NM HCBS Rate Setting
Time Study Webinar
FAQs

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General

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1-844-225-3658
DD Waiver Page Updates: https://nmhealth.org/about/ddsd/pgsv/ddw/
Mi Via Waiver Page Updates: https://nmhealth.org/about/ddsd/pgsv/sdw/comm/
Medically Fragile Waiver Page Updates: https://nmhealth.org/about/ddsd/pgsv/mfw/provider/

Q: How is administrative staff time being captured?
A: All administrative salaries and costs are being captured on the cost reports and personnel rosters.

Q: When does PCG plan to share these results?
A: Initial findings will be shared with the state and rate study subcommittee in April, and the final report consisting of recommendations for the state will be finalized by the end of June 2019.

Accessing and Submitting the Time Study

Q: How will these forms be distributed to us?
A: We distributed all tools to DDSD and the rate study subcommittee to distribute to all providers. The tools are also posted on the DDSD website: https://nmhealth.org/about/ddsd/pgsv/ddw/

Q: When is the time study due?
A: Please submit the time study by March 15th, 2019.

Q: Is this tool able to be accessed/used off line or on an iPad?
A: This tool can be accessed and used offline and should be compatible on an iPad if you have Microsoft Office. We do ask that you submit the final version in the Microsoft Excel workbook version.

Q: How do we access this tool?
A: The tools were sent out through the DDSD list serv and through the ACQ Subcommittee. If providers have no received this tool or cannot locate their copy, please email NMHCBSRateStudy@pcgus.com to request new copies.

Q: Is the form dated 10/31/2018 the most current or will there be a new form sent out?
A: No, new tools were sent out in February that are divided by service. Please use the most recent tools.

Q: Do we need to indicate which time period we're doing in advance of the study?
A: No, you do not need to indicate which time period you are doing in advance of the study. Please indicate which time period you are participating in on the time study tool itself.

Q: Do we submit our data daily or all at once at the end of our study time frame?
A: Please submit the tool with all 14 days filled out at the end of the time study and before March 15, 2019.

Q: How would you determine what would be 60% of employees if you have multiple employees that work different schedules?

A: Please include 60% of employees per discipline. For example, if you have 10 OTs, then 60% of them (at least 6 OTs) should participate. If you also have 10 OTAs, then an additional 6 OTAs should participate. If you are concerned about the 60% sample size, please over sample to include more staff.

Filling Out the Time Study

Q**: Under work experience # of years worked in waiver, in general, lifetime work?**
A: # of years of work experience is total work experience, related or unrelated to HCBS waiver services.

Q: Some people have work experience in other reimbursement methodologies such as ICF/IDD or Special Education, or as non-paid direct support of Family Member. Should we include this relevant experience as HCBS work experience?
A: Please use your best judgment to include number of years HCBS work experience. All these examples would be acceptable to include.

Q: Is completing the time study form billable or non-billable? Should we be incorporating the work we are doing associated with the time study data entry into this document?
A: Completing the time study is not a regular occurrence so the time it takes to complete it should not be recorded at all on the time study.

Q: Is the contact information for the time study participant or the service coordinator?
A: All information on the cover page should be about the time study participant. The only information about the service coordinator should be the bottom lines asking for the person filling out the time study and that person's title.

Q: If we have Monday as a holiday will this mess up the survey?
A: Please record any paid time off during the 14 days, including holidays, as other administrative activities under Unbillable Activities.

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Tool #1: Case Manager and Consultant Time Study

Q: Where is the rate for Case Management on the cover page?
A: There is no field for case management rate, only consultant rate.

Q: How do we account for time we spend in the car driving to location while returning phone calls, which could be both billable and non-billable activities?
A: Please pick the most predominant activity for each 15-minute increment.

Q: Why are billable and non-billable activities distinguished? Is one activity weighted more heavily than the other?
A: The purpose of the time study it to identify the percentage of time being spent on billable versus unbillable activities to develop a productivity factor in the rate methodology.

Q: Does the time study have to start at 10 am?
A: The time study form allows for a day starting at any time. The time of day starts on line 10 but you should type in whichever hour of the day you begin services. This hour may be marked in column A of the spreadsheet.

Q: Can you further explain county of origin. If we are driving from Albuquerque (Bernalillo) to Las Vegas (San Miguel) how would that look like on the sheet?
A: Please indicate the county of origin for all time traveled. In this example, the county of origin is Bernalillo, so you would select that county from the dropdown. When you travel back and indicate the county of origin, then both counties will be captured for travel time.

Q: As case managers, we frequently work in locations other than the "place of employment" such as our home office or even in a library/restaurant?
A: Please use your best judgment and pick the location that best captures where you are working. If you are working in a library or restaurant, this would be considered "community."

