Time Study Coordinators

Manual for the

Medicaid Administrative Claiming (MAC)

Time Study Application

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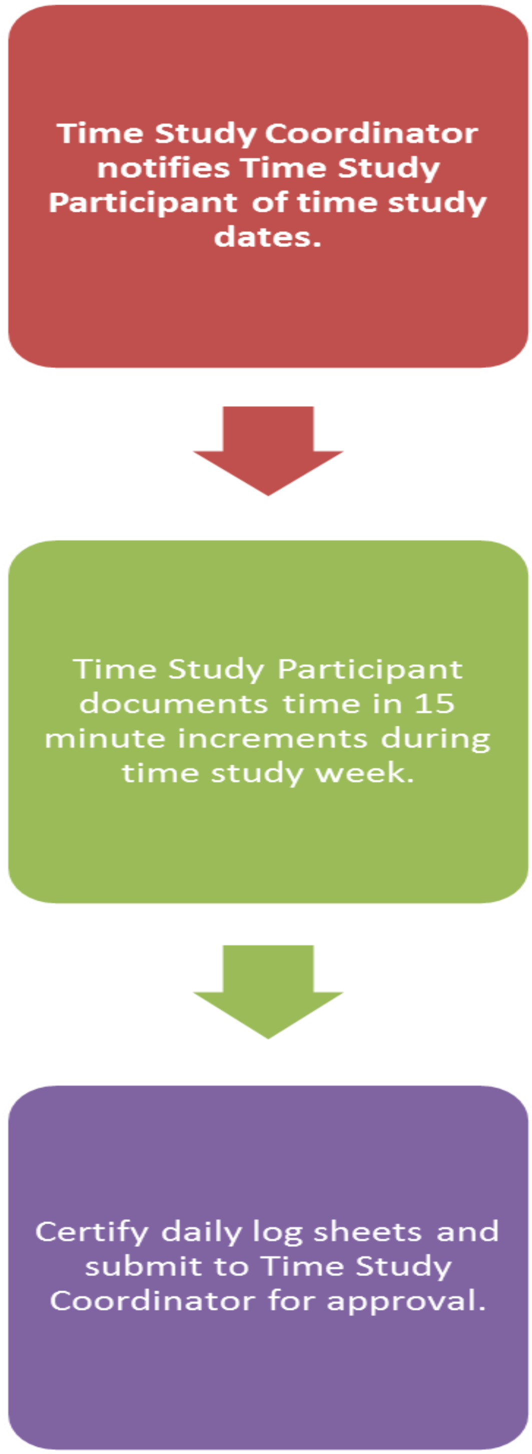
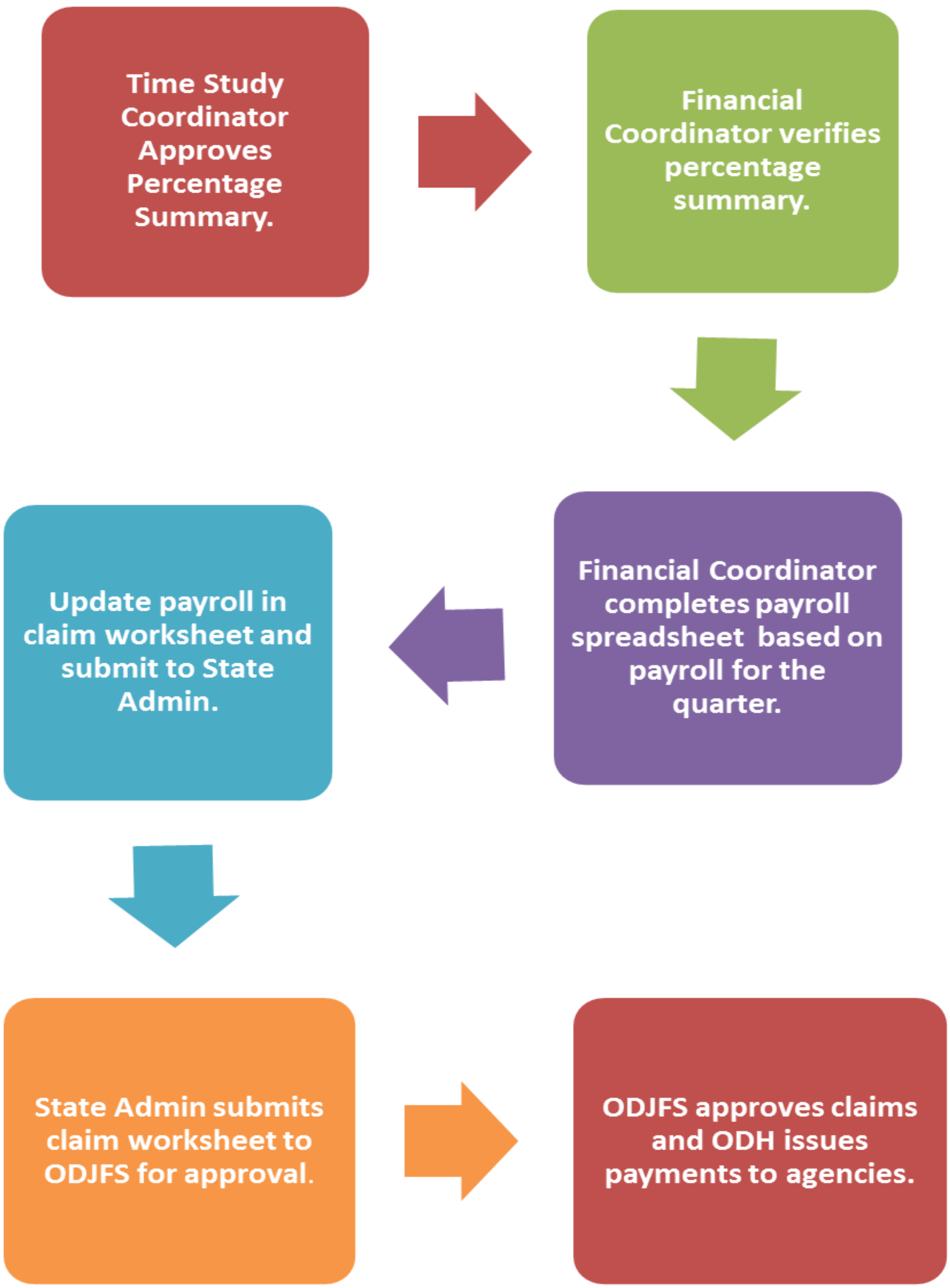


MAC Financial Coordinator Process



Getting Started

In order to participate in MAC the Local Health Department (LHD) will have to have a Memorandum of Agreement (MOA) and Implementation plan. The MOA is an agreement between the Ohio Department of Health (ODH) and the LHD detailing guidelines. The implementation plan establishes the claiming unit, Medicaid eligibility rate (MER), MAC Coordinators, positions that will participate in the time study and funding used to pay those positions. These plans can be changed each quarter if need be.

LHDs can have one or more claiming units within the agency. Multiple claiming units are recommended when there are separate program areas that have age and gender specific populations they serve and agency staff that are specific to those programs.

The LHDs are responsible for:

1. Conducting the quarterly time studies.
2. Reviewing and approving time study data.
3. Compiling financial data and preparing the claims.
4. Documents that need to be kept on file in case of audit:
    a. MAC Memorandum of Agreement
    b. Implementation Plan
    c. Agency Organizational Chart
    d. Job Descriptions/duty statements of MAC Coordinators

Welcome to MAC

Medicaid Administrative Claiming (MAC) is a quarterly week long time-study that is web-based through The Ohio Department of Health (ODH) Gateway Application. Completion of these quarterly time studies allows your agency to be reimbursed for individual or population-based work that you do to either: 1) help enroll people in Medicaid; or 2) help them access Medicaid-covered services.

All MAC Coordinators and Time Study Participants new to MAC are required to take training via **OHIO TRAIN** (https://oh.train.org) Course# 1043142 on **"What is Medicaid Administrative Claiming (MAC)."**

Time studies are done over one week each quarter. Participants log and submit their time in 15-minute intervals on the ODH Gateway application, using MAC program activity codes and descriptions supplied by ODH. Each agency has a Time-Study Coordinator (TSC) who manages this process.

Each ***MAC Coordinator*** needs to have a copy of the following documents:

- Time Study Coordinators Manual for Medicaid Administrative Claiming (MAC) Time Study Application.

- MAC Codes and Descriptions
- Ohio Train Quick Guide

Each ***Time Study Participant*** needs to have a copy of the following documents:

- Time Study Participants Manual for the Medicaid Administrative Claiming (MAC) Time Study Application.
- MAC Codes and Descriptions
- Ohio Train Quick Guide

Each ***Financial Coordinator*** needs a copy of the Financial Coordinator Manual.

These manuals have step by step instructions for each process of the time study. All manuals can be found on the ODH/MAC Website:

http://www.odh.ohio.gov/about/finmgmt/whatismac.aspx

How the MAC Time Study process works

- ODH/MAC Unit will notify the MAC Coordinators (listed on the Implementation Plan) of the time study dates.

- Time Study Coordinator (TSC) is responsible for adding, deleting and updating information regarding all Time Study Participants (TSP).

- Once the time study dates have been entered into the MAC Application the TSC will complete the roster and submit to the ODH State Admin to verify.

- TSC will **notify the Time Study Participants one week prior to the start** of time-study week.

- TSP's will not be able to enter information into the daily log sheets until the **first** day of the time study.

- TSC's have three (3) weeks from the last day of the time study to make sure all TSP's enter their information into the daily log sheets, certify their log sheets and submit to the TSC for approval.

- TSP's will receive an email from the MAC Application letting them know they need to complete their daily log sheet if they don't complete it in a timely manner.

- If still not submitted a second email will be sent to the TSC and TSP. If a third email is necessary it will be sent to the TSC, TSP and State Admin.

- If all of these steps fail to get the daily log sheets through the system the individual will have to be marked as invalid on the roster and percentage summary.

- TSC's review the TSP daily log sheets and once daily log sheets are approved they are submitted into the percentage summary.

- Once the percentage summary is completed and approved by the TSC it will flow to the Financial Coordinator to complete the claim worksheet.

- Financial Coordinator verifies the percentage summary and completes the payroll summary spreadsheet.

- Financial Coordinator completes the claim worksheet in the MAC Application and submits to the State Admin.

MAC Application Roles and Functions

1. **State Administrator**
   a. Oversees the entire MAC time study process.
   b. Enters and manages Local Public Health Departments Claiming Units and Implementation Plans.
   c. Has access to view all activities, information and reports within the MAC Application.
   d. Starts the time study process by putting in the Key MAC Dates.
   e. Verifies claiming unit rosters and claim worksheets.
   f. Submits claims to Ohio Department of Job and Family Services.
   g. Approves payments to participating agencies.

2. **Agency Administrator**
   a. Responsible for making sure there is a current implementation plan in place.
   b. Oversees agency claiming unit activity.
   c. Will receive system reminders and Key MAC Date emails.

3. **Time Study Coordinator (LocAdmin-TSC)**
   a. Responsible for adding, deleting and updating information regarding all Time Study Participants.
   b. Completes roster of time study participants and submit for approval.
   c. Claiming unit oversight to make sure all activities are being coded correctly.
   d. Verifies all claiming unit time study daily log sheets.
   e. Delegate's approval of daily log sheets to a Supervisor if appropriate.
   f. Approves claiming unit percentage summary.

4. **Time Study Participants (LocEnt)**
   a. Enters information into the daily log sheets and submits for approval.

5. **Financial Coordinator (LocAdm-Fin)**
   a. Verifies claiming unit percentage summary.
   b. Completes claim worksheet.
   c. Has view only access to agency reports and activities.

ODH Gateway Login

Everyone that participates in the MAC time study is required to have a username and password in Gateway. When the TSC adds individuals to the MAC Application they will receive an email with their username and temporary password. They will need to log into Gateway using the username and temporary password in the email. The system will ask you to put in a new password.

If individuals already use Gateway for other applications (Early Track, IMPACT, etc.) they will use the same username and password to access MAC. The TSC will still add them to the MAC Application and they will receive an email letting them know they have been added to the MAC Application under their existing username and password.

The MAC Application is a live database so TSP's will not have access until the first day of the time study. ODH suggests that you have them test their Gateway connection prior to the start of the time study so any problems they may have getting access can be fixed. If they only use Gateway for MAC their Gateway password may expire between time studies and have to be reset before they gain access.

https://odhgateway.odh.ohio.gov/singlesignon/ **SAVE in your Favorites!!**

Microsoft Silverlight

The MAC Application runs on **Silverlight** so there is an automated downloading of **Silverlight** as part of the process. If there are challenges downloading (e.g. a message indicating newer version of Silverlight is needed, Administrator approval needed) contact your local IT support person.

http://www.microsoft.com/getsilverlight/get-started/install/default.aspx

Get Microsoft Silverlight

MAC Training through Ohio Train

Before anyone can participate in the MAC Program they are required to take training via Ohio TRAIN https://oh.train.org Course# **1043142** - "What is Medicaid Administrative Claiming (MAC)." The Ohio Train Quick Guide for step by step instructions on how to take the training course can be found on the **ODH MAC Website** below:

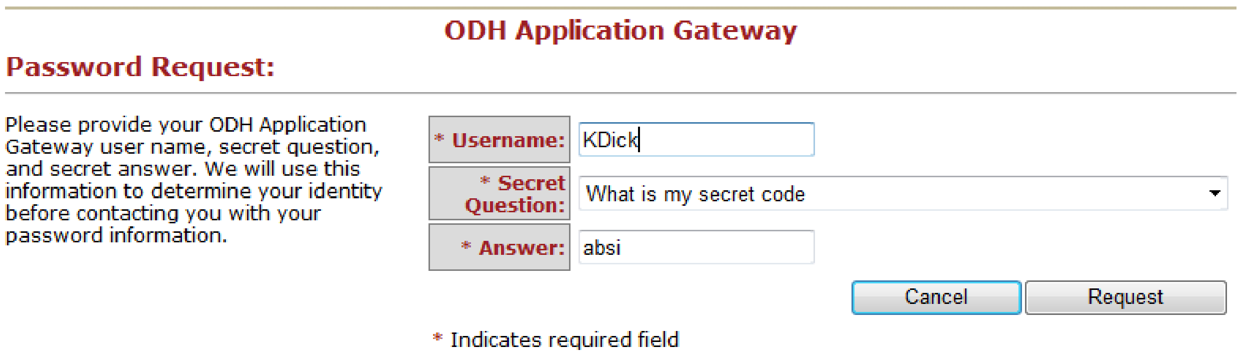
http://www.odh.ohio.gov/about/finmgmt/whatismac.aspx

MAC Time Study Application

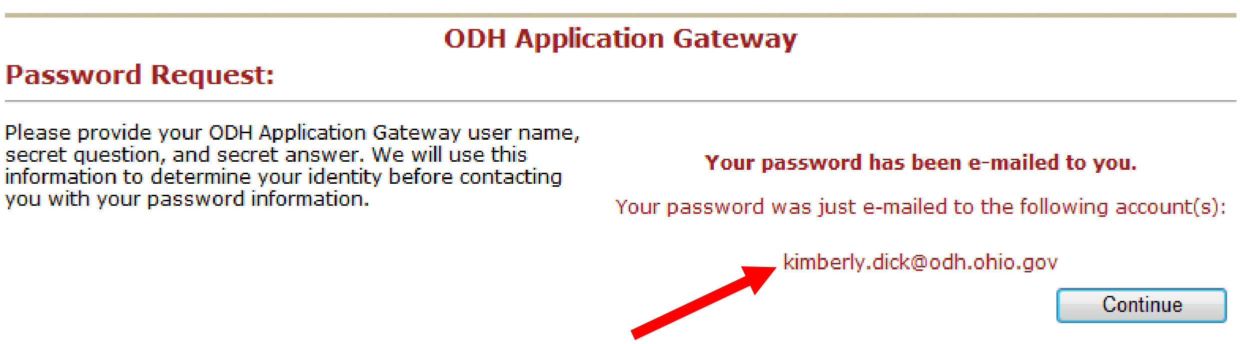
Put in your username and password.

If participants only use Gateway for the MAC Application their password may need to be reset each time study. If they go 60 days without logging into Gateway their password will have to be reset. Click on "I forgot my password."

It will then ask them to provide their username, secret question (from drop down list) and secret answer.



You will get the message below. A temporary password will be sent to the email address listed in ODH Gateway. If this is not the right email address then the individual will need to update their Personal Information in Gateway.



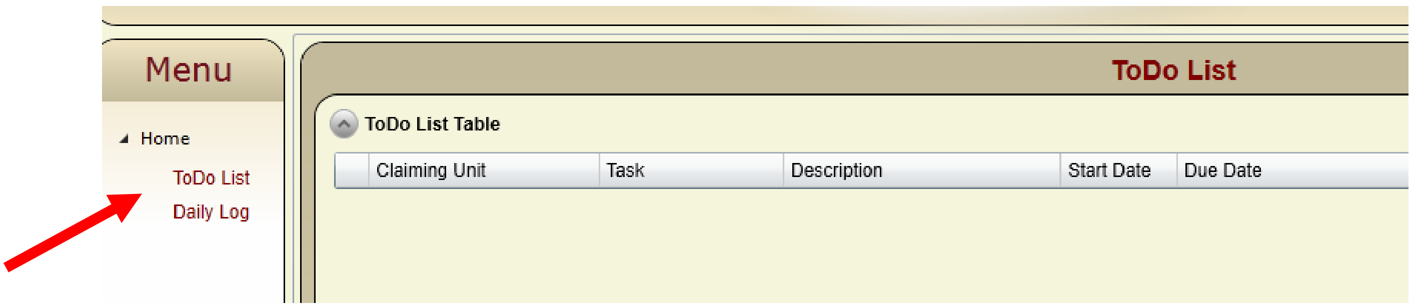
Change the password and you will then be able to log in to the ODH Application Gateway.

The Applications list should appear, click on MAC Time Study. Everyone's list will be different depending on what other ODH applications they have access to.

