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I. Introduction to the School Supportive Health Services Program

Overview

The New York State (NYS) School Supportive Health Services Program (SSHSP) is administered by the New York State Department of Health (DOH) in collaboration with the New York State Education Department (SED). The purpose of SSHSP is to assist participating school districts and counties in accessing Medicaid reimbursement for certain medically necessary diagnostic and health support services provided to Medicaid-eligible students with disabilities. The SSHSP applies to Medicaid eligible students with an Individualized Education Program (IEP) from age three years up to their 21st birthday.

Under State Plan amendment 09-61, Medicaid-reimbursable services under New York's SSHSP include:

1. Physical therapy services
2. Occupational therapy services
3. Speech therapy services
4. Psychological evaluations
5. Psychological counseling
6. Skilled nursing services
7. Medical evaluations
8. Medical specialist evaluations
9. Audiological evaluations
10. Special transportation services

Beginning with services furnished October 1, 2011, DOH has implemented a Certified Public Expenditures (CPE) reimbursement program for the SSHSP. This reimbursement program for SSHSP services is consistent with the specifications of the federal Department of Health and Human Services (HHS), Centers for Medicare and Medicaid Services (CMS), and is subject to CMS approval. The CPE process has two major components: a random moment time study (RMTS) and a cost-based settlement process.

DOH requires that participating school districts with staff providing direct medical services and are employed by the district (collectively referred to as “the Local Education Agencies” (LEAs) or “districts” in this Manual) participate in the RMTS. In New York State, school districts are enrolled Medicaid providers in the SSHSP.

The RMTS method polls participants (providers of direct medical service) on an individual basis at random intervals over a given time period (in this case, over a quarter), and totals the results to determine work effort for the entire population of eligible staff over that same time period. The RMTS method provides a statistically valid means of determining what portion of the selected group of participants’ workload is spent performing activities that are reimbursable by Medicaid.
II. Who is Included in the Random Moment Time Study?

Cost Pool Overview

The selection process of staff that are included in the staff pool within the RMTS system is critical for receiving federal funds and ensuring the results of the RMTS are valid. Only district staff providing direct medical services (outlined in Section I) and are employed by the district should be included in one of the two cost pools. There are two separate cost pools within the SSHSP Random Moment Time Study (RMTS) process: Direct Service Therapy and Direct Service All Other.

NOTE: Staff should only be included in one cost pool.

Direct Service Therapy Cost Pool (TH)

Staff eligible to be included in the Direct Service Therapy cost pool include:

- Licensed Occupational Therapist
- Licensed Occupational Therapy Assistant (OTA)
  - OTAs are eligible under the direction of an Occupational Therapist
- Licensed Physical Therapist
- Licensed Physical Therapy Assistant (PTA)
  - PTAs are eligible under the direction of a Physical Therapist
- Licensed Speech Language Therapist
- Certified Teacher of Students with Speech and Language Disabilities
  - TSLDs are eligible under the direction of a Speech Language Pathologist
- Certified Teacher of the Speech and Hearing Handicapped
  - TSHHs are eligible under the direction of a Speech Language Pathologist

Direct Service All Other Cost Pool (AO)

Staff eligible to be included in the Direct Service All Other cost pool include:

- Licensed Clinical Social Worker
- Licensed Master Social Worker
  - LMSWs are eligible under the supervision of a LCSW, psychiatrist, or psychologist
- Licensed Psychiatrist
- Licensed Psychologist
- Licensed Registered Nurse
- Licensed Practical Nurse
  - LPNs are eligible under the direction of a Licensed RN, or other licensed health care provider authorized under the Nurse Practice Act
- Licensed Medical Doctor
- Licensed Nurse Practitioner
- Licensed and ASHA Certified Audiologist
**Staff Excluded from the RMTS**

The following staff should **not** be included in the RMTS.

- Contracted staff (including BOCES)
- County staff (even those employed by the county)
- OTAs, PTAs, TSLDs, TSHHs, LMSWs, and LPNs that are **not** under the direction/supervision of a NY licensed/certified provider
- Non-paid temporary staff (example: Interns)

District with staff on long term leave or temporary staff should contact PCG before adding or removing staff. This manual provides instructions for RMTS coordinators on:

- How to access the web-based system
- Coordinator credentials
- How to edit and add new participant information
- How to update the district calendar
- How to certify the district staff pool and calendar

If you have any questions about the system or your role as district coordinator, please contact PCG at [NYSSHSP@pcgus.com](mailto:NYSSHSP@pcgus.com) or 866-912-2974.
III. Accessing the EasyRMTSTM Website

First Time Registration

Once staff are added to the PCG claiming system they will receive an email with the subject ‘New Account Registration’ from ‘ClaimingSystem@pcgus.com’ email address. Please note: you cannot reply to this email address. Please email NYSSHSP@pcgus.com with any questions or issues.

