's expectations, including oversight and staff compliance expectations and consequences

- Inform staff who are new to the time study about their required participation in the RMTS

- Inform staff about the required online training module and the need to complete the training prior to answering any random moments, and annually thereafter.

Communicate with your Participants

- Instruct participants what to do if they return to work after being out for several days and discover that they have missed a random moment

- Discuss whether participants can access school email from their personal cell phone (so they can take advantage of the option to respond from their mobile device)

- Indicate how participants without a dedicated computer at the school will be notified and respond to moments. Consider setting expectations for how frequently staff should check their email.

Communicate with your Participants

- Provide staff with appropriate internal resources for troubleshooting any problems or answering questions about the Medicaid program
- Identify the staff in participants' building that they can go to if they have questions or need assistance related to the RMTS
- Describe school policy around CC'ing "supervisors" on RMTS moments
- Address any other topics participants need to understand about how to be fully compliant, including responding to moments timely and accurately

Resources

The MAC Coordinator Instruction Guide and many other helpful resources are available for you on the Health Care Authority MAC program website:

https://www.hca.wa.gov/billers-providers-partners/programs-and-services/public-school-districts

UMass Chan Medical School

RMTS Help Desk

800-535-6741

MedicaidAdmMatch@umassmed.edu

Available Mon-Fri (except federal holidays) 4:30am – 4:30pm Pacific Time