Menu Options

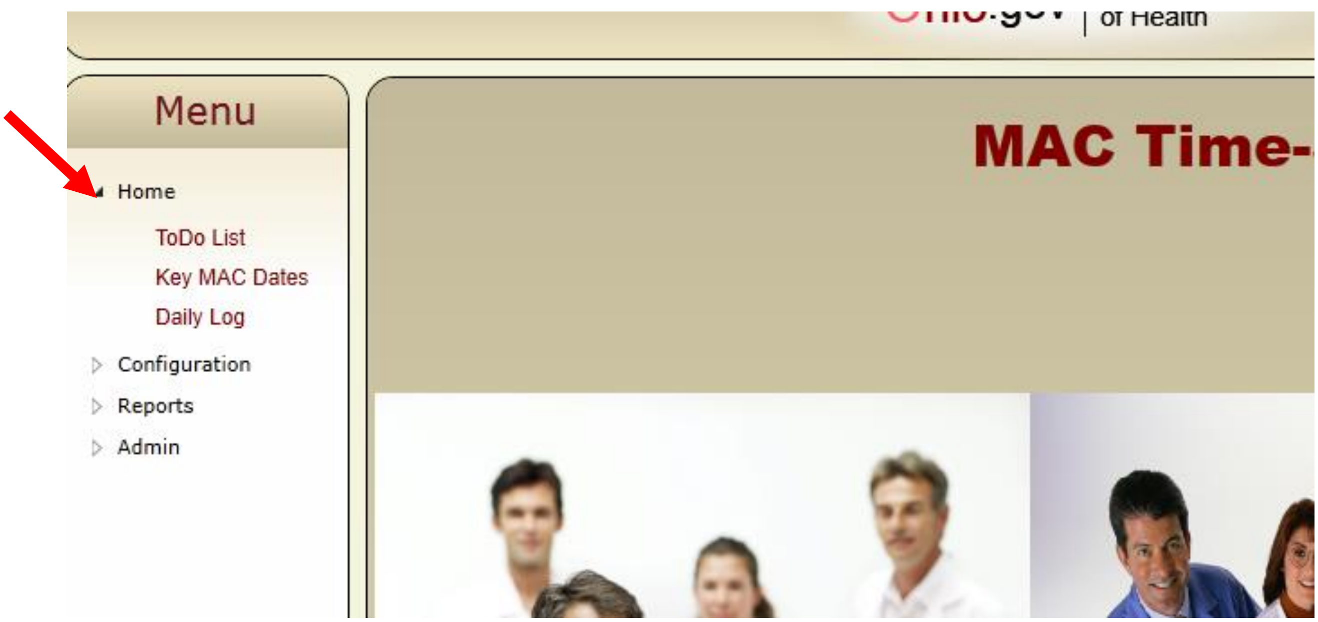
Time Study Participant Menu options will be:

- **Home**
  - ToDo List – All activities are driven from the ToDo List
  - Daily Log – Direct access to the daily log for entering information

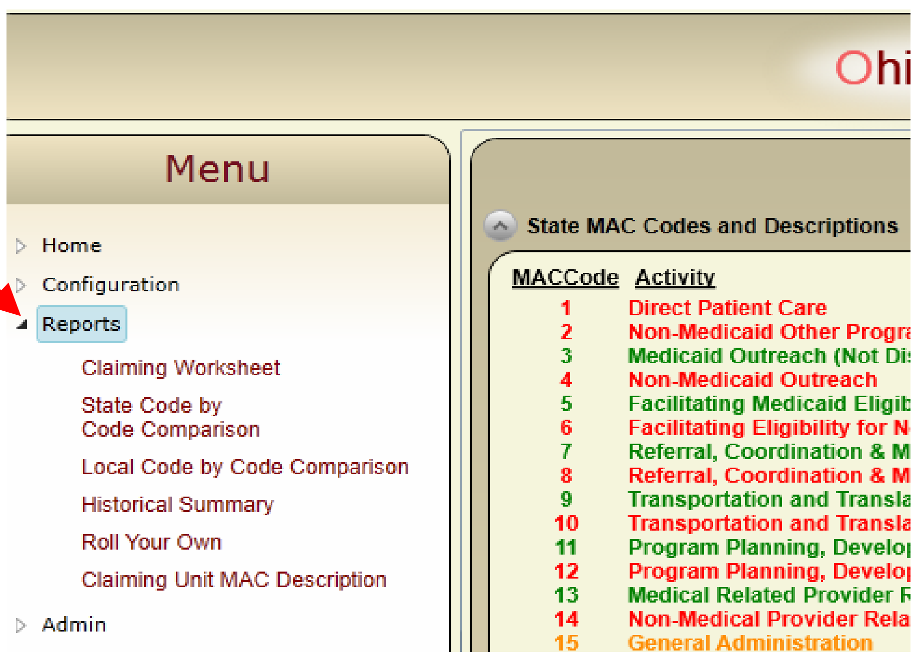


Time Study Coordinator Menu options will be:

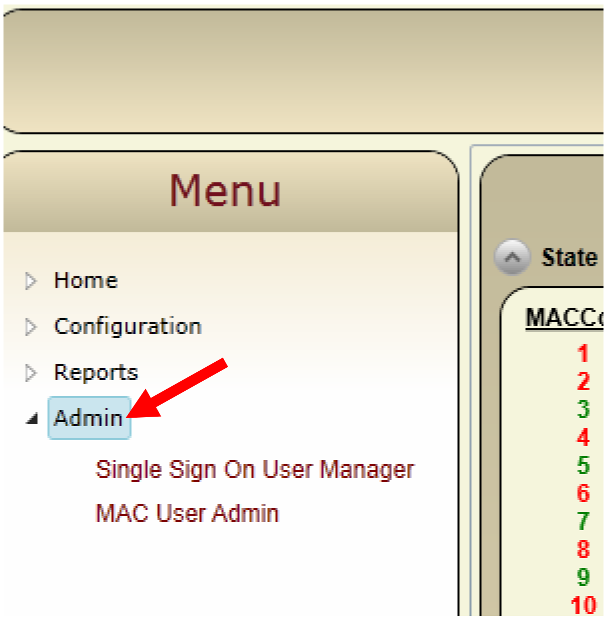
- **Home**
  - ToDo List – All activities are driven from the ToDo List
  - Key MAC Dates – Time study dates and schedule of when the roster, daily log sheets and claim worksheet have to be completed.
  - Daily Log – Direct access to the daily log for entering information during the time study.



- **Configuration**
  - Agency Masters – Shows your agency information
  - Claiming Unit Masters – Shows the number of claiming units in your agency.
  - Implementation Plans – Shows implementation plan information.
  - State MAC Codes – List all of the State MAC Codes.
  - Local MAC Codes – List of all Local MAC Codes specific to your agency.



- **Reports**
  - Claiming Worksheet – All claims that have been processed for your agency.
  - State Code by Code Comparison – Compares agencies that have the same age group implementation plan.
  - Local Code by Code Comparison – list of local MAC codes for your agency.
  - Historical Summary – Compares your claiming unit time study results, claim amounts, etc. quarter by quarter.
  - Roll Your Own – gives you a listing of "custom descriptions" and who used them during the time study.
  - Claiming Unit MAC Description – breaks down the descriptions by MAC Code.



- **Admin**
  - Single Sign On User Manager – you will look up the name of the Time Study Participant to see if they are already in Gateway.
  - MAC User Admin – Look up Time Study Participant to see if they are already in the MAC Application or to edit their information.

Financial Coordinator Menu options will be the same as the Time Study Coordinator. Many of those options will be "view only."

Coordinating MAC Application activities

As a MAC Coordinator the management of adding, updating and removing Time Study Participants (TSP) in the MAC Application is the foundation of the entire MAC system. TSC's can view the list of TSP's for their agency by going to the MAC User Admin screen which can be found by going to "Menu/Admin/MAC User Admin."

TSP's are put into a roster and the daily log sheets are issued to those individuals. The TSC submits the roster to the ODH/State Admin for approval and once that step is complete, any changes made to the TSP's profile will not be reflected until the next quarter's time-study.

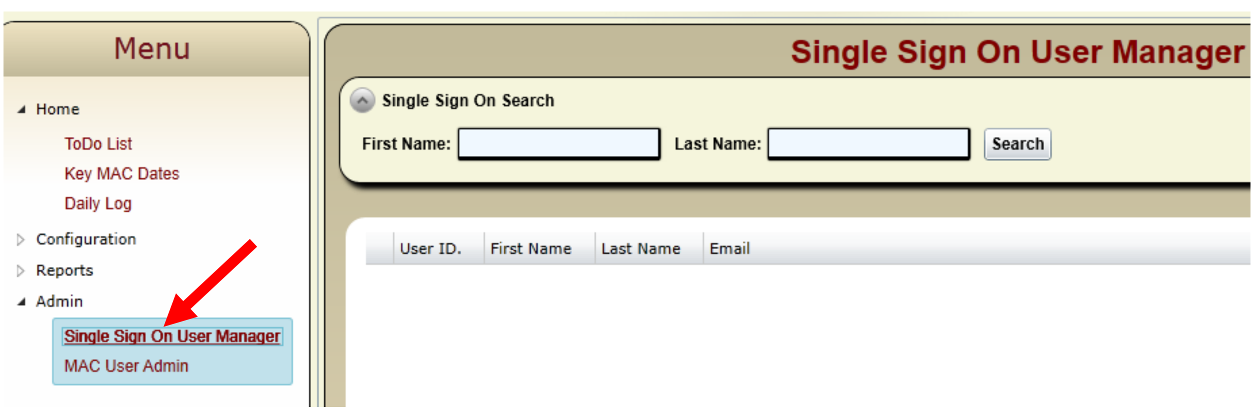
Adding a Time Study Participant in the MAC Application

Before you can add a participant you must have the following required information:

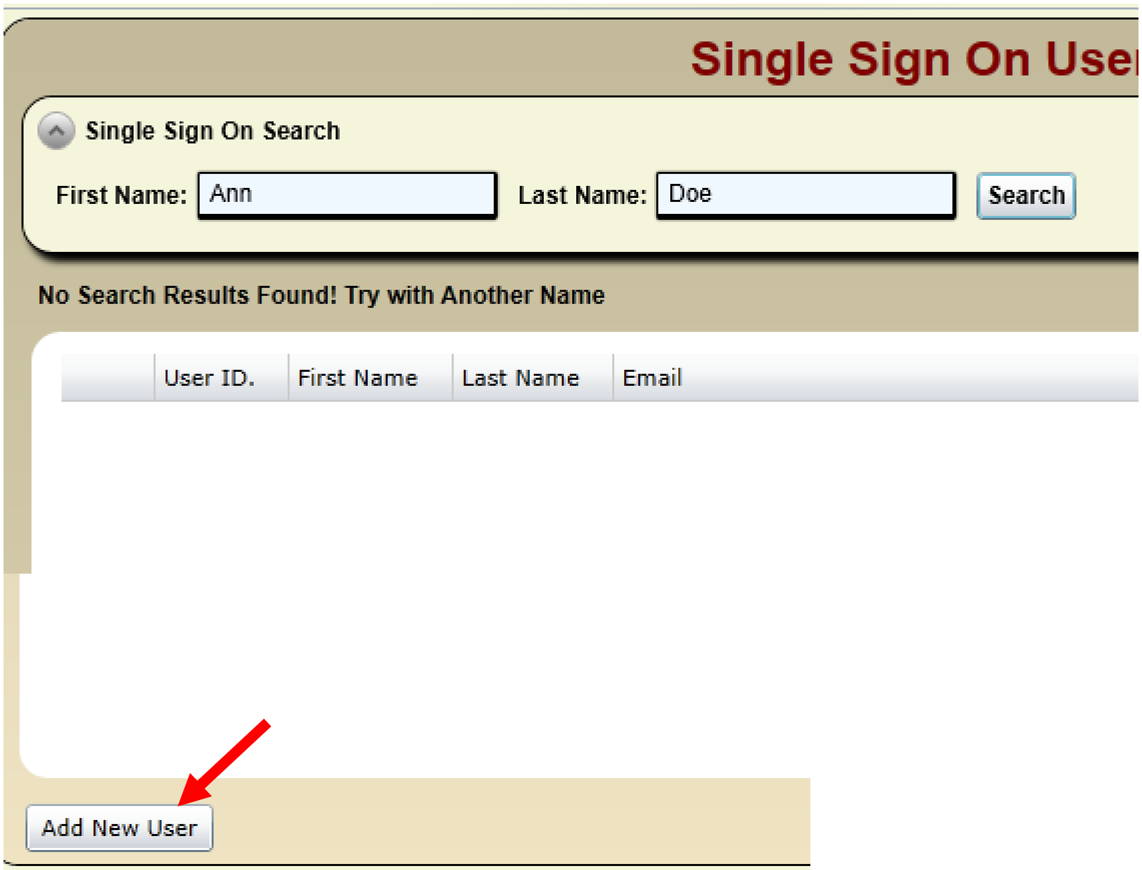
- First name
- Last name
- Title
- Email address
- Phone number (including any extension)
- If they are an "existing" ODH Gateway user for other applications (e.g. GMIS, Early Track, ODRS) then also include username. This username will be "selected" for MAC.

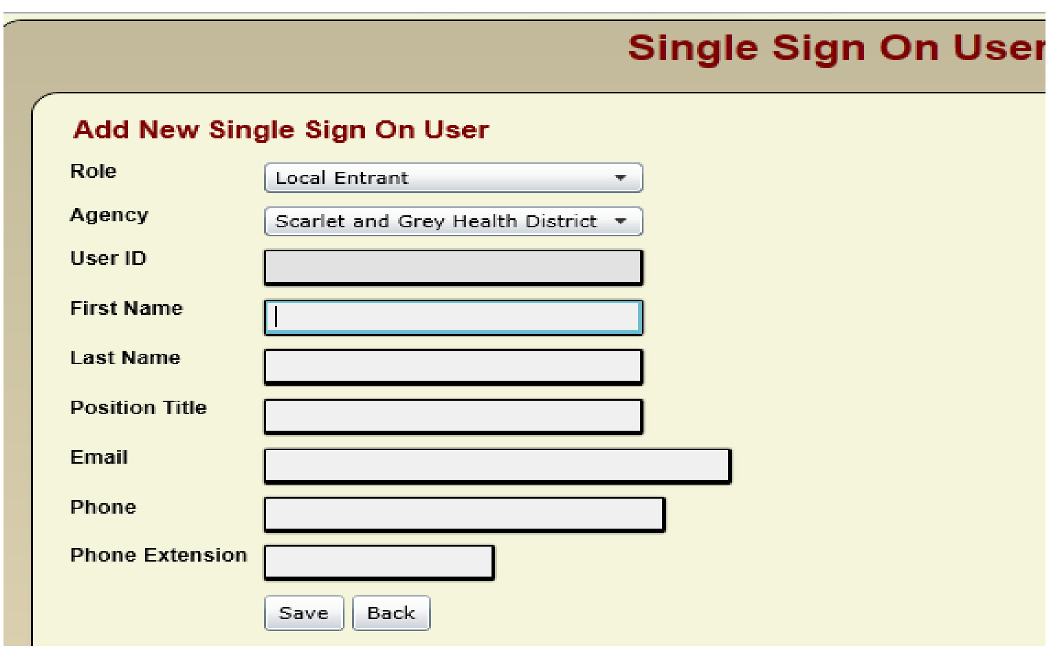
"*New*" Gateway User and New MAC time study participant

If this is a new time study participant they will need to be added through the Single Sign on User Manager's screen.

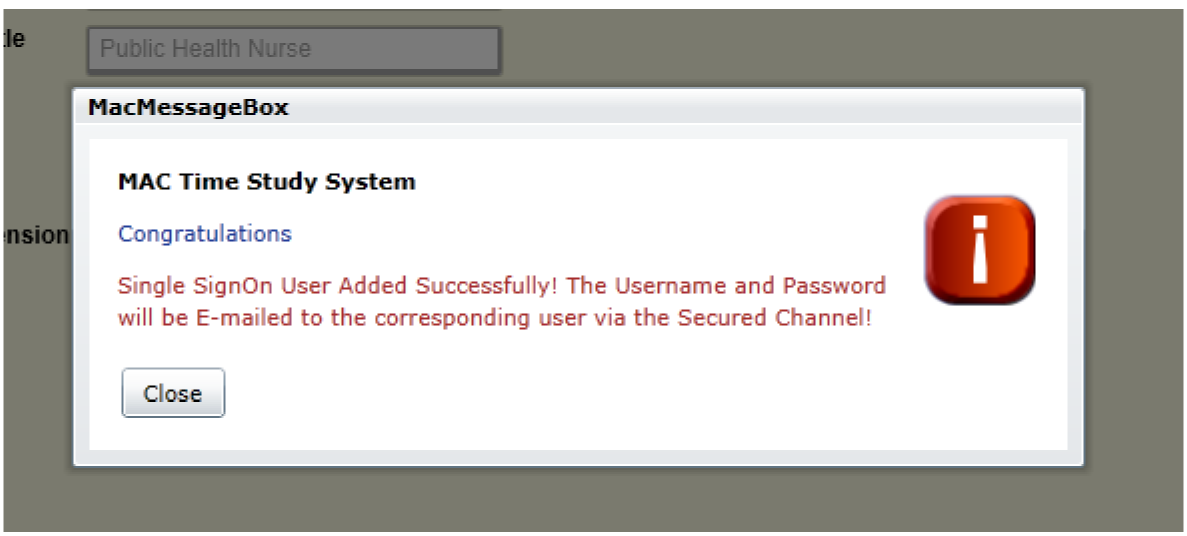


Search requires at least partial first and last name. If your search does not find an existing account the "Add New User" button will be highlighted at the bottom of the screen. Click on "Add New User" button and the Update MAC User Information screen will appear.





All fields except for the phone extension have to be completed. User ID will be populated by the MAC Application once all information has been entered and saved.



Once this is completed the application Gateway will send an email to the individual letting them know they have access to the MAC Application, their Gateway user name and temporary password. They will need to log in to Gateway and change their password. If you add a new user during the roster process you may need to log out of the MAC Application and log back in for the database to update.

Ohio.gov Department of Health

Welcome Ann Doe

You have been successfully added in the MAC Application Gateway. - Ohio Department of Health

Your MAC Application Gateway URL is

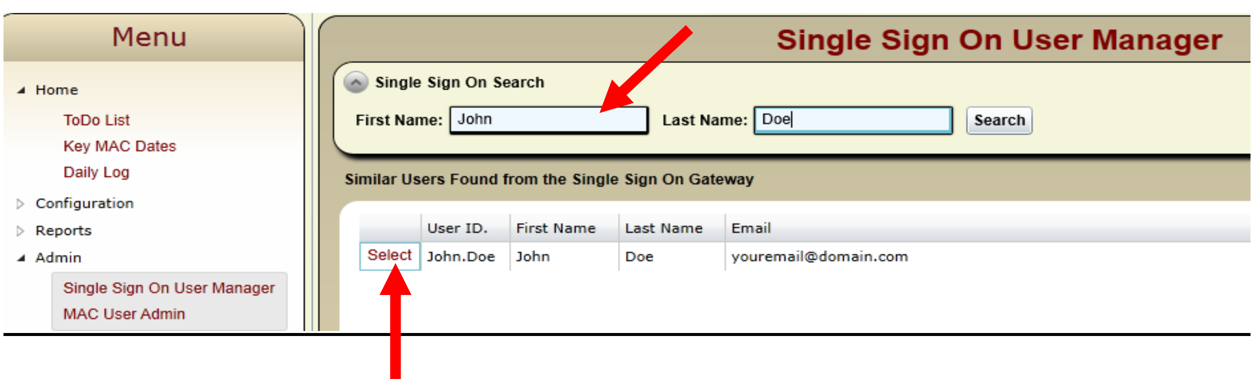
https://odhgatewaytst.odh.ohio.gov/SingleSignOn/ApplicationList.aspx

User Name Ann.Doe
Password 2V4C1YH4

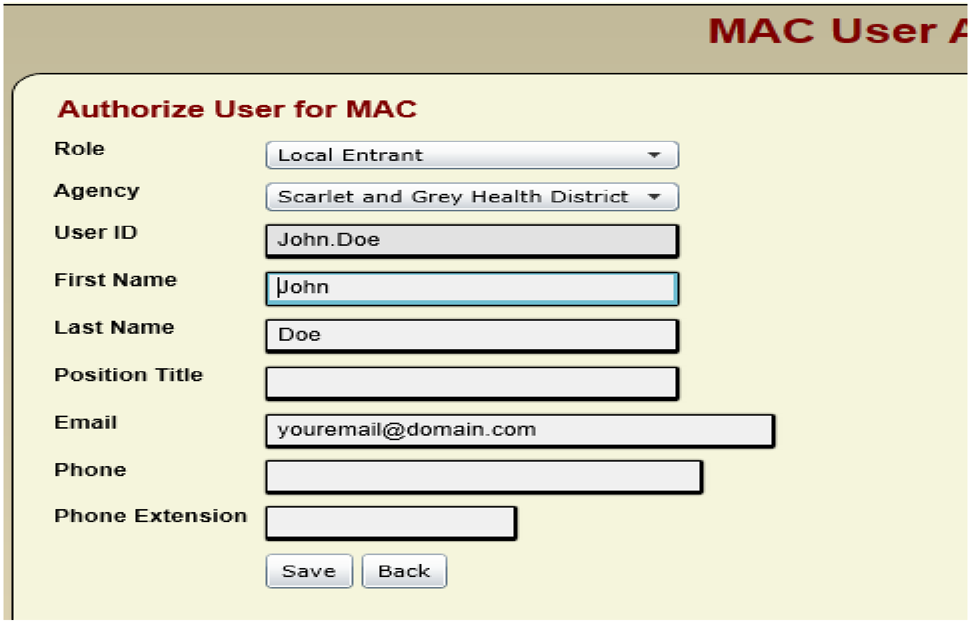
"Existing" Gateway User and New MAC time study participant

Go to Single Sign on User Manager screen and search at least partial first and last name.
If your search finds an existing user ID you will click on "Select".