First time users need to click the web link in the email and will then be brought to the page below to enter their password in the ‘Password’ and ‘Confirm Password’ fields. RMTS coordinators set their own passwords; PCG will no longer provide coordinator credentials.

Users then click the ‘Complete Registration’ button and they will be brought back to the main page to enter the email and new password to log into the site.

Resetting Passwords

User passwords will never expire but they can be reset as needed. If a coordinator needs a new password, or has forgotten his/her login information, he/she may click on the ‘Forgot Password’ link located next to ‘Log in’. The coordinator may also contact NYSSHSP@pcgus.com or call 866-912-2974 for assistance.

The user will then be sent to the screen below and will need to enter their email address that is associated with the system along with the text that is displayed in the image field and then click the ‘Forgot Password’ button.
The user will then be sent an email with the subject ‘Reset Password Request’ from the ‘ClaimingSystem@pcgus.com.’ The email will contain a link to the page below for users to reset their password. Enter the new password in the ‘Password’ and ‘Confirm Password’ fields and click the ‘Reset Password’ button.

Users will then be brought back to the main page to enter the email and new password and log into the site. The user will receive a confirmation email from ClaimingSystem@pcgus.com that the password has been successfully changed.
Registered User Login

To enter the PCG Claiming System website after registering, a coordinator will open an internet browser and enter:  https://claimingsystem.pcgus.com/nysshsp

Enter email and password. Be sure to enter password exactly as created, using appropriate letter cases and symbols.

Click the ‘Log in’ button after entering the email and password.
IV. Navigating the Home Screen

Below is the home screen available after setting your coordinator credentials and logging into the website. The home screen contains links to all of the functionality within the system, including links to People, Calendars, Moments and Configuration. The home screen also contains data fields known as widgets that will display information regarding quarterly milestone summaries, moment status, and resources uploaded by PCG. Click on the ‘Home’ link at any time to return to the home screen shown below. Details on updating the staff pools and calendar are provided in later sections of this manual.

The desired quarter needs to be selected by clicking on the ‘Quarter’ dropdown at the top of the home screen to edit or monitor information pertaining to that quarter. Please make sure the appropriate quarter is selected in the dropdown when making updates. For the purposes of this manual, PCG used a future quarter (FY15 Jan-Mar 2015).
Only your district will show under the district drop down, unless a coordinator manages multiple district RMTS sites.

The ‘People’ dropdown is where coordinators can view participants, edit participant information, and add participants. Coordinators are able to edit the staff pool list by selecting ‘Staff Pool Positions’ from the dropdown menu. Coordinators can view the staff pool list for the selected quarter by clicking ‘View Participants’. Coordinators can view their own information by selecting ‘LEA Users’ from the ‘People’ dropdown. There should only be one LEA User at any given time.

The ‘Calendar’ dropdown is where coordinators access the district calendar. Note that only the calendar for the quarter selected will be displayed. Coordinators must update and certify calendars on a quarterly basis.
Widgets

Coordinators will see a number of widgets on the right of the Home Screen. During the certification period when coordinators can update the staff pool lists and holidays, coordinators will see the following widgets with information regarding certification status.

![Calendar Compliance](image1)
![Staff Pool Compliance](image2)
![Resources](image3)

Once the certification period is closed and moments are generated for the quarter, coordinators will see the following widgets regarding moment compliance.

Moment compliance will be displayed by cost pool: All Other (AO) and Therapy (TH). For a complete list of job titles and associated cost pools, please refer to Section II of this manual.
Resources

The ‘Resources’ section is where PCG will post training resources for the coordinators to access.
V. Managing the Coordinator Account

Changing Password

Coordinators can edit their email and password in the ‘Manage Account’ dropdown. He/she will receive an email from ClaimingSystem@pcgus.com with instructions on changing the password.

Change Email

Coordinators can change his/her email address in the ‘Manage Account’ dropdown. Once the ‘Change Email’ option is selected, the Coordinator is able to change his/her email address within the system.

Resetting Passwords

User passwords will never expire, but can be reset as needed. If a coordinator needs a new password, or has forgotten his/her login information, he/she may click on the ‘Forgot Password’ link located next to ‘Log in’. Coordinators may also contact NYSSHSP@pcgus.com or call 866-912-2974 for assistance.
Claiming System

Change Password.

If you want to update your password, then please click the button below. Shortly after clicking the button you'll see an email with further instructions.

