Commonwealth of Virginia

Medicaid and Schools Program

Random Moment Time Study

forHealth™ CONSULTING at UMass Chan Medical School

Department of Medical Assistance Services

Cardinal Care Virginia's Medicaid Program

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

May 2024

Welcome and Housekeeping Notes

My name is Emily Hall. My team at ForHealth Consulting at UMass Chan Medical School administers the Medicaid and Schools Program on behalf of DMAS in Virginia.
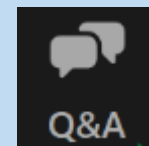
I am joined by Ronni Wiles, Medicaid Coordinator from Richmond City Schools, who will be leading today's training.

Please remain on mute during the presentation to reduce background noise.

If you're accessing audio via your phone, *6 will mute and unmute.
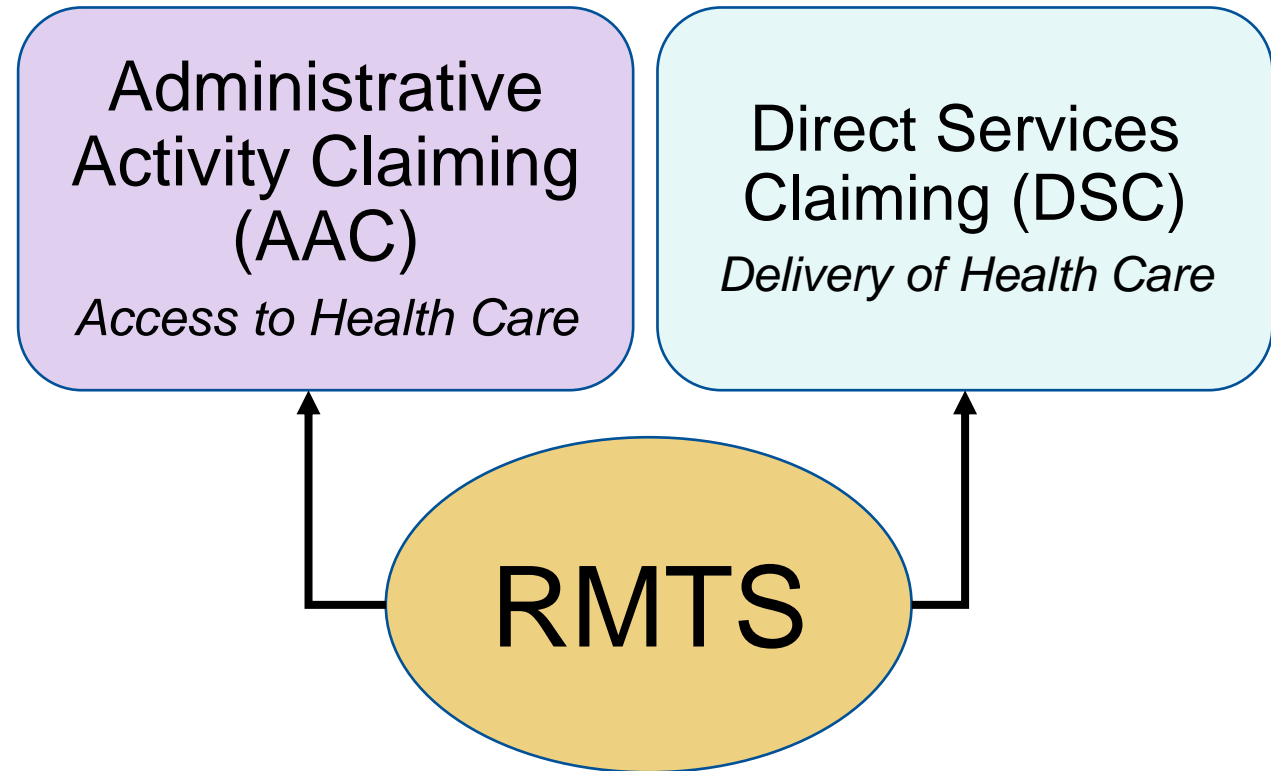
Please take a moment to locate the Q&A feature on the Zoom toolbar where you can post questions.

Learning Objectives

- Understand how the 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 managing RMTS for your school division.

- Gain some helpful tips and tools to ensure that your school division is maximizing your Medicaid reimbursement while meeting all program requirements.

