

Preparing for Q1 RMTS

Medicaid Coordinators' Meeting
April 17, 2024



Cardinal Care
Virginia's Medicaid Program
Department of Medical Assistance Services

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

RMTS Changes as of 7/1/2024

- Beginning 7/1/24, RMTS must be conducted year-round
- Response grace period: two (2) business days from the assigned moment date and time
- Addition of participant narrative documentation

DMAS-UMass Materials Updated

Already posted on DMAS website:

- *Dates & Deadlines document includes Q1 FY25 RMTS deadline*
- *RMTS Instruction Manual*

Will be posted on DMAS website soon:

- *Step-by-Step Handbook for RMTS Coordinators*
- *Participant's Quick Reference Guide*

Will be posted on UMass RMTS website(s) by mid-June:

- *Participant's Online RMTS Training Video*

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Training for RMTS Coordinators

Register for RMTS Coordinator Virtual Training:

Same training, offered twice:

- May 13 11:00-12:30

Registration link:

https://doe-virginia-gov.zoom.us/meeting/register/tZcrcu6sqT8pE9wu_MympN-77-Bii6luFaYu

- May 21, 9:00-10:30

Registration link:

<https://doe-virginia-gov.zoom.us/meeting/register/tZYtce6vpz0jEtH4wE71zWZK7EWpmRynUIUK>

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Financial Impacts

- Reduced grace period improves accuracy of responses
- Reduced grace period experience in other states actually increases participation rate because people don't delay and lose track
- Narrative improves accuracy of responses and provides greater chance for UMass coding staff to recognize reimbursable activities without follow-up messages
- AAC reimbursement should benefit from no longer missing all the MAC activities that tend to occur at the beginning of each school year
- Direct service reimbursement should benefit from capturing direct service time during ESY, when providers are less likely to be attending IEP meetings and doing "duty" periods that are non-reimbursable
- DMAS will be increasing the "oversample" percentage of moments during Q1 only to be 30%, due to anticipation of schedule variations and leave time resulting in more missed moments than usual.

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Operational Impacts

- Q1 has roughly the same number of working days as Q4

Random peek at a few 2023-2024 school calendars, looking at “teacher workdays” only (so this considers the majority of participants, but not all):

Quarter	School 1	School 2	School 3	School 4
7/1-9/30	35	44	39	37
10/1-12/31	53	50	53	52
1/1-3/31	59	63	57	56
4/1-6/30	38	40	38	38

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Preparing the Q1 RMTS Participant List

Communication with HR/Talent Management

- June 7th deadline for Q1 RMTS staff list
 - So, when will you need information about any new hires? (don't forget about your Admin Only participants)
- Is HR/Talent Management the correct place to go to find out which related service providers will be working during ESY?
 - If not, where will you find out this information?
 - Leads?
 - Supervisors?
 - Directors?
 - ESY Coordinator?

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Adding New Staff

If adding new staff whose information isn't complete by June 7th, some options:

- If staff have not yet been assigned an Employee ID number, can let RMTS system randomly assign a UMMS number temporarily, and change it later. (*Note: changing an employee ID requires UMass help – just send the information to the RMTS help desk when you have it*).
- If staff don't have an email address assigned yet, can add your best guess at what it should be, and correct when you confirm later. Email addresses are 'real time' updates that you can make at any time.
- Checking licenses: Will this information be obtained in the "normal" process, or will you need to do some online look-ups?

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Adding New Staff

Also okay to hold on adding new staff if information is incomplete. The requirement is to add staff to the first RMTS quarter that you can after their “effective date,” so if you don’t know about the new person until after June 7th, you’ll add them to the Q2 participant list.

- Reminder to check funding sources as they may change as of 7/1

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Preparing your Participants

Preparing Participants - Communication

Communication is key!

Here are some things to consider when drafting your communications:

- Communicate division expectations for participation and training
- Share what has changed about RMTS
 - Q1 Moments in effect starting 7/1
 - 2-day response window
 - This is based on division's business days, not individual work schedules
 - Narrative requirement
 - Be careful about appropriate level of detail and avoiding acronyms
 - Remind staff not to share actual names

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Narrative

Unless the participant indicates that they were not working at the assigned date/time, they will be prompted to provide a brief narrative after answering the questions.

REQUIRED NARRATIVE: Provide a brief description (no more than 250 characters) of the work that was occurring at your assigned moment (minute).

