# **Medicaid 101 Module 9 : For Local Education Agency (LEA) Random Moment Time Study (RMTS) Participants performing Medicaid Administrative Activities**

## **Slide 1: Introduction**

Welcome to the Medicaid one oh one [101] training series developed in partnership between MassHealth and the University of Massachusetts Medical School (U-M-M-S). My name is Evan Sweet and I am the customer support and training team leader with the School-Based Medicaid Program at U-Mass, and I will be presenting today’s webinar. My colleague, Zach Mitchell, the manager of the School-Based Medicaid Program at U-Mass, is also joining me today to help monitor questions and provide support as needed.

## **Slide 2: Distributed April 2021**

This training was distributed in April twenty twenty-one [2021] and was accurate at the time of distribution. As always, Local Education Agencies are responsible for reviewing information on the School-Based Medicaid Program website to determine whether subsequent guidance has superseded the content shared here. MassHealth plans to update these trainings periodically as needed.

## **Slide 3: Introduction to Medicaid 101 Training Series**

The Medicaid one oh one [101] training series is designed to provide the essentials to understanding the School-Based Medicaid Program or S-B-M-P. Some modules are designed for a broad, general audience. Other modules are targeted to the learning needs of a specific audience within each Local Education Agency (L-E-A).

I’m not going to read all of these all out as I’m sure that everyone in attendance today is most likely aware of the training series, but the modules are shown here for your reference.

## **Slide 4: Introduction to Medicaid 101 Training Series**

The Medicaid one oh one [101] Training Series, continued:

## **Slide 5: Training Agenda**

Here is today’s training agenda. Please note this module assumes that you have already reviewed the Introduction module in the Medicaid one oh one [101] series. Therefore, the agenda for this training module builds upon that background knowledge.

* So, we’ll cover the Training Objectives.
* We’ll explain How Administrative Activity reimbursement works?
* We’ll do an Overview of reimbursable Administrative Activities.
* We’ll explain the importance of the Random Moment Time Study (R-M-T-S) participation -and documentation of Administrative Activities.
* And we’ll review some Next training steps.

## **Slide 6: Training Objectives**

By the conclusion of this training, you will:

* Understand the kinds of work activities school staff perform that are partially reimbursable through the S-B-M-P and why you have been included in the R-M-T-S.
  + Be prepared to reflect on your job duties and discover work that you do that qualifies for Medicaid Administrative reimbursement.
* Understand how the R-M-T-S works and what is involved in documenting your work activities when selected to respond to a random moment.
* And finally,come away with a framework to better understand the R-M-T-S process and expectations so that you’ll feel confident that you’re doing your part to effectively document reimbursable Administrative work activities to help your L-E-A and L-E-As statewide receive the maximum allowable reimbursement.

## **Slide 7: How Does Administrative Activity Reimbursement Work?**

SoHow Does Administrative Activity Reimbursement Work?

* There is no billing or “billing documentation” for Administrative Activities.
* Instead, the S-B-M-P quantifies the amount of time school staff spend performing reimbursable Administrative Activities through the Random Moment Time Study or R-M-T-S.
* The results of the R-M-T-S are used to allocate staff costs to determine the portion of staff costs that is eligible for Medicaid Administrative reimbursement.
* For all School Based R-M-T-S participants included in all R-M-T-S participant pools, work activities performed, which support the Medicaid state plan, are reimbursable in the Medicaid Administrative Claiming portion of the S-B-M-P.

## **Slide 8: I don’t do Medicaid administrative work… Or do I?**

Many participants do not have a clear understanding that they are sometimes involved in Medicaid Administrative work.