RMTS is a Program Requirement

School Divisions may choose to participate in one or both reimbursement streams (Administrative Claiming and Direct Service Claiming), however RMTS participation is required for either one.
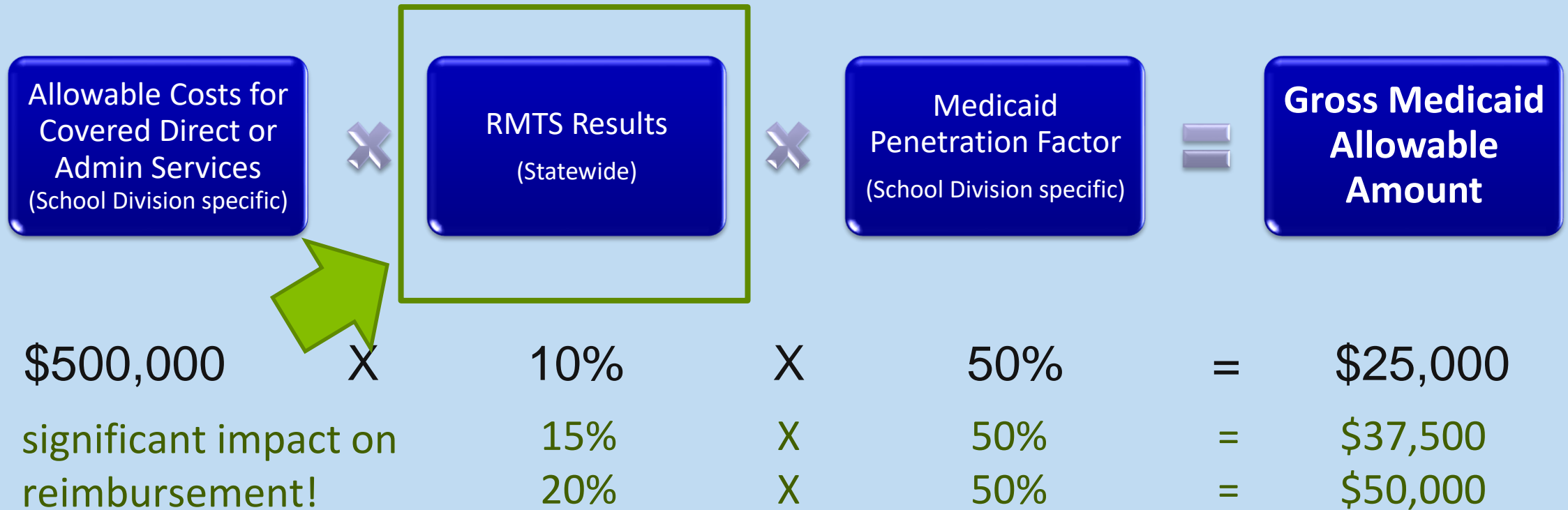
Administrative Activity Claiming (AAC)
Access to Health Care

Direct Services Claiming (DSC)
Delivery of Health Care
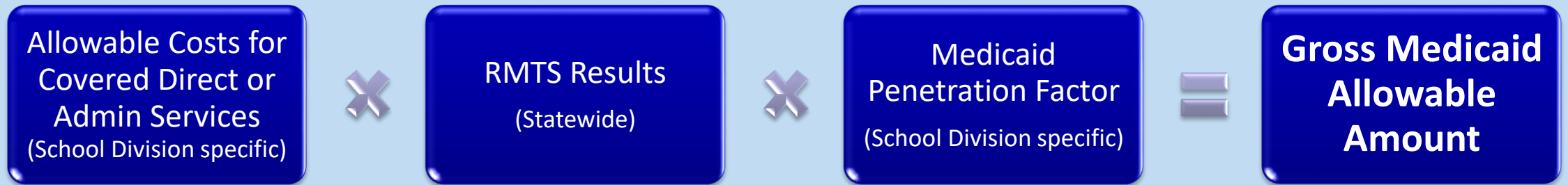
RMTS

Cost-Based Reimbursement

- Ultimately, this is a cost-based reimbursement program, not a true "fee for service" program.
    - **Note**: not to be confused by ORP registration information forms that are filled out as "fee for service" or other contact that you might have with the Provider Help Line or VAMMIS. From their view, VAMMIS is processing and paying individual service claims, so that's "fee for service" – they don't know about all the work that UMass does!
- Cost-based reimbursement is an alternative methodology that instead reimburses each school division based on actual, incurred costs to provide services.

Cost-Based Reimbursement Overview

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Cost-Based Reimbursement Methodology

Allowable Costs for Covered Direct or Admin Services (School Division specific)	X	RMTS Results (Statewide)	X	Medicaid Penetration Factor (School Division specific)	=	Gross Medicaid Allowable Amount
$500,000	X	10%	X	50%	=	$25,000
significant impact on reimbursement!		15%	X	50%	=	$37,500
		20%	X	50%	=	$50,000

Cost Allocation

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| Allowable Costs for Covered Direct or Admin Services (School Division specific)	X	RMTS Results (Statewide)	X	Medicaid Penetration Factor (School Division specific)	=	Gross Medicaid Allowable Amount
$500,000	X	10%	X	50%	=	$25,000

Allocation Factor: What portion/percent of the cost is attributed to performing Medicaid-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 division is compliant with RMTS requirements impacts reimbursement to every participating school division in the state.

