

Random Moment Time Study

PCG Claiming System™ Participant Guide

Random Moment Time Study Overview



What is the Random Moment Time Study (RMTS)?

- Snapshot of how clinical staff spend their time on specific activities.
- Required to support Medicaid claims for school health services.
- Based on 'moments' that are equal to one minute.
 - Moments are randomly assigned.
 - Participants are asked to document their activity during that assigned moment.
 - An accurate and candid response from the participant is critical to a successful and valid time study.

What RMTS is NOT

- RMTS is **not** a management tool that is in any way used to evaluate employee activities or performance.
- Employees **should not** intentionally alter their activity at any particular time because of their participation in the RMTS.



Web-based RMTS Process



RMTS participants will receive moments via email

- An email will be sent to the participant one day before the moment occurs but will not list the date and time of assigned moment, nor the link for the
- After the moment has occurred, participants will receive a moment email. They can click on the link provided in the email. A user ID or password are not required.
- Participants will receive reminder messages with the moment link at the time of the moment, 23 hours after, and 47 hours after the moment if it remains
- The participant and the person listed to receive a carbon copy are also sent reminders at 24 hours and 48 hours after the assigned moment, but these

Role of the Participant



- Respond to all randomly selected moments in a timely fashion – participants have 2 school days to respond to each moment.
- Answer candidly and thoroughly.
- Do not delete time study email notifications.
- Seek assistance from CSCRП specialist or RMTS contractors with questions or concerns.
- Inform CSCRП specialist if the participant will not be working for more than 3 days at any point during the school year.

Web-based RMTS Process



Participants who are selected for a moment receive a system-generated email with the 1 day in advance without a moment link/time. They will then receive their moment email at the time of the moment. This email will provide the URL (website address) to answer questions about what you were doing at that moment, which is equal to one minute in time. The questions you'll be asked are:

1. Were you working during your sampled moment?
2. Who was with you?
3. What were you doing? Please be as specific as possible.
4. Why were you doing this activity?
5. Is this activity regarding a Special Education student?
6. Is the service you provided part of the child's IEP?

Responding to a moment should take no more than five minutes.



Sample Email Notification (Prior to Moment)



Dear RMTS Participant,

You may be selected to participate in the Random Moment Time Study (RMTS) sample. If you are selected to participate you will receive an e-mail at the time of your random moment that will include a link to your RMTS form. Please check your email on a regular basis.

Follow the instructions for completing the form. The form must be submitted no more than two (2) days from the time of your moment.

PLEASE DO NOT RESPOND TO THIS E - MAIL

Thank you for your participation!



Sample Email Notification



-----Original Message-----

From: dermts@pcgus.com <dermts@pcgus.com>

[redacted] 2022 10:01 AM

Subject: Time Study Moment for [redacted] on 10/12/2022 at 1:01 PM (EST)

You have been selected to complete a Random Moment Time Study (RMTS) for the Children's Services Cost Recovery Program (CSCRCP). Your participation in this process is required in order to collect accurate data.

The date and time of your moment is:
10/12/2022 1:01 PM (EST).

After this moment passes, please click the link below

<https://claimingsystem.pcgus.com/de/MomentComplete/?code=782a47jg-0519-4a2d-10287-5a1acdef867e>



and answer the questions about your activity during the specified time. You can click on the website link above or type the address into your Web browser.

You will receive additional notices as the date and time of your moment approaches.

Reminders for answering your moment:

1. Read all of the information provided on the website and follow the instructions.
2. Only access your moment after the assigned date/time.
3. Include adequate detail in your responses, but no student-specific names.
4. Questions: Contact dermts@pcgus.com or 866-912-2973.

Please do not email a response to this notification. If you have a question on policy, please refer to your CSCRCP specialist.

Thank you for your participation.
PCG Staff

Participants click on the link provided in the email to view instruction screens then complete a moment. This link contains a unique code that acts like a username/password and should never be shared with others.



The background is a solid blue color. It features several decorative elements: white-outlined squares of various sizes scattered across the left and bottom-right areas, and semi-transparent blue squares of various sizes scattered across the right and bottom areas. The text 'Claiming Site Preview' is positioned in the lower-left quadrant.

Claiming Site Preview

RMTS Claiming Site Preview

Here is an example of the first instruction screen participants see when responding to the moment request.

Claiming System

Name: [REDACTED] **Email:** [REDACTED] **Moment:** 4/1/2021 at 11:56 AM for
District: Red Clay Consolidated School District

What is the Random Moment Time Study (RMTS)?

The Random Moment Time Study (RMTS) process is a federally approved technique of polling a statistically valid sampling of randomly selected moments (one moment = one minute) which are assigned to randomly selected participants. The RMTS method measures the work effort of the entire group of approved participants involved in a district's Medicaid and health-related services programs by sampling and analyzing the work efforts of a randomly selected cross-section of the group. A computer program chooses each moment randomly from the total working hours of all the school days of the entire quarter and assigns the selected moment to an eligible participant. Notification of the chosen moment will go out to the chosen participant one week prior to the selection of time. After "living" the moment, participants will document their activity in a narrative format.

