

***A recording of the September 29, 2020 Time Survey Participant (TSP) Training can be requested per request at [LEA@dhcs.ca.gov](mailto:LEA@dhcs.ca.gov).***

## **General Questions**

**Q1. Will the PowerPoint for this training be distributed to all attendees?**

A. Yes. The PowerPoint presentation will be distributed to all attendees, along with the questions and answers from the September 15<sup>th</sup> and September 29<sup>th</sup> sessions of the TSP Training.

**Q2. How do stakeholders join the LEA BOP listserv in order to receive e-blasts?**

A. Subscribe to the Local Educational Agency Medi-Cal Billing Option Program (LEA BOP) listserv using this DHCS [website link](#).

**Q3. What is a “listserv”?**

A. A listserv is a mailing list. The LEA BOP uses the listserv to disseminate Program information, including training information, FAQs, policy and procedure letters (PPLs) and important updates.

**Q4. Where do I find the Local Educational Agency (LEA) Provider Manual?**

A. The LEA Provider Manual is found on the [LEA BOP website](#).

**Q5. How does the RMTS response time apply to distance learning? Do days when I’m in zoom meetings with students qualify as a student attendance day?**

A. Student attendance days are based on your district’s calendar, which will indicate when school is in session.

## **Overview of Random Moment Time Survey (RMTS)**

**Q6. Slide #9: Are you going to talk about the difference between LEA and SMAA? We have been doing LEA billing, but I am new to SMAA. Also, do we just submit responses to moments, or do we additionally enter our services like we do for LEA?**

A. The School Based Medi-Cal Administrative Activities (SMAA) program does not include an interim claiming component (like LEA BOP does), they submit a quarterly invoice. The [SMAA program webpage](#) provides information on SMAA.

**Q7. Slide #9: What services are billable?**

A: LEA BOP billable services are found in the LEA Provider Manual. Note that this manual is currently in the process of being updated to include new practitioners and new services. If your LEA would like information on the new services and

practitioners that are being added to the Provider Manual, the following policy and procedure letter provides information on this: [PPL #20-039](#).

**Q8. Slide #10: Does the LEA BOP RMTS replace the direct service time logs and assessment logs our direct service providers currently complete and submit?**

A. There is currently no requirement in the LEA BOP for direct service time logs. However, LEAs are still required to maintain documentation for direct service claims billed to Medi-Cal, which would include things like progress notes, treatment sessions notes, assessment details, etc. The documentation requirements are included in the LEA Provider Manual, section [loc ed a prov](#).

**Q9. Slide #11: Do only providers working with IEP students qualify for RMTS? I am a school counselor, but I only work with gen ed and 504 students and am not sure I am considered a provider.**

A. Your LEA Coordinator will determine whether you are a Time Survey Participant (TSP) and, if so, which participant pool you will be included in (Participant Pool 1 – direct service practitioners or Participant Pool 2 – administrative service practitioners). Participant Pool 1 TSPs are not limited to those working with Individual Education Plan (IEP) students. Participant Pool 1 TSPs must meet LEA BOP qualified rendering practitioner requirements (included in the LEA Provider Manual) and are practitioners that provide services for which the LEA expects to bill Medi-Cal when services are rendered to Medi-Cal students.

**Q10. Slide #11: Who selects the participants, and how do they determine who is a TSP?**

A. Your LEA's Coordinator for the School-Based Medi-Cal Programs will determine which practitioners will be TSPs.

**Q11. Slide #11: How do we find out who our LEA Coordinator is? Is it the same person as our LEA vendor who bills for our services?**

A. Each LEA should have an employee identified that deals with the School-Based Medi-Cal Programs. The LEA Coordinator is not your billing vendor. If your LEA has historically participated in the SMAA program, the LEA Coordinator may be the same person that has managed the coordination of the RMTS for the SMAA program. The Department of Health Care Services (DHCS) encourages LEA Coordinators to reach out to their TSPs so that they know who to contact with any RMTS-related questions.

**Q12. Slide #11: My coordinator is new and is not sure if I should be a TSP. I am a school counselor. I've done RMTS for a few years under SMAA.**

A. First, it will depend on whether your LEA bills Medi-Cal for your services. If they do not (and do not plan to), you won't be a Participant Pool 1 TSP (direct service provider). If your LEA will bill for your services through the LEA BOP, it is likely that

you will be a Pool 1 TSP. Your LEA can look at the mix of direct services vs. administrative activities provided by you and decide which pool is best.

