New York State Department of Health Preschool/School Supportive Health Services Program Random Moment Time Study

Coordinator User Manual
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I. Introduction to the Preschool/School Supportive Health Services Program

Overview

The New York State (NYS) Preschool/School Supportive Health Services Program (SSHSP) is administered by the New York State Department of Health (DOH) in collaboration with the New York State Education Department (SED). The purpose of SSHSP is to assist participating school districts and counties in accessing Medicaid reimbursement for certain medically necessary diagnostic and health support services provided to Medicaid-eligible students with disabilities. The SSHSP applies to Medicaid eligible students with an Individualized Education Program (IEP) from age three years up to their 21st birthday.

Under State Plan amendment 09-61, Medicaid-reimbursable services under New York's SSHSP include:

1. Physical therapy services
2. Occupational therapy services
3. Speech therapy services
4. Psychological evaluations
5. Psychological counseling
6. Skilled nursing services
7. Medical evaluations
8. Medical specialist evaluations
9. Audiological evaluations
10. Special transportation services

Beginning with services furnished October 1, 2011, DOH has implemented a Certified Public Expenditures (CPE) reimbursement program for the SSHSP. This reimbursement program for SSHSP services is consistent with the specifications of the federal Department of Health and Human Services (HHS), Centers for Medicare and Medicaid Services (CMS), and is subject to CMS approval. The CPE process has two major components: a random moment time study (RMTS) and a cost-based settlement process.

DOH requires that participating school districts with staff providing direct medical services and are employed by the district (collectively referred to as “the Local Education Agencies” (LEAs) or “districts” in this Manual) participate in the RMTS. In New York State, school districts are enrolled Medicaid providers in the SSHSP.

The RMTS method polls participants (providers of direct medical service) on an individual basis at random intervals over a given time period (in this case, over a quarter), and totals the results to determine work effort for the entire population of eligible staff over that same time period. The RMTS method provides a statistically valid means of determining what portion of the selected group of participants’ workload is spent performing activities that are reimbursable by Medicaid.

II. Who is Included in the Random Moment Time Study?

Cost Pool Overview

The selection process of staff that are included in the staff pool within the RMTS system is critical for receiving federal funds and ensuring the results of the RMTS are valid. **Only district staff providing direct medical services (outlined in Section I) and are employed by the district should be included in one of the two cost pools.** There are two separate cost pools within the SSHSP Random Moment Time Study (RMTS) process: *Direct Service Therapy* and *Direct Service All Other.*

NOTE: Staff should only be included in one cost pool.

Direct Service Therapy Cost Pool (TH)

Staff eligible to be included in the Direct Service Therapy cost pool include:

- Licensed Occupational Therapist
- Certified Occupational Therapy Assistant (OTA)
    - OTAs are eligible under the direction of an Occupational Therapist
- Licensed Physical Therapist
- Certified Physical Therapy Assistant (PTA)
    - PTAs are eligible under the direction of a Physical Therapist
- Licensed Speech Language Pathologist
- Certified Teacher of Students with Speech and Language Disabilities
    - TSSLDs are eligible under the direction of a Speech Language Pathologist
- Certified Teacher of the Speech and Hearing Handicapped
    - TSHHs are eligible under the direction of a Speech Language Pathologist

Direct Service All Other Cost Pool (AO)

Staff eligible to be included in the Direct Service All Other cost pool include:

- Licensed Audiologist
- Licensed Clinical Social Worker
- Licensed Master Social Worker
    - LMSWs are eligible under the supervision of a LCSW, psychiatrist, or psychologist
- Licensed Medical Doctor
- Licensed Nurse Practitioner
- Licensed Physician Assistant
- Licensed Physician
- Licensed Psychiatrist
- Licensed Psychologist

- Licensed Registered Nurse
- Licensed Practical Nurse
    - LPNs are eligible under the direction of a Licensed RN, or other licensed health care provider authorized under the Nurse Practice Act

Staff Excluded from the RMTS

The following staff are **excluded** from the RMTS:

- Contracted staff (including BOCES)
- County staff (even those employed by the county)
- OTAs, PTAs, TSLDs, TSHHs, LMSWs, and LPNs that are **not** under the direction/supervision of a NY licensed/certified provider
- Non-paid temporary staff (example: Interns)

District with staff on long term leave or temporary staff should contact PCG before adding or removing staff. This manual provides instructions for RMTS coordinators on:

- How to access the web-based system
- Coordinator credentials
- How to edit and add new participant information
- How to update the district calendar
- How to certify the district staff pool and calendar

If you have any questions about the system or your role as district coordinator, please contact PCG at NYSSHSP@pcgus.com or 866-912-2974.

