School Health Services Program Mid-Year Training

Department of Health Care Policy and Financing (Department)

Random Moment Time Study

January 2021

Agenda

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Introduction

Acronyms

Acronym	Full Names
AJ19	April-June 2019
AJ20	April-June 2020
CMS	Centers for Medicare and Medicaid Services
DMP	Direct Medical Percentage
DS	Direct Service
FY	Fiscal Year
IEP	Individualized Education Program
IFSP	Individualized Family Services Plan
JM19	January-March 2019
JM20	January-March 2020
MAC	Medicaid Administrative Claiming
MER	Medicaid Enrollment Ratio
MTSS	Multi-Tiered Systems of Supports

Acronyms Continued

Acronym	Full Names
OD18	October-December 2018
OD19	October-December 2019
OD20	October-December 2020
PCG	Public Consulting Group
QMP	Qualified Medical Provider
RMTS	Random Moment Time Study
SHS	School Health Services
SLPA	Speech Language Pathologist Assistant
SPA	State Plan Amendment
SPL	Staff Pool List
TSIG	Time Study Implementation Guide

Interactive Instructions

- Log into the following Poll Everywhere website: PollEV.com/schoolhealth731. Please use **first and last name** for your screenname and click continue

2. You should see a screen that displays "**Waiting for schoolhealth731's presentation to begin…**"

- Once PCG activates a question, you will have an opportunity to respond by clicking on the answer of your choice

4. Your answer will be anonymous and can be changed by selecting 'Clear last response'

- PCG will refresh the PowerPoint to display all responses received and facilitate a discussion around the correct answer

Practice Question

My district is still utilizing an online learning model.

True   False

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

Time Study Updates

Poll Everywhere Question #1

If I'm not adding new providers to my SPL as part of the Free Care expansion, I will not be eligible to receive reimbursement for Free Care?

True

False

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Overview of Free Care Expansion

The program has transformed to include the following changes that districts have seen starting in OD20:

Services
- Services covered in the community can be performed in a school-based setting by a qualified medical provider

Time Study
- Notifications, response window, survey questions

Providers
- Updates included both the removal and addition of providers as well as credentialled qualifications for direct service providers
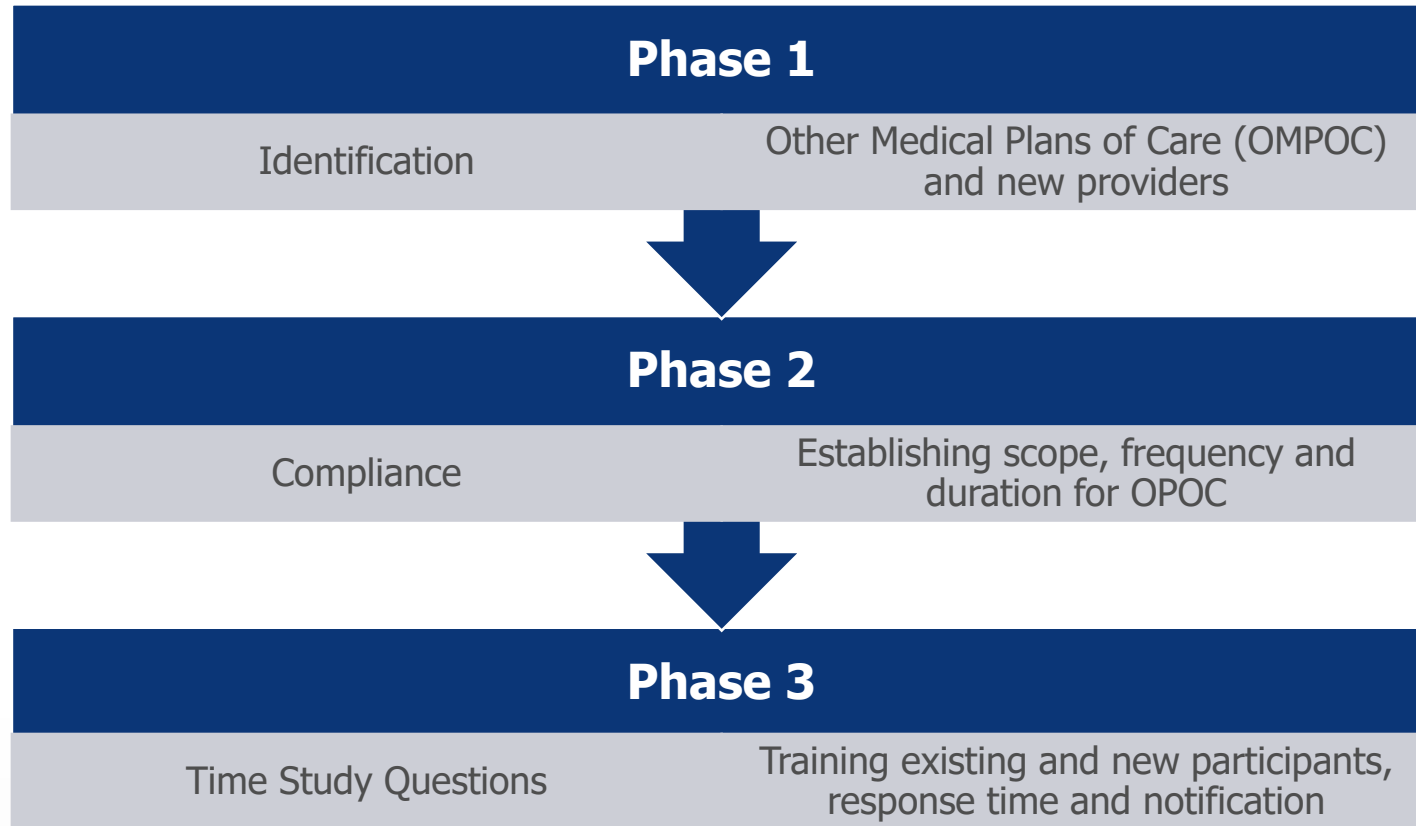
Cost Pools
- Targeted Case Management was removed and revisions to job categories in both cost pools were completed