**Q13. Slide #11: Can you please clarify that not all RMTS TSPs are practitioners that are expected to bill Medi-Cal. Participant pool 2 TSPs are not practitioners and may be included in RMTS**

A. You are correct, Participant Pool 2 (administrative) staff will not be billing for direct medical services, but will be included as TSPs in the RMTS.

**Q14. Slide #11: Are Pool 1 participants limited to a nurse or therapist? Is Pool 2 everyone else? What role does a paraprofessional play?**

A. The [SMAA Manual \(section 6\)](#) includes a list of all approved job classifications in each participant pool. In general, Participant Pool 1 participants are those direct service practitioners that are eligible to bill for covered services under the LEA BOP (e.g., nurses, speech-language pathologists, psychologists, counselors, etc.). There is an approved job classification called "Trained Health Care Aide" which is a paraprofessional position that provides Activities of Daily Living (ADL) assistance and specialized physical healthcare services.

**Q15. Slide #11: Historically Participant Pool 1 providers have been encouraged NOT to participate in SMAA because we bring the reimbursement level down. Is that still the case? Historically only Participant Pool 2 providers have participated in SMAA.**

A. Participant Pool 1 TSPs are direct service practitioners that provide services that are billable under the LEA BOP. These practitioners may provide administrative services, too, but their primary duties relate to the provision of health services. Pool 2 TSPs are administrative claiming staff that do not bill for direct medical services. As of July 1, 2020, Participant Pool 1 TSPs must participate in RMTS to have their costs included on the LEA [Cost and Reimbursement Comparison Schedule \(CRCS\) report](#).

**Q16. Slide #12: Is participating in RMTS mandatory or voluntary?**

A. If you are identified as a TSP by your LEA Coordinator (either Participant Pool 1 or Participant Pool 2), you will be required to participate in RMTS.

**Q17. Slide #12: There was a slide that said something about 85 percent compliance, what is this referring to?**

A. The 85 percent compliance rate must be achieved by LEAs that receive 14 or more moments per quarter. If your LEA receives 14 or more moments in a quarter, 85 percent of the assigned moments need to be responded to by your LEA's TSPs in order to meet the compliance threshold. If your LEA falls below the 85 percent compliance threshold, the [SMAA Manual](#) (Section 6) contains information on the ramifications.

## **Responding to Moments**

**Q18. Slide #15: Are moments sent out at random? I have had several moments in the last couple years, but I have colleagues that have never had a moment.**

A. Yes, moments are randomly assigned so a TSP can get no moments, one moment or several moments a quarter.

**Q19. Will RMTS system only give us the correct questions for the Participant Pool we belong in since they said we don't have to remember our Participant Pool?**

A. Yes, the RMTS system will know which Participant Pool you are assigned to so there is no need for TSPs to remember that information. The link to the moment will contain the questions the TSP will need to answer.

**Q20. Slide #15: When we get a notice, can we choose which moment to use?**

A. No. The email will specify the exact date and time of your moment. Your moment will be one minute of time on a specific day. After your moment has passed, you will use the link in the email notification to answer the required questions and report exactly what you were doing at the precise minute in time.

**Q21. Slide #15: What all is involved? Do I just answer the RTMS?**

A. Yes, if you are a TSP, you will simply open the moment notification email and respond to the required questions. Your responses should be detailed and explain exactly what you were doing during your assigned moment (minute). Please be specific in your response and answer the 'who', 'what', 'why' questions with enough detail that an outsider can get a full understanding of what you were doing during your moment.

**Q22. Slide #15: Are these notifications for SMAA moments and LEA BOP moments? Will the LEA Coordinator be "cc'd" on the e-mail to the participant?**

A. There is only one RMTS and it now covers both the LEA BOP and the SMAA program. The LEA Coordinator is not cc'd on the email to the participant. However, the LEA Coordinator can see all the moments that are pending, and they are notified if a moment is unanswered within the four-student attendance day response period so that they may follow up with the TSP, if necessary.

**Q23. Slide #15: Will the moment notification emails come from DHCS?**

A: The emails will come from the system software platform that your region utilizes for RMTS. Los Angeles Local Education Consortia (LEC) utilizes Fairbanks LLC, Los Angeles Unified School District utilizes Hansine Fisher and Associates, and all other regions utilize Public Consulting Group (PCG).

**Q24. Slide #15: did you say we have 4 business days to respond to a moment?**

A. No. You have four student attendance days (not business days).

**Q25. Slide #15: Will we no longer get an email with a link to click to respond to questions?**

A. If you are selected to receive a moment, you will receive an email that identifies the specific day and time of your moment, and contains a link to respond after the moment has passed.