Change Password

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VI. Updating and Certifying the Staff Pool List

Accessing the Existing Staff Pool List

To view, update, and certify the staff pool list, click on the ‘People’ link on the home screen and select ‘Staff Pool Positions’ OR click on the ‘Certify Staff Pool List.’

The coordinator is brought to the ‘Staff Pool List’ inclusive of all active job positions (or participants).

Coordinators can filter the staff pool by clicking ‘Available Filters’ and selecting from the appropriate dropdowns (Cost Pool, Job Category, Email Confirmed, and Vacancies) or providing appropriate information in the text boxes (Email, Employee ID, First Name, Last Name).
**Editing Participant Information**

During the certification window, coordinators can edit all participant information. To edit an existing job position, click on the participant’s name. The coordinator is able to view the participant’s current information and can update all fields.

The ‘Shift Type’ should always be ‘Full Time.’ PCG applies hours for the district as a whole. The ‘Employment Type’ should always be ‘Salaried.’ Contracted clinicians do not participate in the RMTS process.

**Edit Job Position 1 / 3**

<table>
<thead>
<tr>
<th>Demo District 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost Pool:</td>
</tr>
<tr>
<td>DirectService_Therapy</td>
</tr>
<tr>
<td>Job Category:</td>
</tr>
<tr>
<td>Licensed Physical Therapist</td>
</tr>
<tr>
<td>Shift Type:</td>
</tr>
<tr>
<td>Full Time</td>
</tr>
<tr>
<td>Employment Type:</td>
</tr>
<tr>
<td>Salaried</td>
</tr>
<tr>
<td>Job Title:</td>
</tr>
<tr>
<td>Licensed Physical Therapist</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Email</th>
<th>Name</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:9765@test.com">9765@test.com</a></td>
<td>Bennet, Elizabeth</td>
<td>01/01/2015</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Action:** Edit

**Edit staff:**

- **Email:** 9765@test.com
- **Employee ID:**
- **First Name:** Elizabeth
- **Middle Name:**
- **Last Name:** Bennet
- **Suffix:**
- **Phone:**
- **Email CC Person:**
**Adding a New Job Position (Participant)**

To add a participant to the RMTS, select ‘Add New Job Position.’ When adding a participant, all required fields highlighted in red must be completed.

Your district will be the only option in the ‘Location’ dropdown.

Select the appropriate ‘Cost Pool’ for the staff member to be added. To determine which cost pool a staff member belongs in, refer to the cost pools and associated job titles in Section II of this manual.

Select the appropriate ‘Job Category.’ Refer to Section II of this manual for a list of eligible job titles. The available options will only be those associated with the ‘Cost Pool’ chosen in the previous step.
Coordinators should **always select ‘Full Time’** for the ‘Shift Type’ even if the staff member works part time hours. PCG sets the work hours for each district in the system prior to coordinators updating and certifying the staff pool list.

Coordinators should **always select ‘Salaried’** for the ‘Employment Type’ even if the staff member works part time hours. Contracted clinicians are not included in the RMTS.
Coordinators must manually type in the ‘Job Title’ field to match the “Job Category” exactly. Please make sure to review for spelling errors, appropriate capitalization, and spacing. The below displays the blank field and the completed field.

```
Job Title:
```

**Job Category:** Licensed Physical Therapist

**Shift Type:** Full Time

**Employment Type:** Salaried

**Job Title:** Licensed Physical Therapist

The ‘Action’ will automatically populate with ‘Fill With New’ when adding a participant. The ‘Start Date’ will automatically populate to the first day of the quarter you are certifying for. For demonstration purposes, this is 01/01/2015. For the October – December 2014 quarter, the ‘Start Date’ will be 10/01/2014.

```
Action: Fill With New

Start Date: 01/01/2015
```

A valid email address must be added in the ‘Email’ field. The email address is also required to be unique (cannot be an existing email address in the system).

```
Start Date: 01/01/2015

Email: nysshsp@pcgus.com
```
The ‘First Name’ and ‘Last Name’ fields are required. ‘Employee ID,’ ‘Middle Name,’ ‘Suffix,’ and ‘Phone’ are not required fields.

Coordinators are listed at the ‘Email CC Person’ in the system. This dropdown does not have to be selected as all coordinators are set to receive reminder emails for outstanding moments.

Once all required fields are updated, the ‘Create New Job Position’ option at the bottom of the screen will activate. The participant will now be displayed on the staff pool list.

Exporting and Importing the Staff Pool List

Coordinators managing large districts with many RMTS participants may consider using the Export/Import functions available on the site.

Please contact PCG directly with technical questions on using the export file.
Replace a Participant

Coordinators can replace an existing participant with a new participant or an inactive participant. To replace a participant, first select the participant to be replaced by clicking on the participant’s name.

