

# Commonwealth of Virginia

## Medicaid and Schools Program Random Moment Time Study (RMTS)

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Schools

### In Partnership With:



**Department of Medical  
Assistance Services**



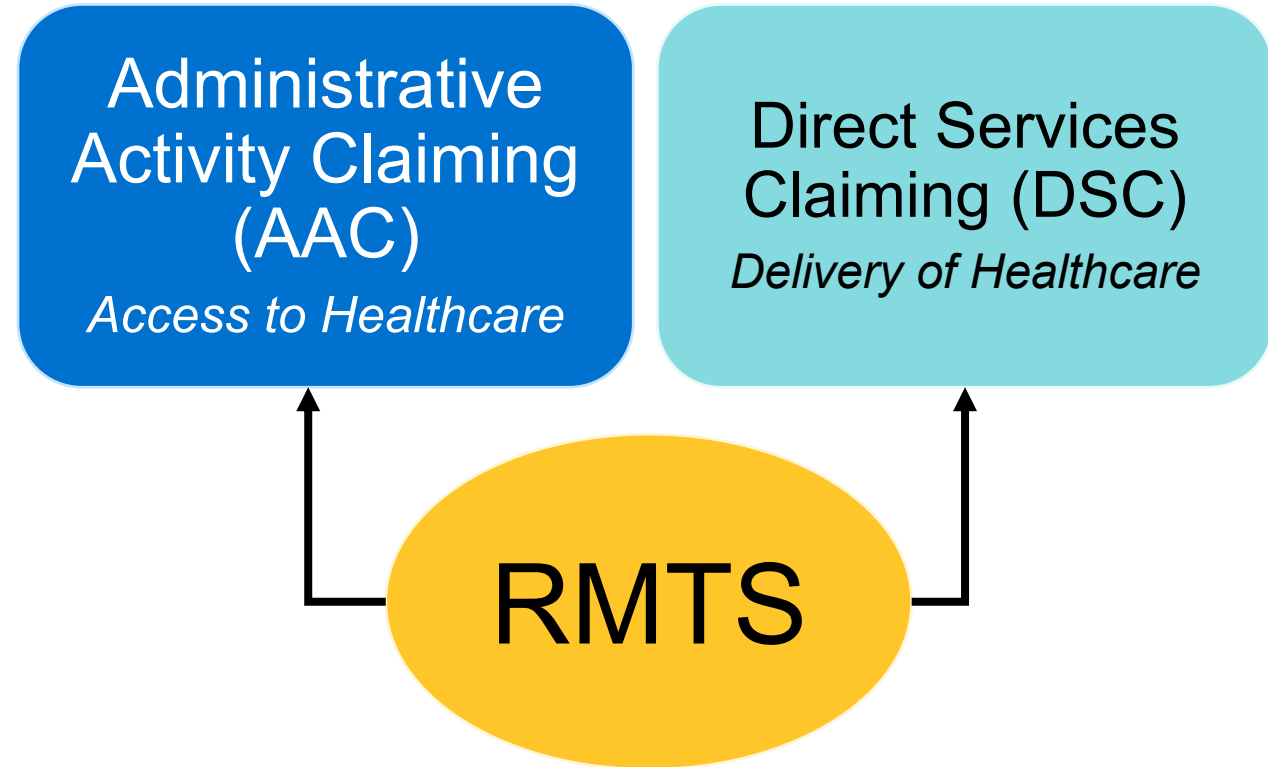
**Cardinal Care**  
Virginia's Medicaid Program

# Learning Objectives

- Understand how the reimbursement process works and why the Random Moment Time Study (RMTS) is so important.
- Understand what RMTS is and how it works.
- Know the timeframes and deadlines.
- Know how to complete the required tasks for managing RMTS in 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.

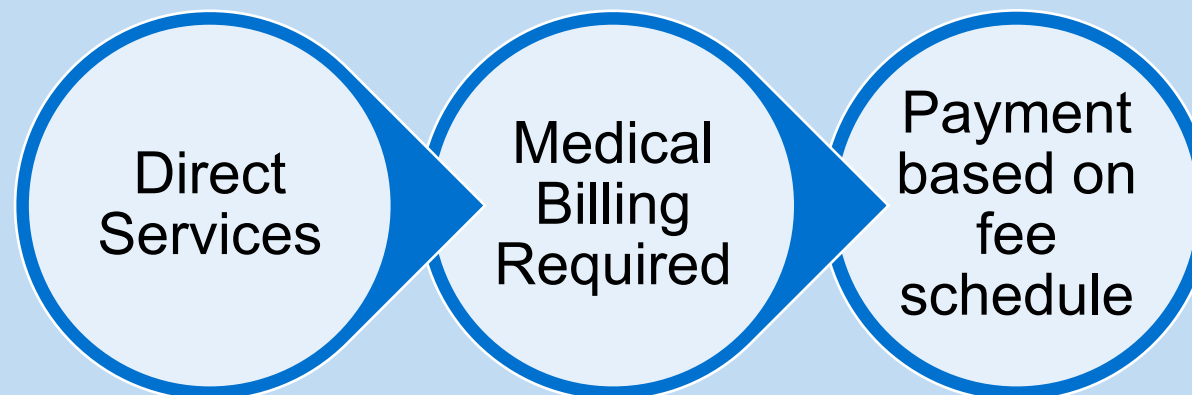
# RMTS is a Program Requirement

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.