School A staff

School B staff

School C staff
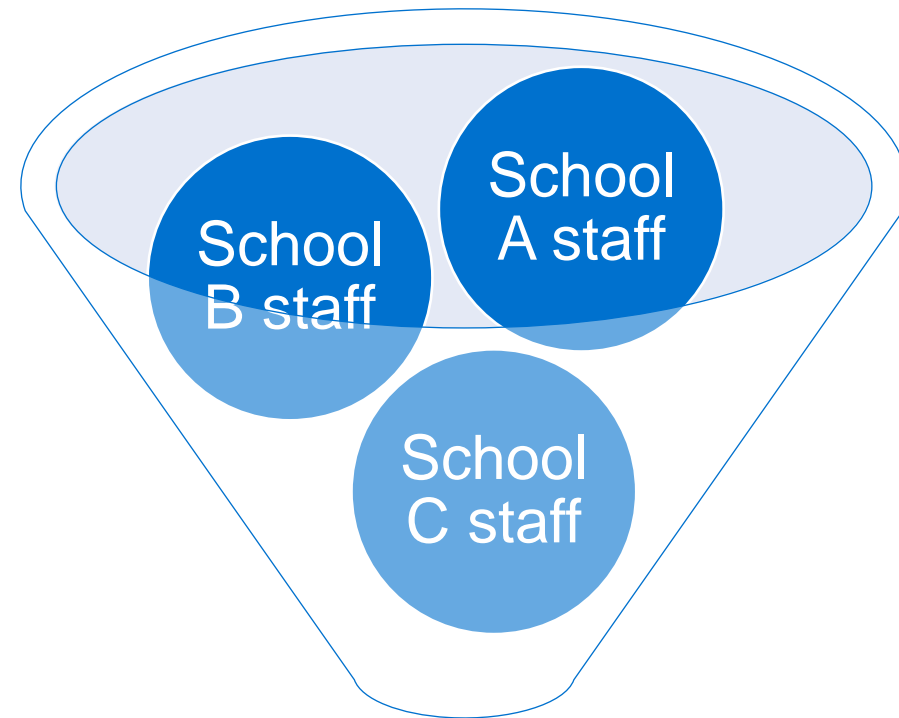
Shared statewide RMTS % upon which reimbursement is based for all school divisions

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 Medicaid reimbursement.

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

RMTS & Reimbursement

- The RMTS results/percentages are used as an allocation factor in both Administrative Claiming and the Direct Services Cost Report.

- Accurate RMTS percentages are the **KEY** to accurate reimbursement!

- School Divisions 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
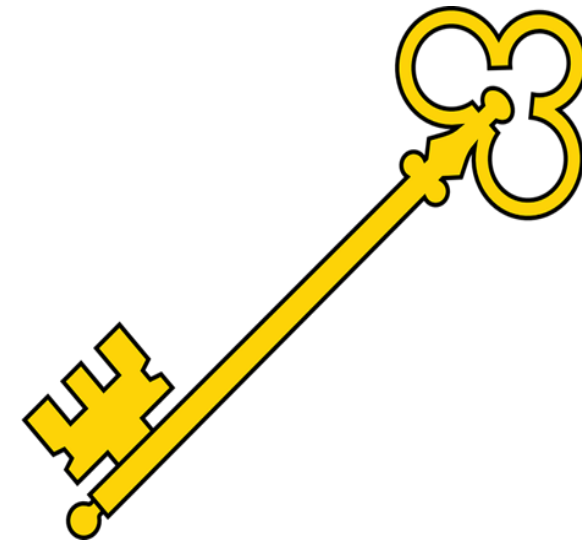
How Does RMTS Work?

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

2   **UMMS:** 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   **UMMS:** assigns "activity codes" to moments; calculates results (percentages) after each quarter is complete

The RMTS Quarterly Cycle

School Division 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 the Quarter

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

Tip: Set reminders in your calendar!

Time Study Quarter:	Participant List & Calendar Entry/Edit Deadline:
July 1 – September 30	First Friday of June
October 1 – December 31	First Friday of September
January 1 – March 31	First Friday of December
April 1 – End of School Year	First Friday of March

Who Should Participate?

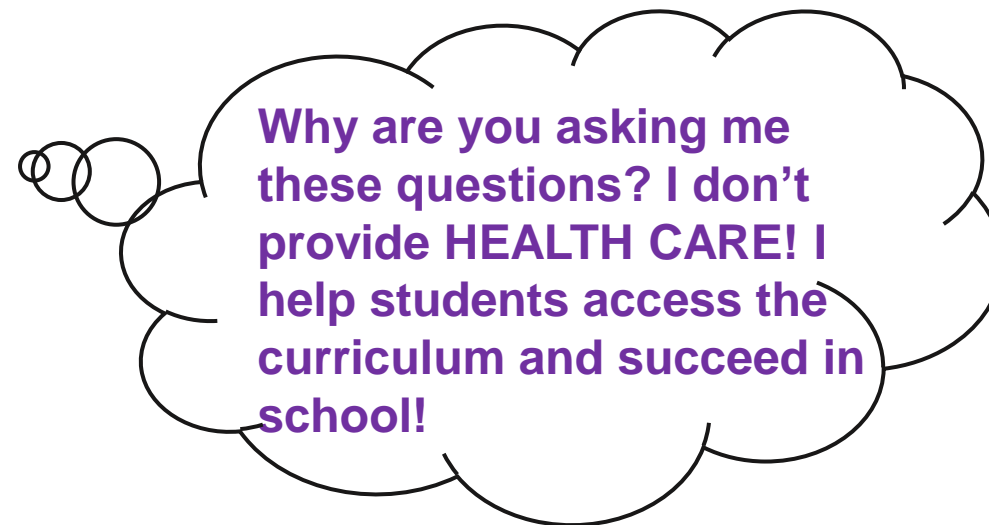forHealth™ CONSULTING at UMass Chan Medical School

Direct Service Pool 2 or 3

1. What services does my School Division claim for in the Direct Services program?
   a. Who delivers direct medical services to students (for which my school division seeks reimbursement)?
   b. Are they Medicaid qualified practitioners?
      - This includes that supervision is being provided where required
   c. Will they be submitting documentation for Medicaid billing for the covered services that they provide?