III. Accessing the PCG Claiming System Website

Registered User Login

To enter the PCG Claiming System website after registering, a coordinator will open an internet browser and enter: https://claimingsystem.pcgus.com/nysshsp

Enter email and password. Be sure to enter password exactly as created, using appropriate letter cases and symbols.

Click the ‘Log in’ button after entering the email and password.

IV. Navigating the Home Screen

The home screen contains links to all of the functionality within the system, including People, Calendars, and Reports. The home screen also contains data fields known as widgets that will display information regarding quarterly milestone summaries, moment status, and resources uploaded by PCG. Click on the 'Home' link at any time to return to the home screen shown below. Details on updating the staff pool list and calendar are provided in later sections of this manual.

The view on the home screen will change depending on the quarter selected. If the quarter selected is open, but requires staff pool list and calendar certification the screen below will appear. The certification status for staff pool list and calendar will be updated according to the district's status.

If moments have been generated for the quarter selected, the district will view the following screen with moment response information.

To select the desired quarter, use the dropdown at the top of the home screen.

The 'People' dropdown is where coordinators can view participants and edit participant information. Coordinators are able to edit the staff pool list by selecting 'People' and then 'Staff Pool Positions' from the dropdown menu. Coordinators can view their own information by selecting 'District Users' from the 'People' dropdown.

The 'Calendar' dropdown is where coordinators access the district calendar. Note that only the calendar for the quarter selected will be displayed. Coordinators must update and certify calendars on a quarterly basis.

Widgets

Coordinators will see a number of widgets on the right of the Home Screen. During the certification period when coordinators can update the staff pool lists and holidays, coordinators will see the following widgets with information regarding certification status.

Once the certification period is closed and moments are generated for the quarter, coordinators will see the following widgets regarding moment compliance.

Moment compliance will be displayed by cost pool: All Other (AO) and Therapy (TH). For a complete list of job titles and associated cost pools, please refer to *Section II* of this manual.

Cost Pool	Moments Submitted	Moments To Date	Follow-Up	Percent Submitted	Total Moments
AO	8	12	0	66%	18
Th	12	14	0	85%	19
All Pools	20	26	0	76%	37

Resources

The 'Resources' section is where PCG will post training resources for the coordinators to access.

First Time Registration (For new RMTS Coordinators only)

After PCG has added the new coordinator, the user will receive an email with the subject 'New Account Registration' from 'ClaimingSystem@pcgus.com' email address. Please note: users cannot reply to this email address. Please email NYSSHSP@pcgus.com with any questions or issues.

To register as a new user, go to the RMTS site via the following link:
https://claimingsystem.pcgus.com/nysshsp

Coordinators will view the following screen.

Select, 'Register'. Provide an email address and select 'Register'.

RMTS Coordinators will then receive a confirmation email stating the user has successfully registered. This email contains a link to continue the registration process. After selecting the link, users will then be prompted to set and confirm their own password. Note that passwords must include at least one capital letter, a numeric value, and a special character.

After entering and confirming the password, users will select the 'Complete Registration' button and will be brought back to the main page to enter their credentials to log into the site for the first time.

Resetting Passwords

RMTS Coordinator passwords will never expire but they can be reset as needed. If a coordinator needs a new password, or has forgotten his/her login information, he/she may click on the 'Forgot Password' link located next to 'Log in'. The coordinator may also contact NYSSHSP@pcgus.com or call 866-912-2974 for assistance.

The user will then be sent to the screen below and will need to enter their email address that is associated with the system along with the text that is displayed in the image field and then click the 'Forgot Password' button.