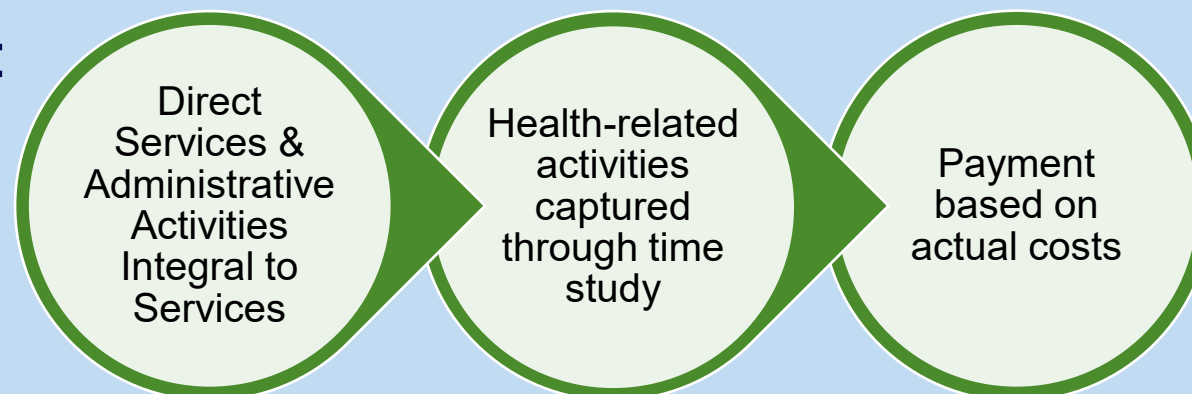
# Cost-Based Reimbursement

## Fee-for-Service:



- Focus & burden on billing
- Fees may not accurately reflect LEA's costs

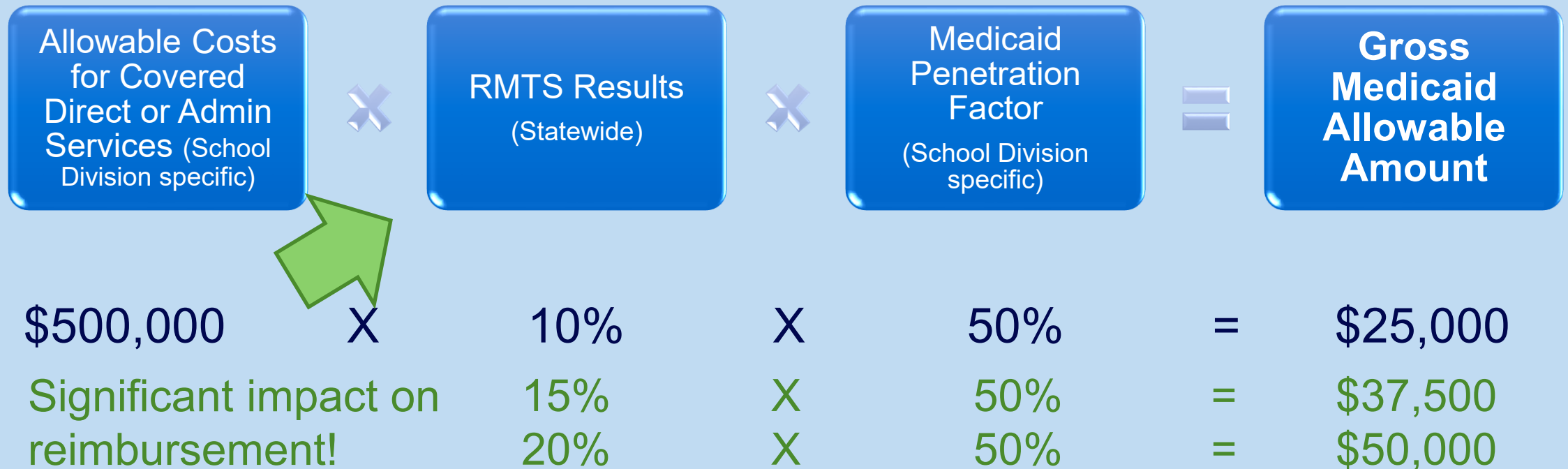
## Cost-Based Reimbursement:



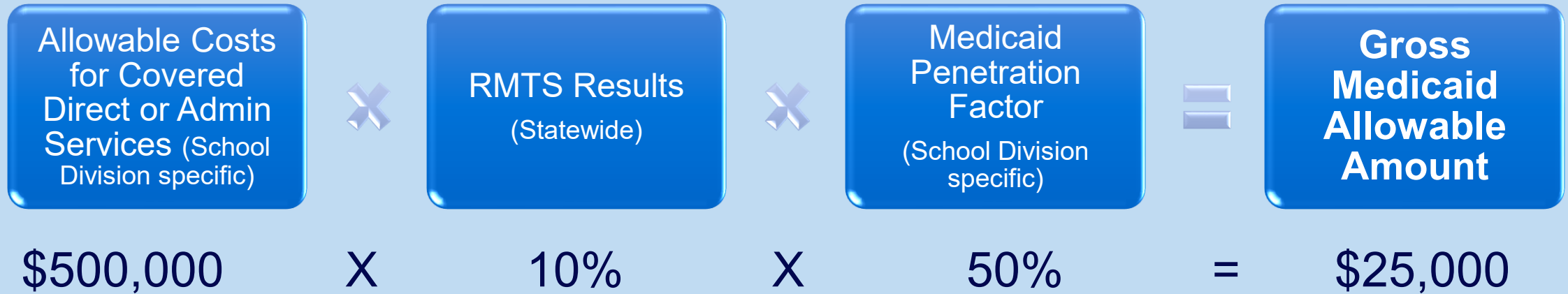
- Captures full array of health-related services & supports
- Reimbursement based on LEA's actual costs