2. Who does Medicaid Billing?

Direct Service Pools are for Direct Service Participating Providers

- Inadequate training of staff, particularly in Direct Service participant pools, can reduce reimbursement for ALL participating LEAs!

- If your division does not participate in Direct Service reimbursement (including interim billing) for a service type (e.g. psych services), then those providers do not belong in a Direct Service participant pool.

Untrained Staff

Why are you asking me these questions? I don't provide HEALTH CARE! I help students access the curriculum and succeed in school!

Potential Participants

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Job Group (Pool) 2 Nursing, Psychological, Medical Services		Job Group (Pool) 3 Therapy Services
• Clinical Psychologist • School Psychologist * • Psych Tech • Clinical Social Worker • School Social Worker • Professional Counselor * • Marriage & Family Therapist * • School Counselor * • Substance Abuse Treatment Practitioner *	• Behavior Analyst * • Asst. Behavior Analyst * • Behavior Tech * • RN/LPN • Nurse Practitioner • Personal Care Assistant • Billing Personnel * New	• Speech Therapist • Occupational Therapist • Occupational Therapist Assistant • Physical Therapist • Physical Therapist Assistant • Audiologist

★ **Billing Personnel** = Completing paperwork or tasks required to submit claims to Medicaid (If Medicaid Coordinator is doing this work, should be listed as Billing Personnel)

Potential Administrative Pool Participants

Who is 'reasonably expected' to perform Medicaid reimbursable Administrative activities (but doesn't qualify for a direct service pool)?

Staff whose work activities <u>improve access to health care</u>:

- 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** services

- Referral, coordination and monitoring of **health** services

**NOTE:** It's not about staff job descriptions – it's about who does this type of work

DMAS Website

Medicaid and Schools program information is easy to find on the DMAS website. You don't have to remember the link, simply navigate to:

https://www.dmas.virginia.gov

- Providers
  - School Based Services

For detailed requirements for the Direct Service program and Provider Qualifications, see the "*LEA Provider Manual*"
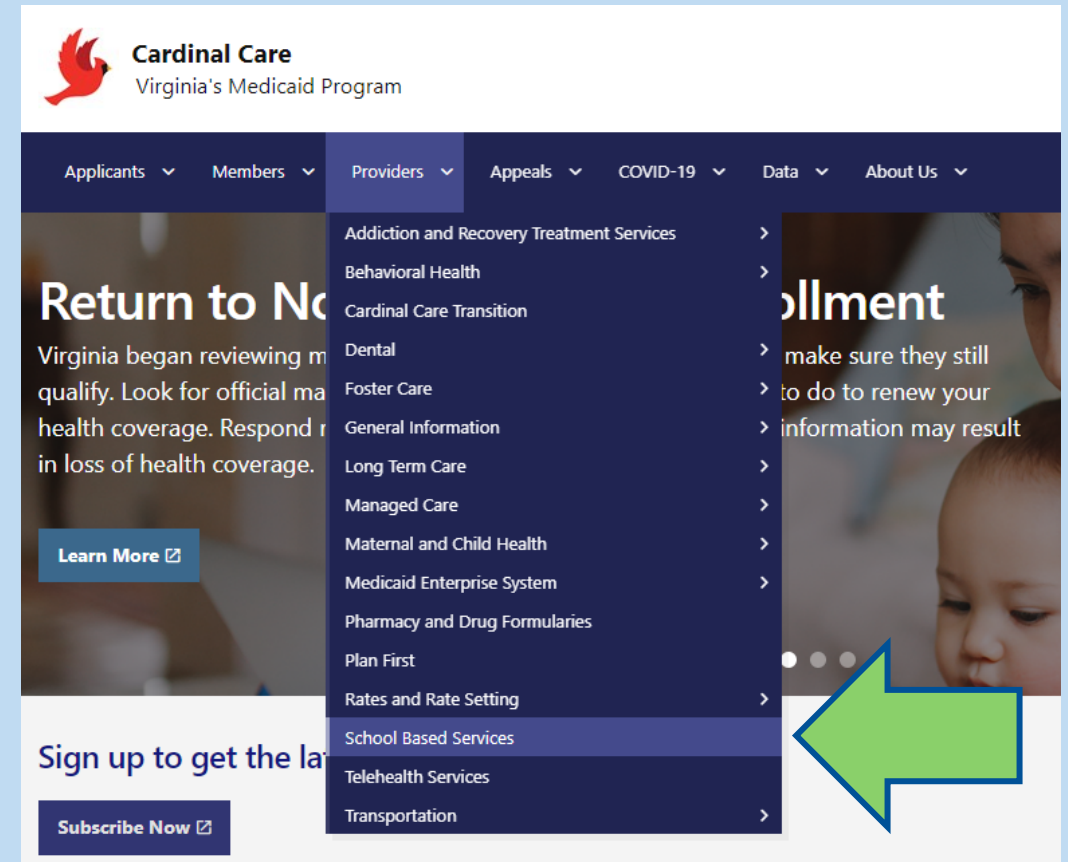
Reimbursable Administrative Activities