If your search finds more than one existing User ID check with the individual to see which User ID they use and "Select" that User ID. NOTE: ODH is going to "first name.last name in Gateway so if one of the user ID's is in that format please "select" that user ID Format to add MAC.



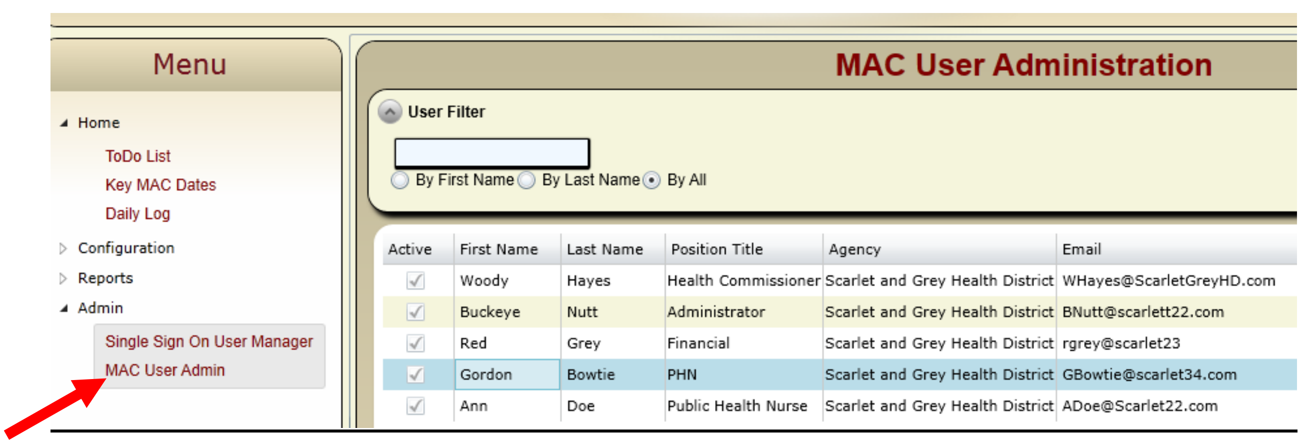
Once you click on "select" the following screen will appear with the individual's information pulled from ODH/Gateway. You will need to add position title, verify email and phone number. The Update MAC User Information screen will appear.

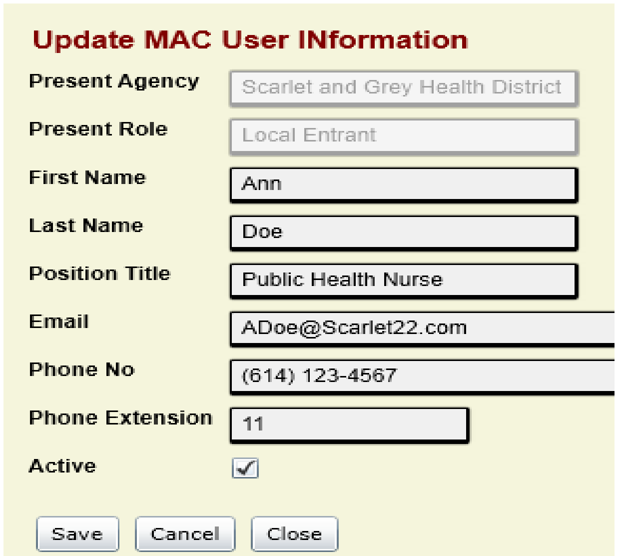


All fields except for the phone extension have to be completed. Once this is completed Gateway will send an email (using the email address attached to ODH Gateway account) to the individual letting them know they have access to the MAC Application. If they are a current Gateway user then the email will only notify them that they now have access to MAC and they will use their current Gateway username and password.

<u>Editing a time study participant in MAC Application</u>

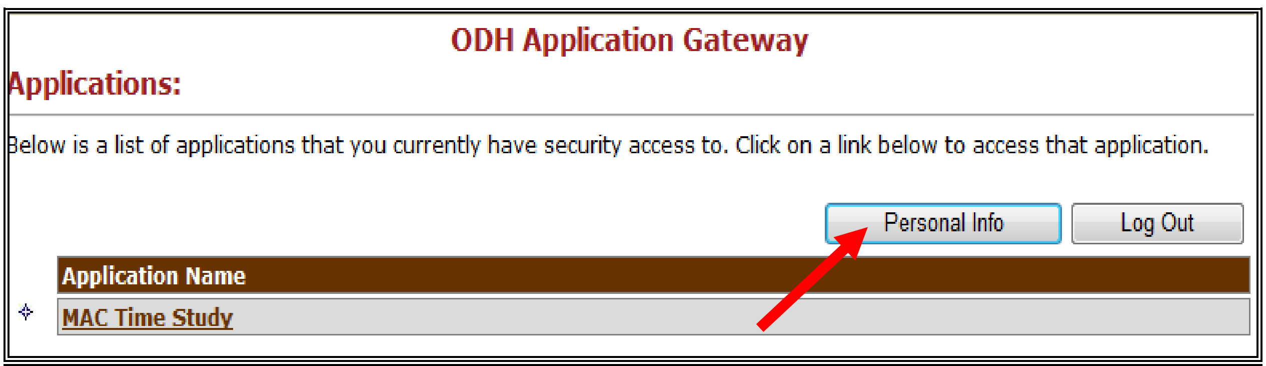
Go to the MAC User Admin Screen and you should see a list of the TSP's for your agency. Search the list for the time study participant's name that you want to edit. Click on the line and the Edit button will appear at the bottom of the screen.



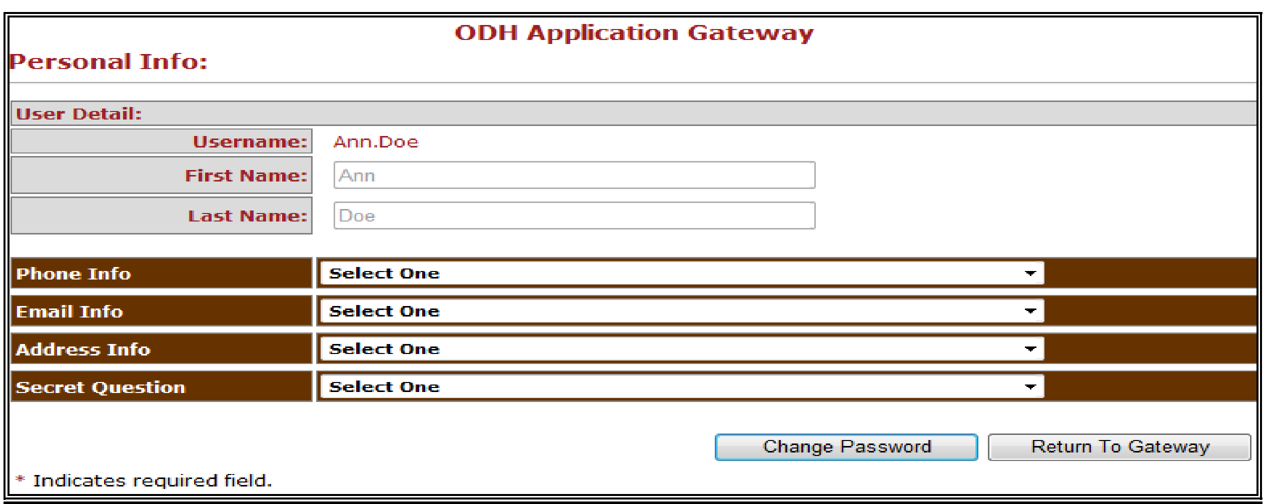


The fields in **bold** can be changed or updated but it will not make the change in ODH/Gateway.

Change in name, phone number or email address should also be updated in **ODH/Gateway** under **Personal Info Tab**.



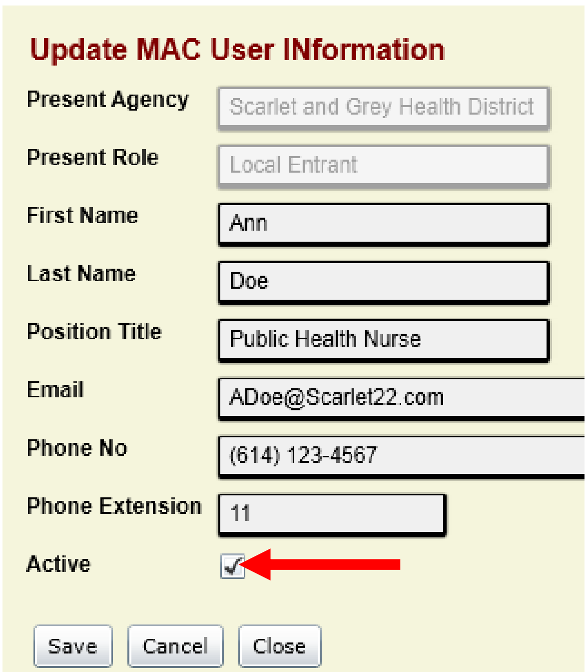
You can update phone, email, address and your secret question.



Marking a Time Study Participant as Not Active

When a person has left the agency (e.g. taken a new job at another agency, retirement before time study week, etc.) you will need to delete them from the roster and "uncheck" the active box to make them "not active". Make sure to delete the participant from the roster prior to removing the checkmark from the active box in the MAC User Admin screen.

Go in the edit screen and where it has "active" click on the box and the checkmark will disappear. The name will no longer appear on the drop down list since the participant is inactive. If a person returns, you can recheck the box to make them active.



Key MAC Dates

The Ohio Department of Job and Family Services (ODJFS) set the time study dates each quarter. They send an email to the ODH MAC Unit to inform them when the next time study will take place.

The MAC Unit will send out an email to all MAC Coordinators with the **Key MAC Dates** for that quarter. This gives the MAC Coordinators a list of dates for the time study. These dates drive the "tasks" in the ToDo List for all time study participants.

When the MAC Unit sends out the email we will inform the MAC Coordinators of how much time they have to make changes to implementation plans or add new plans. Any changes to agency implementation plans have to be made prior to the Key MAC Dates being entered into the MAC application. Once the Key MAC Dates are entered this sets the deadlines and no changes can take place until the next quarter.

2Q SFY13 Key MAC Time-study Dates

Saturday, November 10, 2012 through Friday, November 16, 2012

Roster completed in MAC Application: **10/27/2012**

(Reminder that new time study participant names have to be given to ODH MAC Unit to enter into Gateway prior to them being added to the MAC Application for the roster.)

Notification of time study week to Time Study Participants: **11/3/2012**

(Time Study Coordinator sends an email informing time study participants of the time study dates and confirms that any new time study participants have taken training through Ohio Train.)

Completion of Electronic Time Study: **12/7/2012**

(Daily log sheets have been approved, results posted to the percentage summary, the percentage summary has been approved and submitted to the Financial Coordinator.)

Completion of Claim to MAC Unit: **2/15/2013**

(Claim has been submitted in the MAC Application and the payroll detail sheet has been emailed to ODH MAC Unit. Claim is based on actual payroll paid during the quarter.)

Time Study Week:	***Saturday, Nov. 10, 2012 thru Friday, Nov. 16, 2012***
Sunday:	*November 11, 2012*
Monday:	*November 12, 2012*
Tuesday:	*November 13, 2012*
Wednesday:	*November 14, 2012*
Thursday:	*November 15, 2012*
Friday:	*November 16, 2012*
Saturday:	*November 10, 2012*

Time Study Rosters

The first task for the MAC Coordinator will be "Update Roster of Participants" which will appear on your "To Do list".

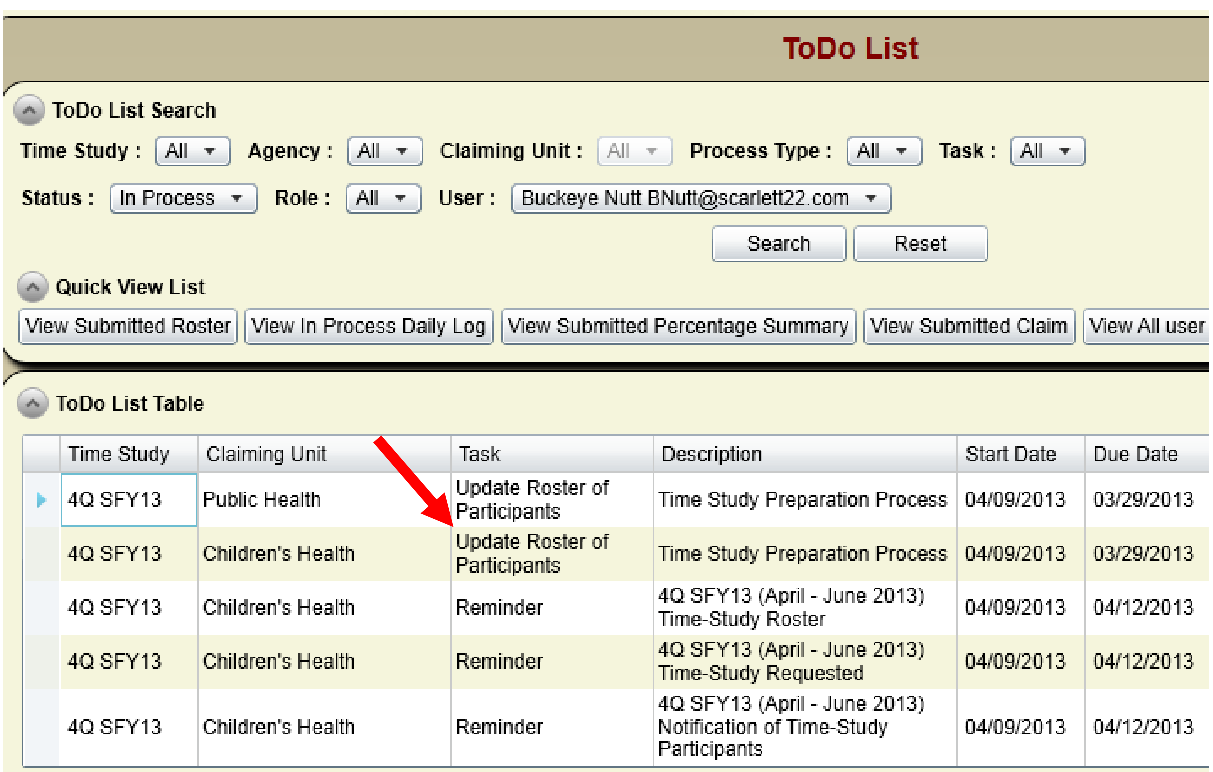
There are three (3) steps the roster will go through.

1. TSC can add or delete participants on the time study roster.
2. Once all participants are on the roster the TSC will click on the "complete" button. That sends the roster to the State Admin's "To Do" List.
3. The State Admin can either approve or reject the roster.
    a. Approved rosters cannot be changed.
    b. Rejected roster goes back to the TSC with comments on why roster was rejected.
    c. TSC makes changes and completes the roster again for State Admin's approval.

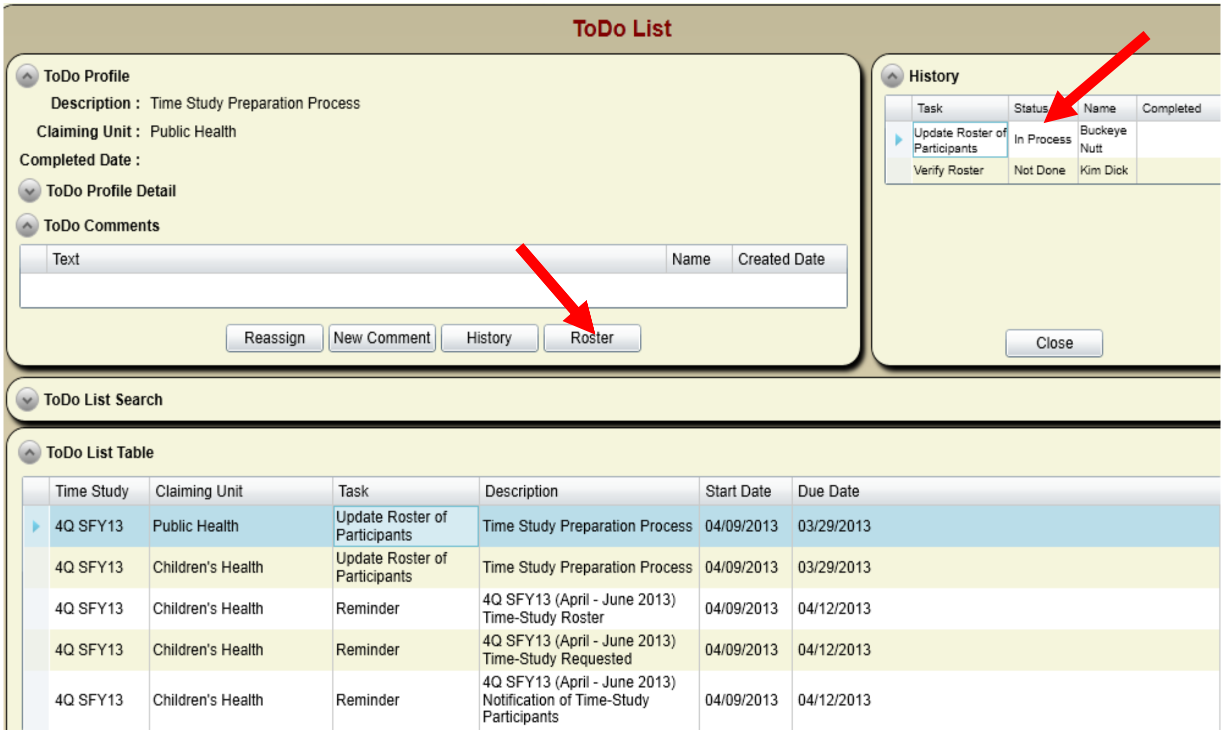
Note: If you have just added new participants in the MAC User Admin screen you will need to log out of Gateway and then log back in for the database to update before the names will appear on the agency time study participant drop down list.