# Cost-Based Reimbursement Overview

## Cost-Based Reimbursement Methodology



# Cost Allocation

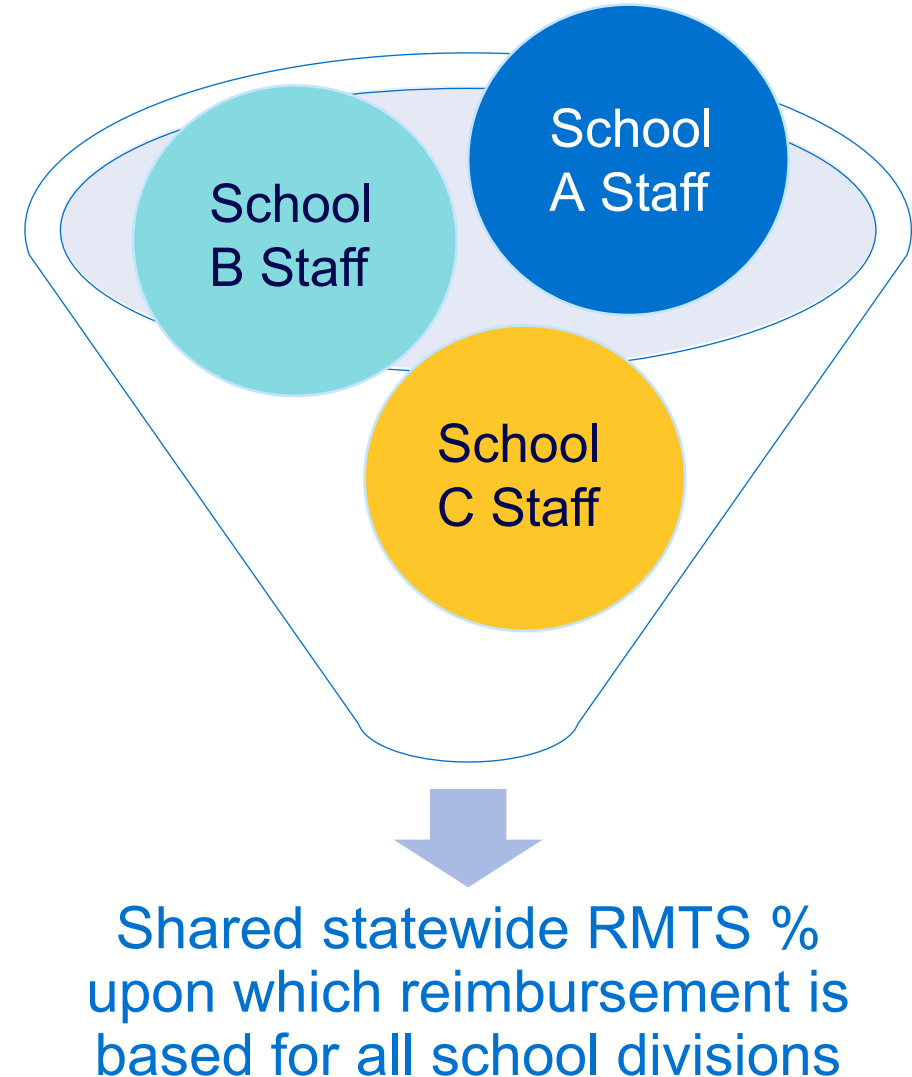


**Allocation Factor:**  
What portion/percent of the cost is attributed to performing Medicaid-reimbursable work activities?