Improve Access to Health Care: Medicaid Outreach

Schools are an important partner with Medicaid in identifying students and families who could benefit from Medicaid assistance and might be eligible to enroll in Medicaid.

Activities include:

- Providing information about the benefits and availability of services provided by the Medicaid and FAMIS programs

- Notifying families of EPSDT programs, such as health screenings, being conducted at school

- Providing information about Medicaid managed care programs and how to access those benefits

- Planning or coordinating training for outreach staff

Reimbursable Administrative Activities

<u>Improve Access to Health Care: Facilitating Medicaid Applications</u>

Activities include:

- Assisting students or families with the Medicaid application process

- Assisting students or families with gathering necessary information needed to apply for Medicaid

- Providing forms and materials to assist in the application process

- Referring students or families to a local Medicaid assistance office

- Assisting students or families with renewing their Medicaid coverage

Reimbursable Administrative Activities

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Improve Access to Health Care: Arranging for Medicaid Covered Transportation

Activities include:

- Scheduling or arranging for transportation to a Medicaid covered service
- Clerical/paperwork activities required in scheduling transportation

NOTE: This does not include the actual provision of the transportation

Reimbursable Administrative Activities

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Improve Access to Health Care: Translation Related to Medicaid Covered Services

Activities include:

- Scheduling or arranging for a translator or sign-language interpreter to assist a student or family member access or understand health-related care or treatment

- Providing translation services to assist a student or family member access or understand health-related care or treatment

NOTE: If a translator is assisting a family with a Medicaid application – that is reimbursable, but as an Outreach/Application assistance activity

Reimbursable Administrative Activities

Improve Access to Health Care: Program Planning, Policy Development or Interagency Coordination Related to Health Services

("Big picture" planning and development for all students)

Activities include:

- Collaborating with other agencies around delivery of **health**-related services to students

- Developing strategies to improve the coordination of **health** care delivery among different service providers

- Developing referral relationships and resources among groups of **health** professionals within or external to the school division

Reimbursable Administrative Activities

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Improve Access to Health Care: Referral, Coordination and Monitoring of Health Services (for specific students)

Activities include:

- Making referrals for and/or coordinating **health** services

- Arranging for/scheduling **health** related services

- Monitoring and follow-up to ensure that prescribed or referred **health** services were provided

- Coordination of **health**-related care

NOTE: This does not include referrals or scheduling related to state-mandated health services or screenings

Key things that are **NOT** Reimbursable

- IEP meetings (attending, scheduling, coordinating, taking minutes or notes, filing related paperwork, etc.)
- Writing, editing an IEP
- Obtaining parental consent
- Chairing an IEP meeting
- Educational, vocational, disciplinary, general student supervision services
- Providing, arranging, coordinating, monitoring IEP academic support services

Pause for a Live Poll

True or False?

School nurses should always be included in the RMTS in Job Group (Pool) 2:

Nursing, Psychological, & Medical Services.

Questions so far?

RMTS Information: Who? When? How?

In most school divisions, the Medicaid Coordinator completes the RMTS participant updates. But coordinators need support and assistance to do so.

| Information Needed	Who will provide the information?	How much time do they need to prepare?	What's the correct data source?	How will information be communicated?
New hires	HR? Payroll?	1 week?	Payroll system?	Reports? Email?
Job Position changes	HR? Payroll?	10 days?	Payroll system?	Reports? Email?
Staff funding source & FTE	Finance?	1 week?	General Ledger?	Reports? Email?
Work Schedules	Building Admin?	2 weeks?	Timekeeping system?	Reports? Email?
Leaves; Retirements; Terminations	HR? Payroll?	1 week?	HR system?	Reports? Email?