250 characters remaining

Previous

Start Over

Next

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Preparing Participants – Communication

- Remind about annual CMS Training video requirement
- Provide instruction on what to do:
 - If taking vacation/other leave
 - If need assistance
 - Consider whether the “normal” contacts/support at your division might work different summer schedule
 - Remind how to reach UMass help desk
 - Share the Quick Reference Guide

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Communication Timing

- Participation in Q1- communicate what to expect for RMTS starting 7/1/24
 - Communicate with them about the changes to RMTS prior to end of school year
 - Staff returning at beginning of school year- Remind staff prior to receiving moments or at beginning of year PD what has changed
 - New staff- provide a complete training on RMTS
- Beginning of quarter
 - Communicate with staff who will be new to the time study and let them know to expect the “Welcome” email from the RMTS system
- Throughout the year
 - Communicate any changes in the process, updates from UMASS, and reiterate school division expectations

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Communication Timing

- Expiration emails
 - Follow-up with providers so that they know the email is legitimate
 - Let them know these are not junk or phishing scams
 - Remind supervisors and school-based admins about the importance of participants responding
- Request for Added Detail emails
 - Follow-up with providers so that they know they are expected to respond
 - Let providers know where to find the question from RMTS staff and what not responding means for your division

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Communication Examples

Good Morning,

Everyone should have received an email and logged into their RMTS account by now, but if you have not please do so before you leave today.

At some point before September 30 you will need to watch a quick training video and forward your certificate of completion to me.

Steps to training videos w/ screen shots;

1. Log into your RMTS portal using the information you received on 9/22/2023.
2. In the top right corner click on training.



3. Select VA-RMTS Training: Updated and watch the video

Please select a training video from the list below

- [VA - RMTS Training_Updated](#)
- [VA RMTS POINT training](#)

I have not yet completed the training.
 I certify that I have completed the training.
 Send me a copy of training certificate in email

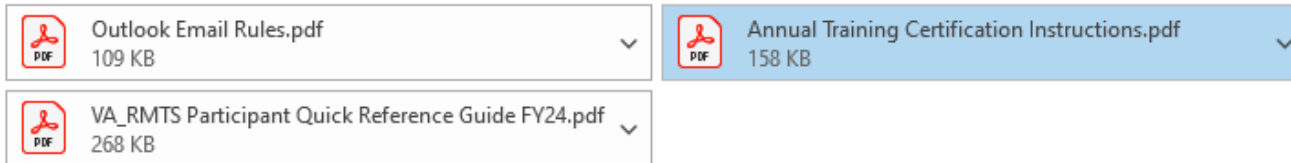
Submit

4. After watching the training video select I certify that I have completed the training, & Send me a copy of training certificate in email.
5. When you receive your email certificate, forward me a copy.



If you have any questions, please let me know.
Thanks,

Communication Examples



Good Afternoon,

Welcome and Welcome Back emails are in the process of going out for participants in the Random Moment Time Study this week. I promise that this email is not spam and I highly encourage you to use the attached instructions to set up an email rule to have these emails always go to your Inbox. As a part of the Medicaid and Schools reimbursement program, our division is federally required to participate in this Random Moment Time Study, which starts 10/1/2023 this school year.

For staff that have previously participated in RMTS, please utilize the User ID and link in that Welcome/Welcome Back email in order to log in and reset your password. You may need to utilize the Forgot Password link to reset your password. If this is your first time participating in RMTS, you will need to utilize the User ID and temporary password to set up your account.

In addition to resetting your password, you also need to complete the federally required training video (roughly 19 minutes) and certify it. Attached you will find instructions on how to access and certify the training video. **Please watch and certify the training video by 10/31/2023.**

If you have any questions, please feel free to contact me. Thank you so much!!

Heather Swanson | Medicaid Specialist

How to Access and Certify Required RMTS Training

To access the video:

1. Log into your RMTS account
2. Click on the graduation cap in the upper right-hand corner of your home page

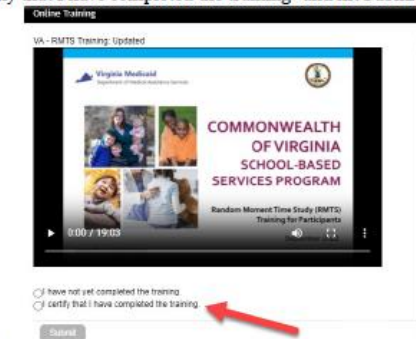


Welcome [Name] There are currently no active moments for you to complete. Future moments are not accessible until that moment arrives. If you would like to view or edit prior moments, please click the 'Prior Moments' tab. Note: Prior moments may only be edited if they are within the 3 business day grace period. Thank you for your participation.

- a.
3. An online Training Video pop-up window will appear. Click on the first training link "VA - RMTS Training Updated" to play the video



- a.
4. Once you have watched the entire training, you should click the radio button next to "I certify that I have completed the training" and hit Submit



a.