**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.



# 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.



Educational



Medicaid Administrative



Direct medical services



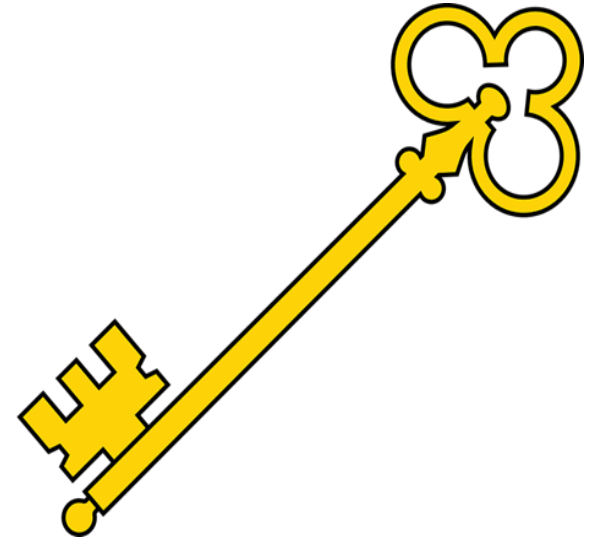
General administrative






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

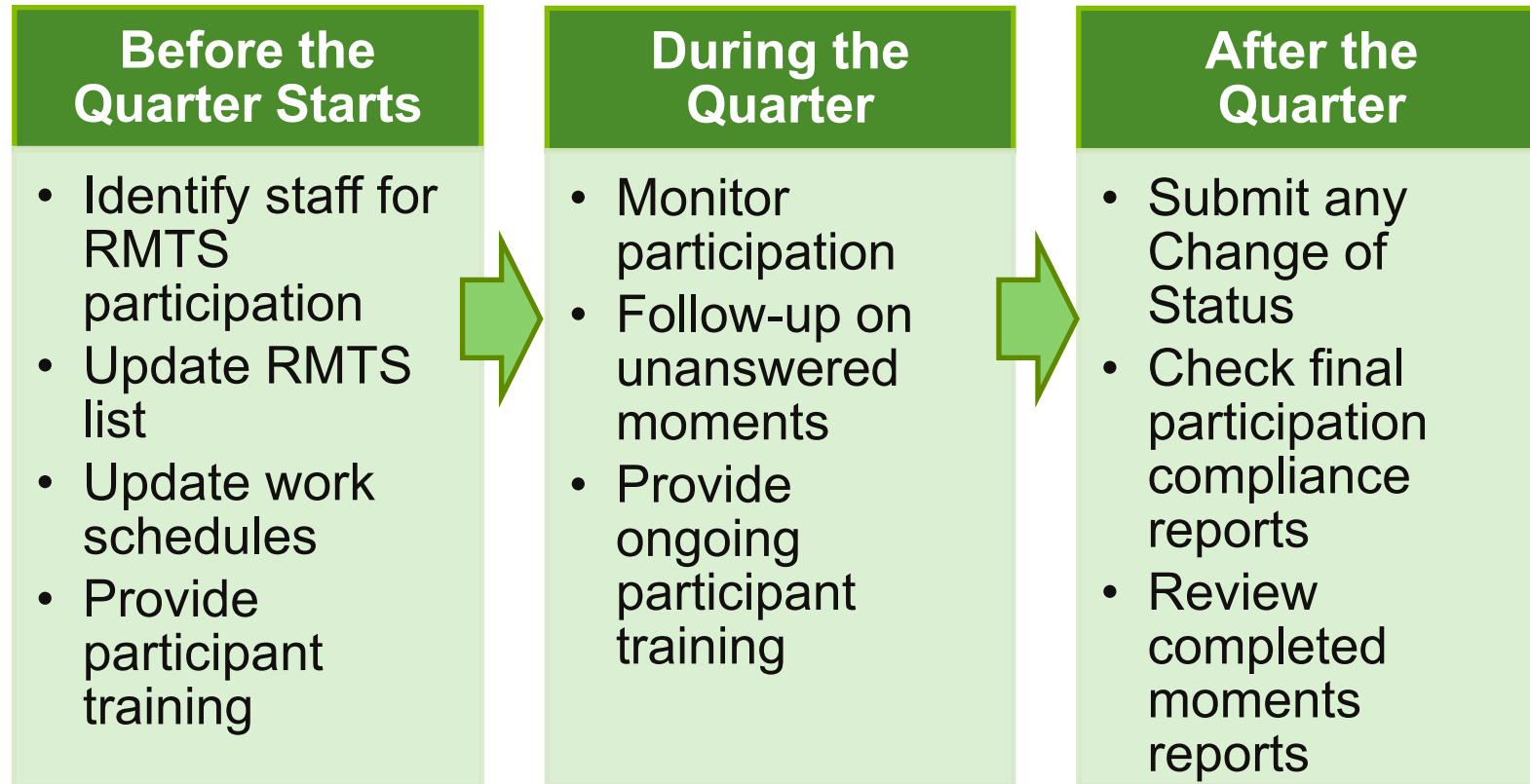


# How Does RMTS Work?

- 1. School Divisions:** Identify staff qualified to participate; quarterly update of staff lists and work schedules  

- 2. UMass Chan:** Generates random moments across the three (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. UMass Chan:** Assigns “activity codes” to moments; calculates results (percentages) after each quarter is complete

# The RMTS Quarterly Cycle

## School Division RMTS Coordinator Responsibilities:



# 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?

## Direct Service Pool 2 or 3

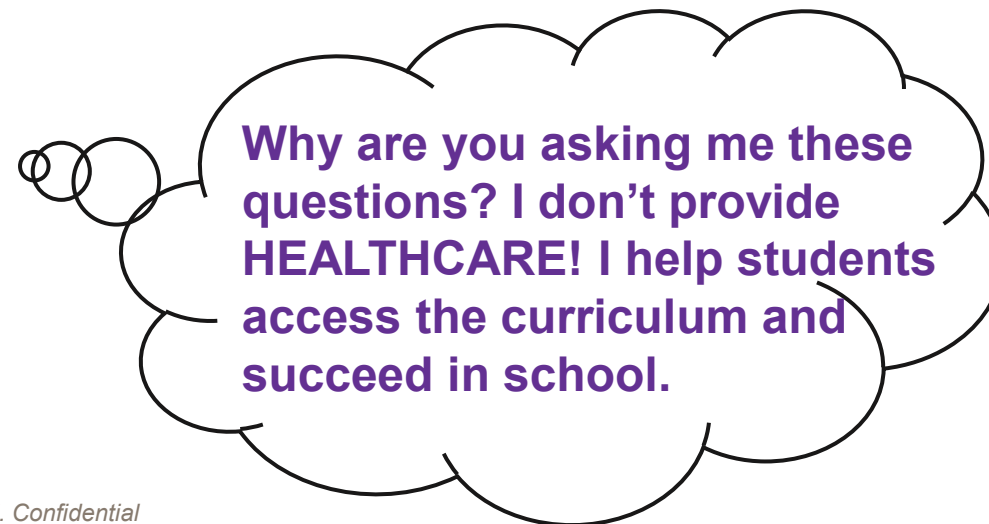
1. What services does my School Division claim for in the Direct Services program?
  - a. Who delivers direct medical services to students (for which my school division seeks reimbursement)?
  - b. Are they Medicaid qualified practitioners?
    - This includes that supervision is being provided where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



