

# Random Moment Time Study

## PCG Claiming System™ Participant Guide





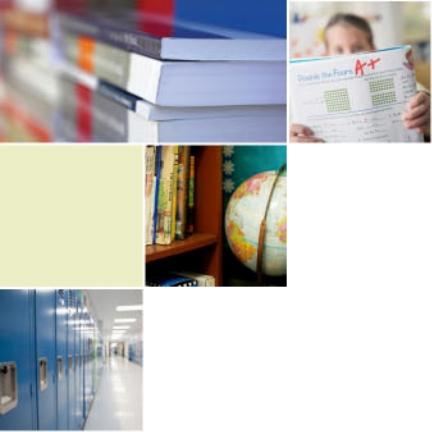
# Random Moment Time Study (RMTS) Overview

- What is 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

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- RMTS participants will receive moments via email
  - Email will be sent to participant listing date and time of assigned moment one day before the moment occurs
  - After the moment has occurred, participants 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 one day before, at the time of the moment and one day after the moment has occurred. If the moment remains unanswered, additional reminders will be sent



# 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 CSCRCP specialist or RMTS contractors with questions or concerns
- Inform CSCRCP 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 an email from PCG with the date/time of the sample moment 1 day in advance of the date/time of the sample moment. This email will provide the URL (Web site address) to document the sample moment (that is, one minute of your 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 a participant no more than five minutes.



# Sample Email Notification

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

From: Delaware Time Study

Sent: Tuesday, June 20, 2017 3:17 PM

To: colleen.test@test.com

Subject: Upcoming Time Study Moment for Colleen Test on 6/20/2017 at 3:17 PM (EST)

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

The date and time of your moment is:  
6/20/2017 3:17 PM (EST).

After this moment passes, please click the link below

<https://claimingsystem.pcgus.com/de/MomentComplete/?code=bf42fdc9-bb02-43d5-b547-2ef030d6a2a1>

and answer the questions about your activity during the specified time. You can click on the Web site 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 Web site 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](mailto: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 CSCR 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 not be shared with others.



# RMTS Claiming Site Preview

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# RMTS Claiming Site Preview

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

## Claiming System

**Name:** Doe, Jane; **Email:** 484@test.com; **Moment:** 11/2/2017 at 1:16 PM **District:** Capital 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 day prior to the selection of time. After "living" the moment, participants will document their activity in a narrative format.

*Your participation is mandatory, but will only take a few minutes of your time.*

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# 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

**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.

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

# 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?

*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

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

# 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

After answering the questions,  
please confirm your responses.  
**Be sure to mark the verification  
checkbox before clicking the  
'Submit Moment' button.**

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

Submit Moment

Edit

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# Frequently Asked Questions

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## 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 during the specified time.

**Q. What happens if I am on extended 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 be excused from the moment. (An Out of Office reply will excuse you from any moments received during that time.)

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

A. You will have 48 hours to respond to the moment. Reminder messages will be sent 24, 48 and 72 hours after your moment has passed asking you to click the link in the email and record your responses. Reminders will not be sent on weekends.

# Frequently Asked Questions

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**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

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- **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.

# Contact Information

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## DE RMTS Support

[DERMTS@pcgus.com](mailto:DERMTS@pcgus.com)

(866) 912-2973



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