Claiming Unit's *First Time* Study in the MAC Application

The TSC will click on Update Roster of Participants in the "To Do" list.

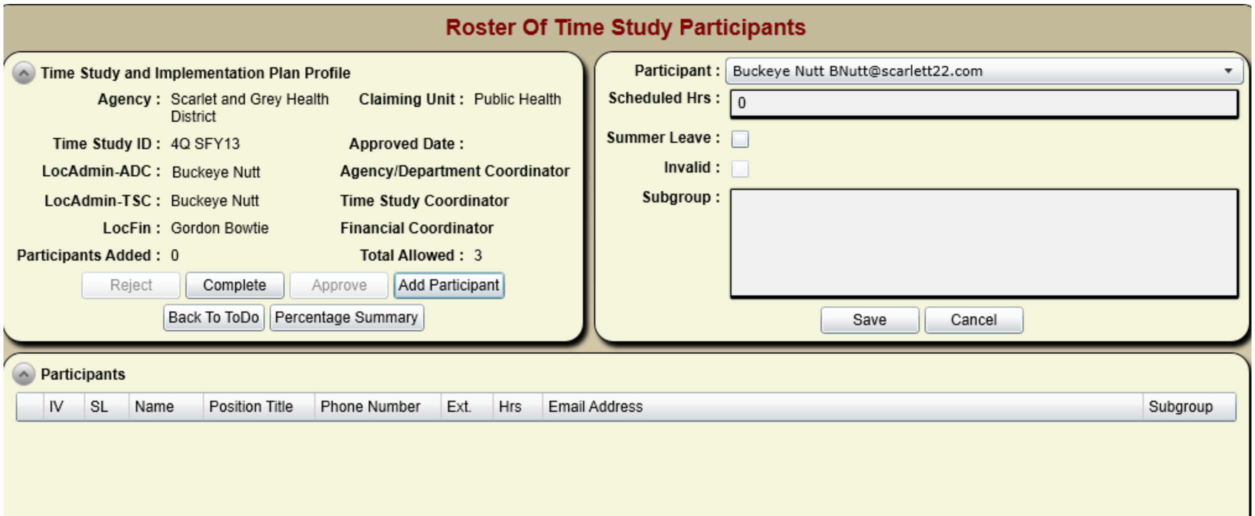


Upper left hand box is the Time Study and Implementation Plan Profile. History box on the right shows you whose ToDo list the “Update Roster of Participants” is in Process. Click on that Task and then click on the “Roster” button.

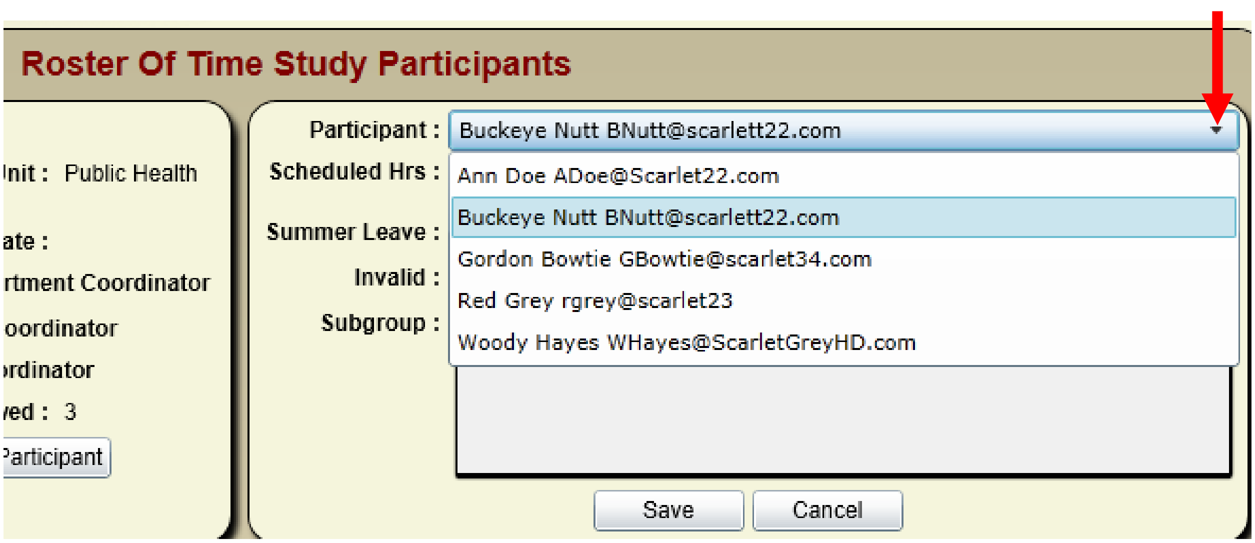


The following screen will appear with the profile box. For “first time” roster the participants list will be blank. Click on “Add Participant” button.

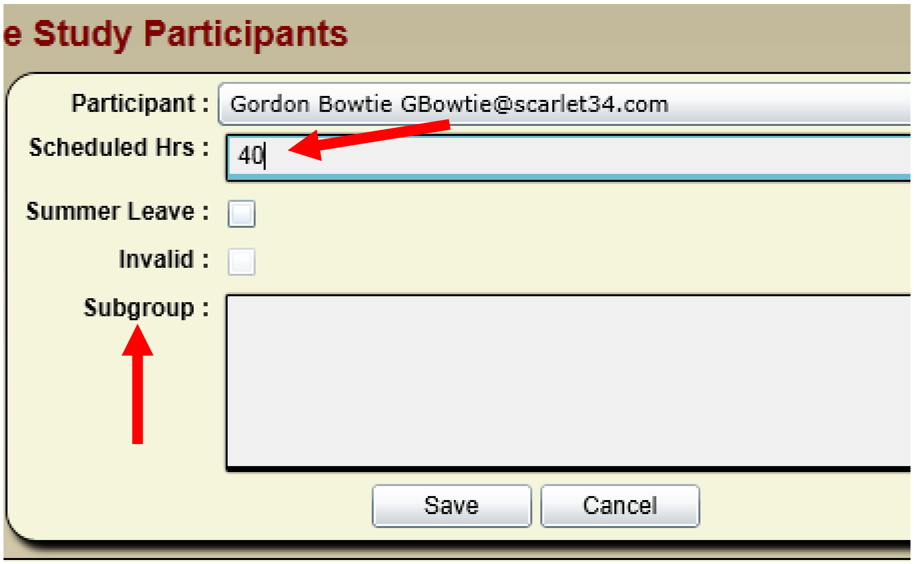
The Time Study Participant box will appear on the upper right hand side of the screen.



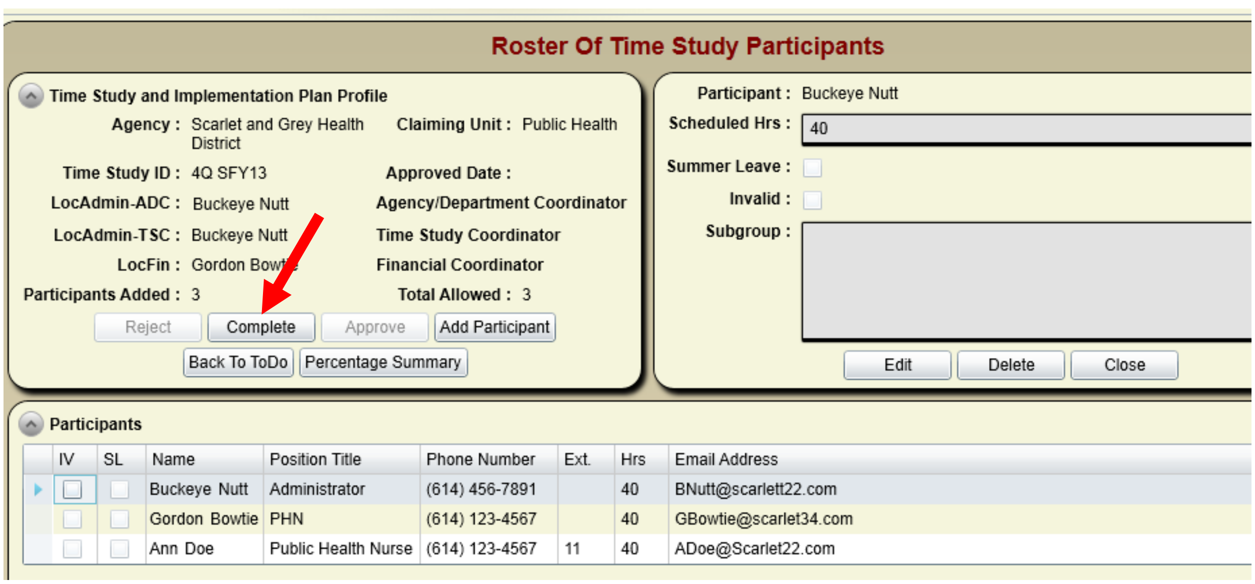
Click on the down arrow and the list of time study participants for your agency will appear. Click on the time study participant you want to add to your roster. If you agency has more than one claiming unit you will only have one list of participants to choose from. As you add participants to the roster their names will drop off the list.



Put in the participants scheduled hours and click on "save". In the Subgroup field you can make notes on specific activities or group name.

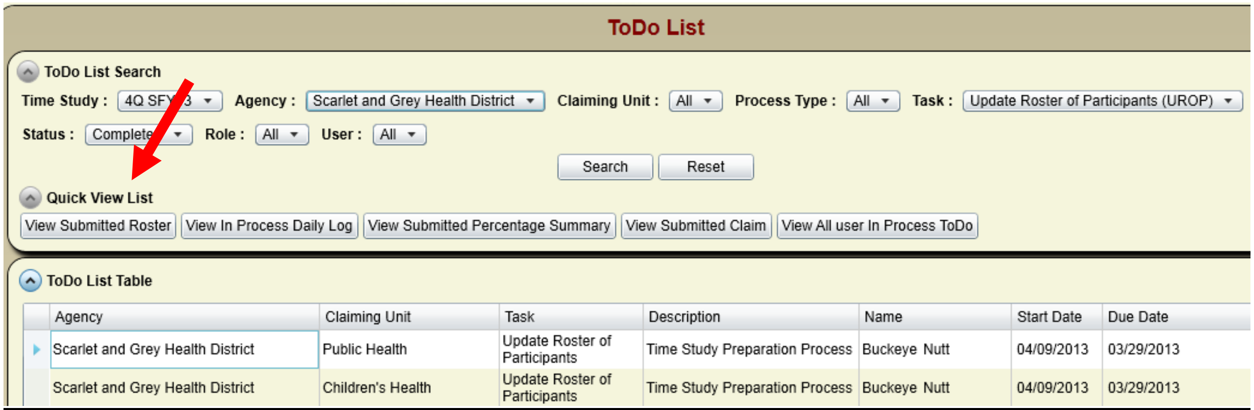


Name will appear in the Participants list across the bottom part of the screen. You must click on the "Add Participant" button each time you want to add a new name to the list. Once the roster is done click on the "complete" button. The roster will now appear in the State Admin "To Do" List to verify.

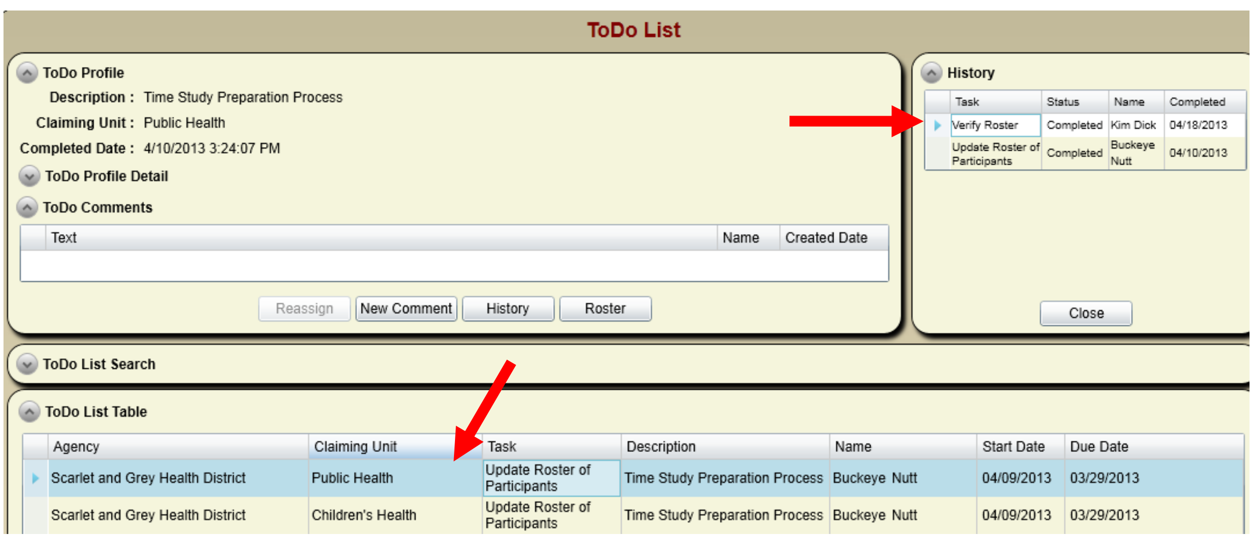


How to see if roster went to the State Admin

To see if the roster was submitted to the State Admin go to the ToDo List. Click on View Submitted Roster button. It always defaults to the current time study. In the ToDo List Table it will show all rosters submitted for your agency.



Click on the roster you want to review and the History box will appear in the top right hand corner of the screen. It will show the status of your roster.



State Admin Rejects the Time Study Roster

The State Admin has the ability to reject a roster back to the TSC for changes, etc. prior to "verifying" the roster. Once the roster has been verified it cannot be rejected.

Quarterly Updating of Roster for Time Study

Once you have completed your first time study the roster list of names will appear for the next quarter time study. At this time the TSC can update the roster of participants. When updating roster, make sure you include individuals going on paid disability leave, individuals retiring after the time study week, and part-time staff.

1. **Change number of scheduled work hours**
    a. Click on the name in the roster. Box will appear in the upper right hand corner and you can revise scheduled hours. "Save" changes.

2. **If a participant is on paid leave** (vacation, disability, maternity, etc.) you will still use Code 15A for their regularly scheduled hours. Make sure to include lunch and break times if normally scheduled.

3. **Removing a time study participant** who will not participate in the time study this quarter. (Those who left agency for another position, retired, etc.)
    a. Click on the name in the roster. Box will appear in the upper right hand corner and click on the "***delete***" button. Name will be removed from the roster.

4. **When to use the *"Invalid"* button –** If you have an TSP who leaves the agency after you have submitted the roster and it has been verified by the State Admin you will need to mark them as "invalid" on your roster after the time study takes place. Then when you do the roster for the next quarter you will need to "delete" them from the roster.

    a. If the Invalid button was accidently pressed when you were doing your roster go to the roster, click on the name of the individual you marked as "invalid". The name will appear in the box in the top right hand corner of the screen. "Delete" the name.
    b. Log out of the MAC Application and log back in (allows the database to update). Click on "Add Participant" and the name should appear on the drop-down list to add them back to you roster.
    c. If you have already submitted the roster, call ODH/MAC Unit to see if they have verified the roster and have them reject it back to you.

5. **Summer Leave ("SL")**
    If you have school nurses that do not work during the summer months but have been participating in the MAC time study you can still gain reimbursement. When you do the roster, mark those nurses as being on "SL" (summer leave). That position has to have participated in the 3 previous quarter's time studies. The application will average those 3 quarters and populate those percentages in your percentage summary sheet.

6. **Moving Time Study Participants from one claiming unit to another**
   NOTE: Agencies with multiple MAC Coordinators may need to coordinate these steps. Steps "a" through "e" needs to be done by the MAC Coordinator removing from one claiming unit and "f" through "h" by the MAC Coordinator of the claiming unit the time study participant is moving to.

   a. You must first go to the roster where the time study participant is listed.
   b. Click on the name in the roster
   c. Name will appear in the box at the top right hand corner
   d. Click on the **delete** button
   e. That removes them from the roster.
   f. Go to the claiming unit roster where you want to add the time study participant
   g. Click on "**Add Participant**"
   h. Go to the box in the top right hand corner and choose the name from the drop down list. If name does not appear on the list you may have to log out of Gateway and log back in for the database to update.

Notifying Time Study Participants One Week Prior to the Time Study

The MAC Application sends out an email to all MAC Coordinators to remind them to notify the Time Study Participants one week prior to time study week that a time study will take place. This is the perfect time to ask participants to test their Gateway connection and inform them of any updates in MAC. Below is an example of a notice that could be sent to time study participants.

2QSFY13 MAC Time Study Period will take place

Saturday, November 10, 2012 through Friday, November 16, 2012

- Test your MAC Application Log-In, preferably before start of time study.
    - ODH Gateway log-in is: https://odhgateway.odh.ohio.gov/HomePage.aspx

- Keep your *"MAC Codes and Descriptions"* nearby to reference Activity Codes and Descriptions.

