Step-by-Step Manual:
RMTS Participant Management

Updated August 2019
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Step-by-Step Instructions: RMTS Participant Management

Purpose of this manual

This instruction manual is for LEA RMTS Coordinators who manage and update RMTS participant lists. This guide should be used in conjunction with and following the review of the “LEA Coordinator Guide to Random Moment Time Study” (available on the School-Based Medicaid Program online Resource Center: https://www.mass.gov/info-details/sbmp-resource-center) which describes the RMTS in detail and provides detailed guidance and clarifies requirements for RMTS administration. This manual provides the step-by-step instructions for carrying out the RMTS Coordinator’s responsibilities as described in the Coordinator Guide. For instructions on maintaining RMTS Work Schedules (a required component of managing staff RMTS participant information) please see the “Step-by-Step Manual for RMTS Work Schedules.”

Overview

LEAs must identify individuals who are eligible to participate in the RMTS, based on job function. Participants are grouped into the following RMTS pools:

1. Mental/Behavioral Health
2. Therapy Services
3. Medical Services
4. Administrative Only

RMTS Coordinators must identify individuals who will be participating in the upcoming quarter’s RMTS. Information for all RMTS participants must be completed in the RMTS system no later than the first Friday of the month preceding the start of each quarter:

<table>
<thead>
<tr>
<th>Time Study Quarter</th>
<th>Participant List Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2: October 1 – December 31</td>
<td>First Friday of September</td>
</tr>
<tr>
<td>Q3: January 1 – March 31</td>
<td>First Friday of December</td>
</tr>
<tr>
<td>Q4: April 1 – June 30</td>
<td>First Friday of March</td>
</tr>
</tbody>
</table>
Section #1: Identifying Staff for Participation in RMTS

LEAs must accurately identify staff (employed and contracted) who are eligible for partial federal reimbursement for their work in support of the School-Based Medicaid Direct Service Program and/or Administrative Activities Program and include those staff in the RMTS. LEAs must include staff in the RMTS as of the earliest possible RMTS quarter following a staff member’s date of hire or transfer to a qualified position. Refer to the “LEA Coordinator Guide to Random Moment Time Study” (Section 3.8) for detailed instructions about which staff to include.

To complete the Participant Management functions, the LEA RMTS Coordinators will login to the online RMTS Administration System using the assigned User ID and password to: https://cbe.chf-umms.org/RMTSAdmin.

The following information is needed for each participant

- **Employee ID**: The employee ID should uniquely identify each staff member. It can be a school district employee ID from a payroll/human resources information system, or it can be left blank and the RMTS system will randomly assign a unique ID number to each person.

- **Last Name**: The last name of the participant

- **First Name**: The first name of the participant

- **Email Address**: The email address of the participant. This field is required because all communication with the participants when they are randomly selected to respond to a moment are sent by email.

- **Job Pool**: Job pool is synonymous with RMTS pool. A complete list of job pools and job descriptions can be found on the last page of these instructions.

- **Job Description**: Each participant’s RMTS job description must be selected from the drop-down list provided. This may or may not exactly match their job title used by the LEA. Provide your school district’s job title for each participant in the field called ‘Actual Job Title.’ See the “LEA Coordinator Guide to Random Moment Time Study” (Section 3.8.1) for details on qualified positions and ‘Job Descriptions’.

- **Job Type E or C**: The designation E or C stands for Employee or Contractor.

- **Active Yes or No**: This indicates whether the participant will be participating in the RMTS for the quarter. Participants who will not be participating in the particular quarter should be marked as ‘No.’ If any inactive participant returns to work or otherwise needs to begin to participate in RMTS at a later time, they can be reactivated.

- **Fed Fund %**: Enter the percentage of the participants’ salary that is funded by Federal Grants, including an IDEA grant (Note: Staff whose salary costs are 100% paid from a federal grant or federal funds must be excluded from the RMTS).