RMTS Trainings

- Annual CMS required training
- LEA supplemental RMTS trainings
 - Beginning of the year trainings and PD
 - New provider meetings
 - Provide PD/licensure points for completing Annual CMS training
 - Provider meetings throughout year

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

LEA Supplemental RMTS Trainings

When designing your supplemental RMTS trainings, please consider including the following:

- Explain what RMTS is, why they are included as a participant, why it is important to participate, and the financial impact RMTS has on reimbursement
- School division expectations
- Annually required CMS training
- LEA contact for troubleshooting issues with accessing or completing RMTS
- How to contact RMTS for technical help (password issues, issues with website, error messages, etc.)
- What to do when staff will be out on extended leave
- Service specific Vignettes
- UMASS provided pie charts

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

RMTS Training Compliance

Participant Training

Annual CMS Training

- Review new training eff 7/1 (regardless of when they last took prior training)
- Group setting – take attendance and email to UMass
- We have combined 2 former trainings (optional + required) into **one required training** at about 20 minutes run time
- Monitor your staff's training compliance

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Monitor Training Compliance

The screenshot shows the 'Center for Health Care Financing' logo and the 'SCHOOL-BASED MEDICAID PROGRAM' header. A navigation menu on the left includes 'School Division', 'Administrative Claiming', 'Online Training', 'Online Training Materials', 'Training Summary', and 'RMTS Admin'. The 'Training Summary' section is expanded to show 'Training Summary Reports' with two links: 'Training Documents Viewed Report' and 'Training Documents Not Viewed Report'.



Monitor the **Training Documents Viewed Report**, from the Online Training Menu / Section

Filter for Time Study Participants, date range (max. 1 year) and Training Material:

Training Documents Viewed Report

State : VA	School Division : Arlington County Public Schools	User Status : All	User Type : Time Study Participants
Name : ALL	Start Date : 07/01/2023	End Date : 04/11/2024	Training Material : VA - RMTS Training: Updat

[View As Excel](#) | [Back to Reports](#)



Training Documents Viewed Report

Staff must **certify** that they completed the training

People who attempted, but failed to certify are listed first

Last Name	First Name	User ID	User Status	Employee Id	Job Type	Job Description	Email Address	Training Material Title	Date Accessed	Certification Date	Certification	No. Of Attempts
Apple	Amy	AppleA1	Active	29033	Employee	Clinical Social Worker	Amy.Apple@myschool.us	VA - RMTS Training	12/05/2023		No	1
Banana	Barbara	BananaBa2	Active	35517	Employee	School Social Worker	Barbara.Banana@myschool.us	VA - RMTS Training	04/01/2024		No	2
Carrot	Carl	CarrotCa	Active	27094	Employee	Billing Personnel	Carl.Carrot@myschool.us	VA - RMTS Training	12/04/2023		No	1
Cucumber	Carla	CucumbC	Active	28919	Employee	School Social Worker	Carla.Cucumber@myschool.us	VA - RMTS Training	01/29/2024		No	1
Peach	Patti	PeachP1	Active	34983	Employee	OT	Patti.Peach@myschool.us	VA - RMTS Training	10/24/2023	10/24/2023	Yes	
Melon	Marion	MelonMa	Active	33675	Employee	Speech Therapist	Marion.Melon@myschool.us	VA - RMTS Training	12/04/2023	12/04/2023	Yes	
Water	Wanda	WaterWa2	Active	22955	Employee	Speech Therapist	Wanda.Water@myschool.us	VA - RMTS Training	12/28/2023	12/28/2023	Yes	
Mango	Mike	MangoMi	Active	34544	Employee	Speech Therapist	Mike.Mango@myschool.us	VA - RMTS Training	11/16/2023	11/16/2023	Yes	
Broccoli	Bob	BroccoB3	Active	24050	Employee	School Social Worker	Bob.Broccoli@myschool.us	VA - RMTS Training	01/02/2024	01/02/2024	Yes	
Onion	Opal	OnionOp	Active	34636	Employee	PT	Opal.Onion@myschool.us	VA - RMTS Training	09/13/2023	09/13/2023	Yes	

Participant Training Compliance FY24

So far during the current school year, Virginia's statewide training compliance is **44.7%**

Training Status	Count of Participants	% of Participants
Certified, Completed	4,326	44.7%
Attempted, Not completed	614	6.3%
Not Started	4,735	48.9%
Total Participants	9,675	

Of the 4,735 who have not started the training, 3,014 were assigned moments so far this year.