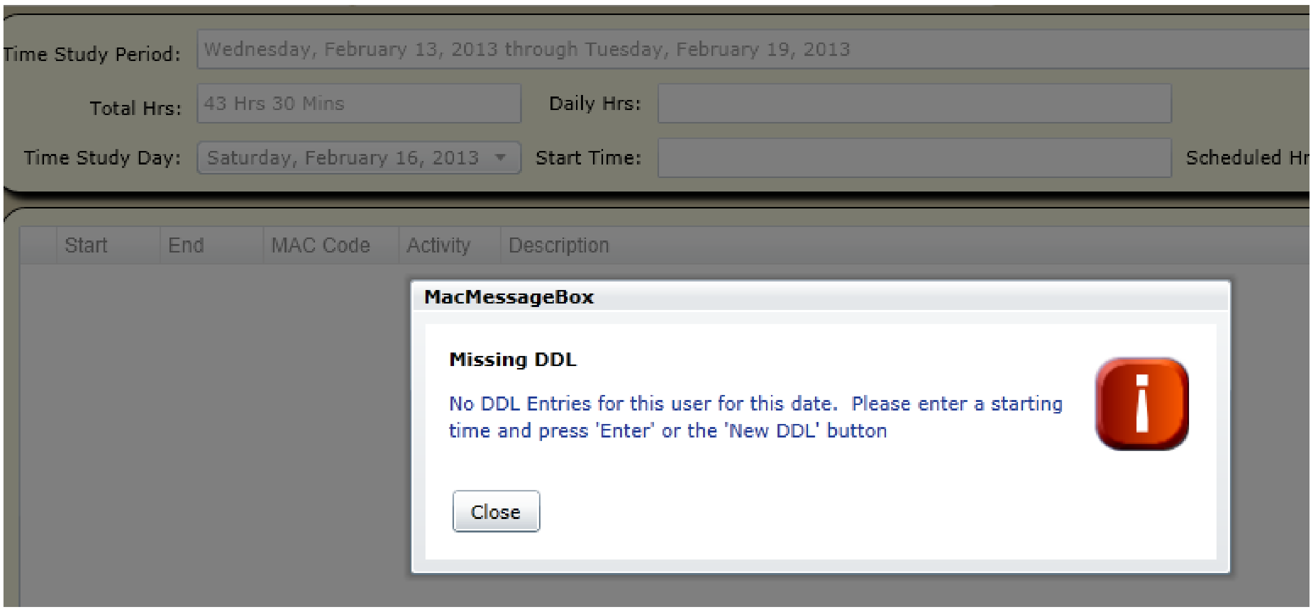
- At the end of the Time Study Period, please certify each Daily Log; submit all Logs to the Time Study Coordinator for approval. If you need assistance reference your *"Time Study Participant Manual."*

- For those who find it convenient to track activities on paper, and then enter those activities at the end of the day, you can find a daily log template sheet on the MAC website: http://www.odh.ohio.gov/about/finmgmt/whatismac.aspx

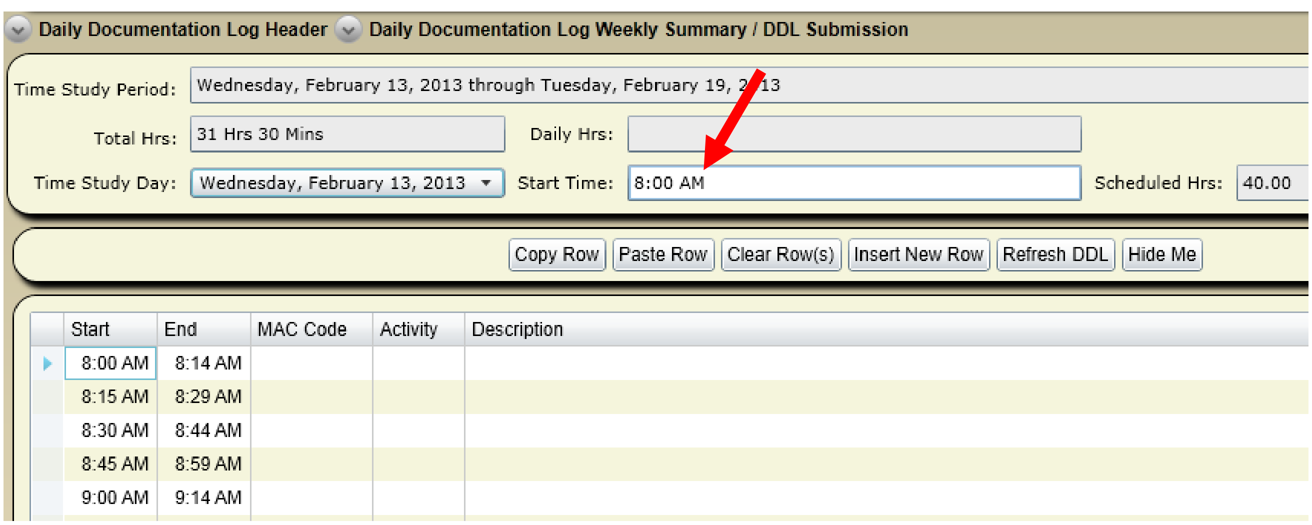
MAC Time Study Week

If you have TSP's who do not have access to a computer during the day they can use a blank daily log sheet to track their time then enter your information into the MAC Application at a later time. They can download a copy of the blank DDL sheet from the Ohio Department of Health (ODH) MAC website (http://www.odh.ohio.gov/en/about/finmgmt/mac.aspx) or you can have it available on a shared agency drive.

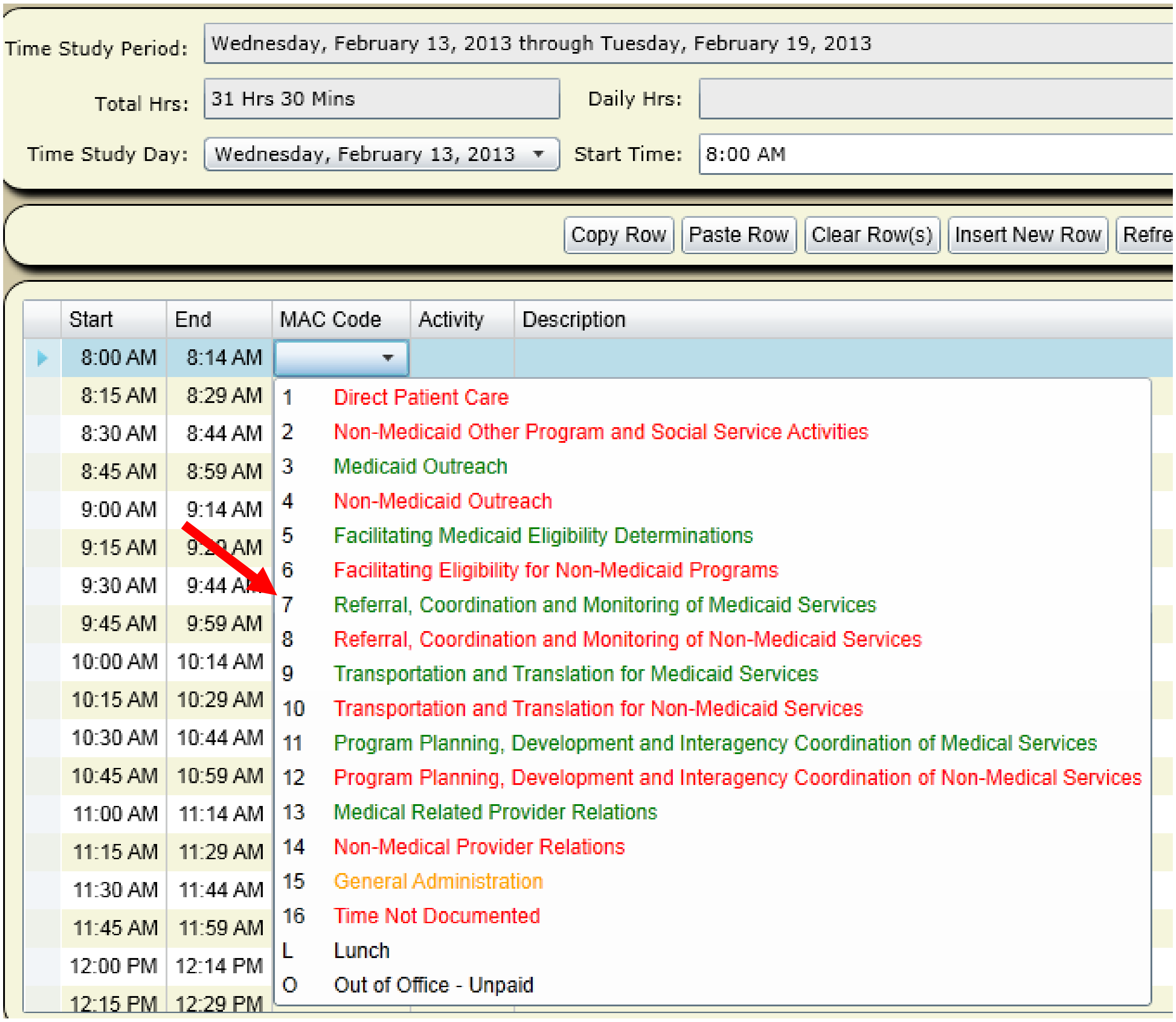
The TSP's ToDo List will be blank until the first day of the time study week. Click on Daily Log and the following screen will appear with this message.



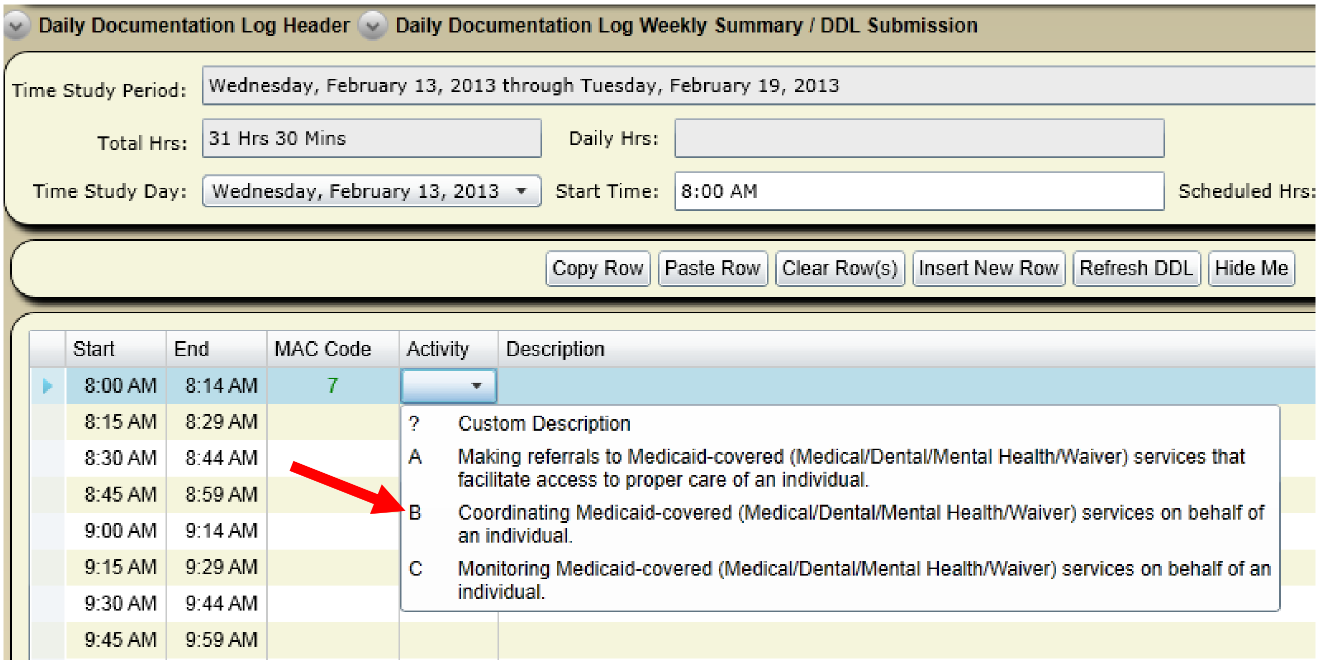
Click on close and then the TSP will enter their start time for the day. Make sure to put AM or PM on the time. Once the start time is entered the entire day will populate into 15 minute increments. This message will appear each time a new time study day is selected.



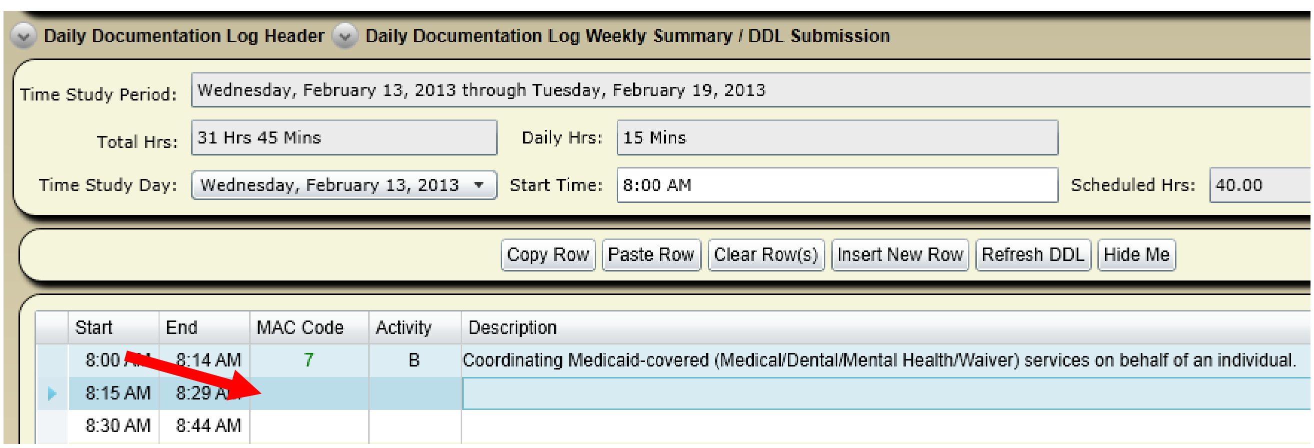
They must add something to the first 15 minute increment before the system will save the start time. They will then need to click on the field under "MAC Code" and a drop down box will appear with the code list. Click on the code that matches the activity being performed during that 15 minute increment. They may have done multiple things during that 15 minutes but what was the most predominate activity? That will be the activity to code to. Click on that code and it will appear in the field.



Click on the next field under "Activity" and another drop down list will appear. These activites are specific to the code so the number of activities may vary for each MAC Code. Choose the activity and the description field will automatically fill in.

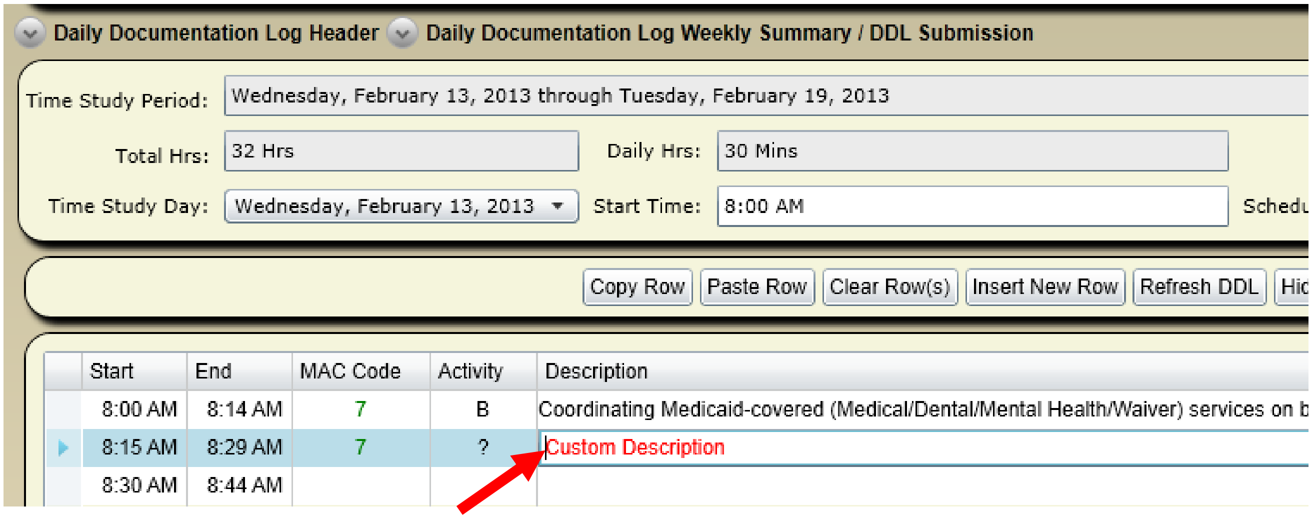


You can then go to the next 15 minute increment to fill in the activity.

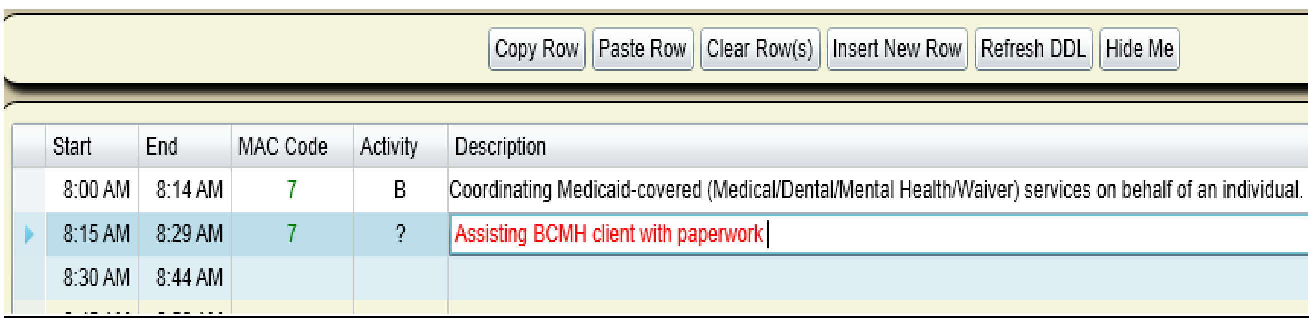


If the activity during this time is "unique" or you want to track time for a certain project then choose the "?" and you can type in your own "Custom Description". Since it's not a description listed on the drop down menu it will appear in **"red"**. This lets you know that a custom description was used and it will need to be reviewed.

This is good to use if this individual is working on a specific project and the agency wants to document the time charged to it or if the TSP is not sure that the activity they are doing during that time falls under the descriptions provided in the application.

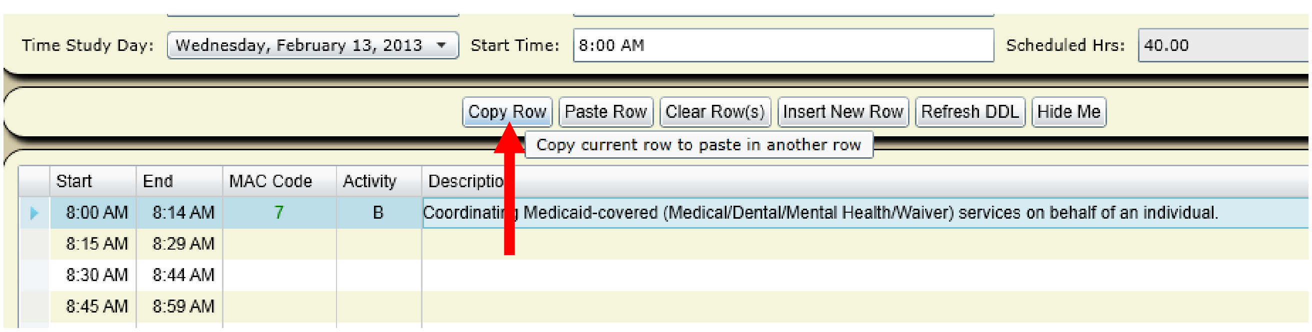


Custom Description will appear in the Description field. Click at the end of description and backspace to erase the wording. Once that is completed a description can be typed in the field.

