



## School-Based Service Program Monthly Newsletter



To ensure that important information regarding the implementation process and procedures of the Michigan School Based Services Programs (Administrative Outreach Program (AOP) and Direct Service Reimbursement) is communicated to all stakeholders effectively, Public Consulting Group (PCG) and Michigan Department of Community Health (MDCH) have implemented a monthly newsletter. This monthly newsletter is designed to answer commonly asked questions, clarify process changes, review current procedures, and publish key dates. Michigan Department of Community Health and PCG are confident that you will find this information helpful.

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## Staff Pool List (SPL) Timeframe Issues

- Additional time to update the SPL each quarter has been requested by the ISDs.
- The timeframe for completion has been extended from 3 to 4 weeks. This change is effective with the July-September 2009 staff pool lists.
- The new schedule of distribution and due dates is contained at the end of this newsletter in the "Michigan School Based Services Important Date Information" section.

## Staff Pool List (SPL) Submission Process

- SPL's must be reviewed, updated and returned to PCG on or before the scheduled due date.
- SPL files returned are considered "complete" and will be implemented as such.
  - Partial staff pool lists are NOT accepted.
  - Keep in mind that the SPL file in the system determines the staff list for the financial schedule that is generated and distributed at the end of the quarter. Any errors in the SPLs not only affects the time studies but also the financial reporting and consequently reimbursement
- Per MDCH Policy (as announced in L letter 09-03) -Staff pool lists not received by PG prior to the due date will not be included in the sample and the associated cost will not be included in the quarter for both the AOP claims as well as cost reporting for direct service reimbursement. Make sure you review the instructions for updating, deleting, and adding names to the SPLs so that all changes are done correctly.
- When working with the staff pool lists:
  - Do not change or alter the PCG assigned

- identification number given to each participant. Changes in these numbers can directly result in participants receiving incorrect information and can have a negative impact on compliance.
- When filtering the excel spreadsheet, make sure that you do not save your changes as this can also cause incorrect ID numbers to be associated with participants.

## Reminder on Procedures for Updating the Staff Pool List (SPL)

To ensure accurate staff pool lists, no partial or incomplete staff pool files will be accepted. The staff pool list must be replaced in its entirety in order to ensure that changes are accurately reported and updated.

The proper procedure to "Move" a participant from one staff pool tab and place them on another is to first indicate a "Delete" on improper list and then indicate an "Add" in the proper staff list. The word "Delete" must be typed in the "Add/Delete /Change" column of the original tab location, and "Add" must be typed in the "Add/Delete/Change" column of the correct staff pool tab.

If a staff pool participant is marked as "Move" they will be deleted from that SPL tab but will not be added to the correct SPL tab. It is the responsibility of the ISD/LEA to add the staff to the new tab.

NOTE: The ISD, as the Medicaid provider, must return the SPL to PCG. PCG will not accept SPLs directly from LEAs.

Upon PCG review if it determined that a participant is on the incorrect tab, based on their job title, the participant will be removed by PCG but will not be reassigned to another tab. For example, if a Counselor is found on the Direct Services tab, they will be removed but will not be added to the AOP tab. The goal is to protect the integrity of the claim but it is the responsibility of the ISD/LEA to place participants on the correct staff pool lists.

If a participant's information changes, make the change directly on the list and document the change in the "Add/Delete/Change" column. This includes name, job title, and email address changes.

Participants should be deleted from the SPL who are no longer employed or who have retired. This is done by marking the participant that is no longer eligible for the SPL as a "Delete," then "Adding" the replacement participant to the bottom of the staff pool list as new "Addition." Do not type over the participant's name that has been replaced, as the PCG identification number is linked to each specific participant.