Q: Is location referring to where the provider is located or where the individual receiving services is located?
A: The "Location" can be either. If the locations of the provider and individual receiving services are not the same, please indicate the location of the provider. We will understand if it is the provider's location or the individual's location based on the service activity chosen for that 15-minute increment.

Q: How do we categorize activities like emailing teams, phone calls? Is this monitoring? Person centered planning?
A: Sub-activities were developed by DDSD and other stakeholders in the focus groups. The sub-activities will not impact the rate setting. Please use your own judgment to pick the most predominant activity that captures what you are doing.

Q: What if we have more than 1 degree?
A: Please indicate your highest degree attained. All certifications/licensures are also being captured on the cover page.

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Tool #2: Nursing, Therapies, BSC, Nutrition, Preliminary Risk Screening Time Study

Q: If we're performing activities that are included in bundled nursing services, do we record them in billable activities or unbillable activities?
A: All bundled nursing and bundled nutrition services should be recorded as billable in Tool #2- *Nursing, Therapies, Behavioral Support Consultation, Nutritional Counseling, Preliminary Risk Screening for Inappropriate Sexual Behavior, and Socialization and Sexuality Education*. Specifically, the following services are options for billable service activities:

- DD Waiver - Intensive Medical Living Services Bundled Nursing
- DD Waiver - Intensive Medical Living Services Bundled Nutrition
- DD Waiver - Supported Living Bundled Nursing
- DD Waiver - Supported Living Bundled Nutrition
- DD Waiver - CCS Group Bundled Nursing

Q: Is training by nursing or nutrition billable?
A: Any training that is part of the service definition is considered billable. Training that is related to the HCBS waiver services which is not billed to the waiver is considered unbillable, even though it may or may not be funded through other sources.

Q: We are on call 24/7. Do I have to record all of those hours?
A: All "on call" hours are being captured on the cover page. The billable on call nursing service activity should ONLY be selected if those hours are being spent providing direct service or on the phone responding to a call. For example, if a nurse is on-call for 12 hours from 8 pm – 8 am and gets called in for 2 hours from 6 am – 8 am, the 12 total hours on-call would be captured on the cover sheet. The 2 hours being called in would be captured as a billable activity on the time study under "Activity Detail."

Please note the above reflects a tool change made post-webinar training

Q: What key strokes did you press to drop down/copy criteria onto multiple lines?
A: If you hover over the bottom right hand corner of a cell you can drag it down to copy the cell's content across multiple lines.

Q: Is the state training that we do to stay qualified under the waiver (aspiration, mortality review, etc) considered unbillable? Are completing/writing assessments billable?
A: If the training or completing and writing assessments are activities that are unbillable to the HCBS waiver (not part of the service definition) then they are considered unbillable for the purposes of this time study.

Q: In supported living or bundled services we are responsible to multi task how is this reflected?
A: The following bundled nursing and bundled nutrition services are being captured on Tool #2:

- DD Waiver - Intensive Medical Living Services Bundled Nursing
- DD Waiver - Intensive Medical Living Services Bundled Nutrition
- DD Waiver - Supported Living Bundled Nursing
- DD Waiver - Supported Living Bundled Nutrition

- DD Waiver - CCS Group Bundled Nursing
- Please pick the predominant activity for each 15-minute increment.

Q: How are we to reflect what we are NOT being paid for?
A: The purpose of this time study is to better understand how much time is being spent conducting unbillable activities. The cost reports and personnel rosters are capturing all other costs associated with providing HCBS waiver services.

Q: I am an administrator and I see clients. Do I record my administrative activities that are non billable that support the agency and the other therapists?
A: All administrative costs are being captured in the cost report. Please only record administrative activities as non-billable in this tool if the activities are directly related to the service provision of these waivers. (Ex. Filling out a report based upon a direct service that was performed)

Q: Are Supported Living and IMLS on a separate tool?
A: Yes, Supported Living and IMLS services are being captured on Tool #5, but Supported Living and IMLS bundled nursing and bundled nutrition are being captured on Tool #2 with all other nursing services.

Q: Do we track State General Funds clients?
A: For the purposes of this time study, please only record provider time being spent providing services under the Developmental Disabilities, Medically Fragile, and In-Home Living and Consultant Services under the Mi Via waivers.

Q: What if we need more than the 14 pages on the excel spreadsheet?
A: If you need more tabs to record more than 12 hours/day of HCBS waiver services over the course of 14 days, please reach out to PCG and we will discuss how to best capture all your time.

Q: As a single service provider, what should we do if we are not working during both of the two time study windows?
A: Unfortunately, if neither of the two time study periods work for you, you will not be able to participate in this time study as a single service provider.

Q: The amount of ISP meetings I have varies month to month. How should I record this?
A: Please record your time spent in the two-week period. We will be following up to talk with providers about the nuances and variability in service delivery that occurs month to month.