The user will then be sent an email with the subject 'Reset Password Request' from the 'ClaimingSystem@pcgus.com.' The email will contain a link to the page below for users to reset their password. Enter the new password in the 'Password' and 'Confirm Password' fields and click the 'Reset Password' button.

Users will then be brought back to the main page to enter the email and new password and log into the site. The user will receive a confirmation email from ClaimingSystem@pcgus.com that the password has been successfully changed.

V. Managing the Coordinator Account

Changing Password

Coordinators can edit their email and password in the 'Manage Account' dropdown. He/she will receive an email from ClaimingSystem@pcgus.com with instructions on changing the password.

Change Email

Coordinators can change his/her email address in the 'Manage Account' dropdown. Once the 'Change Email' option is selected, the Coordinator is able to change his/her email address within the system.

Resetting Passwords

User passwords will never expire, but can be reset as needed. If a coordinator needs a new password, or has forgotten his/her login information, he/she may click on the 'Forgot Password' link located next to 'Log in'. Coordinators may also contact NYSSHSP@pcgus.com or call 866-912-2974 for assistance.

VI. Updating and Certifying the Staff Pool List

Accessing the Existing Staff Pool List

To view, update, and certify the staff pool list, click on the 'People' link on the home screen and select 'Staff Pool Positions' OR click on the 'Certify Staff Pool List.'

OR

The coordinator is brought to the 'Staff Pool List' inclusive of all active job positions (or participants).

Coordinators can filter the staff pool by clicking 'Available Filters' and selecting from the appropriate dropdowns (Cost Pool, Job Category, Email Confirmed, and Vacancies) or providing appropriate information in the text boxes (Email, Employee ID, First Name, Last Name).

Editing Participant Information

During the certification window, coordinators can edit all participant information. To edit an existing job position, click on the participant's name. The coordinator is able to view the participant's current information and can update all fields.

The 'Shift Type' should always be 'Full Time.' PCG applies hours for the district as a whole. The 'Employment Type' should always be 'Salaried.' **Contracted clinicians do not participate in the RMTS process.**

Adding a New Job Position (Participant)

To add a new job position to the PCG Claiming System, select 'Add New Job Position.' When adding a participant, all required fields highlighted in red must be completed.

Select the appropriate 'Cost Pool' for the staff member to be added. To determine which cost pool a staff member belongs in, refer to the cost pools and associated job titles in *Section II* of this manual.

Select the appropriate 'Job Category.' Refer to *Section II* of this manual for a list of eligible job titles. The available options will only be those associated with the 'Cost Pool' chosen in the previous step.

Coordinators must manually type in the 'Job Title' field to match the "Job Category' exactly. Please make sure to review for spelling errors, appropriate capitalization, and spacing. The below displays the blank field and the completed field. The Job Title field is not required but if coordinator fills it, it must match the Job Category exactly.

Please refer to the end of this sections for instructions on how to add and edit shifts.

The 'Action' for a new participant is 'Fill With New'. The 'Start Date' will automatically populate to the **first day of the quarter you are certifying for**. **Do NOT include an end date for a new time study participant.**

The employment type will always be 'District Payroll' as contracted staff are excluded from the RMTS process. If 'Contracted' is selected, PCG will contact the district Coordinator for more information and the staff member could potentially be removed if the district does not edit the status or remove the participant (if a contracted employee).

A valid email address must be added in the 'Email' field. The email address is also required to be unique (cannot be an existing email address in the system). The 'First Name' and 'Last Name' fields are required. 'Employee ID,' 'Middle Name,' 'Suffix,' and 'Phone' are not required fields.

Coordinators are listed at the 'Email CC Person' in the system. This dropdown does not have to be selected as all coordinators are set to receive reminder emails for outstanding moments. If this field is selected and there are multiple coordinators listed for one district, only the one on this drop down will get reminder emails.

Once the required fields are updated, the 'Create New Job Position' option at the bottom of the screen is activated. The participant will now be displayed on the staff pool list.

Replace a Participant within a Job Position

Coordinators can replace an existing participant within a job position with a new participant or an inactive participant. To replace a participant, first select the participant to be replaced by clicking on the participant's name.