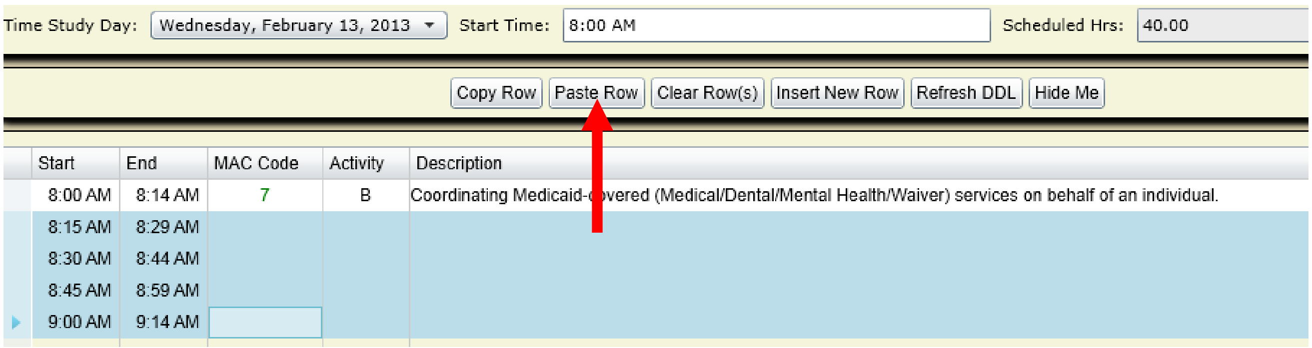


Copy/Paste Multiple Rows

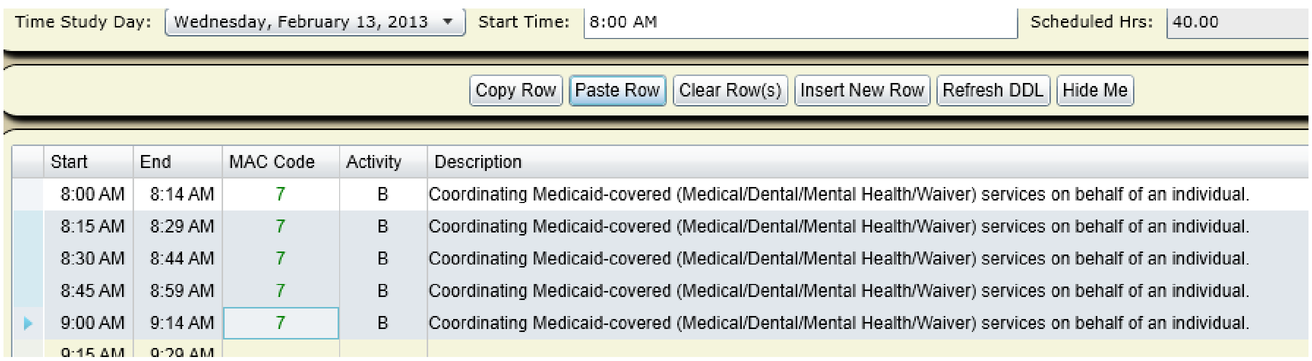
If the same activity is done over a period of time you have the ability to copy the row and paste it into the appropriate times. Highlight the row to copy then click on the "Copy Row" button.



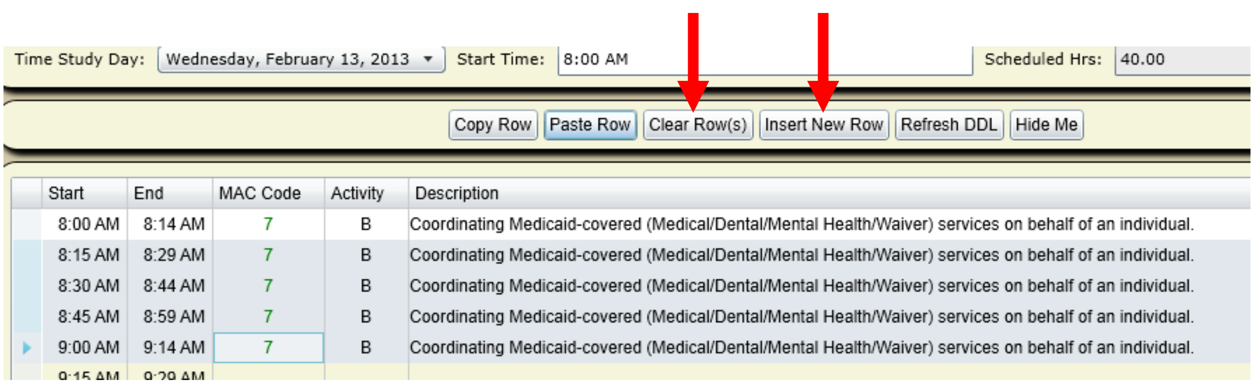
Click on the row you want to paste the information into. If its multiple rows then click on the row and hold the "shift" key on the keyboard and arrow down until all of the times have been highlighted and click on the "Paste Row" key.



It will paste the information into the fields.

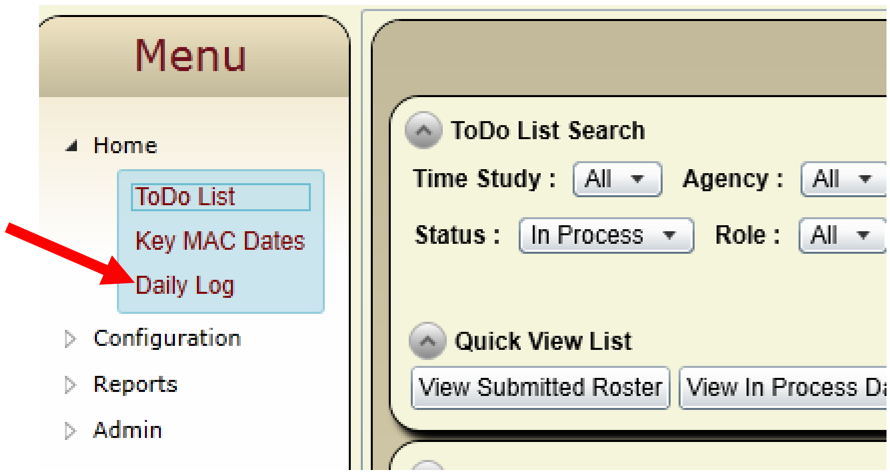


You can clear the row - pressing clear row after selecting a previous entry will clear that entry. Insert new row allows you to add a new 15 minute entry. Times will adjust.

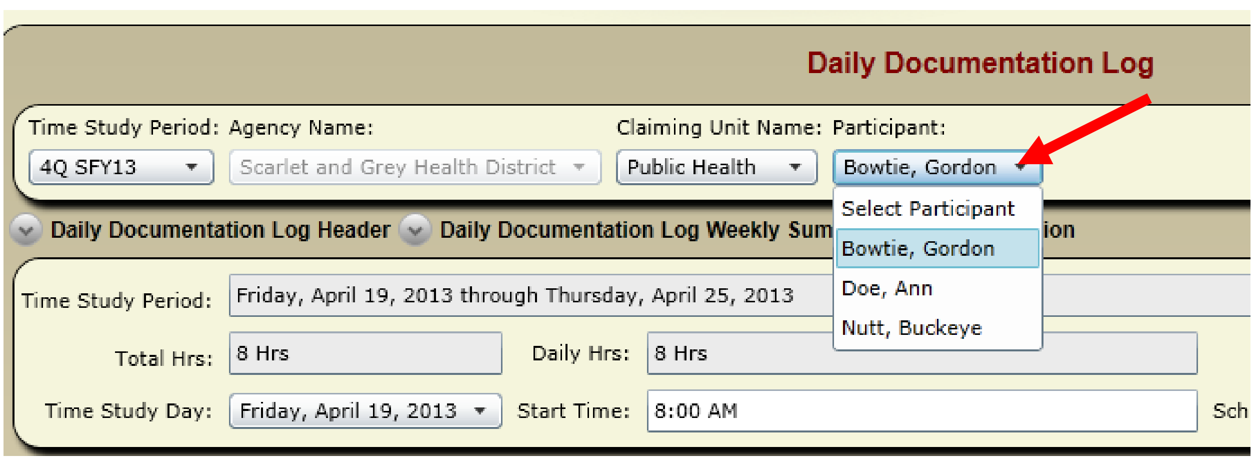


Reviewing Daily Log Sheets

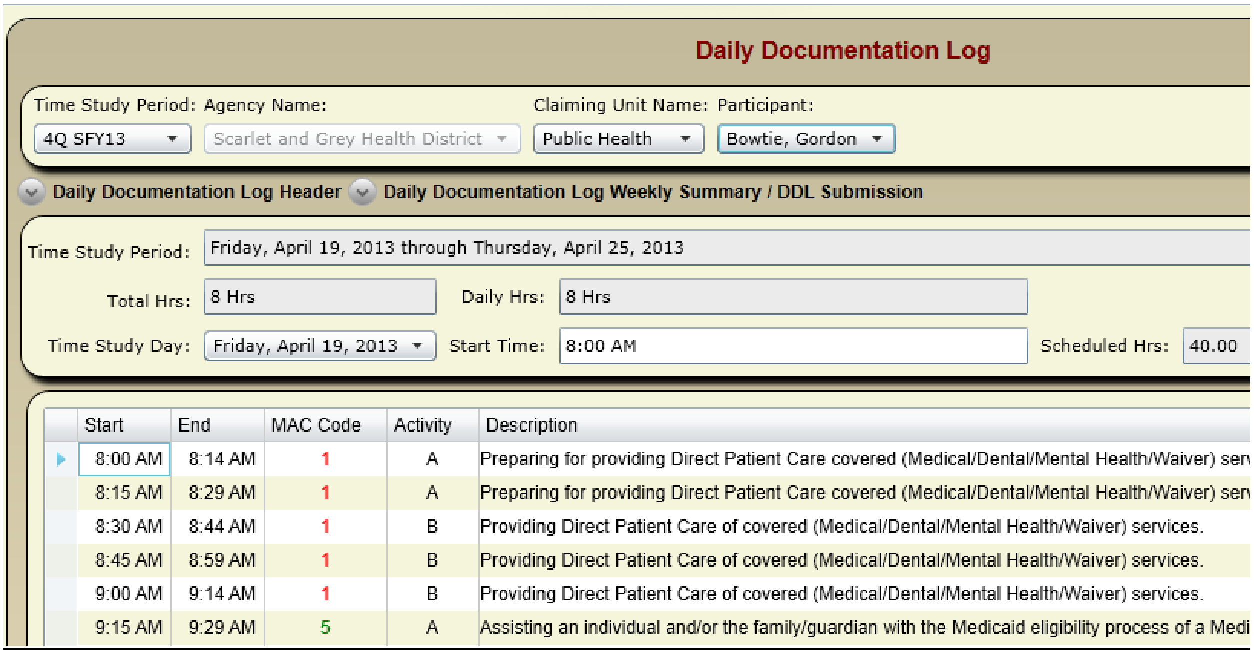
The TSC can review the daily log sheets at any time during or after the time study. The TSC can do this by clicking on **Daily Log** under the Menu.



It will take you to the Daily Documentation Log screen. In the participant field click on the drop down arrow to see the list of participants in this claiming unit. Choose the participant you would like to review.



Once you click on the participants name their Daily Documentation Log sheet will appear and you can review. You cannot make changes in the log but it gives you an opportunity to see if someone is documenting their time correctly.



Daily Documentation Log

Time Study Period: 4Q SFY13 Agency Name: Scarlet and Grey Health District Claiming Unit Name: Public Health Participant: Bowtie, Gordon

Daily Documentation Log Header Daily Documentation Log Weekly Summary / DDL Submission

Time Study Period: Friday, April 19, 2013 through Thursday, April 25, 2013

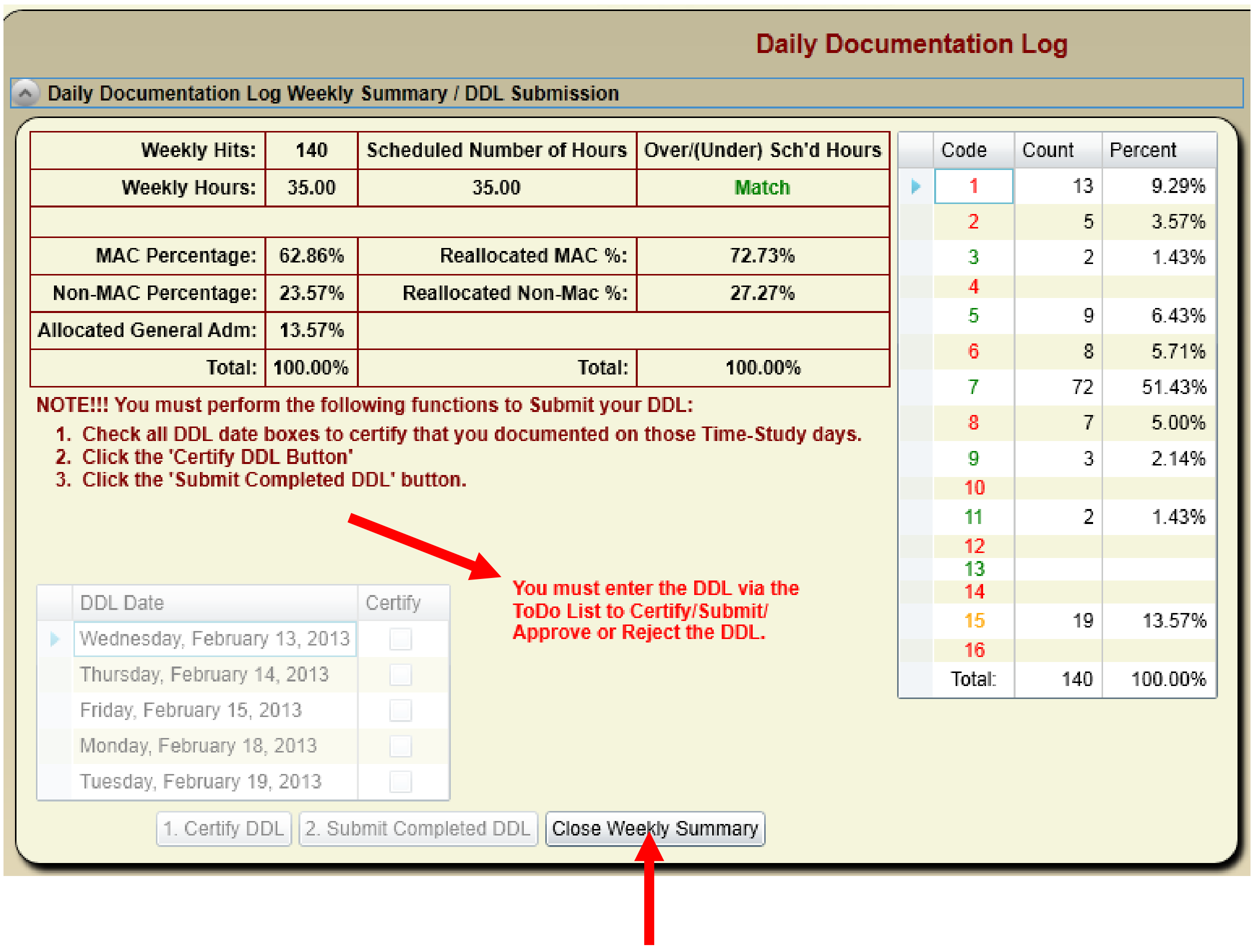
Total Hrs: 8 Hrs Daily Hrs: 8 Hrs

Time Study Day: Friday, April 19, 2013 Start Time: 8:00 AM Scheduled Hrs: 40.00

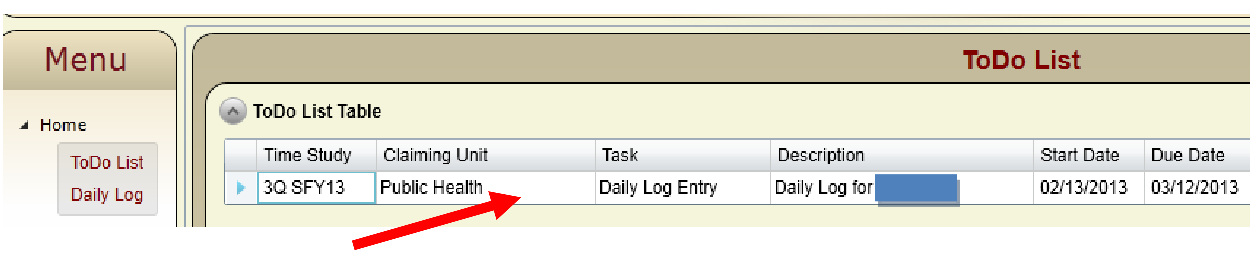
Start	End	MAC Code	Activity	Description
8:00 AM	8:14 AM	1	A	Preparing for providing Direct Patient Care covered (Medical/Dental/Mental Health/Waiver) serv
8:15 AM	8:29 AM	1	A	Preparing for providing Direct Patient Care covered (Medical/Dental/Mental Health/Waiver) serv
8:30 AM	8:44 AM	1	B	Providing Direct Patient Care of covered (Medical/Dental/Mental Health/Waiver) services.
8:45 AM	8:59 AM	1	B	Providing Direct Patient Care of covered (Medical/Dental/Mental Health/Waiver) services.
9:00 AM	9:14 AM	1	B	Providing Direct Patient Care of covered (Medical/Dental/Mental Health/Waiver) services.
9:15 AM	9:29 AM	5	A	Assisting an individual and/or the family/guardian with the Medicaid eligibility process of a Medi

How to Certify Daily Log Sheets

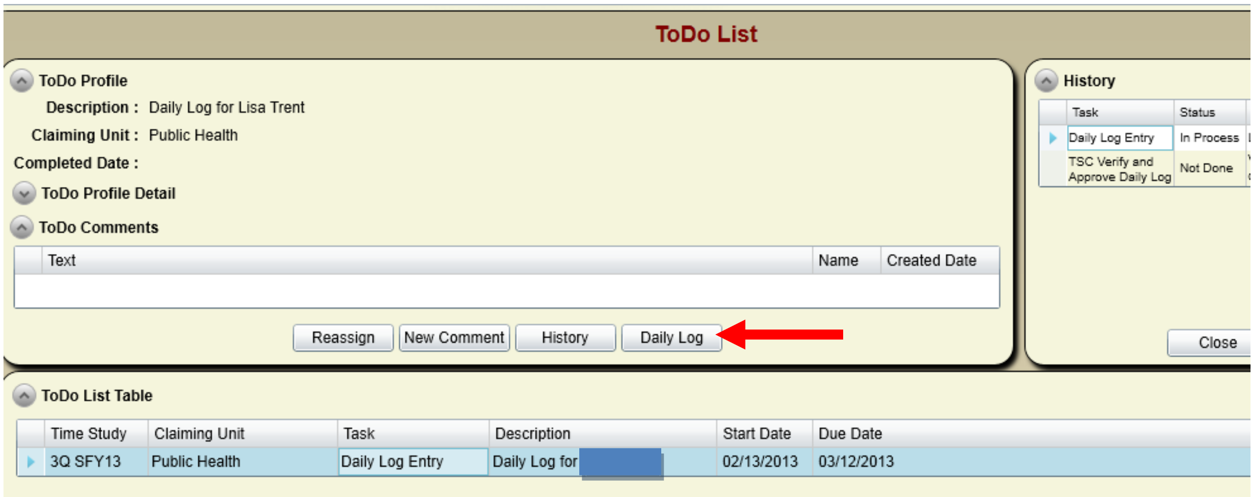
Once the time study participant has entered all information into the daily log sheets they need to certify each day on the Daily Documentation Log Weekly Summary sheet. This will have the results of the TSP time study. In order to “certify” their daily log sheets they will need to go back to their ToDo list. Click on Close Weekly Summary button and go back to the ToDo list.



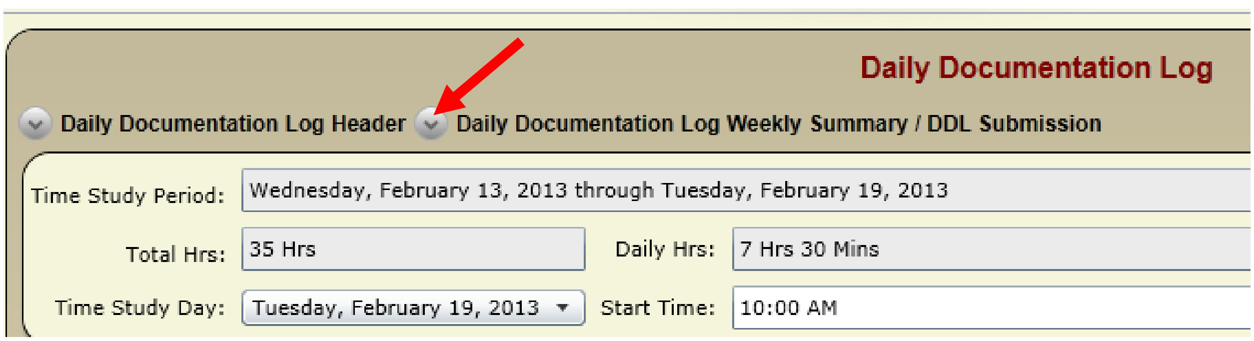
Go back to the ToDo list and the task “daily log entry” should be listed.