# Potential Participants

<b><u>Job Group (Pool) 2</u></b> <b>Nursing, Psychological, Medical Services</b>		<b><u>Job Group (Pool) 3</u></b> <b>Therapy Services</b>
<ul style="list-style-type: none"> <li>• Clinical Psychologist</li> <li>• School Psychologist</li> <li>• Psych Tech</li> <li>• Clinical Social Worker</li> <li>• School Social Worker</li> <li>• Professional Counselor</li> <li>• Marriage &amp; Family Therapist</li> <li>• School Counselor</li> <li>• Substance Abuse Treatment Practitioner</li> </ul>	<ul style="list-style-type: none"> <li>• Behavior Analyst</li> <li>• Asst. Behavior Analyst</li> <li>• Behavior Tech</li> <li>• RN/LPN</li> <li>• Nurse Practitioner</li> <li>• Personal Care Assistant</li> <li>• Billing Personnel</li> </ul>	<ul style="list-style-type: none"> <li>• Speech Therapist</li> <li>• Occupational Therapist</li> <li>• Occupational Therapist Assistant</li> <li>• Physical Therapist</li> <li>• Physical Therapist Assistant</li> <li>• Audiologist</li> </ul>

**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)

# DMAS Website

The screenshot shows the Virginia Medicaid website interface. At the top, there is a dark navigation bar with the Virginia Medicaid logo and menu items: Applicants, Members, Providers, Appeals, Data & Reports, News, and About Us. A language selector for English is also present. Below the navigation bar, the main content area is divided into several service categories. A green arrow points from the left towards the 'Behavioral Health' section, and another green arrow points from the left towards the 'School Based Services' section. A dark blue box highlights the 'Providers' menu item in the top navigation bar, with a list of sub-items: Provider Enrollment & Revalidation, Claims and Billing, Provider Memos & Communications, Rates and Rate Setting, Cardinal Care, Benefits & Services, and MES Portal. The 'Behavioral Health' section describes services provided through Managed Care Organizations, CCC Plus, and Medallion 4.0. The 'School Based Services' section explains reimbursement for schools. Other visible sections include 'Long Term Care', 'Telehealth Services', and 'Transportation'.

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
  - Benefits & Services
    - School Based Services

For detailed requirements for the Direct Service program and Provider Qualifications, see the ***“LEA Provider Manual”***

# 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 *improve access to healthcare*:**

- Medicaid outreach and application assistance
- Specialized transportation scheduling/arranging
- Translation services related to **healthcare** 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

# Reimbursable Administrative Activities - 1

## Improve Access to Healthcare: 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 - 2

## Improve Access to Healthcare: Facilitating Medicaid Applications

Activities include:

- Assisting students or families with the Medicaid application process
- Assisting students or families with gathering the 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 - 3

## Improve Access to Healthcare: 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 - 4

## Improve Access to Healthcare: 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 accessing or understanding health-related care or treatment
- Providing translation services to assist a student or family member in accessing or understanding 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 - 5

## Improve Access to Healthcare: 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 **healthcare** 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 - 6

## Improve Access to Healthcare: 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, or general student supervision services
- Providing, arranging, coordinating, or monitoring IEP academic support 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 the 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 - 2

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**Behavioral Health**  
Providing an array of behavioral health services, including addiction treatment through Managed Care Organizations, CCC Plus and Medallion 4.0, and through the Behavioral Health Services Administrator.

- Provider Enrollment & Revalidation
- Claims and Billing
- Provider Memos & Communications
- Rates and Rate Setting
- Cardinal Care
- Benefits & Services
- MES Portal

**Long Term Care**  
Nursing Facilities, Specialized Care Nursing Facilities, Long-Stay Hospitals, Home Health and more.

**School Based Services**  
In some instances, schools can be reimbursed some of the costs associated with providing these services to children enrolled in Medicaid or FAMIS.

**Telehealth Services**  
Information on telehealth services, trainings, policies and more.

**Transportation**  
Fee For Service (FFS) Emergency Ambulance and Non-Emergency Medicaid Transportation (NEMT) services.