District Free Care Implementation

Some districts took a phased approach with the expansion of Free Care services. See example below:

Phase 1	
Identification	Other Medical Plans of Care (OMPOC) and new providers

↓

Phase 2	
Compliance	Establishing scope, frequency and duration for OPOC

↓

Phase 3	
Time Study Questions	Training existing and new participants, response time and notification

Have all your phases been implemented?

Plans of Care

Expansion of Free Care services has allowed districts/BOCES to be reimbursed for services prescribed and rendered on other medical plans of care **if** medical necessity has been established

Compliant	Maybe Compliant	Not Compliant
• IEP/IFSP • Health (meal modification, seizure allergy management)	• 504 • Behavior • Safety • Health • MTSS	• Threat Assessments

• Districts should be researching their other medical plans of care to make certain they are compliant with scope, frequency and duration.

Compliance for All Plans of Care

This model is relevant to all medical plans of care including IEP/IFSPs:

Medical Necessity has been established by a QMP	Scope, frequency and duration are documented	Services are logged by providers

Compliance Model
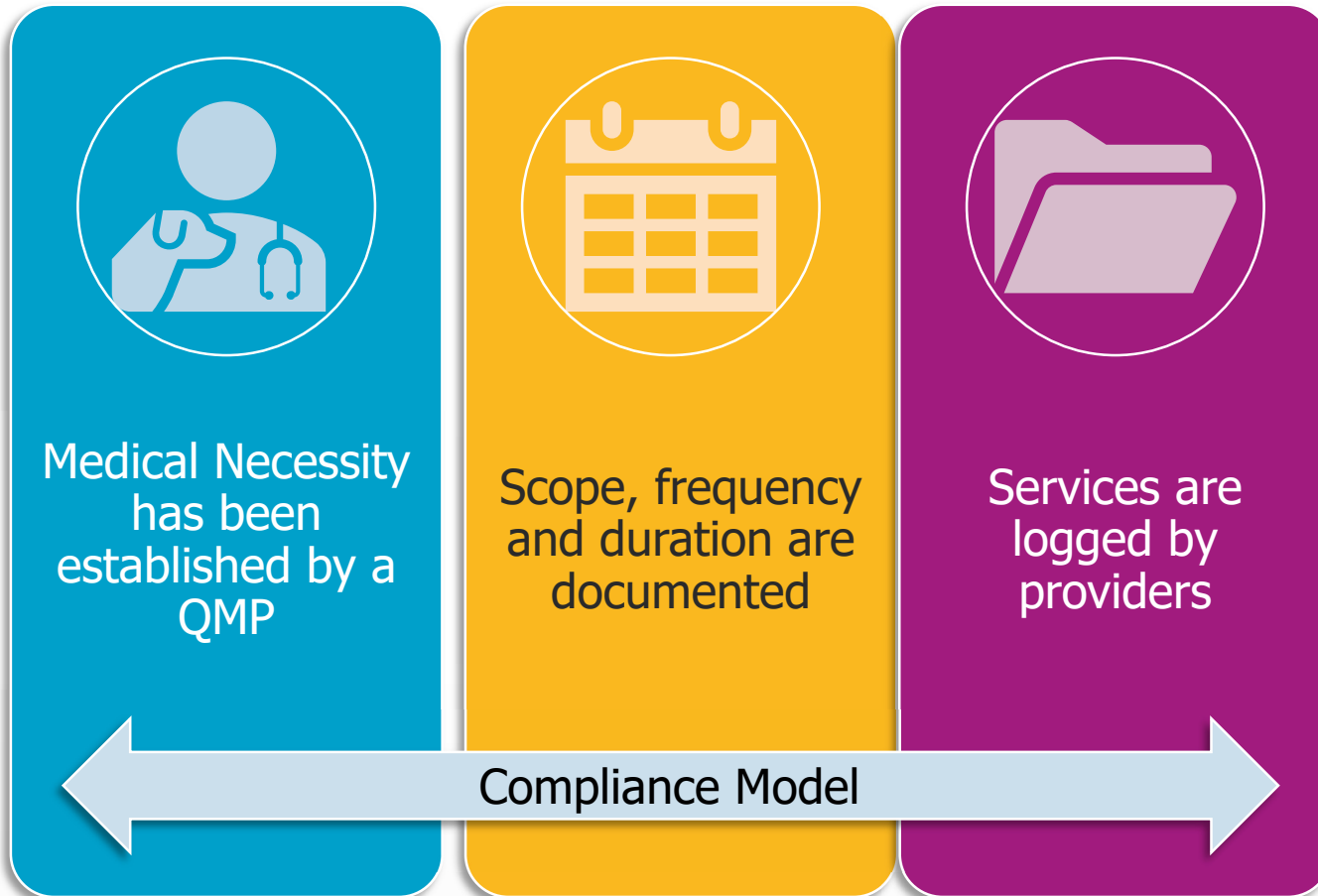
Additional Job Categories