* There’s a crucial link between student health and well-being and student academic success.
* MassHealth’s mission is to improve the health outcomes of our diverse members and their families by providing access to integrated health care services that sustainably and equitably promote health, well-being, independence, and quality of life.
* The common goal shared by educators and the Medicaid program is to ensure access to health care services for all students, particularly those students who are affected by health inequities.
* That’s where the Medicaid Administrative Claiming program comes in: Administrative activities link students to health care services, coordinate and monitor health care services to ensure students are receiving the services that they need, and help students and families enroll with MassHealth and maintain and access their MassHealth benefits.
  + - The S-B-M-P provides an opportunity for reimbursement for these crucial activities.

## **Slide 9: Reimbursable Administrative Activities**

Now lets go over theReimbursable Administrative Activities.

There are seven types of reimbursable administrative activities and we’ll cover them in the upcoming slides.

Medicaid Outreach isinforming eligible or potentially eligible individuals and families about MassHealth and accessing MassHealth benefits. Examples include, but are not limited to:

* Providing a student’s family with literature about the benefits and availability of E-P-S-D-T or Early and Periodic Screening, Diagnosis, and Treatment programs or other Medicaid programs including managed care;
* And also,informing students and families how to effectively access, use, and maintain participation in MassHealth resources.

## **Slide 10: Reimbursable Administrative Activities**

The next is MassHealth Application Assistance. This involves assisting individuals or families to apply or renew eligibility for MassHealth*.* Someexamples include:

* Talking with a family member about the Medicaid eligibility process, including helping them complete the Medicaid application, or connecting the family with a certified application counselor, who can help them apply;
* And alsogathering information from the family related to the Medicaid application process.

## **Slide 11: Reimbursable Administrative Activities**

The next is Provider Networking, Program Planning, Interagency Coordination. This is participating in activities to develop strategies to improve the delivery of covered services, including collaborative activities with other agencies regarding covered services. SomeExamples are:

* Developing advisory or work groups of health professionals to provide consultation and advice regarding the delivery of health care services to school populations, such as developing school or district-wide procedures for uniform asthma screenings, including working with an outside entity advising the procedures;
* Reviewing and updating standing orders for school nurses;
* Developing strategies to assess or increase the capacity of school-based medical or behavioral health programs;
* Identifying gaps to improve the coordination and delivery of Medicaid health services;
* And working with agencies to improve the coordination and collaboration of Medicaid services they provide, including opportunities to expand access to those services.

## **Slide 12: Reimbursable Administrative Activities**

Next we have Individual Care Planning, Monitoring, Coordination, and Referral for Covered Services. This is making referrals to covered services, coordinating, or monitoring the delivery of covered services. Some examples include, but are not limited to:

* Collaborating with other health care providers to coordinate students’ health care services;
* Making referrals for or coordinating medical examinations and necessary medical behavioral health evaluations;
* Responding to a student’s health plan’s inquiry to better coordinate in and out of school services;
* Arranging for Medicaid-covered medical, diagnostic, or treatment service as a result of a specifically identified medical condition;
* Coordinating the completion of the prescribed services, termination of services, and the referral of the child to other Medicaid service providers for continuity of care;
* Andparticipating in a meeting or discussion to coordinate or review a student’s needs for health care services covered by Medicaid (other than an I-E-P or five oh four [504] meeting).

## **Slide 13: Reimbursable Administrative Activities**

Arranging MassHealth-covered transportation. This includes, but is not limited to:

* Scheduling a student’s transportation to a Medicaid-covered service appointment outside of school; and,
* Scheduling or coordinating transportation that is specially equipped or adapted to meet the needs of a student with a disability to attend school where Medicaid-covered services will be provided to that student.

## **Slide 14: Reimbursable Administrative Activities**

Next is arranging or providing translation or interpretation services when required to access covered services. An example is:

* Arranging translation or interpretation services that help the student or family access and understand necessary health-related care or treatment.

## **Slide 15: Reimbursable Administrative Activities**

The final reimbursable administrative activity isTraining which includes participating in and coordinating training related to Medicaid topics. Examples include, but are not limited to:

* Providing or coordinating training that teaches or reinforces clinical best practices in patient care, such as training for school nurses on asthma-management plans;
* Andattending a School-Based Medicaid Program-related training or webinar.