DMAS Website

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https://www.dmas.virginia.gov

- Providers
  - School Based Services

For RMTS, refer to the "*Local Education Agency (LEA) Random Moment Time Study Instruction Manual*"
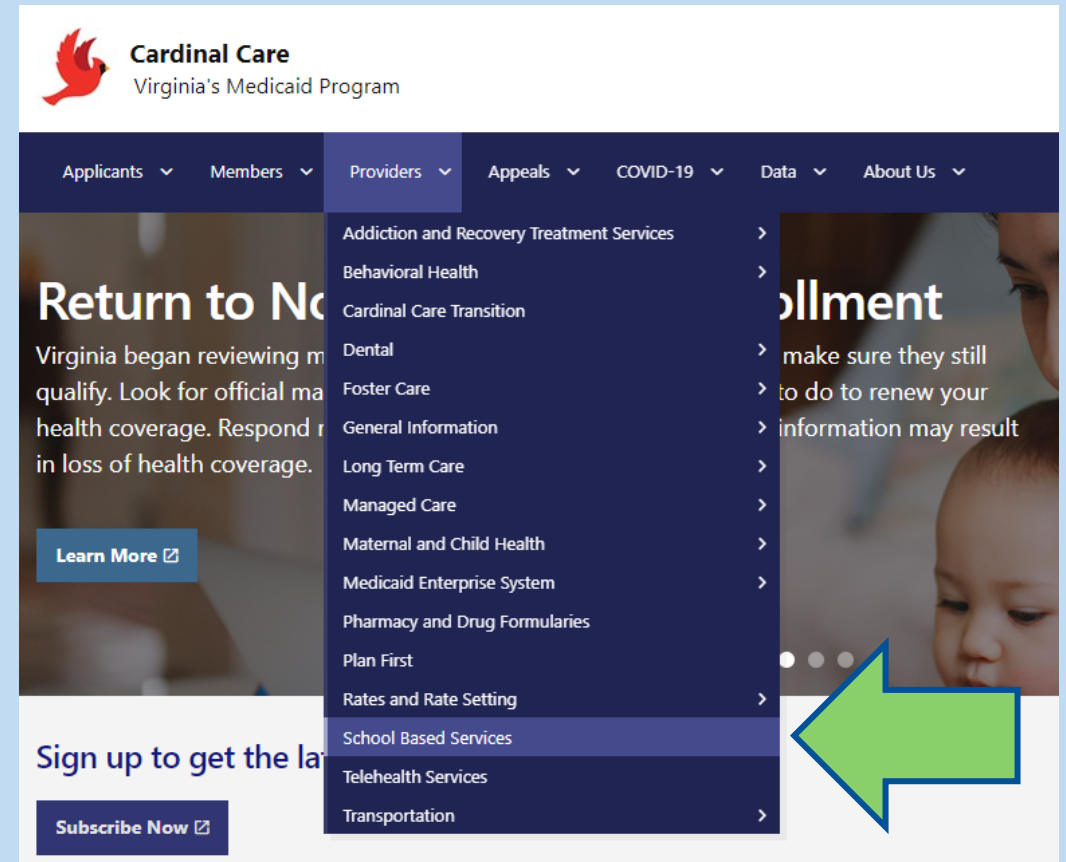
Participant Lists Demonstration

For detailed instructions on using the RMTS Administration system, refer to the newly updated "*Step by Step Handbook for RMTS Coordinators*"

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

Pause for a Live Poll

To add a new staff member to the RMTS who is replacing someone who retired, I should:

A. Deactivate the retired participant and add the new participant with their own unique Emp ID.

B. Find the retired participant and update their information to the new participant's name & email address, etc.

C. Add the new participant and don't worry about the retired participant because their emails will be undelivered anyways.

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

Work Schedules

Group staff who share common working days and hours into a single 'Work Schedule'

| 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

Work Schedules

Calendar Hierarchy

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

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

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

School Division Calendar

One-Time Transfer!
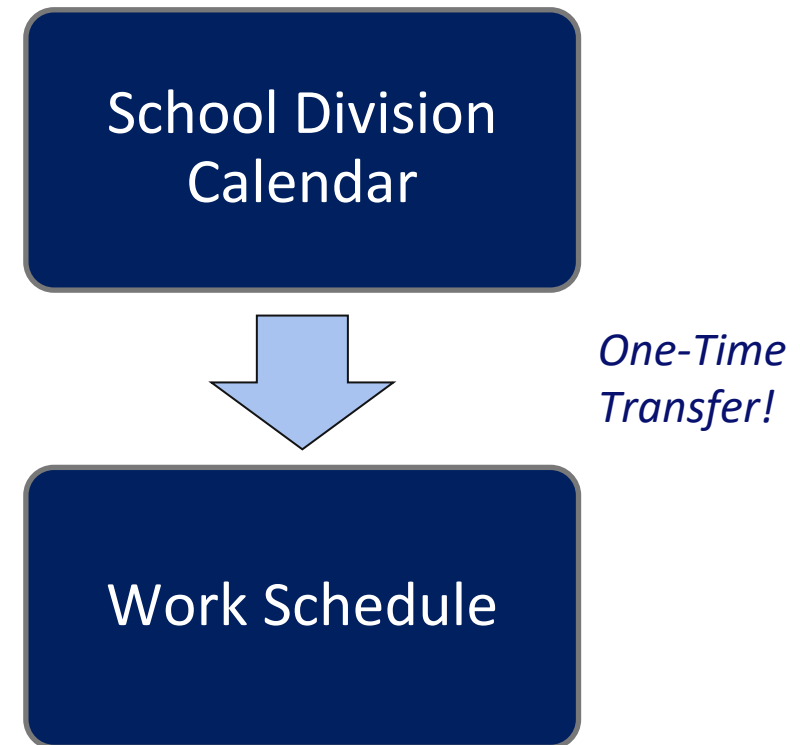
Work Schedule

Live Demonstration

For RMTS work schedule instructions, refer to the newly updated "**Step by Step Handbook for RMTS Coordinators**,"

- Step-by-step instructions

- Screenshots to help you follow along

- Deadlines

- Sample reports to check your work

We'll do a demonstration, following along with the instruction guide

Pause for a Live Poll

A best practice for managing Work Schedules is:

A. Keeping the job easy by having all participants available for moments on one single division calendar.

B. Creating individual schedules for each participant.

C. Creating a set of work schedules that can be assigned to participants that cover their various schedules.

Questions so far?

