

Texas State Billing Services Inc.

Random Moment Time Study Provider Training Manual 2017 FFY

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Call **TSBS** anytime for assistance

Toll free 1.877.897.8283

www.tsbs.cc

HHSC Contact Information

512.490-3194

timestudy@hhsc.state.tx.us

Fairbanks, LLC Contact Information

1.888.321.1225

info@fairbanksllc.com

What is Random Moment Time Study (RMTS)?

- A federally accepted statistically valid random sampling technique that measures the participant's time performing work activities
- A RMTS "Moment" represents one minute of time that is randomly selected from all available moments within the time study period
- Statewide time study sample
- Significantly reduces staff time needed to record participant activities

Purpose of RMTS

- Determine the percentage of time the ISD incurs assisting individuals to access medically necessary Medicaid funded services
- Reasonably identifies staff time spent on activities during the given quarter.

Important Dates for Time Study (TS)

<u>Event</u>	<u>Opens/Begins</u>	<u>Closes/Ends</u>
1st Quarter TS	10/03/2016	12/16/2016
2nd Quarter TS	01/09/2017	03/31/2017
3rd Quarter TS	04/03/2017	05/25/2017

* Dates are subject to change

Time Study Participants

- Must answer the following to document the sampled moment:
 - Who was with you?
 - What were you doing?
 - Why were you performing activity?
- Must attend annual training provided by trained RMTS Contact
- Participant notified of moment 3 days in advance
- Enter response within 5 business days of moment
- Reminders sent to participants via e-mail at 24, 48, & 72 hrs
- Primary RMTS Contact copied on the 72 hour reminder
- Failure to enter the information will disqualify the moment
- Respond to follow-up questions from coders within 3 calendar days from receipt of e-mail.
- Primary RMTS Contact will be copied on the e-mail

Specific updates concerning Personal Care Service (PCS) providers selected to respond to a time sampling.

Personal Care Services are not being documented appropriately when responding to the time study. As a result there will be follow-up questions when this occurs.

- It is important time study participants understand the following as it pertains to personal care services.
 - A personal care service IS a direct medical service.
 - A student receiving a personal care service should have an IEP that list the specific activity and personal care service needed.
 - Personal Care Service provider should know when responding to a time study moment the response should be restricted to the one minute in time. Do not list multiple activities or their job description/responsibilities.
 - A response should always include the specific PC activity (cueing, monitoring) and the service being provided.
 - When responding to a time study moment if the “Why” states “to provide a direct medical service as defined on a student IEP” then the “What” should clearly define the personal care service.
 - In situations where lesson planning is being done please indicate the specific student audience and if it is IEP related.

- Personal care services (PCS) are provided to assist a student with a disability or chronic health condition so they may benefit from educational services
- Personal care services include a range of human assistance provided to students to accomplish tasks the student would normally do for themselves if they did not have a disability. *For example: A student may be physically capable of eating lunch but is unable to independently eat in the cafeteria because of functional, cognitive, or behavioral impairments*
- PCS may be provided by a wide range of school personnel, including but not limited to: Teacher Aides, Bus Aides/Monitors, Health Care Aides, Orientation/Mobility Specialists, Instructional Aides, Teachers, Bilingual Aides, Clerks
- Includes but is not limited to:
 - Eating/feeding
 - Monitoring, Cueing, Prompting
 - Meal preparation
 - Transferring
 - Personal hygiene, grooming
 - Ambulation
 - Toileting
 - Positioning
 - Maintaining continence
 - Dressing
 - Redirection for behavior
 - Bathing
 - Respiratory assistance
 - Assisting with self administering medication

Personal Care Services are often provided in Life Skills/Self-Contained classrooms because:

- The Life Skills class consists of students with Moderate to Severe disabilities, showing limitations in communication, social skills, and activities of daily living (ADL)
- The course curriculum is driven by the student's needs as stated in each student's IEP
- These classes may have different skill areas addressed based on student needs, like
 - Domestic skills
 - Daily living skills
 - Pre-vocational skills
 - Vocational skills
 - Social skills

Moment of Time Notification Example

Email sent to selected participants

Name: [REDACTED]
District: [REDACTED]
District Contact: [REDACTED]
RMTS Category: Personal Care Service Provider
Random Moment: 01:52 PM on 04/03/2015

You have been selected to participate in the Random Moment Time Study (RMTS) which is a brief online survey on behalf of your school District. Your participation is mandatory and assists your school District in obtaining reimbursement for school-based health and outreach activities.