Once you click on the task the following screen will appear. Click on the Daily Log button.

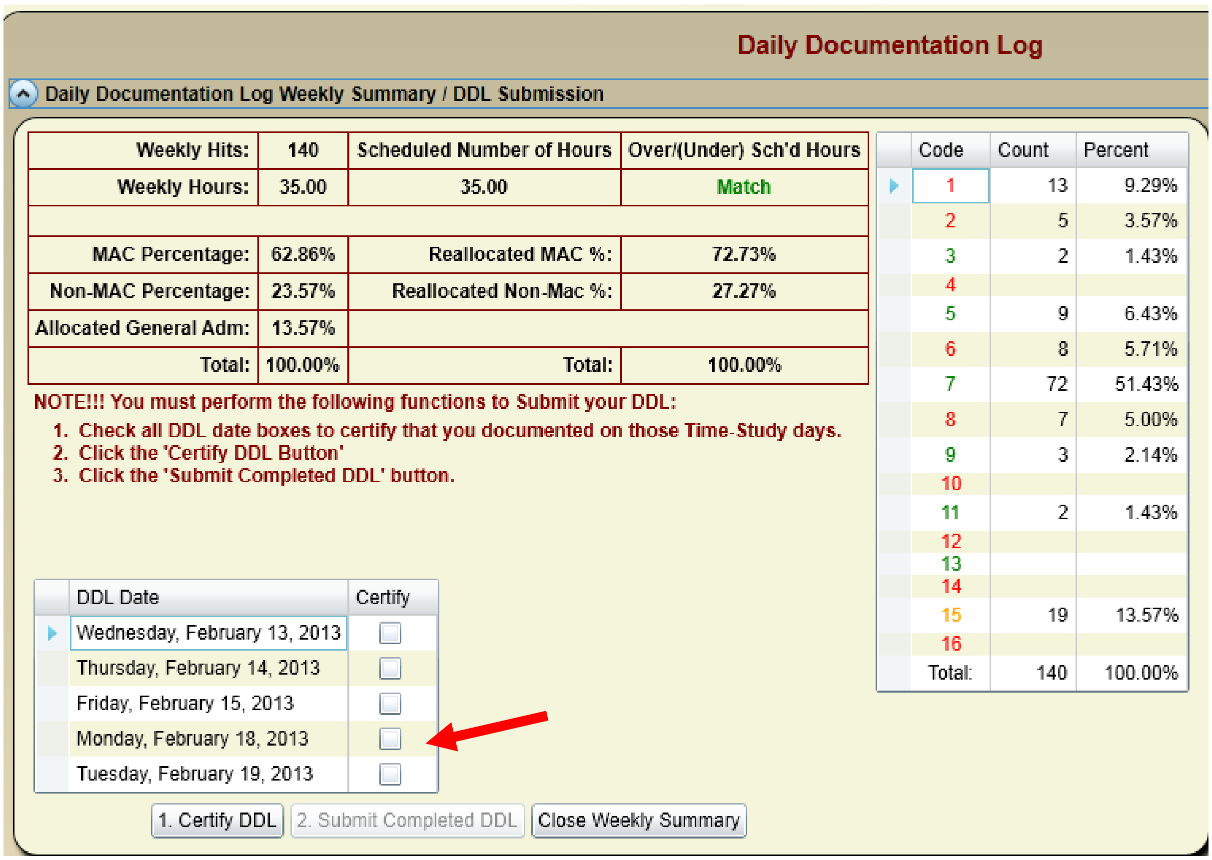


That will take you to the Daily Documentation Log screen. At the top there is a button for Daily documentation Log Weekly Summary/DDL Submission. Click on the drop down arrow.

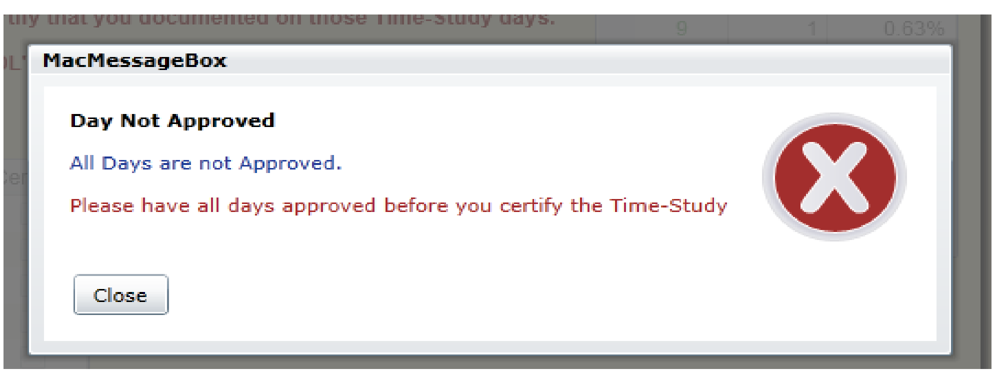


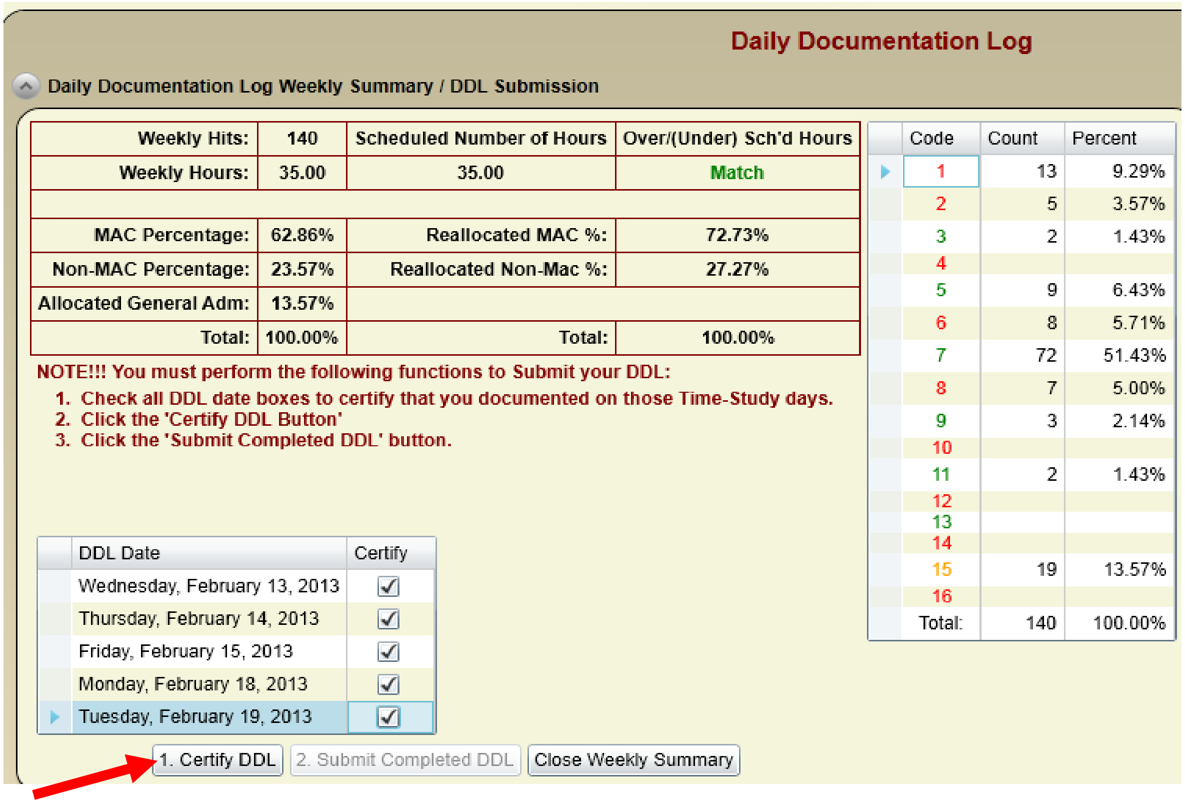
The following screen will appear. Each day that information was entered into will be highlighted and have a box to certify. You must checkmark every box that is highlighted. If there are more days highlighted then actually worked the information was entered on a day by mistake. Before you certify sheets reject them back to the TSP to go back into the daily log sheets and delete the information on those days.

Certifying each day states that the TSP did participate in the time study and that activities listed were completed by the TSP.

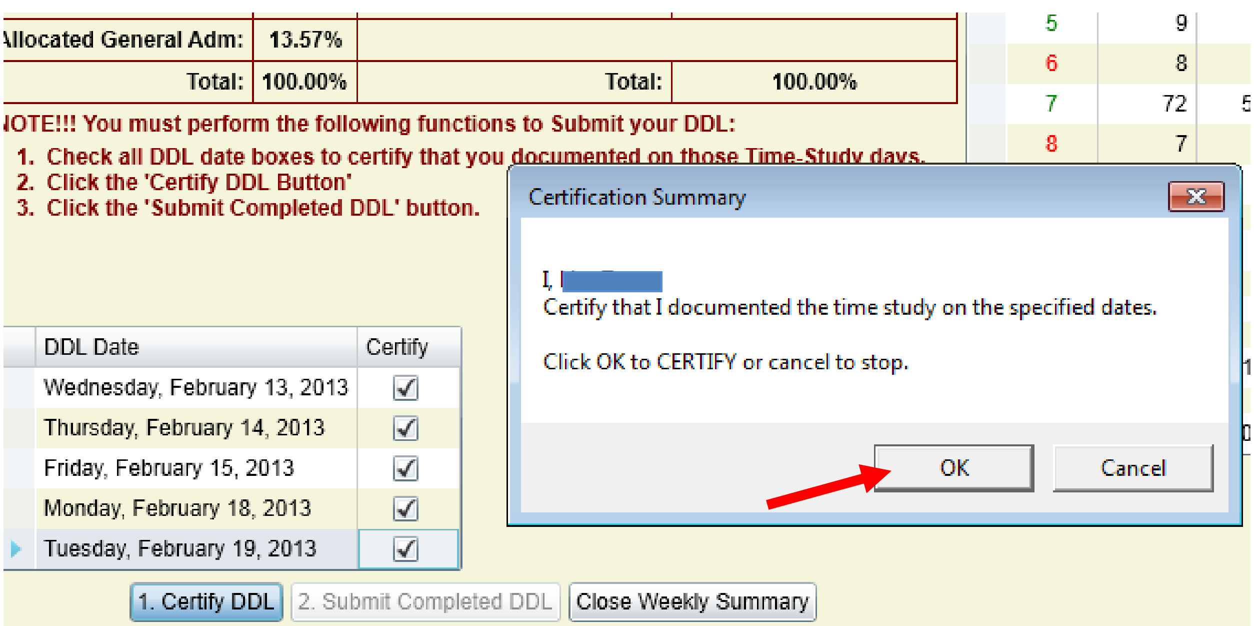


NOTE: If the "1. Certify DDL" box is checked <u>before</u> they check mark the boxes they will receive this message.

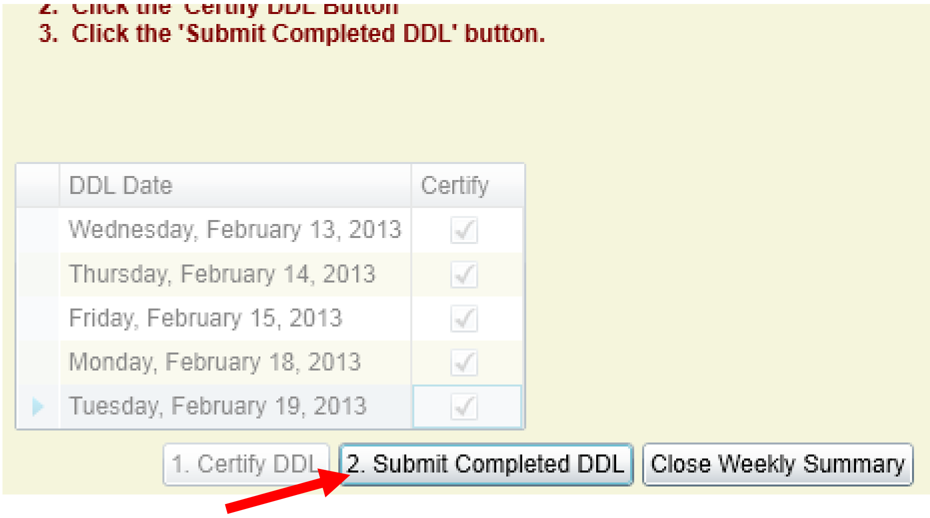




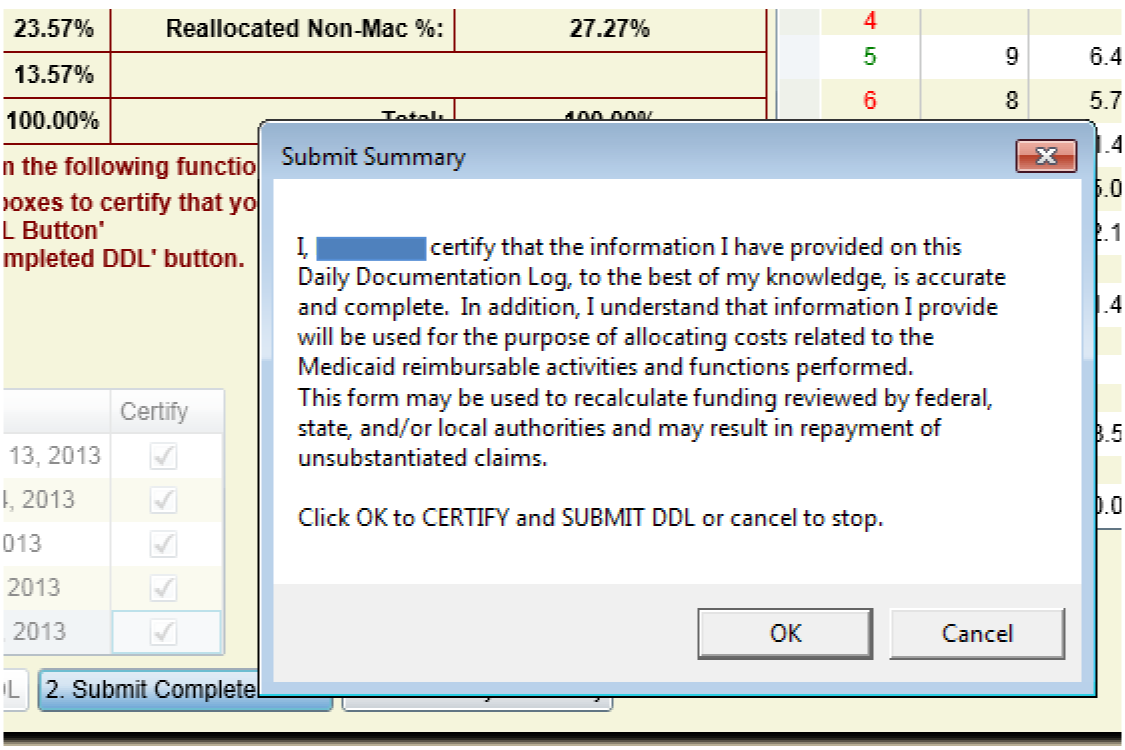
Once each day is certified they will need to click on the “1. Certify DDL”.



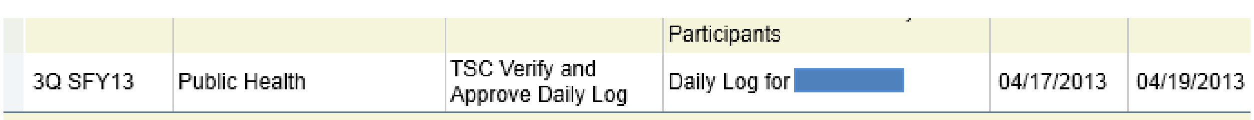
Click “ok” on the Certification Summary message. Once that is done this screen will appear “2. Submit Completed DDL.”



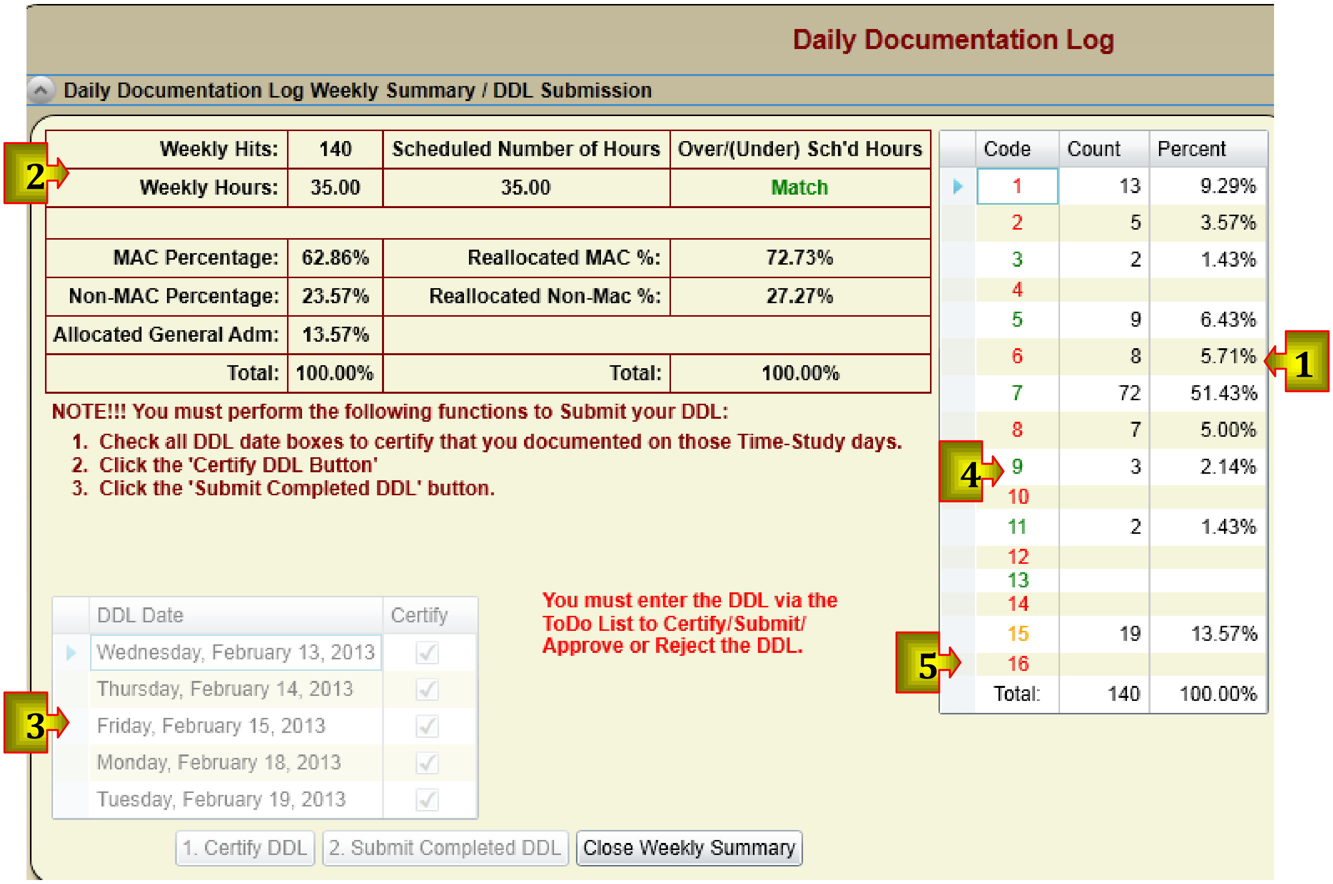
The following message will appear and click on OK to certify and submit the daily log sheets.