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Work Schedules

Work Schedule Set-up

- Set-up your School Division Calendars FIRST, to establish the “business days” for your division for the entire year. Although calendars can be updated quarterly, remember that the Division calendar only pre-populates down to the work schedules ONCE, when you initially generate the work schedules. So carefully set your division calendar for the whole year now.
- Work schedules: The only scheduling information that is being “locked in” by June 7th is for the July-September quarter. All other information can be changed ahead of the subsequent quarters.
 - Plan to do a robust review and update by September 6th.
- Reminder: division calendar sets ‘business days’ for calculation of the grace period.

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Work Schedule Example #1

Is it easier to set up “ESY” schedules for Q1, then update the participants to their “regular” schedules for Q2?

Advantages:

- Only need to “modify shifts” and do adjusted set-up for Q1 on the ESY calendars.
- Makes it easy to “spot” participants whose schedules need updating when working on Q2 because can name schedules “ESY...”
- Allows additional time to determine final schedules for Q2 without needing to generate all Q2/”regular” calendars until Sept. 6th.

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Work Schedule Example #1

Global Calendar Setup

Start Date: 07/01/2024 End Date: 06/30/2025 Weekends: Non-Moment Days

Shifts

*Start Time: [] AM *End Time: [] PM

Start Time	End Time	Icon	Delete
07:45 AM	02:15 PM		

Set ESY start & end times globally

July 2024							August 2024							September 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6	28	29	30	31	1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31	1	2	3	25	26	27	28	29	30	31	29	30	1	2	3	4	5
4	5	6	7	8	9	10	1	2	3	4	5	6	7	6	7	8	9	10	11	12

Set "regular" start & end times by Modifying Shifts (only set-up Q1)

07:15 AM - 03:10 PM

Work Schedule Example #2

Do you prefer to configure existing schedules to include ESY days and times for Q1?

Advantages:

- Won't need to “move” staff into new schedules for Q2, but still will need to review the schedules and update as necessary.
- May minimize updates that you need to make when preparing for Q2.

<https://www.dmas.virginia.gov/for-providers/school-based-services/>

Work Schedule Example #2

Global Calendar Setup

Start Date: 07/01/2024 End Date: 06/30/2025 Weekends: Non-Moment Days ▾

Shifts

*Start Time: [] AM ▾ *End Time: [] PM ▾

Start Time	End Time	Save	Delete
07:15 AM ▾	03:10 PM ▾	<input type="button" value="Save"/>	<input type="button" value="Delete"/>

Set "regular" start & end times globally, so will apply to whole year

Calendar View

July 2024 August 2024 September 2024

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6	28	29	30	31	1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31	1	2	3	25	26	27	28	29	30	31	29	30	1	2	3	4	5
4	5	6	7	8	9	10	1	2	3	4	5	6	7	6	7	8	9	10	11	12

07:45 AM - 02:15 PM

Color Codes

- Standard
- 1 Working Day (Editable)
- 1 Non-Moment

Set ESY start & end times by Modifying Shifts

Work Schedule Example #3

For staff who work year-round, everything is the same, except you can't ignore Q1 when doing the set-up.

Global Calendar Setup

Start Date: 07/01/2024 End Date: 06/30/2025 Weekends: Non-Moment Days ▾

Shifts

*Start Time: AM ▾ *End Time: PM ▾

Start Time	End Time	Save	Delete
07:00 AM ▾	04:00 PM ▾	📁	✖

July 2024							August 2024							September 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6	28	29	30	31	1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31	1	2	3	25	26	27	28	29	30	31	29	30	1	2	3	4	5
4	5	6	7	8	9	10	1	2	3	4	5	6	7	6	7	8	9	10	11	12

Color Codes

1 Standard Working Day (Editable)

1 Non-Moment Day (Editable)

You can “modify shifts” for summer periods if these staff work different hours in the summer.

Schedule Tips

- 12-month people – paid time off (i.e. vacation) should not be excluded from moments – should submit Change of Status (COS)
- Naming convention - can be helpful for easy identification of the schedules
- Schedules should reflect ALL working time but also ONLY working time

Impact of Inaccurate Schedules

- So far this school year:
 - Virginia has lost **6.45%** of moments to “Not Paid Time” (i.e. the person was not working at the time, and was not on any type of paid leave time)
 - Results from all FY24 moments from Q2 & Q3 combined from all pools:

Moment Status	Count of Moments	% of Moments
Answered & Paid Time Off	14,957	86.49%
Left / LOA (from a COS)	241	1.39%
Expired (not answered)	979	5.66%
Not Paid Time	1,115	6.45%
Total	17,293	100%

Impact of Inaccurate Schedules

Percent of Moments resulting in Not Paid Time:

% of Not Paid Time Moments	# of School Divisions
>15%	7
10 - 14.99%	8
5 - 9.99%	31
4 - 4.99%	9
2 - 3.99%	14
< 2%	40

Questions?