In order to complete the Random Moment Time Study, you will need to go to www.fairbanksllc.com and select CLIENT LOGIN (in upper right hand corner). You will then need to login with the information below and answer three simple questions to report the activity you were performing at your sampled moment of 01:52 PM on 04/03/2015.

User Name: [REDACTED]
Password: [REDACTED]

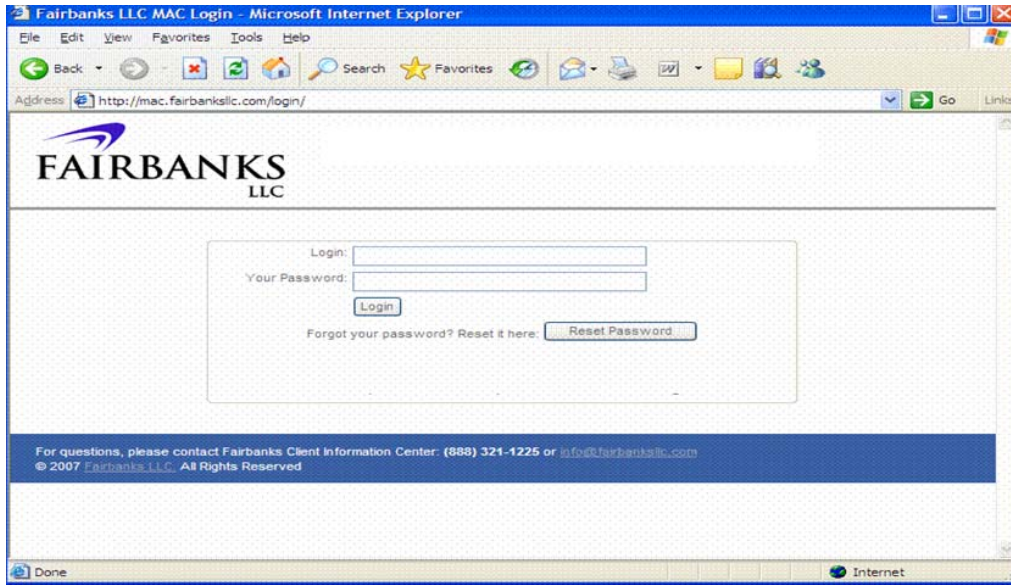
If you need any assistance or have any questions, please contact your District Contact listed above or the Fairbanks support line at (888) 321-1225 or at info@fairbanksllc.com.

Welcome Screen

Go online to www.fairbanksllc.com

The screenshot shows the Fairbanks LLC website. At the top, there is a navigation menu with links for 'About Us', 'Services', 'Clients', 'News', 'Careers', 'Contact Us', and 'Client Login'. The 'Client Login' link is highlighted with a red arrow. Below the navigation is a large banner with the text 'Create insight. Bright ideas in action.' and a 'Read More' button. Underneath the banner are three columns of text: 'Uncompromised quality and client service.', 'What We Do', and 'Who We Work With'. In the bottom left corner, there is a 'MAC Client Dashboard' section with a login form containing fields for 'Enter your username...' and 'Enter your password...', a 'Login' button, and a 'Forgot password?' link. A red arrow points to the login form. In the bottom right corner, there is a 'Latest News' section with several news items, including 'Commonwealth of Kentucky Awards Fairbanks Contract to Review LEA Cost Reports Under New Payment Methodology' and 'New Mexico Human Services Department Awards Fairbanks Statewide RMS and Administrative Claiming Contract'. A red arrow points to the 'Client Login' link in the navigation menu.

Login Screen



Start your RMTS Time Sampling



Welcome, [redacted] ([Logout](#))

Random Moment Time Study

Welcome to the Random Moment Time Study. Your participation in the random moment Time Study is an integral component for your program to receive Federal reimbursement and should only take a few minutes to complete.