## Staff Pool List (SPL) - Who is Included in Which List?

- As indicated in the PCG memo IMPORTANT CHANGES AND REMINDERS TO STAFF POOL LIST, close attention must be paid to where providers are included on the staff

- pool lists.
  - School Psychologists, School Social Workers, and Counselors may be included on the AOP staff pool list. The only time a Counselor should be included in the Direct Services staff pool is if they meet the provider criteria and are performing direct medical services.
  - Teachers of Speech and Language Impairment (TSLIs) must have their American Speech and Hearing Association (ASHA) Clinical Certificate of Competence (CCCs) or be supervised by a ASHA CCC Speech Language Pathologist in order to be eligible to be included on the Direct Services staff pool list.
    - If they do not have their ASHA CCCs or are not supervised, they may be included on the AOP staff pool list.
  - PCS (Personal Care Staff)
    - These staff provide services that cover a wide range of human assistance services to persons with disabilities and chronic conditions, enabling them to accomplish tasks that they would normally do for themselves if they did not have a disability.
    - Assistance may be in the form of hands on assistance or cuing so that the person performs the task by him/herself. The services must be medically necessary and the need for the service must be documented in the student's IEP/IFSP.
- TCM (Targeted Case Management) Service Providers (Designated Case Managers)
- These staff provide services that assist individuals in gaining access to needed medical, social, educational, or other services.
  - A comprehensive assessment and periodic reassessment of an individual is required to determine the need for medical, social, educational, or other services. Case management services may also include referrals that assist individuals in obtaining needed services.
  - Targeted case management services must be medically necessary.
  - The Designated Case Manager must also ensure that the care plan is implemented and adequately addresses the individual's needs. This is done through monitoring and follow-up activities with monitoring done at least annually. If there are changes in the needs or status of the individual, the DCM shall make necessary adjustments to the care plan and service arrangements.

## Random Moment Time Study (RMTS)

The Random Moment Time Study results and Compliance summaries are now available on the MDCH web site. You can access this site by clicking the following link [http://www.michigan.gov/mdch/0,1607,7-132-2945\\_42542\\_42543\\_42546\\_42551-151025--,00.html](http://www.michigan.gov/mdch/0,1607,7-132-2945_42542_42543_42546_42551-151025--,00.html) or navigate to the web site by going to [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders). Click on "Billing and Reimbursement," Click on "Provider Specific Information," scroll down and click on "School Based Services." From that page you may select the quarterly report you wish to view.

## RMTS Notification Process

PCG has redesigned the envelope for the paper notices. The window in the envelope now displays the participant's name, ISD, LEA, job title as well as the date and time of their moment. This will allow coordinators/ administrators to distribute the notices without opening the envelopes. The February 2009 moments will reflect the changes made.

ISDs have the option of having their sampled staff notifications sent via paper or through the electronic (email) notification process in the RMTS system. For those ISDs that have asked for paper notifications to be sent, they are also given the choice to have those notifications sent to the ISD or the LEA. In order to receive electronic notifications we need e-mail addresses for staff. MDCH and PCG encourage ISDs to utilize the e-mail process to allow for direct contact and a more fluent process flow.

Paper notifications are often misplaced or lost in the mail resulting in delay or even non-completion of the moments. Staff members who misplace their paper moments must call PCG in order to obtain their user names and passwords. When the email process is utilized the participants are sent paper in addition to email notifications. These participants have the benefit of locating their usernames and passwords in their email should something happen to their paper notification.

## Electronic Notification Schedule

Below is the schedule of electronic notifications and an overview of the information contained in the email message:

Timeframe Sent	Contains Moment Date & Time	Contains Username & Password	RMTS Coordinator Copied?
5 days before moment	YES	YES	NO
3 days before moment	YES	YES	NO
24 hrs before moment	YES	YES	NO
20 hrs after moment*	YES	YES	NO
24 hrs. after moment*	YES	NO	YES
68 hrs. after moment*	YES	YES	NO
72 hrs. after moment*	YES	NO	YES

\* These notifications will only be sent if the moment has not been completed before the time of the notification.

Note: All participants with an e-mail address in the system will automatically receive e-mail notifications. If the ISDs have elected paper notifications, the sampled staff person would receive BOTH the electronic notifications in addition to the paper notifications.

## Financial Spreadsheets

If a staff member is not included on the staff pool list, he/she is not eligible for the time study and his/her costs cannot be included on the financial worksheets for the corresponding quarter. Likewise, if a staff member participates in the Time Study and later it is determined that they should not have been included in the staff pool list; his/her costs cannot be included on the financial worksheets for

the corresponding quarter.