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
  - Benefits & Services – 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

# Questions?

# 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

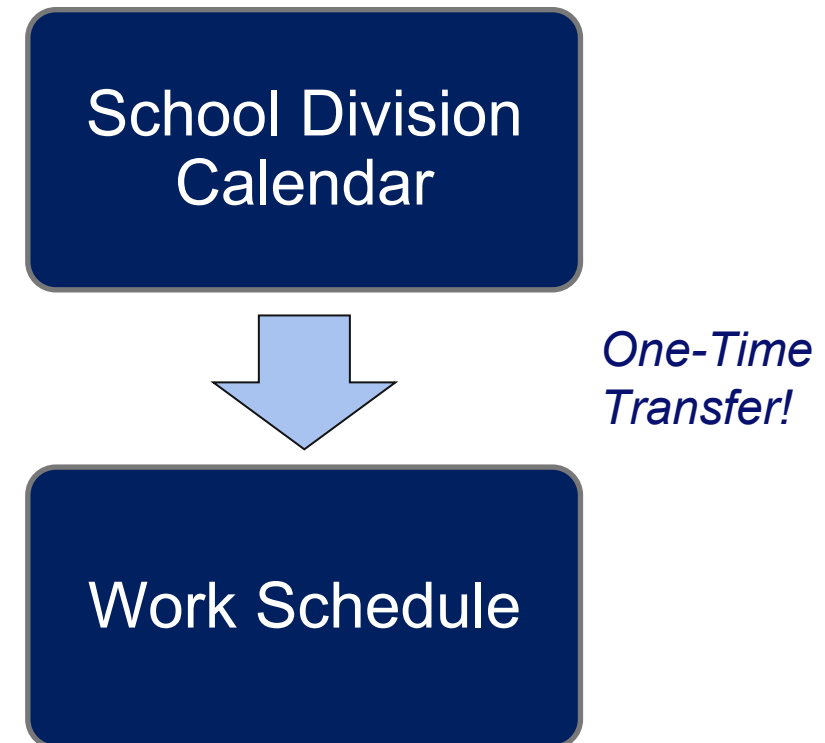
**HOW?** This is accomplished by associating participants with an accurate work schedule



# Work Schedules

## 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 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

## IMPORTANT DATES

Aug. 13	Professional Development Day
Aug. 14	Teacher Work Day
Aug. 15	Teacher Work Day
Aug. 18	First Day of School for Students
Sept. 1	Labor Day Holiday
Sept. 19	End of the 1st Six Weeks (24 days)
Oct. 30	End of the 2nd Six Weeks (29 days)
Oct. 31	Staff Appreciation Day (Guaranteed)
Nov. 3-4	Fall Break (No School)
Nov. 26-28	Thanksgiving Break
Dec. 19	End of 3rd Six Weeks (30 days) / End of First Semester (83 days) - 1 1/2 Hour <b>Early Dismissal</b>
Dec. 22-Jan. 1	Winter Break
Jan. 1	New Years Holiday
Jan. 2	Staff Appreciation Day (Guaranteed)
Jan. 5	Professional Development Day
Jan. 6	Teacher Work Day
Jan. 7	First Day back for Students / Start of 2nd Semester
Jan. 19	Martin Luther King Day Holiday
Feb. 17	End of the 4 <sup>th</sup> Six Weeks (29 days)
Apr. 3	Good Friday Holiday (Guaranteed)
Apr. 6-7	Staff Appreciation Days (Guaranteed)
Apr. 9	End of the 5th Six Weeks (34 days)
May 25	Memorial Day Holiday
May 28	Last Day of School for Students; End of 6th Six Weeks (34 days) and Second Semester (97 days) - 1 1/2 Hour <b>Early Dismissal</b>
May 29	Teacher Work Day

■ Closed  
■ Early Dismissal  
■ Teacher Workday  
■ Professional Development

JULY 2025						
Su	Mo	Tu	W	Th	Fri	Sat
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST 2025						
Su	Mo	Tu	W	Th	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER 2025						
Su	Mo	Tu	We	Th	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER 2025						
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					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

NOVEMBER 2025						
Su	Mo	Tu	We	Th	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

DECEMBER 2025						
Su	Mo	Tu	W	Th	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

JANUARY 2026						
Su	Mo	Tu	W	Th	Fri	Sat
					1	2
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31						

FEBRUARY 2026						
Su	Mo	Tu	W	Th	Fri	Sa
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23	24	25	26	27	28	29
30						

MARCH 2026						
Su	Mo	Tu	W	Th	Fri	Sat
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL 2026						
Su	Mo	Tu	W	Th	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

MAY 2026						
Su	M	Tu	We	Th	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JUNE 2026						
Su	Mo	Tu	W	Th	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

<b>Professional Development</b>	
36 Total Hours—Required (Twelve (12) hours are built into the 2025-2026 instructional calendar. The additional twenty-four (24) hours are to be scheduled with the building administration.)	
<b>7 Paid Holidays</b>	<b>200 Days</b>
Labor Day	180 Instructional Days
Thanksgiving Day	7 Paid Holidays
Christmas Day	4 Teacher Work Days
New Year's Day	4 Staff Appreciation Days
Martin Luther King Day	3 Flex Days
Good Friday	2 Professional Development Days
Memorial Day	

## School Division Calendar defines the “business days” for the division

1. The division is closed on 7 paid holidays
2. The division is open any days that administrators or administrative office/clerical staff are scheduled to be working
3. In example school division, only the division is only closed on the orange days

# Work Schedules - 2

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

- 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

# Example Work Schedules

Example schedules for school nurses and clinic assistants:

Schedule Name	Personnel	Work Time	Contract Type
<b>Sup RN</b>	Supervising RN	7:30-4:00	200 Day
<b>School Nurse A</b>	Elementary Nurses	8:30-3:00	200 Day
<b>School Nurse B</b>	Middle/High Nurses	8:00-2:30	200 Day
<b>Clinic Assistant A</b>	Student Need	7:30-1:30	191 Day
<b>Clinic Assistant B</b>	Student Need	8:00-2:00	191 Day
<b>Clinic Assistant C</b>	Student Need	10:00-3:00	191 Day