Please complete the following screen indicating the activity that you were performing during your sampled date and time, providing as much detail as possible. If you have any questions, do not hesitate to contact the Fairbanks Client Information Center at (888) 321-1225.

[Start Random Moment Time Study](#)

Your Profile ([Edit](#))

Name: [redacted]
Email: [redacted]
Program: [redacted]

MAC Category: Early Intervention Specialist (EIS)

Reference Materials

[RMTS Information Website \(TX - HHSC\)](#)

Do You Need Help?

For any additional questions, please contact the Fairbanks Client Information Center at (888) 321-1225.

Instruction Screen

FB FAIRBANKS LLC

Welcome, _____ (Logout)

Random Moment Time Study

RMTS Training & Completion Instructions

You have been selected to participate in the Random Moment Time Study (RMTS) on behalf of your center/district. You are required to complete the following RMTS screens, which will ask a series of questions you will need to answer for your sampled moment. It is important that you complete the RMTS screens as accurately as possible.

1. Keep in mind that you are responding for one precise minute in time. Document what you were doing at the sampled moment of time.
2. Dropdowns and/or optional activity descriptions are provided to assist you. If you do not see a response that applies, choose "other" and you will be provided an explanation box in which you can describe what you were doing.
3. If a blue question mark icon appears at the end of an optional activity description, you may click on the "?" to obtain additional information.
4. The person who will be reviewing your response has no idea of your job description, tasks you perform, or why you perform them, so it is up to you to provide the proper information needed to adequately describe what you were doing at the time of your moment. If you provide insufficient information, you will receive a follow-up email or telephone call requesting additional information.
5. Responses such as the following do not provide sufficient information and should be avoided:
 - "I was doing my job."
 - "I was completing my job responsibilities."
 - "I was completing this time study response."
6. It is best to avoid the use of acronyms and to instead spell out the definition, description, or title.
7. Do not provide client/student-specific names. Instead, your response should state that you were working with a client/student or a group of clients/students, if that were the case.
8. If you are traveling at the time of your sampled moment, please include a description of the activity you will be performing upon arrival.
9. If you were not working at the time of your moment, please indicate if it was paid or unpaid leavetime off.

For the purposes of this time study:

Direct Medical Services

include:

- Activities that require human interventions such as hands on assistance, supervision, or caring of a student with a disability or chronic medical condition, to accomplish tasks that the student would not normally do for themselves if they did not have a disability or chronic medical condition.
- Personal care services;
- Specialized transportation services;
- Psychological services;
- Physical therapy;
- Speech therapy; and
- For additional examples [click here](#).

Educational Services

include activities associated with traditional courses that do not require human intervention to accomplish tasks the student would normally do for themselves if they did not have a disability or chronic medical condition. Traditional courses such as:

- Reading/English/language arts;
- Writing;
- Mathematics;
- Science;
- Social studies; and
- Physical educational.

Please click on the button below to continue.

[Continue to Random Moment Time Study.](#)

For questions, please contact Fairbanks LLC Client Information Center: (888) 321-1226 or info@fairbanksllc.com

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Responses will be required on the following questions

WHO was with you?

WHAT were you doing?

WHY were you doing it?

Question 1: Who was with you?

Personal Care services view



Welcome, [redacted] (Logout)

Random Moment Time Study

YOUR TIME STUDY IS NOT COMPLETE.

Random Moment Time: 04/01/2015, 09:11 AM Central Time

1. Were you providing Personal Care Services? Please [click here](#) to review examples of Personal Care Services before continuing.

Please select an answer...

Please select an answer...

Yes, I was providing Personal Care Services

2. Yes, and the service was defined on the student's (or students') IEP(s)

Yes, and the service was NOT defined on the student's (or students') IEP(s)

No

No, I was not providing Personal Care Services

3. What were you doing?

Please provide a 2-4 sentence description of your sampled moment; do not include acronyms, student specific names or job descriptions.

4. Why were you performing this activity?

Please select an answer...