- **FTE**: Full Time Equivalent. Most full-time staff are an FTE = 1. Part-time staff would have an FTE between 0 and 1 based on the number of hours that they work.
• **Work Schedule**: Enter the name of the Work Schedule chosen for each participant. For more information about work schedules, see the “Step-by-Step Instruction Manual for RMTS Work Schedules.”

• **Supervisor Email #1 - #3**: Add up to three (3) email addresses of supervisors or individuals who will be responsible for following up with each participant to make sure all moments are completed. Any email addresses provided here will be copied on late reminder notifications if the participant fails to respond to any assigned moments.

• **Actual Job Title**: This is the job title used within the LEA to refer to the position that each participant holds.

• **License Number**: For participants in a Direct Services RMTS Pool that require an active clinical license, enter their license number in this field.

• **License Expiration Date**: The expiration date of the participant’s license is required whenever a license number is required.

• **License Type**: Enter the type of clinical license held by the participant.

• **UMMS Comment**: This is a field UMMS uses and should not be used by RMTS Coordinators.

• **New Hire Date**: When a new employee is added to the RMTS, provide their hire date in this field. For existing staff who are joining the RMTS due to a change of job function, enter the effective date that the participant became eligible to be included.

**Section #2: RMTS Participant List Management**

Most RMTS Coordinators choose to manage their list of RMTS participants via online editing in the RMTS system because it is easy to use. RMTS Coordinators can also export a list of current participants, make edits to the list in Excel, and then import the updated information back into the RMTS system. Both of these options are described in detail in the next sections of this guide.

Regardless of update method, Coordinators must review participant information for accuracy each quarter. RMTS Coordinators certify on behalf of their LEA that each participant is eligible for inclusion in the RMTS. This includes qualifying credentials for the job description listed and is reasonably expected to provide/perform Medicaid-covered, direct medical services, Medicaid-related administrative activities, or School-Based Medicaid billing services for the quarter being requested. Refer to the “LEA Coordinator Guide to Random Moment Time Study” for detailed RMTS requirements.

For instructions on using the Export/Import option to update RMTS participant data, please continue to Section #2B. For instructions on using the Online Add/Edit Participant data screens, please continue to Section #2A.

**Section #2A: Using the Interactive Online Screens to Manage Participants**
The ‘My Participants’ page displays all active RMTS participants for the selected quarter. This page defaults to display the active participants for the next quarter.

Editing Participants in the Participant Grid:

1. Click on the pencil in the left-hand column to edit information in the grid.

2. As you tab across each field, it becomes interactive and information can be updated. Once edits are completed, save changes by clicking on the green check mark.
Editing Participants in the Detailed View

1. On the participant grid, click on the ‘Employee ID’ to open the ‘Edit Participant’ page.

   Notes: Asterisks (*) indicate required fields. Definitions for each field are listed in Section #1.

   [Table showing employee details]

2. When finished, click ‘Save’ located in the lower right-hand corner of the page.

Deactivating Participants

If a participant will not participate in the RMTS for the future quarter(s), they can be marked as inactive. If someone leaves during the quarter and moments have been generated, see the section on Change of Status (COS) requests. There are two ways to deactivate a participant:
• **Option 1:** Click on the red X in the left-hand column.

![Employee grid with red Xs]

Confirm the action by clicking ‘Yes’. The person’s information will no longer be displayed on the grid and they will be removed from the RMTS effective as of the beginning of the selected quarter.

![Confirm dialog]

• **Option 2:** Click on the ‘Employee ID’ to edit information. Change ‘Active Yes or No’ field to ‘No’. Click ‘Save’.