Note: Do not delete a job position if the position (e.g. Licensed Physical Therapist) is just being filled by a new staff member. Replace the existing participant with the new staff member. Only delete a position if the job position (e.g. Licensed Physical Therapist) is being removed within the district. Please call PCG if you are uncertain which 'Action' is appropriate.

Staff at District: Demo District 1

Cost Pool	Name	Job Category	Job Title	Email	Inactivate
TH	Smith, Jane	Licensed Physical Therapist	Licensed Physical Therapist	9765@test.com	✖

Select the 'Action' dropdown to Vacate, Replace With Existing, Replace With New, Edit, or Delete.

To replace a job position with a new participant, select "Replace With New" and enter the required fields. Note that once all required information is provided; select 'Save Changes.'

The replacement history and summary will show in the 'Edit Job Position' box.

Please note that by entering the new participant's 'Start Date', the system automatically adds an 'End Date' to the previous staff member in the position. This is to ensure that there is no overlap in the staffing of one position. Please see the screenshot below which details the job spans of two staff members in this position.

Employee ID	Email	Name	Start Date	End Date
	1242@pcgus.com	Bennet, Elizabeth	01/01/2015	01/31/2015
	3987@test.com	Granger, Hermione	02/01/2015	

Vacate a Position

Coordinators are able to vacate a position for participants on long term leave or for participants who leave a district mid-quarter and will not return before the close of the quarter/will NOT be replaced.

Note that moments assigned to participants who are vacated mid-quarter are NOT reassigned and are non-responses.

Select the position to be vacated. Under the 'Action' option, select 'Vacate.'

Once 'Vacate' is selected, the system will prompt the coordinator to provide an 'End Date' or the date the position will be vacated. The coordinator is also required to check a box to certify this position will be vacated.

Please contact PCG prior to making 'Vacate' edits to ensure it is the correct action.

Participant Shift Configuration Access

- Select "Configuration" from the menu bar and then select "Shifts."

- Existing district shifts will appear on the page. When accessing this configuration for the first time, one "Full Time" shift will appear for each district.
- Shifts should be edited during the SPL and Calendar Certification timeline only. Changes made to shifts will not impact moment assignment after the start of the quarter.
- If you are applying one shift to the entire district, please use the earliest start time and latest end time for participants in the district in order to capture all working time.

Shift Elements

Shift: Title of the shift. This displays in the participant's information dropdown
Position: The order of this shift in the dropdown
Day of Week: Select which day(s) this shift has working hours

Begin Time: Enter in the beginning time of this shift on this day. You can enter in standard time (8:00 AM, 3:00 PM) or military time (8:00, 15:00)
Duration: Enter in how long the shift is on this day

Edit Existing Shifts

- To edit a shift, click on the shift to be updated.

  - Coordinators can rename the shift, assign the shift a different position (the order shifts appear on the list), and edit the days, start times, and duration.

  - After all edits are made, select “Save Changes.”

Add New Shifts

- To add a new shift, select "Add New Shift" on the top, left side of the screen under the menu bar.

  - Complete all required fields, outlined in red.

  - Note that the configuration requires a duration, NOT an end time.
  - Once all required information and shift days, begin times, and durations are entered, select "Create New Shift."

Assigning Staff to Shifts

Once shifts are created, coordinators can assign participants to the appropriate shift types.

- Access the Staff Pool List (SPL) by either selecting "Certify Staff Pool List" or by selecting "People" and then "Staff Pool Positions."

- Select the participant for whom you are editing the shift assignment.
- Select the appropriate shift assignment from the "Shift Type" dropdown.
    - Note: Only shifts you have added under the shift configuration will appear in the dropdown list.
    - Note: Part Time staff are eligible to receive moments within the specific shift times in the system.

Inactivate a Shift

Once created, shifts cannot be deleted. Shifts can be inactivated if they are not being utilized.

- To inactivate a shift, check the box next to “Inactivate.”

- Inactivated shifts will appear in red on the list of shifts within the district.

Certifying the Staff Pool List

Coordinators are required to certify the staff pool list on a quarterly basis. Once all edits and additions are made to the staff pool list, select 'Certify Staff Pool' at the top of the 'Staff Pool Participants' page.

After the 'Certify Staff Pool' is selected the staff pool is locked and no longer open for edits. If additional edits need to be made prior to quarterly moment generation, the coordinator can contact PCG to unlock the staff pool.