Please contact PCG when making replacements to confirm the replacement action is appropriate.

Select the ‘Action’ to ‘Replace With New’ or ‘Replace With Existing.’

Complete the replacement participant required fields and update to the start date of the replacement to be in effect.
Once all required information is provided, select ‘Save Changes.’

The replacement history and summary will show in the ‘Edit Job Position’ box.

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Email</th>
<th>Name</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:1242@pcgus.com">1242@pcgus.com</a></td>
<td>Bennet, Elizabeth</td>
<td>01/01/2015</td>
<td>01/31/2015</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:3987@test.com">3987@test.com</a></td>
<td>Granger, Hermione</td>
<td>02/01/2015</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please call PCG prior to making any replacements.

Vacate a Position

Coordinators are able to vacate a position for participants on long term leave or participants who leave a district mid-quarter and will not return before the close of the quarter/will not be replaced.

Note that moments assigned to participants who are vacated mid-quarter are NOT reassigned and are non-responses.

Select the position to be vacated. Under the ‘Action’ option, select ‘Vacate.’

Once ‘Vacate’ is selected, the system will prompt the coordinator to provide an ‘End Date’ or the date the position will be vacated. The coordinator is also required to check a box to certify this position will be vacated.

Certifying the Staff Pool List

Coordinators are required to certify the staff pool list on a quarterly basis. Once all edits and additions are made to the staff pool list, select ‘Certify Staff Pool’ at the top of the ‘Staff Pool Participants’ page.
After the ‘Certify Staff Pool’ is selected the staff pool is locked and no longer open for edits. If additional edits need to be made prior to quarterly moment generation, the coordinator can contact PCG to unlock the staff pool.

When coordinators return to ‘Home’ the ‘Staff Pool Compliance’ widget will be updated.
VII. Updating and Certifying the District Calendar

Coordinators are responsible for updating the district calendar on a quarterly basis. Only school holidays where staff and students are not in attendance should be added as ‘Holidays.’ PCG will pre-populate statewide holidays for all districts.

To view the district calendar, select ‘Calendar’ from the menu bar.

The current district holidays will be shaded in red.

To add a holiday, click on the ‘Holiday/Non-Work Day’ and then the date of the holiday. The new holiday will be shaded in red.
When an additional holiday is added, the coordinator must select ‘Save Changes’ for the calendar to update. Once all holidays have been added, select ‘Certify Calendar.’

After the calendar is certified, the ‘Calendar Compliance’ widget on the ‘Home’ dashboard will update.

Additionally, the staff pool update and calendar update will show as completed on the left hand side ‘Quarterly Milestone Summary.’
The quarterly update process is complete for this district.
VIII. Navigating the Widgets

Coordinators will view a variety of ‘Widgets’ when logged into the system and viewing the ‘Home’ dashboard. To access a quarter, select a quarter from the ‘Quarter’ dropdown.

Certification Window

After the quarterly staff pool list and calendar are certified and prior to moment generation, coordinators will view widgets confirming the staff pool list and calendar are certified.

Post Moment Generation

After moments are generated for the quarter, coordinators will view moment compliance widgets for the selected quarter. **Coordinators are able to log in at any time to view moment compliance statistics.**

Moment compliance will be displayed by cost pool: All Other (AO) and Therapy (TH). For a complete list of job titles and associated cost pools, please refer to *Section II* of this manual.
### Moment Compliance

<table>
<thead>
<tr>
<th>Cost Pool</th>
<th>Moments Submitted</th>
<th>Moments To Date</th>
<th>Percent Submitted</th>
<th>Total Moments</th>
</tr>
</thead>
<tbody>
<tr>
<td>AO</td>
<td>1</td>
<td>5</td>
<td>20%</td>
<td>5</td>
</tr>
<tr>
<td>TH</td>
<td>0</td>
<td>5</td>
<td>0%</td>
<td>5</td>
</tr>
<tr>
<td>All Pools</td>
<td>1</td>
<td>10</td>
<td>10%</td>
<td>10</td>
</tr>
</tbody>
</table>

**Legend:**
- **% Complete**
- **% Incomplete**
IX. Generating Reports

Coordinators have the capability to generate an ‘Active Participants’ report which includes a list of all district staff participating in the time study for the selected quarter.

To access the report, select ‘Reports’ from the main menu bar.

Note that you must select the quarter at the top right of the site to generate a report in order to see the data associated with that quarter in the report.

To generate the report, click on the report name highlighted in blue (‘Active Participants’). Depending on the internet browser and settings, you may be prompted to select whether you would like to ‘Save’ and/or ‘Open’ the report.

Reports are in CSV format, but can be saved in Excel.