# Example Work Schedules - 2

Month	Day	Description	Instructional Days	Work Days	Paid Holidays	Staff Appreciation	Professional Development
August	18	First Day of School					
September	1	Labor Day – Holiday			1		
October	31	Staff Appreciation Day				1	
November	3-4	Fall Break					
	27	Thanksgiving Day - Holiday			1		
	26-28	Thanksgiving Break					
December	25	Christmas Day- Holiday			1		
	22-31	Winter Break					
January	1	New Year's Day – Holiday			1		
	2	Staff Appreciation Day				1	
	5	Professional Development Day					1
	19	Martin Luther King Jr. Day-Holiday			1		
Apr	3	Good Friday - Holiday			1		
	6-7	Staff Appreciation Days				2	
May	25	Memorial Day – Holiday			1		
	28	Last Day of School (subject to change)					
		<b>Total Contracted Days</b>	180	0	7	4	0

**Calendar for 191 Day Contracted Employees  
(Clinic Assistants)  
2025-2026**

Month	Day	Description	Instructonal Days	Work Days	Paid Holidays	Staff Appreciation	Professional Development
August	13	Professional Development Day					1
	14-15	Workdays		2			
	18	First Day of School					
September	1	Labor Day – Holiday			1		
October	31	Staff Appreciation Day				1	
November	3-4	Fall Break					
	27	Thanksgiving Day - Holiday			1		
	26-28	Thanksgiving Break					
December	25	Christmas Day- Holiday			1		
	22-31	Winter Break					
January	1	New Year's Day – Holiday			1		
	2	Staff Appreciation Day				1	
	5	Professional Development Day					1
	6	Workday		1			
	19	Martin Luther King Jr. Day-Holiday			1		
Apr	3	Good Friday - Holiday			1		
	6-7	Staff Appreciation Days				2	
May	25	Memorial Day – Holiday			1		
	28	Last Day of School (subject to change)					
	29	Work day (subject to change)		1			
		<b>Total Contracted Days</b>	180	4	7	4	2

**Calendar for 200 Day Contracted Employees  
(School Nurses & Supervising RNs)  
2025-2026**

# Live Demonstration

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

- 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.

# Work Schedules - 3

## 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

# Check for Questions

# 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

## Lack of training can result in lowered reimbursable time!

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

# Participant Training


Online Training X

VA RMTS Participant Training

UMass Chan Medical School  
Center for Health Care Financing Solutions  
RMTS Help Desk

Mon-Fri 7:30am – 7:30pm  
800-535-6741  
RMTSHelp@umassmed.edu

25:51 / 25:52

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

## School Division resources for participant training:

- CMS Required RMTS online training video
  - Don't forget to certify that you have completed the training
- RMTS Participant "Quick Reference Guide"

*Consider providing PD/licensure points for completing the annual RMTS training video*

# Training Reminder

## Real-time reports monitor which participants have completed training

- Training Documents Viewed Report

Training Documents Viewed Report													
State:	VA												
School Division:	ABC Public Schools												
Name:	ALL												
Training Document:	VA RMTS Participant Training												
Run Date:	04/03/2026												
Run Time:	03:01 PM ET												
Date Range:	07/01/2025 to 04/03/2026												
School Division	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
ABC Public Schools	Begonia	Barbara	BarbB9	Active	45123	Employee	RNLPN	begoniab@abcpublicschools.org	VA RMTS Participant Training	01/30/2026	01/30/2026	Yes	
ABC Public Schools	Buttercup	Betty	BettB2	Active	12345	Employee	RNLPN	buttercupb@abcpublicschools.org	VA RMTS Participant Training	09/11/2025	09/11/2025	Yes	
ABC Public Schools	Daisy	Diana	DianD7	Active	43215	Employee	Speech Therapist	daisyd@abcpublicschools.org	VA RMTS Participant Training	03/25/2026		No	5
ABC Public Schools	Hollyhock	Hannah	HannH5	Active	21543	Employee	OT	hollyhockh@publicschools.org	VA RMTS Participant Training	09/26/2025		No	4
ABC Public Schools	Hyacinth	Heather	HeatH1	Active	54321	Employee	RNLPN	hyacinthh@abcpublicschools.org	VA RMTS Participant Training	03/26/2026	03/26/2026	Yes	
ABC Public Schools	Lavender	Larry	LarrL6	Inactive	32154	Employee	School Counselor	lavenderl@abcpublicschools.org	VA RMTS Participant Training	08/25/2025		No	4
ABC Public Schools	Lilac	Linda	LindL4	Active	23451	Employee	RNLPN	lilacl@abcpublicschools.org	VA RMTS Participant Training	02/11/2026	02/11/2026	Yes	
ABC Public Schools	Rose	Rhonda	RhonR3	Inactive	51234	Employee	PT	roser@abcpublicschools.org	VA RMTS Participant Training	07/03/2025	07/03/2025	Yes	
ABC Public Schools	Tulip	Tracy	Tract2	Active	34512	Employee	RNLPN	tulipt@abcpublicschools.org	VA RMTS Participant Training	09/05/2025	09/05/2025	Yes	