These job categories were added to the staff pool list starting in OD20:

Direct Service Cost Pool

Applied Behavioral Analyst

Speech/Language Pathologist Assistant

School Psychologist

- No additional job categories were added to the Admin cost pool

- Credentials for all job categories can be found in the SHS Program Manual located on the Department's website:

https://www.colorado.gov/pacific/hcpf/school-health-services

School Psychologist Credentials

School Psychologist license requirements have been updated starting in JM21.

Updated Required Certification

Master's degree or higher, in behavioral, health sciences or education AND one of the following:

❖ licensed teacher with an endorsement of school psychologist; or

❖ licensed teacher with an endorsement of special education or early childhood special education; or

- Endorsement of school psychology
  - Supervised by a Doctorate level Psychologist

  AND

- Have Certification from the National School Psychology Certification Board (NSPCB)

Red text has been removed as a requirement from the SHS Program Manual

Documentation to be Collected

Endorsement credential and certification from NSPCB and supervising credentials if applicable

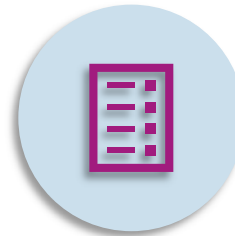# Moments

Time Study Moment Revisions At-A-Glance

Moments in OD20 were impacted in the following ways:

NOTIFICATIONS

SUBMISSION RESPONSE WINDOW

REVISED QUESTIONS

INSTANT FOLLOW-UP QUESTIONS

Notification Schedule

The notification schedule has been developed to meet the new program guidelines. This schedule should assist districts/BOCES with maintaining a high return rate compliance percentage (minimum return rate is 85%)

Note: moment expiration methodology has not changed with Free Care expansion

| Prior Notifications | 24 hours |
| | 6 hours |
| | 1 hour |

| Actual Moment Notification | Exact time of moment |

Reminder Notifications	12 hours
	24 hours
	36 hours

Statewide Compliance Return Rate

The preliminary compliance return rate for OD20 remained high even with the impact of COVID-19, Free Care implementation and the revision to the TS Implementation guide in April of 2020.

Statewide Compliance by Cost Pool
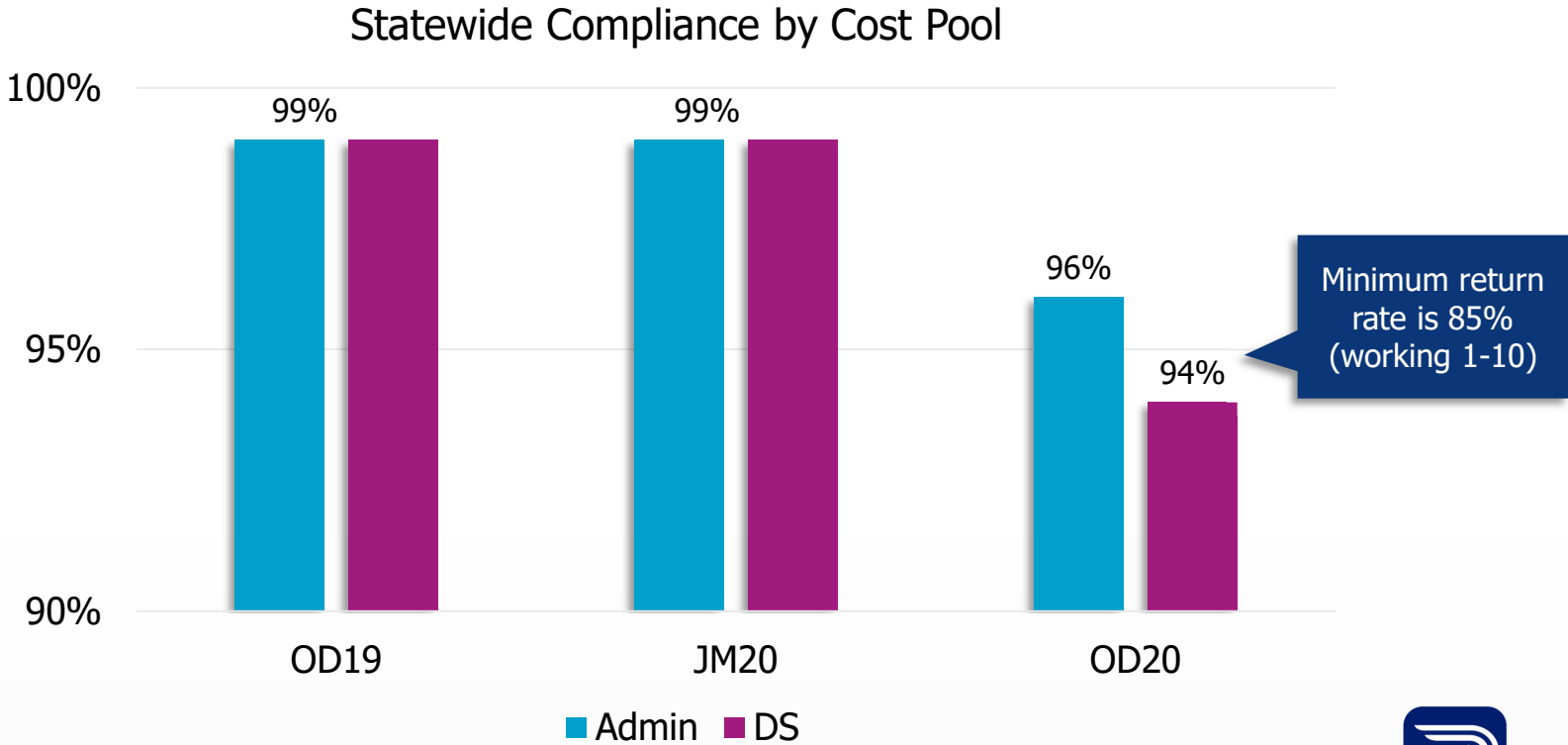
Survey Question Automated Follow-Ups