I confirm that my response above is an accurate representation and description of my activity/activities during the Random Moment Time Study (RMTS) sample date and time. I certify that I am the individual authorized to complete this RMTS as indicated in the upper right hand corner of this screen. I also confirm that I have received training regarding my participation and the accurate completion of this RMTS form.

Your Profile (Edit)
Name: [redacted]
Email: [redacted]
Program: [redacted]
MAC Category: Personal Care Service Provider

Reference Materials

[RMTS Information Website \(TX - HHSG\)](#)

[RMTS Participant Manual 2-11-09](#)

Do You Need Help?

For any additional questions, please contact the Fairbanks Client Information Center at (888) 321-1225.

For questions, please contact Fairbanks LLC Client Information Center: (888) 321-1225 or info@fairbanksllc.com

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Non- Personal Care services view



Welcome, [redacted] (Logout)

Random Moment Time Study

YOUR TIME STUDY IS NOT COMPLETE.

Random Moment Time: 04/01/2015, 08:41 AM Central Time

1. Who was with you?

Please select an answer...

Please select an answer...

2. Student, Special Ed

Student, Not Special Ed

Student (Multiple)

No One/Alone

District Staff

On the phone with parent

Community Contact

Staff Meeting

Staffing

Student's Family

Student AND Family

Not Working

Other - please specify below

3. Why were you performing this activity?

Please answer the above questions to see the available answers for this question.

I confirm that my response above is an accurate representation and description of my activity/activities during the Random Moment Time Study (RMTS) sample date and time. I certify that I am the individual authorized to complete this RMTS as indicated in the upper right hand corner of this screen. I also confirm that I have received training regarding my participation and the accurate completion of this RMTS form.

Your Profile (Edit)
Name: [redacted]
Email: [redacted]
Program: [redacted]
MAC Category: Physical Therapist - Licensed

Reference Materials

[RMTS Information Website \(TX - HHSG\)](#)

[RMTS Participant Manual 2-11-09](#)

Do You Need Help?

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For questions, please contact Fairbanks LLC Client Information Center: (888) 321-1225 or info@fairbanksllc.com

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Question 2: What were you doing?

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Welcome, [redacted] (Logout)

Random Moment Time Study

YOUR TIME STUDY IS NOT COMPLETE.

Random Moment Time: 04/01/2015, 08:41 AM Central Time

1. Who was with you?
Please select an answer...

2. What were you doing?
Please provide a 2-4 sentence description of your sampled moment; do not include acronyms, student specific names or job descriptions.

3. Why were you performing this activity?
Please answer the above questions to see the available answers for this question.

I confirm that my response above is an accurate representation and description of my activity/activities during the Random Moment Time Study (RMTS) sample date and time. I certify that I am the individual authorized to complete this RMTS as indicated in the upper right hand corner of this screen. I also confirm that I have received training regarding my participation and the accurate completion of this RMTS form.

For questions, please contact Fairbanks LLC Client Information Center: (888) 321-1225 or info@fairbanksltc.com Fairbanks LLC. All Rights Reserved.

Your Profile (Edit)
Name: [redacted]
Email: [redacted]
Program: [redacted]
MAC Category: Physical Therapist - Licensed

Reference Materials
[RMTS Information Website \(PDF - HTML\)](#)
[RMTS Participant Manual 2-11-09](#)

Do You Need Help?
For any additional questions, please contact the Fairbanks Client Information Center at (888) 321-1225.

Typically 2-4 sentences that provides specific information about what you were doing at that minute.

Please keep in mind that the person coding the moment has no idea of the participant's job description; tasks performed or why they are performed.

- It is up to the participant to provide the information needed for those independent coders to code the response accurately.
- Please don't use acronyms in the description.
- Please don't use people's names in the responses.
- If not working, indicate if it was paid or unpaid time off.

Question 3: Why were you performing this activity?