## **Slide 16: Non-Reimbursable Activities**

Now lets review someNon-Reimbursable Activities.

L-E-As and their staff should understand that the S-B-M-P is a Medicaid health program, not an educational program. Therefore, educational activities that are not medically necessary are not reimbursable. Some examples of non-reimbursable activities are:

* Planning, preparing for, or attending I-E-P meetings;
* Working to obtain parental consent to meet dess see [DESE] or fur pah [FERPA] requirements;
* Remedial education;
* Providing student supervision or daycare;
* Services that are purely educational, academic, vocational or social in nature, or do not require the skill level of a qualified practitioner.
* AndMedicaid billing activities are part of the Direct Service reimbursement portion of the Medicaid program. These activities are not reimbursable under A-A-C.

## **Slide 17: RMTS Participation**

RMTS Participation.

Since the Administrative reimbursement to schools is determined by the percent of time that school staff perform reimbursable Administrative activities, as measured by the R-M-T-S, all staff either employed or contracted who are reasonably expected to perform that type of work need to be included in the L-E-A’s participant list.

* Some staff have been included in the R-M-T-S primarily for their work as qualified Direct Medical Services practitioners
* It is important toremember that staff included in any Direct Service pool are eligible for reimbursement for both Direct Medical Services and Administrative Services that clinical practitioners routinely perform.
* The Administrative Only Pool is an opportunity for each L-E-A to identify additional staff who routinely perform Medicaid Administrative work activities, but who don’t qualify for a Direct Service pool.

## **Slide 18: Participant/Staff Pools – Administrative**

Let’s go over the Participant or Staff Pools for the Administrative Only program.

* The actual job titles for staff participating in the Administrative Only pool can vary.
* For R-M-T-S purposes, identify the primary Medicaid Administrative duty that each staff member is expected to perform which qualifies them for participation.

So, in the Administrative Only Pool, some job descriptions are:

* Medicaid Outreach Worker,
* Health Services Director, Manager, or Administrator,
* Health Services Referral Specialist,
* Specialized Transportation Coordinator,
* Health Care Case Manager and Coordinator,
* And Interpreter or Translator.

## **Slide 19: What does an RMTS response look like?**

So, what does an R-M-T-S response look like?

* When randomly selected, assigned a specific date and time, you’ll be asked the followingseries of questions:
  + What type slash category of work activity were you doing?
  + What were you doing more specifically?
  + Where were you?
  + Who were you working or interacting with?
  + AndWhy were you performing this activity?
* Before responding to your moment, look at the date and time that it was assigned for and think about what you were doing at that specific minute. The pre-defined responses cover most work activities as well as non-working time.
  + If you were multitasking at the time of your moment, identify the primary work activity.
* If the options do not sufficiently describe your work activity, you may choose the “Other” option and use the free text section to provide adequate detail.

## **Slide 20: Quality of RMTS response is important**

Quality of R-M-T-S response is important.

* R-M-T-S responses must clearly indicate that a reimbursable work activity has, or has not occurred during the assigned minute snapshot.
* You’re conveying to the reader (or the coder at U-Mass), who was not present, the essence of what was taking place, much like when you’re describing an event or experience that made an impact on you.
* When you answer your moment, imagine another person looking at your responses through the lens of your words in order to understand the topic, purpose, context, and content of your work activity.

## **Slide 21: Avoid Common RMTS Mistakes**

Avoid Common R-M-T-S Mistakes.

Try to provide more than just a physical description of your work activity by explaining purpose, intent, and context.

Here we can see that just providing a little more detail in a response can make a difference between being reimbursable or not.

So for example, writing “Checking email” is non reimbursable versus if you wrote “Corresponding by email with a parent to refer to a medical provider for follow-up care”, this would be reimbursable.