## MAER Financial Training

It is the responsibility of the ISD to ensure that all LEAs have appropriate representation at the Medicaid Allowable Expenditure Report training sessions in May 2009. We encourage anyone who works with the financial aspects of the program to attend this valuable training.

The schedule for the MAER financial trainings is located at the end of this newsletter.

## Direct Service Submitted Claim Volume

A requirement of participation in the SBS program is that procedure specific claims continue to be submitted by each ISD through the Medicaid claims processing system. MDCH is monitoring this claim volume on a monthly basis. If issues arise with the claim volume MDCH will contact the provider to determine the issue and whether interim payments will need to be suspended.

## RMTS Web System

PCG system maintenance may occur after normal business hours for up to three days per calendar quarter. If participants attempt to log into the system during this maintenance time, they will be denied access. If problems are encountered after normal business hours try logging in the following day. If problems persist contact the PCG hotline.

The web address for completion of the random moment time studies is: <https://easyrmts.pcgus.com/rmtsv2>

## Contacting PCG

If ISDs or LEAs encounter problems or issues with staff pool lists or time studies please contact our hotline number directly at **888-277-6334**. It is important that problems are reported immediately so that they can be replicated, and resolved as quickly as possible. When calling PCG, ask for someone who can answer a question regarding the Michigan program. PCG has designated a team of trained staff who can assist with any issues.

PCG will update MDCH on issues and resolutions as well as documenting them in the monthly newsletter.

## IMPORTANT DATE INFORMATION

### **Staff Pool List Update Distribution**

6/19/2009	July - September 2009
8/7/2009	October - December 2009
10/9/2009	January - March 2010
1/8/2010	April - June 2010

### **Staff Pool List Update Due Dates**

7/17/2009	July - September 2009
9/4/2009	October - December 2009
11/6/2009	January - March 2010
2/5/2010	April - June 2010

### **Random Moment Time Study**

5/5/2009	Last Day To Return January - March 2009 RMTS Forms
7/17/2009	Last Day To Return April - June 2009 RMTS Forms
11/4/2009	Last Day To Return July - September 2009 RMTS Forms
1/22/2010	Last Day To Return October - December 2009 RMTS Forms
5/5/2010	Last Day To Return January - March 2010 RMTS Forms
7/16/10 (Tent)	Last Day To Return April - June 2010 RMTS Forms

### **Financial Schedule Distribution**

4/1/2009	January - March 2009
7/1/2009	April - June 2009
10/1/2009	July - September 2009
1/4/2010	October - December 2009
4/1/2010	January - March 2010
7/1/2010	April - June 2010

### **Financial Schedule Due Dates**

5/1/2009	January - March 2009
8/3/2009	April - June 2009
11/2/2009	July - September 2009
2/1/2010	October - December 2009
5/3/2010	January - March 2010
8/2/2010	April - June 2010

### **AOP Claim Submission Dates**

7/26/2009	January - March 2009
10/29/2009	April - June 2009
1/29/2010	July - September 2009
4/29/2010	October - December 2009
7/27/2011	January - March 2010
10/29/2011	April - June 2010

\*Note: All dates for AOP claim processes projected; Moratorium protecting the AOP program has been extended to July 1, 2009.

# (MAER) Training Schedule

## **Western Lower Peninsula**

### **Date Time Host ISD Location**

5/5 - Tue 9am - 11am Kent  
Kent ISD - Grand room  
2930 Knapp St. NE  
Grand Rapids, MI 49525

5/5 - Tue 2pm - 4pm Kent  
Kent ISD - Grand room  
2930 Knapp St. NE  
Grand Rapids, MI 49526

5/6 - Wed 9am - 11am Muskegon  
Wesley School - Library  
915 East Wesley Ave  
Muskegon, MI 49442

5/6 - Wed 2pm - 4pm Mason-Lake  
Mason-Lake ISD  
2130 W. US 10  
Ludington, MI 49431

5/7 - Thu 9am - 11am  
Wexford-Missaukee  
Administration Building  
Special Ed. Conference Room  
9907 E. 13th Street  
Cadillac, MI 49601

5/7 - Thu 2pm - 4pm Mecosta-Osceola  
Administration Building  
15760 190th Ave.  
Big Rapids, MI