A new feature enhancement was made in the PCG Claiming System in OD20 that automates follow-up questions (when necessary) to participants in real time. The system is triggered with error validations which states the following:

> **!**
> - Your response to the sampled moment needs additional detail for the moment to be coded.
> - Please take a moment to review the questions above and provide additional details to your text response(s).
> - Please provide more than a simple "Yes" or "No"
> - This additional detail will help us accurately code your response and eliminate the need for additional follow up.
> - Please be specific
> - After providing additional detail, please press "Next"
> - Thank you

Below the error validation explanations is a list of example answers that require additional details.

Automated Follow-Ups Examples

In a meeting	Provide specifics on what type of meeting you were in and the specific topic being discussed at the time of the moment. AND Tell us if the discussion was about academics or health related services? (which include OT, PT, speech, mental health services and nursing services)
Writing an IEP	Tell us what specific portion of the IEP were you writing at the time of your moment.
Performing or Documenting an Evaluation	Tell us what type of evaluation you were performing or documenting at the time of your moment and why. What specific disability was being evaluated? (Provide the name of the evaluation you were conducting). Tell us if was an initial or re-evaluation.
Traveling at the time of the moment	Tell us what activity you had previously done before travelling and tell us the first activity you participated in once you entered the building at your new destination.

Automated Follow-Ups Examples

Therapy Planning	Tell us what the specific therapy session you were planning at the time of the moment and was it a Special Education student with an IEP/IFSP or was it for a student with a plan of care other than an IEP/IFSP or neither.
Training	Tell us the specific topic being discussed in the training/professional development you were participating in at the time of the moment. Tell us how training pertains to your scope of practice.
Checking emails or voicemail	Tell us what the specific topic of the email/voicemail was you were checking/reading/writing at the time of the moment.
Multiple activities listed	Of the activities listed, tell us which specific activity you were actively engaged in or performing at the time of your moment.
Counseling session	Tell us what the specific nature of the counseling session was. Tell us if the student was in crisis at the time of In a meeting

Benefits to Automated Follow-Ups

The automated follow-ups were implemented with the intention to reduce the number of follow-ups a participant may receive after they've submitted their moment.

Benefits

- ✓ Participants receive immediate feedback on their vague responses such as in a meeting or training, driving, with a student, etc.
- ✓ Reduces lack of responses to follow-up questions
- ✓ Minimizes confusion for participants when they have moments close together

Follow-Up Question Timeline

The automated follow-ups are intended to reduce follow-ups with time study participants, but they will not be eliminated.

#1 3 days to respond

#2 3 days to respond

#3 3 days to respond

Moment Status

The status symbols that appear next to moments can change to require action from participants even after a green checkmark has appeared.

Status Legend symbols:

⚠️ The moment is unanswered by the Participant

🚩 The moment is ready for a response by the Participant to a follow-up from the Coder

✔️ The moment is complete in that it has been answered and is not pending a response from the Participant

❗ The moment is Overdue. Note that this icon appears in combination with one of the other icons and will not appear alone

Poll Everywhere Question #2

When are Coordinators copied on follow-up moments?