![Profile form]
Reactivating Inactive Participants

If a prior RMTS participant will resume participation in RMTS for the next quarter, they should be reactivated. **Do not create a new participant record.** There are two easy ways to reactivate a participant:

- **Option 1:** Click on the box labeled ‘Include Inactive Participants’:

  ![Include Inactive Participants]

  Click on the green arrows in the left-hand column on the row listing the staff member to be re-activated:

  ![Staff Member List]

  Click ‘Yes’ in the confirmation box:

  ![Confirmation]

  The person’s information will be displayed on the grid as an ‘active’ participant. Remember the change will be effective as of the start of the next quarter.
**Option 2:** Click on the box labeled ‘Include Inactive Participants’. Click on the ‘Employee ID’. Change ‘Active Yes or No’ field to ‘Yes’. Click ‘Save’.

**Note:** After reactivating a previous participant, please carefully check that all information for this participant is accurate. Information such as email address, job pool, job description and supervisor(s) often change and should be reviewed and updated as needed.

**Adding New Participants:**

1. Click ‘Add New Participant’. Complete the required fields and click ‘Save’.
⇒ Be sure to complete the ‘Additional Information’ Section as appropriate for new participants.
⇒ ‘Actual Job Title’ and ‘New Hire Date’ should always be provided for a new participant.
⇒ Most participants in a Direct Services RMTS Pool require an appropriate clinical license. Provide the ‘License Number,’ ‘License Expiration Date’ and ‘License Type’ when adding a new qualified medical provider.
⇒ See the “LEA Coordinator Guide to Random Moment Time Study” (Section 3.8) for instructions on assigning staff members to the appropriate RMTS pools.

Section #2B: Option to Export/Import Participant File

If multiple participant changes are required, it may be easiest to use the ‘Export to Excel’ and ‘Import Participant File’ function, which allows changes to be made in an Excel file.

1. **Confirm the Fiscal Year and Quarter selected for updates.** The RMTS system will default to the next available quarter.

2. **Download the current list of participants** by clicking on ‘Export to Excel’ icon in the top right.

3. **Update participants** by making edits directly in the Excel spreadsheet as needed.
   a. Edit any field directly in the spreadsheet.
   b. Use the drop-down menus to select valid choices for each field.
   c. Use Excel functions if helpful, such as ‘Copy / Paste’ and Sort/Filter.
d. The Excel file is a macro-enabled workbook template, which allows the drop-down fields to appear and other format edits to occur. **Do not make any other changes** such as highlighting, using colors, or otherwise overwrite the template by using ‘paste special values’ etc. **These changes will break the template cause uploads to fail.**

e. Ensure information for all participants is accurate for the quarter.

4. **Add new participants** by scrolling to the bottom of the participant list and adding the required information to a new, blank row of the spreadsheet. **Do not skip a row:** add the new participant(s) to the next available row at the end of your current list.

   a. Use the dropdown lists to select valid values for accurate information.

   b. Employee ID can be a school district employee ID from a payroll/human resources information system, or it can be left blank and the RMTS system will randomly assign a unique ID number to each person.

   ◆ **Note:** To re-activate an individual who participated in the RMTS previously, but not in the most recent quarter, **do NOT add them as a new participant.** Instead, use the online screen option to re-activate them, as described in the ‘Reactivating Inactive Participants’ section of this manual.

5. **Deactivate participants** by highlighting the row that contains the participant’s information and deleting that entire row. Alternatively, in the ‘Active Yes or No’ field, change the participant to ‘No’.

6. **Name and save the file.**

   a. There is no specific naming convention requirement for the file name.

   b. File names cannot exceed 45 characters in length.

   c. The file format cannot be changed. The file must be in the latest version of
Excel with an extension of .xlsx.