## **Southeast**

### **Date Time Host ISD Location**

5/5 - Tue 2pm - 4pm Washtenaw  
Washtenaw ISD  
1819 S. Wagner Rd  
Ann Arbor, MI 48106

5/6 - Wed 9am - 11am Wayne  
Wayne RESA Education Center  
Boyd Arthurs Auditorium (2nd Floor)  
33500 Van Born Road  
Wayne, MI

5/6 - Wed 2pm - 4pm Macomb  
44001 Garfield Rd.  
Clinton Township, MI 48038

5/7 - Thu 9am - 11am St. Clair  
ISD Administration Building  
499 Range Road  
Port Huron, MI 48061

5/21 - Thu 2pm - 4pm Wayne  
Wayne RESA Education Center  
Boyd Arthurs Auditorium (2nd Floor)  
33500 Van Born Road

Wayne, MI

### **Northern Lower Peninsula**

**Date Time Host ISD Location**

5/12 - Tue 9am - 11am COOR  
COOR ISD conference room  
11051 North Cut Road  
Roscommon, MI 48653

5/12 - Tue 2pm - 4pm TBA  
TBAISD (NOTE NEW LOCATION)  
The Hagerty Center, Room A  
715 East Front Street  
Traverse City, MI 48764

5/13 - Wed 9am - 11am Charlevoix-Emmet  
Charlevoix-Emmet ISD  
08568 Mercer Blvd  
Charlevoix, MI 49720

5/13 - Wed 2pm - 4pm EUP  
EUP ISD Conference Room  
315 Armory Place  
Sault Ste. Marie, MI

5/14 - Thu 9am - 11am AMA  
AMA ESD  
2118 US 23 South  
Alpena, MI 49707

5/14 - Thu 2pm - 4pm Iosco  
27 N. Rempert Road  
Tawas City, MI 48763

### **Central Lower Peninsula**

**Date Time Host ISD Location**

5/12 - Tue 9am - 11am Saginaw  
Saginaw ISD Transition Center  
3860 Fashion Square Blvd.  
Saginaw, MI

5/12 - Tue 2pm - 4pm Huron  
Huron Area Technical Center  
1160 South Van Dyke  
Bad Axe, MI 48413

5/13 - Wed 9am - 11am Genesee  
Genesee ISD  
Davis Education Center  
Entrance 3, Auditorium A/B/C/D  
2413 West Maple Ave  
Flint, MI 48507

5/13 - Wed 2pm - 4pm Gratiot-Isabella  
RESO  
1131 E. Center  
Ithaca, MI 48847

5/14 - Thu 9am-11am Oakland  
Oakland Schools Administration Bldg  
Conference Room B  
2111 Pontiac Lake Rd.  
Waterford, MI 48328

## Upper Peninsula

### Date Time Host ISD Location

5/19 - Tue 9am - 11am Delta-Schoolcraft  
Delta-Schoolcraft ISD  
2525 3rd Ave  
Escanaba, MI 49829

5/19 - Tue 2pm - 4pm Dickinson-Iron  
Dickinson-Iron ISD  
1074 Pyle Drive  
Escanaba, MI 49829

5/20 - Wed 9am - 11am Copper Country  
Copper Country ISD  
809 Hecla Street  
Hancock, MI

5/20 - Wed 2pm - 4pm Marquette-Alger  
Marquette-Alger RESA  
321 E. Ohio St.  
Marquette, MI 49855

## Southwest

### Date Time Host ISD Location

5/19 - Tue 9am - 11am Berrien  
Berrien RESA  
711 St. Joseph Avenue  
Berrien Springs, MI 49103

5/19 - Tue 2pm - 4pm Kalamazoo  
Kalamazoo RESA Auditorium  
1819 E. Milham Road  
Kalamazoo, MI 49002

5/20 - Wed 9am - 11am Jackson (NOTE NEW LOCATION)  
Jackson Area Career Center  
6700 Browns Lake Road  
Jackson, MI 49201

5/20 - Wed 2pm - 4pm Ingham  
Ingham ISD  
Heartwood Seminar Room 101  
625 Hagadorn  
Mason, MI

5/21 - Thu 9am - 11am Hillsdale  
Hillsdale County ISD  
Parke Hayes Building  
310 W Bacon  
Hillsdale, MI