[Previous](#)

[Next](#)



RMTS Claiming Site Preview

Click 'Next' to move through the instruction screens until you reach the first question. It will ask if you were working during the moment.

Claiming System

Name: Doe, Jane; Email: 484@test.com; Moment: 11/2/2017 at 1:16 PM District: Capital School District

Were you working during your sample moment?

- No, Moment is before/after workday. (This does not include Lunch.)
- No, Moment is during paid day off.
- No, Moment is during an unpaid day off.
- Yes, I was working.

Previous

Next



RMTS Claiming Site Preview

Answer these questions as they pertain to the moment. Remember not to use any student specific information.

Claiming System

Name: Doe, Jane; **Email:** 484@test.com; **Moment:** 11/2/2017 at 1:16 PM **District:** Capital School District

1. Who was with you?

Example: Parent, Staff, student, Occupational Therapist

2. What were you doing? Please be as specific as possible.

Example: Providing a medical or academic service for a student's IEP, working on speech/OT/PT/mental health/academic goals of the student's IEP, Hall duty, Lunchroom duty

3. Why were you performing this activity?

Example: Addressing a need identified in the IEP to meet IDEA requirements

4. Is this activity regarding a Special Education student?

Example:

- Yes
- No

5. Is the service you provided part of the child's IEP?

Example:

- Yes
- No

Previous

Next



RMTS Claiming Site Preview

Claiming System

Name: Doe, Jane; Email: 484@test.com; Moment: 11/2/2017 at 1:16 PM District: Capital School District

1. Who was with you?

student

2. What were you doing? Please be as specific as possible.

Lunchroom duty; feeding a student with a feeding tube

3. Why were you performing this activity?

Per student IEP

4. Is this activity regarding a Special Education student?

YES

5. Is the service you provided part of the child's IEP?

YES

By submitting this information, I hereby attest that I have accurately completed my Random Moment Time Study.

Submit Moment

Edit

After answering the questions, the system will ask you to confirm your responses. Please be sure to check the 'Submit' checkbox and click the 'Submit Moment' button.





Frequently Asked Questions

Frequently Asked Questions



Q. Why am I receiving random moments?

A. Public Consulting Group receives a roster from each participating district, including all Direct Service Providers. If your name appears on a roster, which is updated quarterly, you may be randomly assigned moments throughout the year.

Q. Why do I receive multiple moments when others are not receiving any?

A. Moments are based on a random sample of all providers in a given cost pool. Since moments are randomly assigned, a user may get multiple moments to respond to in a day, week or month, while other clinicians receive no moments.



Frequently Asked Questions



Q. Should I still respond to moments that occur during times when I am not working?

A. You should still respond to these moments as it counts towards the overall response rate. The response should indicate that you were not at work

Q. What happens if I am on leave when I receive a moment?

A. If you know you will not be working for more than three consecutive days for any reason, please notify the local cost recovery specialist so you may respond to moment at your earliest convenience upon returning to work.

Q. How long do I have to respond to a moment?

A. You will have 48 hours to respond to the moment. Reminders will not be sent on weekends.

Frequently Asked Questions



Q. What do I do if I am no longer in my role as a clinician due to promotions, etc.?

A. If you are no longer in a role as a clinician, you should not respond to any moments and notify your local cost recovery specialist.

Q. If I receive a moment during a time when I am not working at the school district designated in the email, should I respond to that moment? If so, how would I respond?

A. You should respond to any moment assigned to you, regardless of which school you were at during that particular time of day.



Frequently Asked Questions



Q. What if I receive a moment while I am traveling to another school/meeting/conference?

A. You should focus your answer on what you will do when arriving at your destination such as eat lunch, provide therapy, prepare lessons, conduct an IEP meeting or parent conference, etc.

Q. What if I receive a moment while I am involved in a training session?

A. You should focus your answer on what was being discussed at the time of the assigned moment.

Answers that will generate a follow-up question

Answers to moments	Follow up questions
Providing a direct service	What type of service were you providing?
Completing forms/documents/paperwork	What type of form/document/paperwork were you completing?
Student was participating in health portion of the IEP	What were you doing at the time of the moment? We need to know the activity <u>you</u> were performing.
Evaluating a student	What specific type of evaluation was being done?
Answering email and checking my voicemail	Which of the two activities were you doing at the time of the moment?
Attending a meeting (IEP, parent conference, etc.)	What specific topic was being discussed at the assigned moment in time?
Reviewing a student's IEP and writing a progress report.	What were you progress monitoring?

Be as specific as possible to reduce the number of follow-up questions needed.



Contact Information

DE RMTS Support

dermts@pcgus.com



866-912-2973





Solutions that Matter