7. Import the file to the system: click on the ‘Import Participant File’ icon on the top right.

8. Confirm the Year, Quarter and School District Name, then click ‘Browse’. Select the file and click ‘Upload’.

9. The ‘Import Report’ identifies all changes that the upload file will make to the list of participants. These changes are detailed in three (3) sections as needed: New Participants, Deactivated Participants, and Upload Changes. After the changes have been reviewed and confirmed to be accurate, choose one of the following actions:
   
   a. Review: Click this button to export an Excel version of the report for further review. This is helpful if many changes have been made and additional review is required. If this option is selected, you must return to the ‘Import Status’ tab screen to ‘confirm’ or ‘reject’ the upload file.
   
   b. Confirm: Click this button to confirm that the changes in the file are accurate and to process those changes. A Confirmation Report will open in Excel.
   
   c. Reject: Click this button to reject the upload file if errors have been found. Once an upload file has been rejected, it is necessary to correct and import a new file.
10. Click on the Import Status tab, click on the Excel Report icon to open the report, ‘Confirm’ it if the report is still in ‘Review’ status. It should show a ‘Successful’ status when done.

Section #3: Finalizing and Certifying Participant Lists

1. When all updates have been completed, and before the submission deadline, check the box stating, ‘I certify the Participant changes are accurate and complete’. and click ‘Complete Quarter’. This will confirm that updates have been completed for the next quarter and the participant list will be locked.

2. If additional changes are necessary after the quarter has been marked complete, contact the UMMS Help Desk at schoolbasedclaiming@umassmed.edu or (800) 535-6741 for assistance.
Section #4: Completing Change of Status Requests (COS)

In the event that a participant is no longer able or eligible to complete the time study (e.g. leaves the LEA temporarily or permanently, or changes jobs) the RMTS Coordinator must submit a Change of Status (COS) request online. For guidelines for assessing whether a COS is appropriate, refer to the “LEA Coordinator Guide to Random Moment Time Study” (Section 3.17).

Steps to Submit a Change of Status Request

1. To submit a Change of Status Request during the quarter, first locate the staff member on the ‘My Participants’ grid, and click on their Employee ID number.

2. From the Edit Participant detail screen, click ‘New Change of Status Request’.
3. Select a ‘Change of Status Type’ from the drop-down menu. Depending upon the ‘Change of Status Type’, other questions will be asked. When completed, click ‘Submit’.

- Leave of Absence (LOA):

- Change of Employment Status (CES):

- Termination (Term.):
4. A confirmation message will appear. Click ‘Proceed’.

Additional COS Notes

- For leave of absence changes, the start and end dates cannot extend beyond one quarter.
- Participants terminating at the end of the quarter do not require a Change of Status; Instead, inactivate the participant for the following quarter.
- All COS requests require a ‘Start Date’.
- Please note that if a request for a Leave of Absence is submitted, the participant will not be deactivated. In this case, they will be ‘excused’ from answering moments during the period of their leave of absence, but they will remain as an active participant in the system in anticipation of their return to work.

*Note:* UMMS will follow-up on any paid leave of absence lasting more than 4 weeks to confirm that the participant will be using their earned (paid) benefit time for this leave (e.g., vacation time, personal time, etc.).

- If a LOA request is submitted as ‘Pay Undetermined’ or without an ‘End Date’, the system will not be able to fully process the request and it will be placed in a ‘Pending status’. Once the request is in this status, the system will send the submitter periodic notifications reminding them that the COS request needs to be updated.
- A LOA request can be submitted with more than one pay status. For example, one COS request can be submitted for a participant with a mix of paid and unpaid time off (as shown below).

⇒ Paid time off: 4/1/19—4/10/19
⇒ Unpaid time off: 4/11/19—4/20/19
### ‘COS Status’ Explained:

<table>
<thead>
<tr>
<th>COS Status</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval Required</td>
<td>The COS request has been submitted into the system and is awaiting review/approval by UMMS.</td>
</tr>
<tr>
<td>Approved</td>
<td>The COS request has been approved by UMMS and processed by the system accordingly.</td>
</tr>
<tr>
<td>Approved-Manual Intervention</td>
<td>The COS request has been approved by UMMS but could not be processed by the system due to the participant responding to a moment that fell within the COS timeframe.</td>
</tr>
<tr>
<td>Pending</td>
<td>The COS request has been submitted into the system, however it is incomplete due to missing information. A request in ‘Pending’ cannot be approved until all of the required information is submitted.</td>
</tr>
<tr>
<td>Rejected</td>
<td>UMMS did not approve the request. If a COS request is rejected the system will send a notification to the submitter informing them that their request has been rejected.</td>
</tr>
</tbody>
</table>
Reports

The RMTS Administration system provides 2 reports that can provide some assistance when making updates to your participants.