Work Schedules

Check your work!

1. Review system-generated reports to ensure the accuracy of Work Schedules

   - Calendar Data Entry Report
   - Calendar Date Entry Summary Report

2. Review system-generated reports to make sure all staff have been associated with the correct schedule

Before the Quarter…

Last, **but not least**, before every RMTS quarter begins, school divisions should:

1. Communicate with your participants
2. Make sure your participating staff are trained

Participant Training

<u>Lack of training can result in lowered reimbursable time!</u>

Example email replies to RMTS notification/reminder emails:

- Unsubscribe
- Remove me from your list

Example problematic RMTS responses by Virginia participants:

- I wasn't working with a Medicaid student, so there's nothing for me to document
- I wasn't with a student at all at the time of my moment (I was alone, documenting services) so it's not Medicaid related
- I don't work with Medicaid, remove me from this survey
- I don't provide health services. I work in a school, so I only provide educational services
- My student was absent, so this doesn't apply to me
- During that time, I was doing … (and they list 5 things)
- I was logging into the system to answer my moment

New starting July 1ˢᵗ: 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/

Participant Training

School Division resources for participant training:

- CMS Required RMTS online training video – will be newly updated and available online by mid-June

- RMTS Participant "Quick Reference Guide" – has been newly updated and published to DMAS website

Consider providing PD/licensure points for completing Annual CMS training

Training Reminder

Real-time reports monitor which participants have completed training:

- Training Documents Viewed Report
- Training Documents Not Viewed Report

Group Training Sessions:

- If conducting a group training session where you play the training video and discuss RMTS, email your attendance list to UMass
- UMass will record training attendance in the system for each listed participant
- Reports will represent that training was accessed

Participant Training Reminders:

- Remember that, as a group, the Medicaid Coordinators decided to 'turn on' the system's ability to remind participants to view the online training.

Participant Communication

Your participants need to hear from you!

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

- Explain the school'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.

- Make sure you staff are aware of changes:

  - Addition of the Narrative portion

  - Grace period to respond

Participant Communication

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Your participants need to hear from you continued…

- 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

Participant Communication

<u>continued…</u>

- 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

During the Quarter

1. Monitor staff participation in the time study to ensure that all assigned moments are answered

2. Follow-up on any unanswered moments

   - Do participants need training?

   - Are there issues with participants receiving notifications and reminders?

   - Is an appropriate "supervisor" identified for all participants who could help intervene in the future to avoid future problems?

   - Are there situations where a Change of Status is appropriate?

   - Do RMTS work schedules need to be adjusted?

Grace Period for Responses

- All assigned moments must be answered by participants **within 2 school days** of the moment date
  - A "school day" is defined by your school division's calendar, as configured in the RMTS system (separate from "work schedules")

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Week 1	Moment #1 Occurs 8:53am		Moment #1 Expires 8:53am	Moment #2 Occurs 1:42pm	
Week 2	Moment #2 Expires 1:42pm		Moment #3 Occurs 9:10am	*School Division Calendar: Non-Moment Day*	*School Division Calendar: Non-Moment Day*
Week 3		Moment #3 Expires 9:10am			

Grace Period for Responses

- When UMass central coders request clarification of moment responses, participants must respond within 5 additional school days of the moment date.

- UMass will follow-up no more than 3 times to obtain clarification.

- RMTS Coordinators will be cc'd on coder follow-up messages beginning with the 2nd request for clarification.

Moment Notifications & Reminders

Automated emails will be sent to participants following this schedule:

- At the assigned moment time

- 1 hour after the moment time

- 24 hours after the moment

- 6 hours before the moment expires (cc to RMTS Coordinator & Supervisors)

Change of Status Requests

<u>When to submit a Change of Status request?</u>

1. After moments have been generated, during the quarter

2. As soon as you become aware of the change, but no later than 5 business days after the close of the quarter

3. The participant is not able to complete their moment due to:

   - Leave of Absence

   - Termination from employment

   - No longer appropriate to participate in the RMTS due to a job position change or change in their federal funding status

   - Other circumstances when the participant was not at work at the time of their moment and also did not work at any time during the 'grace period'

> **NOTE:** If a participant was not at work at the time of their moment but **does** return before the expiration of the assigned moment, **<u>they are expected to answer the moment.</u>** They will indicate that they were not working at the time of the moment.

Change of Status Requests

When not to submit a Change of Status request?