## **Slide 22: Avoid Common RMTS Mistakes**

Here is another example of how lack of detail can make a difference in the R-M-T-S.

So, “Preparing materials” is non reimbursable, but if you responded “Working on preparing materials about a free mobile dental clinic for the school’s newsletter” this would be reimbursable.

## **Slide 23: Avoid Common RMTS Mistakes**

And please*,* be sure to document your work activity. Don’t tell us what you weren’t doing, tell us what you were doing.

So for example, writing “My student was absent today” is non reimbursable, but if you wrote “Helping the school nurse put away an order of clinic supplies”, this would be partially reimbursable.

## **Slide 24: Tips for Completing a Random Moment**

Let’s review someTips for Completing a Random Moment.

* Remember that the R-M-T-S corresponds to one minute. We are not concerned with what you were doing before or after the one assigned minute.
* Before submitting your moment, please review your answers to ensure that they make sense and do not contain any contradictions, since many of the options are similar.
* Avoid using acronyms in your response, or be sure to define them.
* A sufficient response will provide adequate detail on the topic, context, purpose, and content of the activity being performed.
* An insufficient response will only provide a literal physical description of the activity.
* And,if you were engaged in communication at the time of your moment (either in person or via email or on the telephone), please describe the topic and purpose of the conversation or communication.

## **Slide 25: Overcome Common Misperceptions**

We frequently hear about manyCommon Misconceptions regarding the R-M-T-S like:

My school district is “checking up on me” to see what I’m doing using the R-M-T-S.

But in fact the only purpose of the R-M-T-S is for the School Based Medicaid Program. Your moment responses are not shared with your school district.

Another myth or fear is, I am being singled out unfairly and I’m getting extra moments.

But in fact, the moments are completely randomly assigned by a computer program. Due to the nature of random selection, it is possible to get two moments in the same day or no moments at all.

Another myth is, It’s no one’s business why I took time off from work. Why do I get asked follow-up questions?

But the fact is, the R-M-T-S only needs to identify whether each moment was assigned during “paid” time; including paid time off, which is partially reimbursable. You do not need to share why you were taking time off.

## **Slide 26: Overcome Common Misperceptions**

Here are some more Common Misconceptions.

I don’t work with the Medicaid program or Medicaid students, so I don’t qualify for reimbursement.

The fact is, your school district identified you as someone who performs reimbursable work activities. You never need to identify whether any student that you are working with is enrolled in Medicaid for the purpose of R-M-T-S.

Another myth is, I work in a school, so everything I do is educational, not medical.

We hope that this training module has addressed this misperception. If you are a related services provider, we encourage you to view Module eight [8] for direct service practitioners for more information.

## **Slide 27: SBMP-Provided Participant Training**

Here are some S-B-M-P-Provided Participant Trainings:

* The federally required online training video is available for R-M-T-S Coordinators at the link shown here [www.chcf.net/chcfweb/]and for R-M-T-S participants within the R-M-T-S Moments application [https://cbe-rmts.chcf-umms.org/].
* The videooffers an overview of the R-M-T-S and walks participants through the mechanics of responding to moments.
* The R-M-T-S System tracks each participant’s training status. Participants out of compliance with the training requirement will be prompted to complete the training upon login.

## **Slide 28: Next Training Steps**

Here is a listing of theother training modules in the Medicaid one oh one [101] series that apply to your specific training needs.

## **Slide 29**: **Contact Information and Resources**

For MassHealth School-Based Medicaid Program information please go to: mass dot gov slash masshealth slash schools[https://www.mass.gov/masshealth/schools].

If you have questions or require assistance with anything please contact the U-Mass School-Based Help Desk by email at school based claiming at u-mass med dot edu [SchoolBasedClaiming@umassmed.edu] or by phone at 1-800-5-3-5-6-7-4-1 [1-800-535-6741].

Thank you for attending this webinar.