A. On the first follow-up only

B. On all follow-ups & follow-up reminders

C. On all follow-up reminders only

D. None

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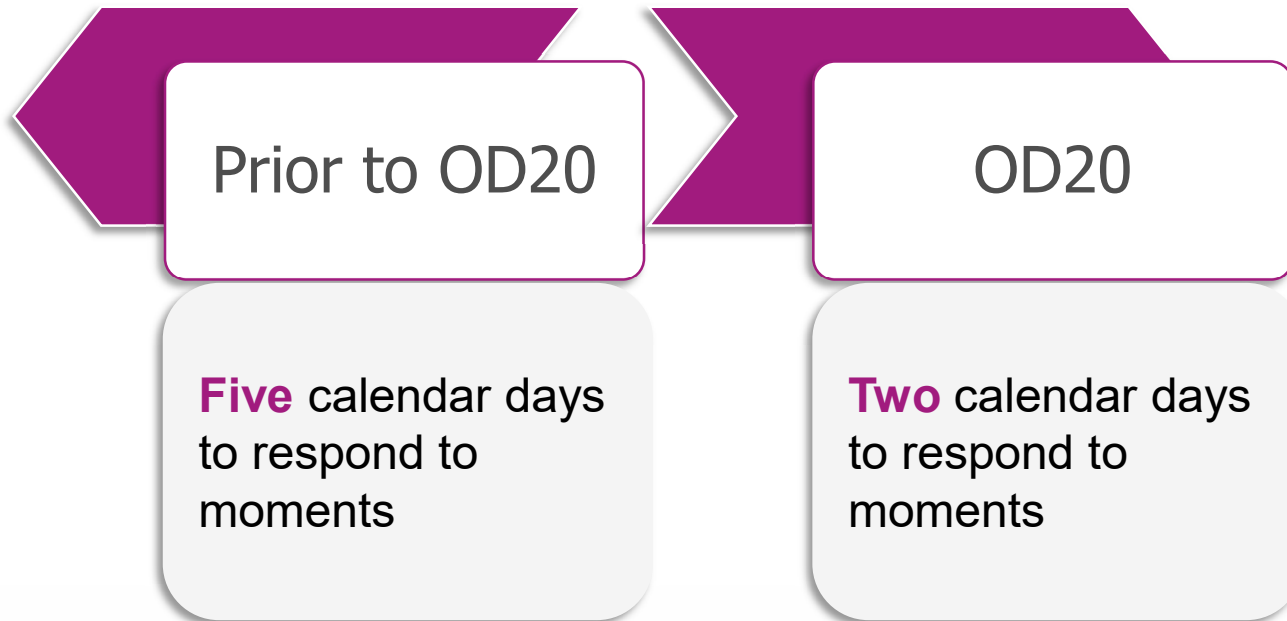
Poll Everywhere Question #3

When do moments expire?

Submission Response Window

The reduction of response time allowed by districts to submit survey questions was a big change to the SHS program.

Prior to OD20	OD20
Five calendar days to respond to moments	**Two** calendar days to respond to moments

How do you think the statewide compliance rate faired with this new timeline in OD20?

SPL Update Options

Districts have two options when updating their SPL:

Option 1
Manual

One participant update is made at a time within the PCG Claiming System

This method is best used for a small number of edits

Option 2
Export/ Import

Exporting a current SPL allows districts to make updates offline

Updates are made on an Excel document before uploading the revised SPL

Staff Pool List Dos and Don'ts

Shifts

When updating a prospective quarter's shifts please follow the Dos and Don'ts listed below:

Do ⟵ ⟶ Don't

- ✓ Create shifts that match the contracted time for participants and cover the largest window of work time i.e. earliest start to latest end time
- ✓ Inactivate shifts that are not in use for a prospective quarter

- 🛑 Delete shifts
- 🛑 Create only one shift for your entire SPL
- 🛑 Attempt to certify your SPL without comparing your assigned shifts to your active shifts

Calendars

When updating calendars please follow the Dos and Don'ts listed below:

Do ⟵ ⟶ Don't

Do:
- ✓ Update your PCG Claiming System calendars to match your board approved district calendars
- ✓ Update holidays when school staff is off
- ✓ Mark an unexpected closure day if your district is closed due to inclement weather

Don't:
- 🛑 Mark non-working days when your district is in operation:
  - Half days
  - Professional development
- 🛑 Mark an unexpected closure day if staff is sent home to work remotely

Calendars Feature Update

Starting in AJ21 the PCG Claiming System will have additional options to select to update your calendar days.

Direct Replacements and Additions

When performing a direct replacement please follow the Dos and Don'ts listed below:

Do

Don't

Do	Don't
✓ Ensure the new participant routinely performs compliant SHS program activities before adding them to your SPL	🛑 Change the location in the prospective quarter of the participant that's going to be replaced
✓ Check with the business office to be sure new participants are not 100% federally funded	🛑 Replace a participant during the moment response window (2-days)
	🛑 Remove large numbers of providers on your SPL without having a discussion with PCG first

Creating Vacancies

When ending participants, please follow the Dos and Don'ts listed below:

Do

Don't

Do:
- ✓ End a participant by selecting 'vacate'
- ✓ End a participant as soon as you know they are leaving

Don't:
- 🛑 Create an end date for a participant in a previous quarter
- 🛑 Delete a participant from your SPL
- 🛑 End a participant in the current quarter after you've certified your SPL for the prospective quarter
- 🛑 Inform PCG when you vacate a participant

Leave Status

When communicating a participant's leave status please follow the Dos and Don'ts listed below:

Do ◀ ▶ Don't
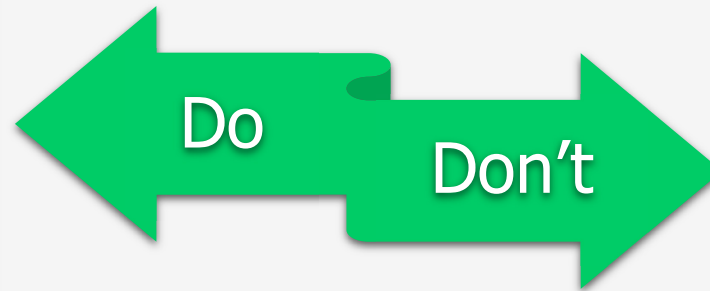
Do:
- ✓ Contact PCG with leave status details:
  - Date/time of moment
  - Start of leave date
  - End of leave date
  - Paid or unpaid
- ✓ Inform PCG within the two-day response window of a pending moment

Don't:
- 🛑 Send PCG leave details without an end date (even if you don't know the date)
- 🛑 Wait until after the moment response window has passed to inform PCG of a participant's leave

RMTS Coordinator Timeline

Prior to Quarter

- ✓ Vacancies must be removed prior to certification
- ✓ Districts must submit and certify a SPL and calendar in the PCG Claiming System every quarter except *July – September*
- ✓ No 100% federally funded participants are added to the staff roster

During Quarter

- ✓ A direct replacement can be performed for a position on the SPL if a staff member leaves the position during the quarter
- ✓ Calendars can be updated to reflect unplanned school closures days (i.e. inclement weather)
- ✓ Survey moments questions can be resent from the PCG Claiming System by Coordinators in real time

After Quarter

- ✓ No SPL updates to previously completed quarters are performed
- ✓ Financial reporting

Preliminary Time Study Results

Direct Service Cost Pool Annual DMP

DMP in the Direct Service cost pool is applied to cost settlement annually. To obtain the annual DMP, three-time study quarters within the fiscal year are averaged.

Quarter	DMP
OD18	42.3%
JM19	41.9%
AJ19	41.1%
OD19	42.7%
JM20	44.1%
AJ20*	N/A
OD20	33.7%
JM21	TBD
AJ21	TBD

FY 2018-19 DMP = 41.8%

FY 2019-20 DMP = 43.4*%

FY 2020-21 DMP = TBD

Pending results

*CMS approved methodology for alternate hybrid time study results

Direct Service Cost Pool Annual Free Care DMP

Free Care DMP in the Direct Service cost pool will be applied to cost settlement annually. To obtain the annual Free Care DMP, three-time study quarters within the fiscal year are averaged.

Quarter	Free Care DMP
OD20	3.4%
JM21	TBD
AJ21	TBD

Pending results

FY 2020-21 Free Care DMP = TBD

Poll Everywhere Question #4

What Medicaid enrolled student ratio is typically higher?
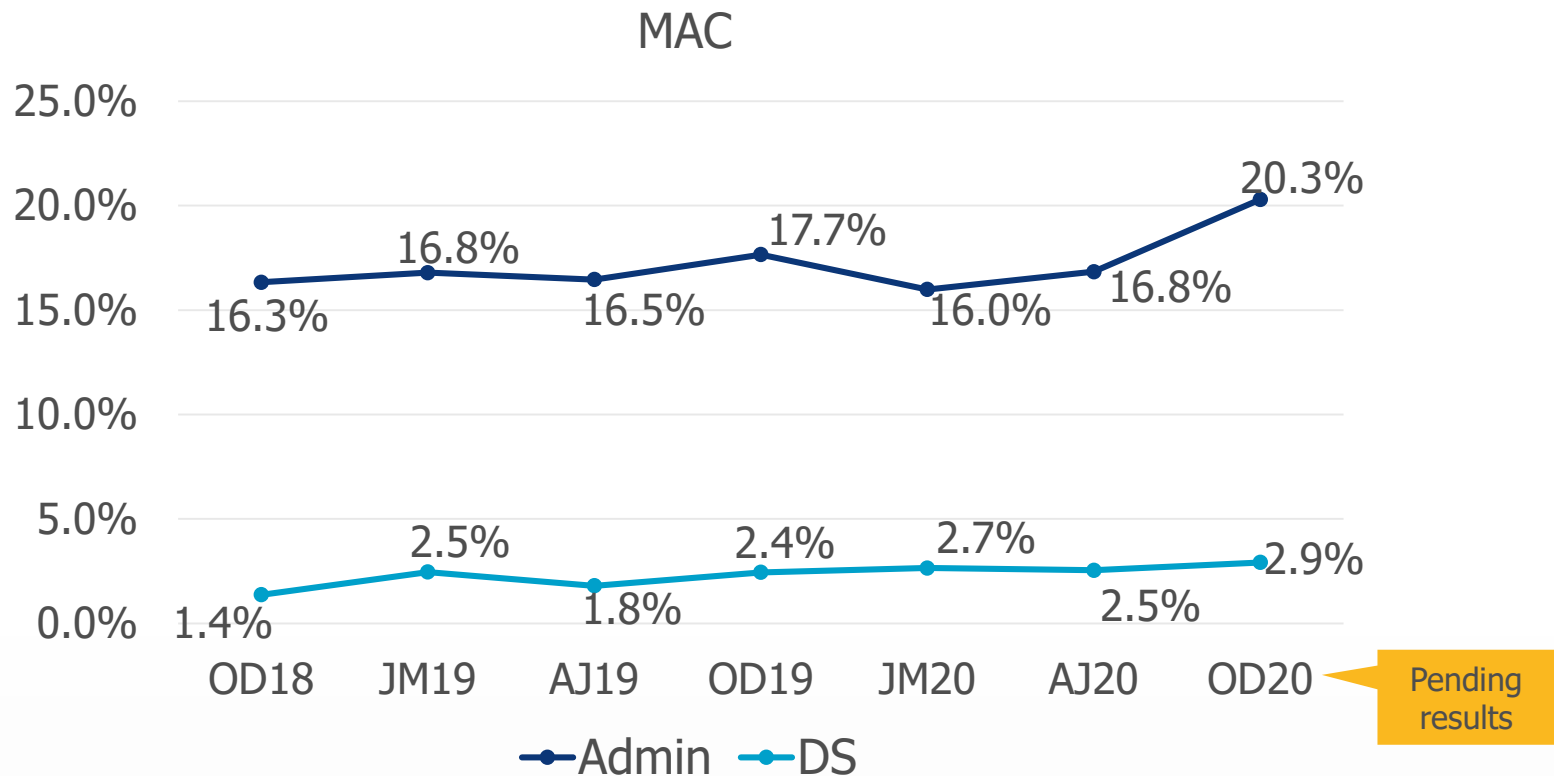
A. Medicaid Enrollment Ratio