When coordinators return to 'Home' the 'Staff Pool Compliance' widget will be updated.

VII. Updating and Certifying the District Calendar

Coordinators are responsible for updating the district calendar on a quarterly basis. Only school holidays where staff and students are not in attendance should be added as 'Holidays.' PCG will pre-populate statewide holidays for all districts. In-service days where staff report to work should not be counted as a 'holiday' in the system.

To view the district calendar, select 'Calendar' from the menu bar.

The current district holidays will be shaded in red.

To add a holiday, click on the 'Holiday/Non-Work Day' and then the date of the holiday. The new holiday will be shaded in red. When an additional holiday is added, the coordinator must select 'Save Changes' for the calendar to update. Once all holidays have been added, select 'Certify Calendar.'

After the calendar is certified, the 'Calendar Compliance' widget on the 'Home' dashboard will update.

Additionally, the staff pool update and calendar update will show as completed on the left hand side 'Quarterly Milestone Summary.'

The quarterly update process is complete for this district.

VIII. Navigating the Widgets

Coordinators will view a variety of 'Widgets' when logged into the system and viewing the 'Home' dashboard. To access a quarter, select a quarter from the 'Quarter' dropdown.

Certification Window

After the quarterly staff pool list and calendar are certified and prior to moment generation, coordinators will view widgets confirming the staff pool list and calendar are certified.

Post Moment Generation

After moments are generated for the quarter, coordinators will view moment compliance widgets for the selected quarter. **Coordinators are able to log in at any time to view moment compliance statistics.**

Moment compliance will be displayed by cost pool: All Other (AO) and Therapy (TH). For a complete list of job titles and associated cost pools, please refer to *Section II* of this manual.

Moment Compliance

Cost Pool	Moments Submitted	Moments To Date	Follow-Up	Percent Submitted	Total Moments
AO	3	5	0	60%	8
Th	2	2	0	100%	2
All Pools	5	7	0	71%	10

IX. Generating Reports

Coordinators have the capability to generate an 'Active Participants' report which includes a list of all district staff participating in the time study for the selected quarter.

To access the report, select 'Reports' from the main menu bar.

Note that you must select the quarter at the top right of the site to generate a report in order to see the data associated with that quarter in the report.

To generate the report, click on the report name highlighted in blue. Depending on the internet browser and settings, you may be prompted to select whether you would like to 'Save' and/or 'Open' the report.

Reports are in CSV format, but can be saved in Excel.

Active Participants Report

This Active Participants report displays a list of all active RMTS participants at the time of running the report.

Coordinator Compliance Report

The Coordinator Compliance report will display the district name and date the report was generated. All moments assigned up until the date of report generation will be displayed on the report. Each moment has participant specific information associated with the moment in the "Last Name," "First Name," "Job Category," and other fields. If the submit date field is blank, the moment is still outstanding and has not

yet been submitted by the participant. Please note that If the Last name and First name field is blank, the moment was assigned to a vacant position.

A	B	C	D	E	F	G	H	I
Demo District January-March 2017 - Coordinator Compliance Report								
Report Generated 2/24/2017 9:02:32 AM								
Agency	Last Name	First Name	Moment Date	Submit Date	Week#	Job Category	Cost Pool	Email
Demo District			1/25/2017 12:13		4	Licensed Physical Therapist	DirectService_Therapy	
Demo District			2/8/2017 11:40		6	Licensed Physical Therapist	DirectService_Therapy	
Demo District	Sample	Participant	1/9/2017 11:12	1/9/2017 12:22	2	Licensed Speech Language Therapis	DirectService_Therapy	test123@test.com
Demo District	Sample 2	Participant	1/20/2017 9:25	1/20/2017 10:30	3	Licensed Occupational Therapist	DirectService_Therapy	test1234@test.com

Moment Date	Submit Date
2015-01-09 15:01:00 (EST)	2015-01-09 15:25:39 (EST)
2015-01-08 10:14:00 (EST)	

Coordinators are expected to check this report often and follow up with participants regarding outstanding moments.
Please contact PCG with any questions about the report or district moment compliance.

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