Non- Personal Care services view


The screenshot shows the 'Random Moment Time Study' form for a user with a 'Physical Therapist - Licensed' MAC Category. The form is titled 'Random Moment Time Study' and includes a status bar indicating 'YOUR TIME STUDY IS NOT COMPLETE.' The 'Random Moment Time' is 04/01/2015, 08:41 AM Central Time. Question 1, 'Who was with you?', has 'Student, Special Ed, Lifeskills (Age 3-20)' selected. Question 2, 'What were you doing?', has a text area for a 2-4 sentence description. Question 3, 'Why were you performing this activity?', has a dropdown menu with 'Please select an answer' selected. The dropdown options include: 'To provide a direct medical service as defined on a student's IEP', 'To provide a direct medical service NOT defined on a student's IEP', 'To provide an educational service as defined on a student's IEP', 'To provide an educational service NOT defined on a student's IEP', 'To determine a student's eligibility for services', 'To improve health services for the district's students', 'To provide or obtain information to or from a student's family', 'To assist student/family in applying for health benefits', 'To assist student/family in applying for all other programs', 'To improve social/vocational/educational services for the district's students', 'To coordinate transportation', 'To coordinate translation', 'To provide translation', 'To provide guidance counseling', 'To provide direct supervision of a student and student events', 'To participate in an IEP meeting', and 'Other - please specify below'. The form also includes a 'Certify & Submit' button and a footer with contact information for Fairbanks LLC.

Question 4: Why were you performing this activity?

Personal Care services view – auto-populates based on answer to Q1

The screenshot shows the 'Random Moment Time Study' form for a user with a 'Personal Care Service Provider' MAC Category. The form is titled 'Random Moment Time Study' and includes a status bar indicating 'YOUR TIME STUDY IS NOT COMPLETE.' The 'Random Moment Time' is 04/21/2015, 08:51 AM Central Time. Question 1, 'Were you providing Personal Care Services? Please click here to review examples of Personal Care Services before continuing.', has '-- Yes, and the service was defined on the student's (or students') IEP(s)' selected. Question 2, 'Who was with you?', has 'Please select an answer...' selected. Question 3, 'What were you doing?', has a text area for a 2-4 sentence description. Question 4, 'Why were you performing this activity?', has 'To provide a direct medical service as defined on a student's IEP' selected. Below this question, there is a note: 'You have indicated this is not an education service. Please review the definition of educational service before continuing. Educational services include activities that are associated with traditional courses such as reading/English/language arts, writing, mathematics, science, social studies, physical education, and art/dance and do not require human interaction such as hands on assistance, supervision, or caring of persons with disabilities and chronic conditions, to accomplish tasks they would normally do for themselves if they did not have a disability or chronic medical condition.' The form also includes a 'Certify & Submit' button and a footer with contact information for Fairbanks LLC.

Complete Time Study – review and submit (print)


Welcome, Kim Kasner ([Logout](#))

Random Moment Time Study

✓ CONGRATULATIONS KIM KASNER, YOU HAVE COMPLETED THE TIME STUDY!

🕒 **Random Moment Time:** 04/01/2015, 08:41 AM Central Time

Thank you for participating in the time study! You have now completed the necessary steps required for participation. We appreciate your participation in this important program. You may now [logout](#) or close this window.

 [Print](#) [Confirmation Receipt](#)

Your Profile

Name: [REDACTED]
Email: [REDACTED]
Program: [REDACTED]
MAC Category: Physical Therapist - Licensed

Reference Materials

[RMTS Information Website \(TX - HHSC\)](#)
[RMTS Participant Manual 2-11-09](#)

Do You Need Help?

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Welcome, [REDACTED] ([Logout](#))

Random Moment Time Study

✓ TARA MADRIGAL, YOUR TIME STUDY IS COMPLETE AND WAS CERTIFIED BY FAIRBANKS AT 04/10/2015, 09:10 AM CENTRAL TIME.

🕒 **Random Moment Time:** 04/08/2015, 08:59 AM Central Time

Here are your answers:

Who was with you?
Student, Special Ed (Age 3-20)

What were you doing?
I was providing a direct medical service to the child.

Why were you performing this activity?
To provide an educational service as defined on a student's IEP

 [Print](#)

Your Profile

Name: [REDACTED]
Email: [REDACTED]
Program: [REDACTED]
MAC Category: Service Coordinator/Case Manager (MAC ONLY)

Reference Materials

[RMTS Information Website \(TX - HHSC\)](#)
[RMTS Participant Manual 2-11-09](#)

Do You Need Help?

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