**Q26. Slide #16: Do we count recess as a paid break if we are not supervising recess at the time?**

A. If you have no duties and it is truly a break, then yes, it will be reported as a paid break. However, if you are supposed to continue working at this time to answer questions, grade, set up the next lesson, etc., then no it would not be considered a paid break. We cannot give a firm answer to this as different schools may handle recess time differently.

**Q27. Slide #17: If a Participant Pool 1 TSP replies 'no' to the IEP/Individualized Family Service Plan (IFSP)/Care Plan question, does the coder auto code to 2Z if there was no clarifying question asked?**

A. No. In this case, the moment cannot be coded to 2A. However, it may be coded to 2Z, or any other code, such as an SMAA reimbursable code.

**Q28. Slide #17: If the response is clearly a 2A despite the TSP answering 'no' to the IEP/IFSP/Care Plan question, can the coders code it to 2A?**

A. In this instance, a clarifying question should be asked that makes it clear to the coder that a 2A is acceptable.

**Q29. Slide #19-21: Do the participants in Pool 2, receive the same questions?**

A. Participant Pool 2 TSPs are not asked whether the activity was related to an assessment, or pursuant to an IEP, IFSP, or care plan. Other than that, Participant Pool 1 and Participant Pool 2 TSPs are asked the same questions.

**Q30. Slide #23: How can an LEA be held responsible to provide documentation for a moment for a direct service when it could have been for a service that was not billed? Could have been for a student that was non IEP or not Medi-Cal eligible?**

A. A moment that occurs during a direct service can be documented, regardless of whether the moment was related to a student without an IEP or for a non-Medi-Cal student. Items like calendar entries and progress notes can document direct service moments.

**Q31. If we respond to a moment stating that we were preparing for an IEP meeting, does the actual IEP count as documentation of this action during the RMTS?**

A. Yes. The IEP can be one piece of information to substantiate your moment. You may also have a calendar meeting invite that identifies the date of the IEP meeting for which you were preparing.

**Q 32. Will the coordinators receive a copy of the RMTS responses?**

A. Yes. The LEA Coordinator is supplied with a report at the end of each quarter that includes their TSP's moment responses and how the moment was coded by central coding staff.

**Q33. I am a Participant Pool 2 (administrative) provider but occasionally provide direct services since I am a Public Health Nurse. I may provide health services during lunch breaks, periods of high volume, or when my RN is out of the office on vacation or sick leave. How will this impact my responses?**

A. TSPs only need to be concerned with responding to the questions asked in order to explain exactly what they were doing at the time of their moment. If you happen to be providing a direct service at the time of your moment, simply indicate that in your responses. It will be coded according to how you answered the moment, based on your assigned Participant Pool.

**Q34. What if we were teaching? Would we write that out when we answer our moment?**

A. Yes. You'll explain exactly what you were doing at the time on your moment (one minute). If you were teaching, please explain that in the moment response answers.

**Q35. If the participants receive a survey during school closure/distance learning, how should they respond?**

A. Whenever a TSP receives a moment (remote learning or in-person), they should respond with exactly what they were doing during their assigned moment (minute). The instructions are no different during remote learning – the TSP will simply respond to the questions and provide information on what they were doing at their assigned minute in time.

**Q36. I am a paraeducator and the student I am normally assigned to is not participating in distance learning. How does this impact my responses?**

A. If you receive a moment, simply respond to the questions and provide information on what you were doing at the time of your moment. Don't worry about the fact that you are usually assigned to a student when school is in-person, just respond with what you were doing at the time of your moment in the remote environment.

**Q37. Slide #24: Should we say Individualized Education Program, instead of IEP, when we respond to moments?**

A. The acronyms IEP and IFSP are acceptable to use in moment responses, since these are universally recognized terms related to school-based services. However, other acronyms that are not known to an outsider should not be used.

**Q38. Slide #26: Is it true that we only have one student attendance day notice of our moment? We used to have more time.**

A. This is correct, time survey participants now have one student attendance day notice for a moment. It is important that once participants receive a notice, they either set a calendar entry or an alarm so that they are aware when their moment is in progress and can respond quickly and with sufficient detail to capture exactly what they were doing during the minute in time.

**Q39. Slide #29: Where did you say we can find a copy of the RMTS guide?**

A. The RMTS policy (currently the section 5 and 6 of the SMAA manual) and other RMTS resources can be found on the [School-Based RMTS Website](#).