1. List of all active RMTS participants

From the ‘My Participants’ grid view, a list of all active RMTS participants for the selected quarter can be exported from the system into an Excel workbook.

The exported file will include all fields of information about all active RMTS participants, which can be used to make edits and import back into the system to update participant data (as described in Section #2B of these instructions), or can simply be used for quality control or as reference.

2. School District History Report

Access this report from the main Participant Management drop down menu at the top of the page.

A description of the report and a report sample are shown on the next page.
School District History Report

This report will show all changes made to the participant list for a specific quarter. The report can be viewed either on the site or by exporting it to Excel. To run this report, simply select the school district from the drop-down menu and then choose the fiscal year and quarter. Additionally, each column can be filtered and tabbed through by clicking in to the yellow text fields above the columns.

Field Name: indicates the data element updated for the participant

Old Value / New Value: indicates the old/previous information and the new/current information that was updated

Change Effective Date: indicates the start of the quarter when the change will be in effect.

Action: indicates whether the change was an “edit” to an existing participant or an “Add” to add a new participant.
## List of Job Pools and Job Descriptions

<table>
<thead>
<tr>
<th>Job Pool</th>
<th>Job Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Services</td>
<td>Dental Hygienist</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Licensed Nutritionist/Dietitian</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Licensed Physician</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Licensed Practical Nurse (LPN)</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Medicaid Billing Personnel</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Optometrist</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Personal Care Service Provider</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Registered Nurse (RN)</td>
</tr>
<tr>
<td>Medical Services</td>
<td>Autism Specialist (incl. Assistant Applied Behavior Analyst)</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>DESE Licensed School Psychologist</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Applied Behavior Analyst</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Clinical Social Worker</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Educational Psychologist</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Independent Clinical Social Worker</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Marriage and Family Therapist</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Mental Health Counselor</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Psychiatrist</td>
</tr>
<tr>
<td>Mental/Behavioral Health Services</td>
<td>Licensed Psychologist</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Audiologist</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Hearing Instrument Specialist</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Occupational Therapist</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Occupational Therapy Assistant</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Physical Therapist</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Physical Therapy Assistant</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Speech-Language Pathologist</td>
</tr>
<tr>
<td>Therapy Services</td>
<td>Licensed Speech-Language Pathology Assistant</td>
</tr>
<tr>
<td>Administrative Services Only</td>
<td>Medicaid Outreach Worker</td>
</tr>
<tr>
<td>Administrative Services Only</td>
<td>Health Services Director/Manager/Administrator</td>
</tr>
<tr>
<td>Administrative Services Only</td>
<td>Health Services Referral Specialist</td>
</tr>
<tr>
<td>Administrative Services Only</td>
<td>Specialized Transportation Coordinator</td>
</tr>
<tr>
<td>Administrative Services Only</td>
<td>Health Care Case Manager/Coordinator</td>
</tr>
<tr>
<td>Administrative Services Only</td>
<td>Interpreter/Translator</td>
</tr>
</tbody>
</table>

**Note:** License requirements for the Medical Services, Mental/Behavioral Health Services and Therapy Services pools are detailed in the “**Local Education Agencies Covered Services and Qualified Practitioners**” document which is published on the School-Based Medicaid Program online Resource Center: [https://www.mass.gov/info-details/sbmp-resource-center](https://www.mass.gov/info-details/sbmp-resource-center).