- Training Documents Not Viewed Report is also available

# Training Reminder-2

## 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 the training was accessed

# Participant Communication - 1

## 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.

# Participant Communication - 2

## Your participants need to hear from you (continued)!

- Instruct participants on 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 - 3

## Your participants need to hear from you (continued)!

- 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 two (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	<b>Moment #1</b> Occurs 8:53am		<b>Moment #1</b> Expires 8:53am	<b>Moment #2</b> Occurs 1:42pm	
Week 2	<b>Moment #2</b> Expires 1:42pm		<b>Moment #3</b> Occurs 9:10am	<i>School Division Calendar: Non- Moment Day</i>	<i>School Division Calendar: Non- Moment Day</i>
Week 3		<b>Moment #3</b> Expires 9:10am			

# Grace Period for Responses

- When UMass central coders request clarification of moment responses, participants must respond within five (5) additional school days of the moment date.
- UMass will follow-up no more than three (3) times to obtain clarification.
- RMTS Coordinators will be cc'd on coder follow-up messages beginning with the second 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 (cc to RMTS Coordinator & Supervisors)
- 6 hours before the moment expires (cc to RMTS Coordinator & Supervisors)

# Change of Status Requests - 1

## When to submit a Change of Status request?

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, **they are expected to answer the moment.** They will indicate that they were not working at the time of the moment.

# Change of Status Requests - 2

## 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 UMass Chan at [RMTSHelp@umassmed.edu](mailto:RMTSHelp@umassmed.edu) for assistance

# Change of Status Requests - 3

## 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

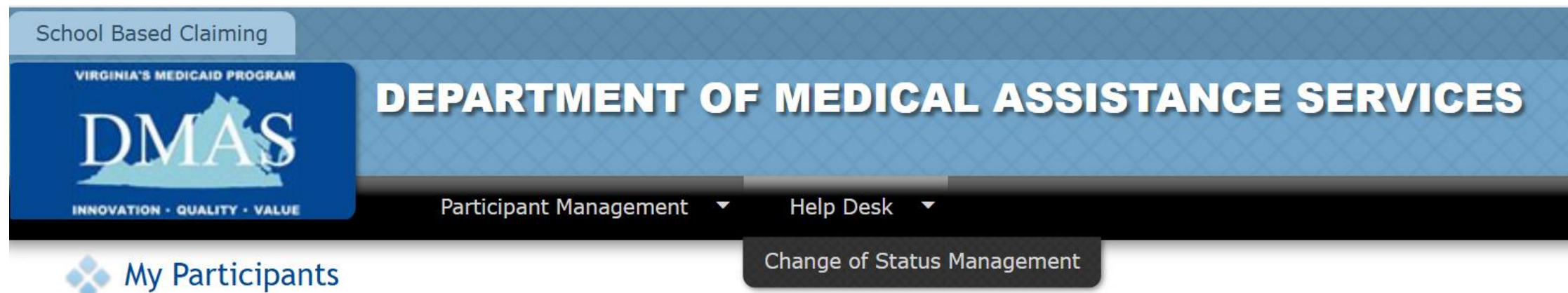
- Reminder email notifications will be sent periodically until the missing information is submitted
- All unknown information must be 'resolved' no later than five (5) days after the end of the quarter, or the request will not be processed

# New – Change of Status Management

The Change of Status Management tool is now accessible to LEA RMTS Coordinators.

- Real-time updates allow coordinators to quickly identify changes in participant status
- If multiple LEA RMTS coordinators submit changes to participant statuses, the tool make is easier to track and consolidate information while enhancing organization and reduces duplication of effort

The Change of Status Management is located in the RMTS Administrative System under the Help Desk tab.



# After the Quarter

1. If necessary, submit online Change of Status requests for unforeseen circumstances impacting staff's ability to respond to the time study (such as terminations or 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 **NEGATIVELY** impact **ALL** School Divisions

	Admin Only (Pool 1)	Direct Medical (Pool 2)	Therapy Services (Pool 3)
Q1 2026	88.14%	88.46%	93.20%
Q2 2026	91.80%	91.53%	97.20%
Q3 2026			
Q4 2026	Not available yet	Not available yet	Not available yet

# 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 three “supervisors” per participant to be cc’d on “late” reminder emails

# Reports

Reports are available to monitor compliance

## RMTS Participant Moment Not Completed Report

Live Reports: Updated 'real time'  
  
Incomplete moments can still be answered before the grace period ends

	A	B	C	D	E	F	G			
1	<b>RMTS Participant Moment Not Completed Report</b>									
2		<b>Run Date:</b> 09/18/2015								
3		<b>Run Time:</b> 04:52 PM ET								
4		<b>State:</b> VA								
5		<b>School Division:</b> ABC Public Schools								
6		<b>Job Position:</b> ALL								
7		<b>School/Group:</b> ALL								
8		<b>Year:</b> 2015								
9		<b>Quarter:</b> 4								
10		<b>Date:</b>								
11										
12	<b>Name</b>	<b>Emp ID</b>	<b>Job Desc</b>	<b>Job Code</b>	<b>School/Group</b>	<b>Moment Date</b>	<b>End of Grace Period</b>	<b>Email</b>	<b>Status</b>	<b>Supervisor Email #1</b>
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										

# Final Questions?

# Thank You

School-Based Medicaid Help Desk

1-800-535-6741

[RMTSHelp@umassmed.edu](mailto:RMTSHelp@umassmed.edu)