1. If the participant was working at the time of their moment, or at any time during the 'grace period'

2. When there is an inclement weather school closing which affects all participants, not just an individual participant

    • In case of extended, unplanned school closings that impact many or all participants, email UMMS at RMTSHelp@umassmed.edu for assistance

Change of Status Requests

How do I submit a Change of Status request for a Leave of Absence where the pay status or return to work date is undetermined?

Submit the Leave of Absence Request with as much information as is available. As soon as the missing information is determined, access the original request and add the information

- Reminder email notifications will be sent periodically until the missing information is submitted
- All unknown information must be 'resolved' no later than five (5) days after the end of the quarter, or the request will not be processed

After the Quarter

1. If necessary, submit online Change of Status (COS) requests for unforeseen circumstances impacting staff's ability to respond to the time study (such as terminations, leaves of absence)

2. Check final participation compliance reports

    • Did all of your participant pools achieve the required 85%?

    • If not, determine the reason(s) and evaluate whether changes should be made, or staff training is required

3. Review completed moments reports

    • Evaluate moments indicated with a "Not Paid Time" status to determine if adjustments to RMTS work schedules are needed and make schedule adjustments

Compliance Reminder

1. A statewide compliance rate of 85% participation must be met

2. If 85% is not met a penalty will be applied by adding non-reimbursable time to the RMTS results which would <u>NEGATIVELY</u> impact <u>ALL</u> School Divisions

	Admin Only (Pool 1)	Direct Medical (Pool 2)	Therapy Services (Pool 3)
Q2 2024	87.61%	95.65%	98.18%
Q3 2024	89.98%	94.84%	97.68%
Q4 2024	Not available yet		

Reports

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Reports are available to monitor compliance

RMTS Participant Moment Not Completed Report

	A	B	C	D	E	F	G		
1	**RMTS Participant Moment Not Completed Report**								
2	**Run Date:**	09/18/2015							
3	**Run Time:**	04:52 PM ET							
4	**State:**	VA							
5	**School Division:**	ABC Public Schools							
6	**Job Position:**	ALL							
7	**School/Group:**	ALL							
8	**Year:**	2015							
9	**Quarter:**	4							
10	**Date:**								
11									
12	**Name**	**Emp ID**	**Job Desc**	**Job Code**	**School/Group**	**Moment Date**	**End of Grace Period**	**Email**	**Status**	**Supervisor Email #1**
13	Buttercup, Betty	12345	Case Manager	1	HS	04/01/2015 08:22 AM	04/06/2015 08:22 AM	test@mail.com	Incomplete Expired	supervisor@mail.com
14	Lilac, Linda	15463	OT Aide	3	Therapy 1	04/01/2015 10:44 AM	04/06/2015 10:44 AM	test@mail.com	Incomplete Expired	supervisor@mail.com
15	Tulip, Tracy	15554	Personal Care Assistant	2	Elementary Schools	04/01/2015 02:03 PM	04/06/2015 02:03 PM	test@mail.com	Incomplete Expired	supervisor@mail.com
16	Begonia, Barbara	23456	Personal Care Assistant	2	PCA 1	04/01/2015 02:42 PM	04/06/2015 02:42 PM	test@mail.com	Incomplete Expired	supervisor@mail.com
17	Rose, Rhonda	45678	OT	3	Group 1	04/02/2015 08:20 AM	04/07/2015 08:20 AM	test@mail.com	Incomplete	supervisor@mail.com
18	Hyacinth, Heather	56789	PT	3	Middle School	04/02/2015 08:24 AM	04/07/2015 08:24 AM	test@mail.com	Incomplete	supervisor@mail.com
19	Daisy, Dana	52887	Case Manager	1	Elementary Schools	04/02/2015 09:11 AM	04/07/2015 09:11 AM	test@mail.com	Incomplete	supervisor@mail.com
20	Lavendar, Larry	12365	Case Manager	1	Group A	04/02/2015 10:04 AM	04/07/2015 10:04 AM	test@mail.com	Incomplete	supervisor@mail.com
21	Hollyhock, Hannah	65432	Speech Therapist	3	Middle Schools	04/02/2015 12:33 PM	04/07/2015 12:33 PM	test@mail.com	Incomplete	supervisor@mail.com
22									
23									

Live Reports: Updated 'real time'

Incomplete moments can still be answered before the grace period ends

Best Practices & Tips

1. Identify your "support system" and collaborate on communicating information and on deadlines

2. Set calendar reminders for yourself

3. RMTS Admin system is available 24/7/365 – make updates as soon as you know the new information – don't wait until the deadline

4. Communicate with and train your participants

5. Medicaid Coordinators should probably be listed in the RMTS as 'Billing Personnel' in the direct medical services cost pool

6. Customize up to 3 'supervisors' per participant to be cc'd on "late" reminder emails

Pause for a Live Poll

True or False?

My division's RMTS participation directly impacts my division's Medicaid reimbursement but has no impact on other divisions.

Questions?

Thank You

School-Based Medicaid Help Desk
1-800-535-6741
RMTSHelp@umassmed.edu