B. IEP Ratio

RMTS MAC Percentages

MAC percentages in both cost pools experienced an uptick in OD20 with an increase of outreach and coordination activities statewide.

MAC

Admin values: OD18 16.3%, JM19 16.8%, AJ19 16.5%, OD19 17.7%, JM20 16.0%, AJ20 16.8%, OD20 20.3%

DS values: OD18 1.4%, JM19 2.5%, AJ19 1.8%, OD19 2.4%, JM20 2.7%, AJ20 2.5%, OD20 2.9%

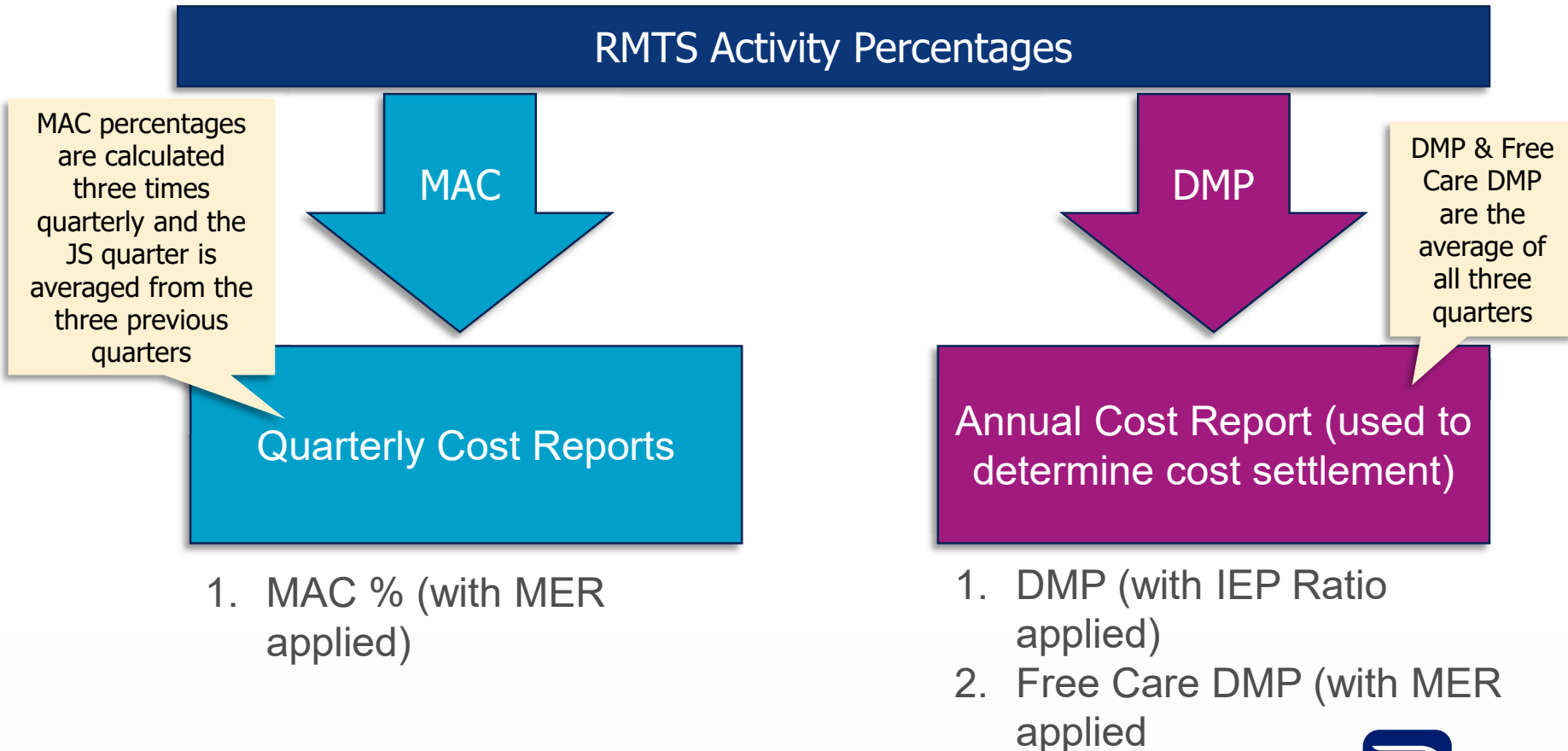Pending results

—◆—Admin —●—DS

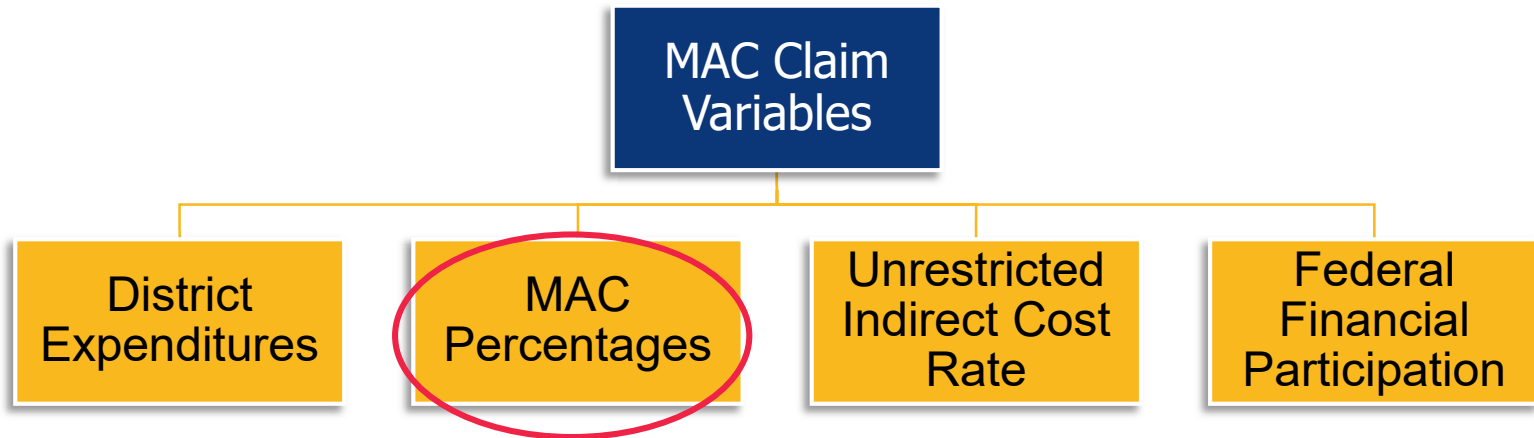*CMS approved methodology for alternate hybrid time study results

RMTS Impact on Reimbursement

The RMTS impacts reimbursement for both MAC and annual cost settlement:

RMTS Activity Percentages

MAC

DMP

MAC percentages are calculated three times quarterly and the JS quarter is averaged from the three previous quarters

DMP & Free Care DMP are the average of all three quarters

Quarterly Cost Reports

Annual Cost Report (used to determine cost settlement)

1. MAC % (with MER applied)

1. DMP (with IEP Ratio applied)
2. Free Care DMP (with MER applied

RMTS Impact on MAC Reimbursement

Both MAC percentages and DMP are statewide calculations.

For more information on what activities codes, reference the TSIG which is in the SHS Program Manual on the Department's website:

Program Manual - Appendix 4 Time Study Implementation Guide

Poll Everywhere Question #5

According to the preliminary RMTS results, COVID-19 is likely to have a negative impact on MAC reimbursement in OD20?

A. True

B. False

C. That depends on the other claim variables

D. I don't know

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Poll Everywhere Question #6

Since the preliminary Free Care DMP is trending lower than originally predicted, can districts expect to receive Free Care reimbursement this year?

Yes   No

