

## Contacting PCG

If ISDs or LEAs encounter problems or issues with staff pool lists or time studies please contact our hotline number directly at 888-395-5017. It is important that problems are reported immediately so that they can be 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.

## Moment Completion Compliance

Completion of random moments is an integral component of the time study process. CMS reviews the Compliance Reports that indicate the percent of moments returned each quarter. ISDs that fall below 85% overall compliance will be contacted by MDCH and asked to provide written justification of low compliance.

## FFS Medicaid Eligibility Rate

The ISD specific Medicaid Eligibility Rate (MER) is now available via the MDCH Single Sign On. This rate will be used in the cost settlement process that will begin in January 2010 for the 2008-2009 school year.



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Welcome back for another great school year! In this month's newsletter you will find important information regarding the School Based Services Program including a new toll free number to use in contacting PCG.

Moments are beginning again in September so we described all the updates to the RMTS process that participants and coordinators will see.

At the end of this newsletter you will find information regarding the cost settlement process.

We look forward to working with you and the Michigan Department of Community Health to make Michigan School Based Services a continued success!

Please let us know ideas you have for future newsletters by emailing: [miaop@pcgus.com](mailto:miaop@pcgus.com) or calling our toll free number.

## Meet MDCH's Newest Team Member

Matt Hiatt has joined the team as the new school based services Medicaid auditor. He will begin participating in on-site audits in the near future. Welcome, Matt!

## New Toll Free Number for Michigan

PCG is upgrading the phone system in order to better serve our clients. Effective September 1<sup>st</sup> the new toll free number for Michigan clients to call regarding questions or follow-up for RMTS is:

**877-395-5017**

The previous toll free number will continue to be available, but we encourage callers to use the new number for Michigan specific calls.



## RMTS Electronic Notification Schedule

Below is the schedule of electronic notifications sent to RMTS participants:

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.*

## PCG Moment Follow Up Procedures

Once it has been determined that a moment requires follow up in order to determine the appropriate code, three attempts will be made to contact the participant. The participant will be contacted weekly until a response is received, or until the third attempt is made. PCG will not code the moment until a response is received or until after the third attempt, at which time it is coded conservatively. The process is described in detail below. New procedures are underlined.

- PCG will utilize the e-mail or phone number now being provided in the moment response by the participant to contact them. If the e-mail or phone number is invalid, PCG will contact the RMTS Coordinator at the ISD or LEA for assistance in providing us a valid phone number or e-mail address.
- The first e-mail is sent to the sampled participant showing them their response and asking for detailed clarification. If a phone number is provided, PCG staff will telephone, but follow the same questioning for clarification.
- If no response received, a second e-mail is sent to the sampled participant requesting clarification. The ISD Coordinator is copied on this e-mail. If a phone attempt is made with no response, the ISD Coordinator will be sent an e-mail describing that two follow up phone attempts have been made to the participant.
- If no response received from the second e-mail or phone call, a third and final attempt is made to the participant via e-mail or telephone. The ISD Coordinator is copied or notified by a separate e-mail that this is the third and final attempt with a specific time frame in which the participant must respond.
- At the end of each quarter, sampled participants have five weeks to respond to their moment. PCG then has three additional weeks to conduct follow up on moments.
- ISD Coordinators will now receive the Follow Up Moments Report monthly instead of quarterly. It is also available to run on the RMTS site at any time.

## Web RMTS System

Enhancements that you will see beginning with the Oct-Dec 2009 quarter:

- There will be 4 response examples per cost pool that provide more detail to aid participants in responding.
- Additional question when completing the moment requesting participant phone number or email that will be used solely for follow up by PCG.
- Update to the question: "Does this student have an IEP for the services you are performing?" to include IFSP as well.

The web address for completion of the random moment time studies is:

<https://easyrmts.pcgus.com/rmtsv2>

## RMTS Notification Process

ISDs have the option of having their sampled staff notifications sent on paper or through the electronic (e-mail) 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 for distribution.

In order to receive electronic notifications, PCG needs e-mail addresses for staff.

MDCH and PCG encourage ISDs to utilize the e-mail notification process. Benefits include:

- Direct notification to the participant
- Less paper consumption
- No mailing issues
- More streamlined process

Please send PCG an email to request to move from paper to electronic notifications.  
miaop@pcgus.com

# Cost Settlement Process Update

## Medicaid Allowable Expenditure Report (MAER)

The Medicaid Allowable Expenditure Report (MAER) Excel template is now available on the School Based Services website. Also on the website are the MAER training presentation from May and the Frequently Asked Questions from those live training sessions.

These materials can be found on the MDCH School Based Services (SBS) website 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"

## Important Dates

As a reminder, the timeframes for the cost settlement process are described below:

- November 2009 – LEAs and ISDs complete the MAER
- November 30, 2009 – MAER files due to the ISDs from the LEAs
- November 30, 2009 – ISD Summary Software application will be available for download from the MDCH SBS website
- December 2009 – ISDs compile the summary MAER files using the Summary Software application
- December 31, 2009 – Summary Software reports due to MDCH
- January 2010 – Initial ISD settlements begin
- Spring 2010 – Revisions to MAER and Summary Reports as necessary
- July 2010 – Final ISD settlements begin

## Training

PCG will be conducting 9 web-teleconference MAER/Summary Software refresher trainings in September, October, and early November. The content of these trainings will be a review of the on-site training material presented in May. Additional details of these trainings will be available soon.

<b>September Training Sessions:</b>		
Thursday	September 24, 2009	2:00-4:00 p.m.
Monday	September 28, 2009	2:00-4:00 p.m.
Wednesday	September 30, 2009	9:00-11:00 a.m.
<b>October Training Sessions:</b>		
Tuesday	October 13, 2009	9:00-11:00 a.m.
Wednesday	October 14, 2009	2:00-4:00 p.m.
Monday	October 19, 2009	9:00-11:00 a.m.
<b>November Training Sessions:</b>		
Wednesday	November 4, 2009	9:00-11:00 a.m.
Tuesday	November 10, 2009	2:00-4:00 p.m.
Thursday	November 12, 2009	9:00-11:00 a.m.

## Michigan SBS Important Date Information

### SPL Update Distribution

10/9/09: Jan – Mar 2010

2/1/09: Apr-Jun 2010

### SPL Update Due Dates

11/6/09: Jan – Mar 2010

3/1/10: Apr – Jun 2010

### Random Moment Time Study

11/4/09: Last Day to Return Jul – Sept 2009 RTMS Forms

1/22/10: Last Day to Return Oct – Dec 2009 RMTS Forms

5/5/10: Last Day to Return Jan – Mar 2010 RMTS Forms

7/16/10 : Last Day to Return Apr – Jun 2010 RMTS Forms

### Financial Schedule Distribution

10/1/09: Jul – Sept 2009

1/4/10: Oct – Dec 2009

4/1/10: Jan – Mar 2010

7/1/10: Apr – Jun 2010

### Financial Schedule Due Dates

11/2/09: Jul – Sept 2009

2/1/10: Oct – Dec 2009

5/3/10: Jan – Mar 2010

8/2/10: Apr – Jun 2010

### AOP Claim Submission Dates

10/29/09: Apr – Jun 2009

1/29/10: Jul – Sep 2009

4/29/10: Oct – Dec 2009

7/27/10: Jan – Mar 2010

10/29/10: Apr – Jun 2010