Q: When PT's and OT's do supervisory visits or review documentation for COTA's or PTA's, is this billable?
A: No. Supervisory activities are considered unbillable time for the purpose of this study. This time should be reported in the appropriate unbillable activity column.

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Tool #3: Group Services (CCS, CIE, Respite) Time Study

Q: Is location referring to where the provider is located or where the individual receiving services is located?
A: The "Location" can be either. If the locations of the provider and individual receiving services are not the same, please indicate the location of the provider. We will understand if it is the provider's location or the individual's location based on the service activity chosen for that 15 minute increment.

Q: Is there a drop down for Mi Via in S5100 service?
A: The only Mi Via services being captured in this rate study are In-Home Living and Consultant services.

Q: Is there a dropdown for location for facility-based service?
A: Please use your best judgment to differentiate between community and home. There is not an option for facility-based.

Q: How do we indicate if one staff person works with a larger group of individuals with varying categories/levels of need?
A: The purpose of the time study is to capture staff time. While this tool captures the # of individuals receiving services, please use your best judgment to determine # of HCBS individuals being served per staff. If both staff members are participating in the time study, then the total # of individuals will be captured.

Q: There are integrated community settings and non-integrated community settings am I to understand that they are all to be listed as community?
A: For the purposes of this time study, please record all community settings as "community."

Q: How does a time study participant record a day if he/she is sick and misses work?
A: Paid time off, including sick days, would be captured as an unbillable activity. Depending on the context, it would either be marked as "missed appointment- staff providing services" or "other administrative activities."

Q: Can a DSP still enter in the time study data?
A: Yes, this is fine. We are allowing service coordinators to fill out the time study based on provider feedback. If you prefer the DSP to fill out the time study, they can do so and just indicate "other" on the cover page.

Q: What if we have an employee that provides CCS Group and Supported Living Services?
A: Because the tools are split by services, the employee would need to have more than one tool filled out, one for the CCS services and the other for Supported Living services.

Q: Is respite only group respite?
A: Yes. All group service activities, including respite-group are captured under the group tool. Individual respite services are captured under *Tool #5: Family Living, In-Home Supports, Intensive Medical, Supported Living, Respite*.

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Q: Can you please explain the difference under the missed appointments Individuals Receiving Service and the missed appointments staff?
A: Missed appointments- individuals receiving services involve when the individual receiving services does not show up to a scheduled service. Missed appointments- staff involve when a staff person does not show up to the scheduled service.

Q: Does each employee have his/her own workbook?
A: Yes, if you are the service coordinator filling out the time studies, please have one full workbook of 14 days for each employee participating in the time study.

Tool #4: CCS, CIE Individual Time Study

Q: If the individual is not supported each of the 14 days, do you still want the date of the activity listed and then leave that page blank?
A: The time study is capturing staff/provider time spent delivering services, not necessarily all time spent with a certain individual. Therefore, a staff person might be working with a different individual on various days. If the staff person does not work with any individuals on a certain day please still mark the date and do not fill out any activities for that day.

Q: What if you are on the 13th day and you run into a crisis situation which rolls over onto the 14th sheet?
A: In this scenario, please reach out to PCG. You will most likely already have enough time being captured in the study but we will discuss an alternative way for you to capture the 14th day if needed.

Q: What if we have part time employees that do not get paid for the holiday but are not scheduled to work?
A: If an employee is not working a certain day and is not being paid for it then please leave that day blank.

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Tool #5: Family Living, In Home Living Supports, Intensive Medical, Supported Living, Respite Time Study

Q: What if a non-billable activity is less than an hour?
A: Providers requested that the time study be condensed to capture hourly activities on this tool, rather than 15-minute increments. Please use your best judgment to determine the predominant activity for that hour.

Q: What if individuals being served in a group residential setting have different levels of need?
A: Please indicate the predominant activity for each hour of the day based on staff time being spent delivering services. If there are multiple individual receiving services, please indicate the highest level of need.

Q: How much time do you think it takes to complete this tool, daily, for each study participant?
A: The amount of time it takes depends on your source of information, such as progress notes or timesheets, and the number of activities being captured. Therefore, the time to complete the tool for each time study participant will vary.

Q: When the individual is in Day Hab, is this billable or non-billable?
A: If an individual is in Day Hab and the time study participant (individual providing services) is not providing direct services during this time, then this would be considered unbillable for this staff person. This time will be captured as billable on another tool.

Q: How should we record sub-care?
A: For the purposes of this time study, we are not capturing sub-care as a separate activity, so please indicate “Family Living.” We will have a follow-up discussion to capture how often sub-care is being utilized.

Q: How should we capture natural supports?
A: While we acknowledge the importance of natural supports, this would be considered unbillable time as a direct service activity for the purposes of this time study.