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TSIG State of Emergency

State of Emergency Exception

"In the event there is a "state of emergency" or other disaster declared in the State of Colorado that results in prolonged district closures that impact the statistical validity of the RMTS as defined in the Sampling Requirements section of this methodology under sampling precision and confidence level, The Department will apply the summer quarter claiming methodology to statistically invalid quarters occurring during the "state of emergency" including the quarter in which the state of emergency is declared and the quarter in which the state of emergency period ends. This means no RMTS will be run during the impacted quarter(s) and claiming will be based on the average of the quarters that were completed. The Department will notify CMS within 15 days of determining that a quarter is statistically invalid, including the reason for the determination, along with details and dates of the declaration of emergency."

Program Resources

Program Resources

Free Care resources can be found in the following locations:

School Health Services Program: colorado.gov/pacific/hcpf/school-health-services

PCG Claiming System: claimingsystem.pcgus.com/co

- Free Care recorded Webinars
- Free Care FAQs
- User Guides
- Stakeholder information
- Program Manual
- Program Calendar

- Training schedule
- Newsletters
- Fact Page
- Annual training PowerPoint presentations
- Staff Pool List Decision Tree

Contact Information

If you have any questions, please feel free to contact us!

Department

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RMTS/MAC Help Desk

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Phone: 866-766-9015

Question
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