This will now appear in the Time Study Coordinator ToDo list to approve.



Things to check before you approve TSP daily log sheets



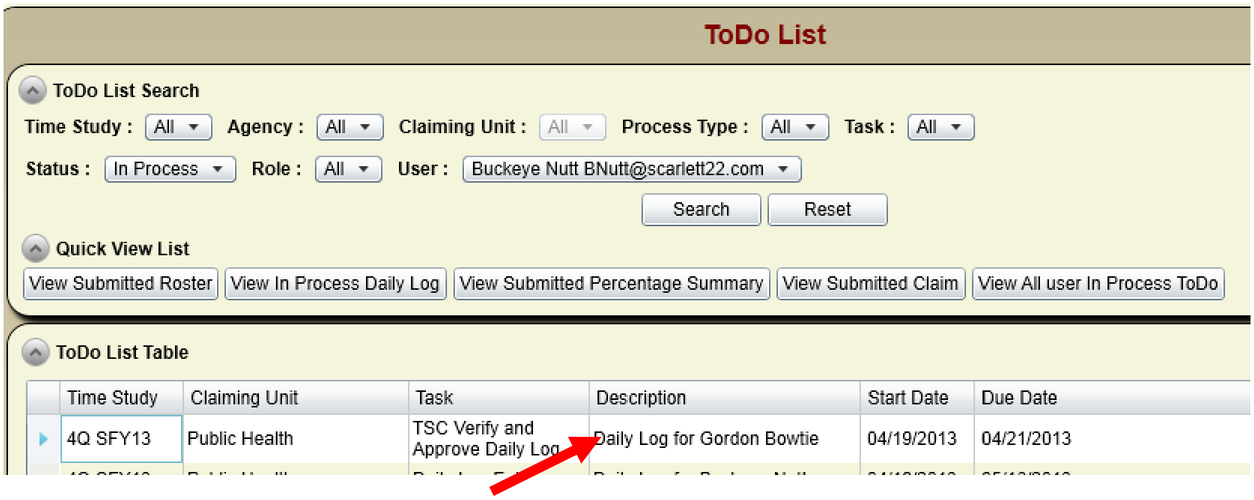
1. The number of 15 minute increments used and the related percentages.
2. Number of hours scheduled; a) if the hours worked **match** scheduled hours; b) do they match actual time worked (per local attendance/payroll records).
3. Check that time is only documented on the days worked. Nothing should be posted on sheets when not scheduled to work (i.e., Saturday or Sunday).
4. Review screen to confirm no abnormal codes were used (i.e.; Code 11 when not approved to use Code 11).
5. Code 16 (Time Not Documented) should rarely be used. If it is then recommend more training for this individual.

Reviewing daily log sheets:

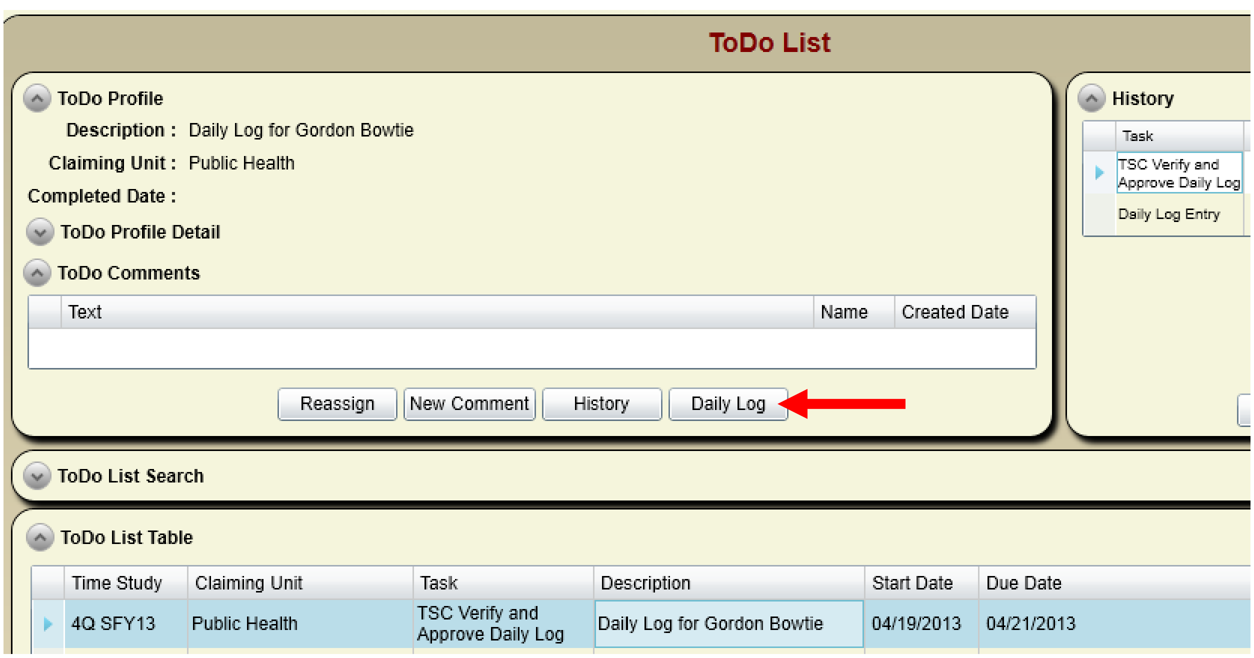
- During hours worked make sure each line has a MAC code and description.
- If a custom description was used does it correspond with code used?
- Over use of Code 15-C (General Administration- Not program specific activities). Most activities can be connected to a code other than 15-C.

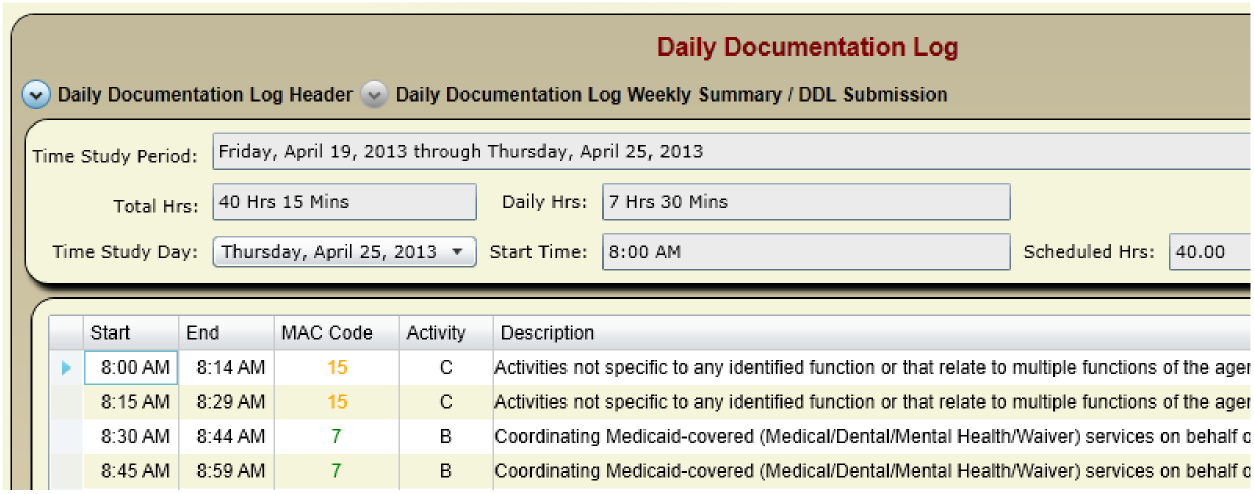
Approving Time Study Participant's (TSP) Daily Log Sheets

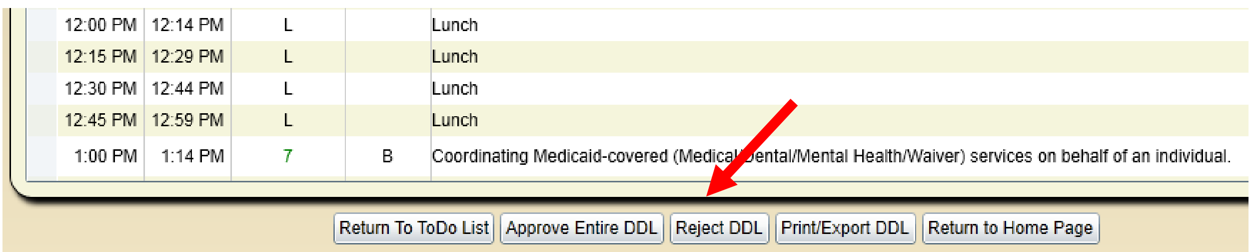
Once the TSP has completed the time study and all activities have been entered into the MAC Application they will certify their log sheets and submit them to the TSC. It will appear in your ToDo List to "verify and approve". Click on daily log you want to review.



Once you click on the TSPs name in the ToDo List Table the ToDo Profile box and History box appears. Click on the Daily Log button.



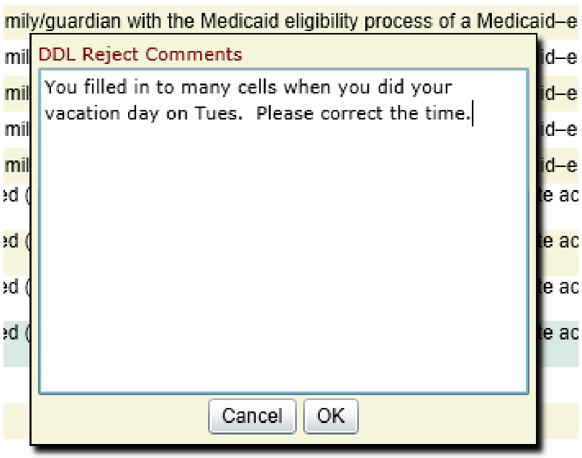




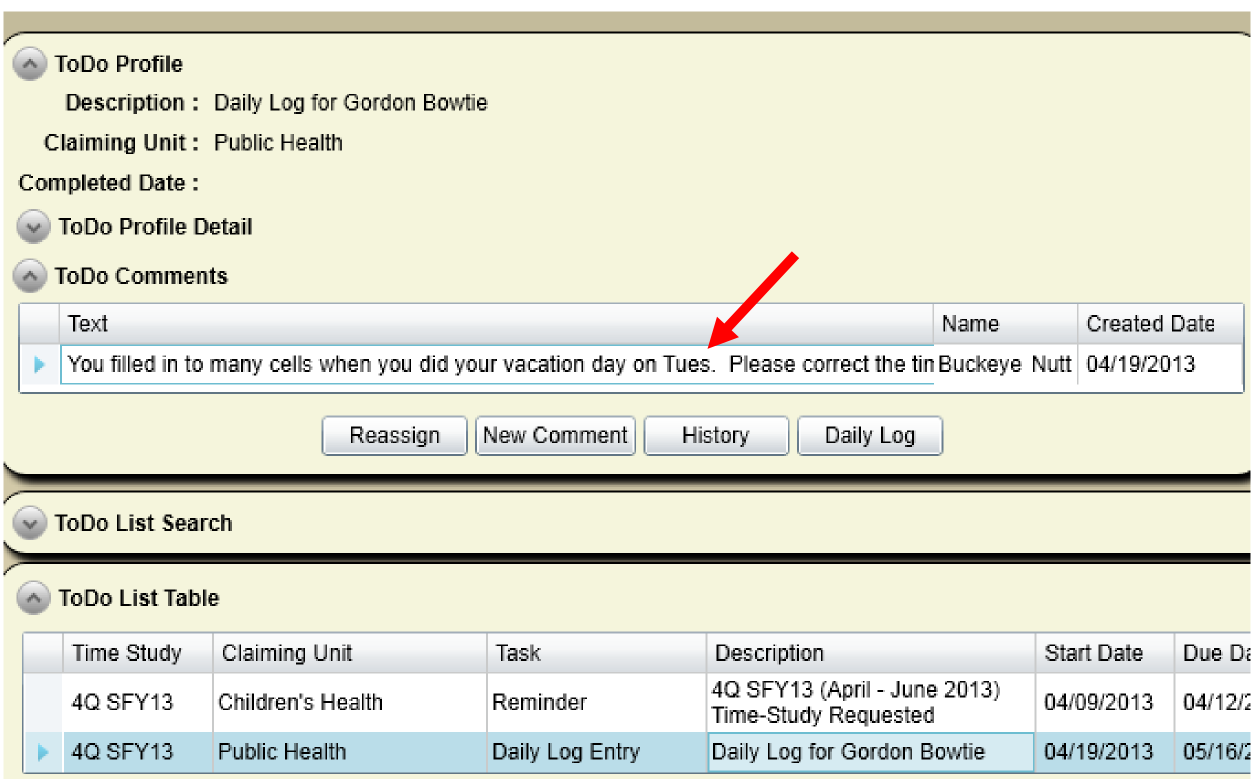
It will take you to the Daily Log Sheet and at the very bottom you will see a series of buttons:

- **Return to" To Do" List –** takes you back to the "To Do" list
- **Approve Entire DDL –** approves the entire time study weeks daily log sheets and submits the results into the percentage summary sheet.
- **Reject DDL –** rejects it back to the time study participant to make changes. This button will require an explanation of changes needed (see separate process for this)
- **Print/Export DDL –** allows you to print each days log sheets
- **Return to Home Page**

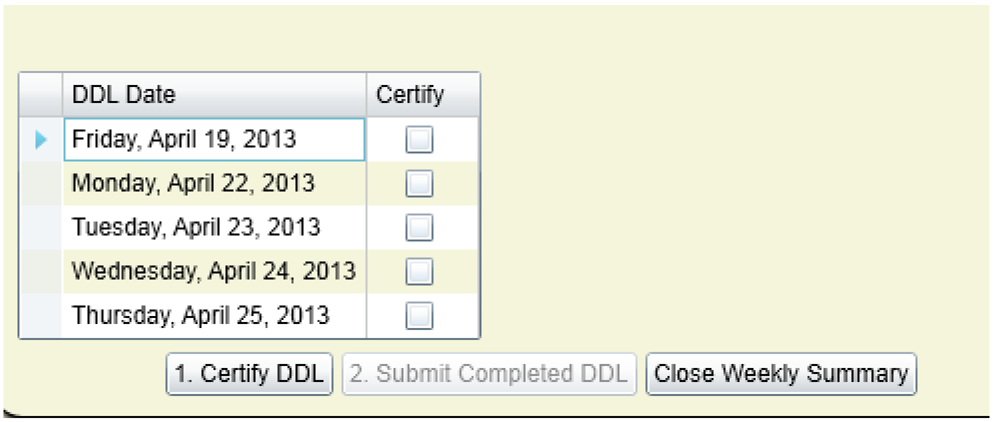
If you want a change made to the DDL sheet then you can reject it back to the TSP to make changes. When you click on "reject DDL" it requires you to put in an explanation of changes that need to be made in a comment box. These comments will appear in the comment section of the To Do list for the TSP to read. The TSC needs to send an email to the TSP explaining to them that the daily log sheet was rejected back to them for this reason. The MAC Application will not do this.



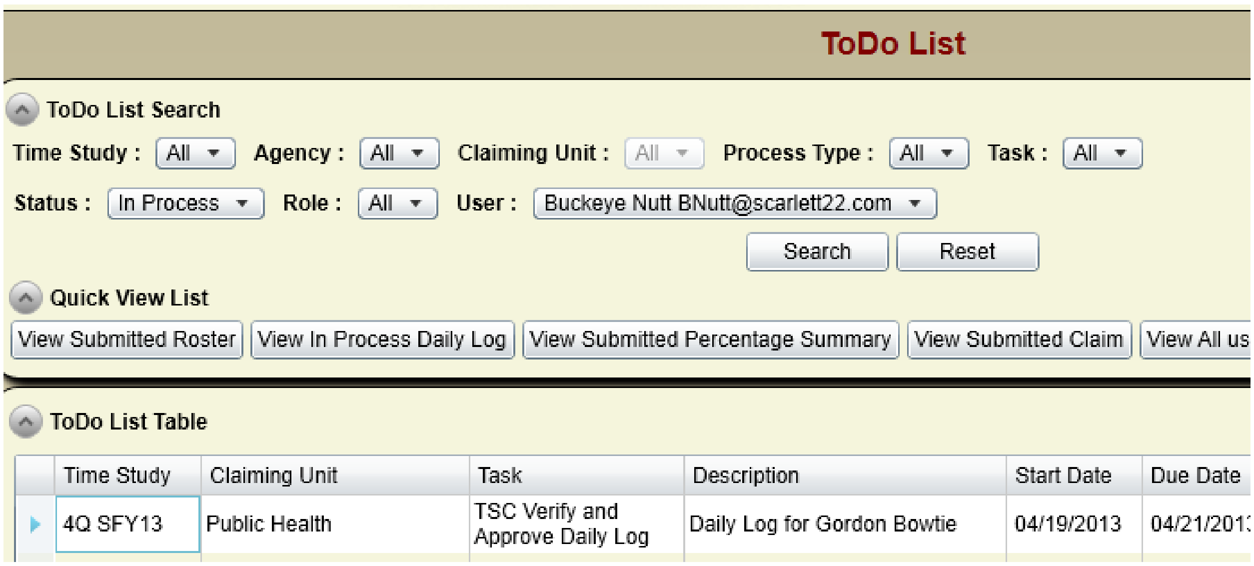
When they click on the line for Daily Log Entry they will see the comments above.



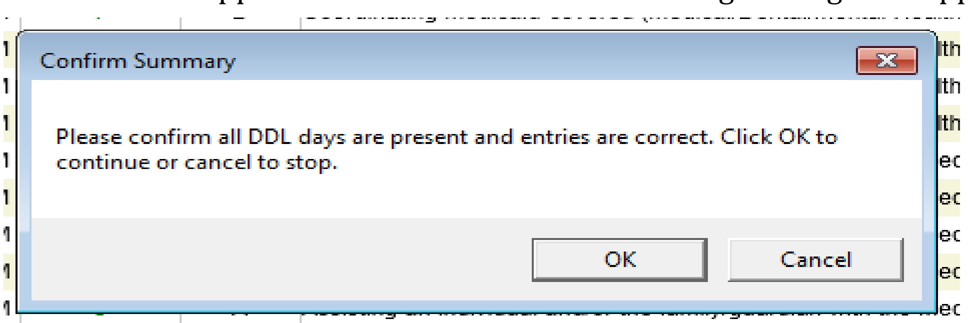
Once the corrections have been made the TSP can go directly to the Daily Documentation Summary Sheet and certify all of the days again and submit it to the TSP for approval.



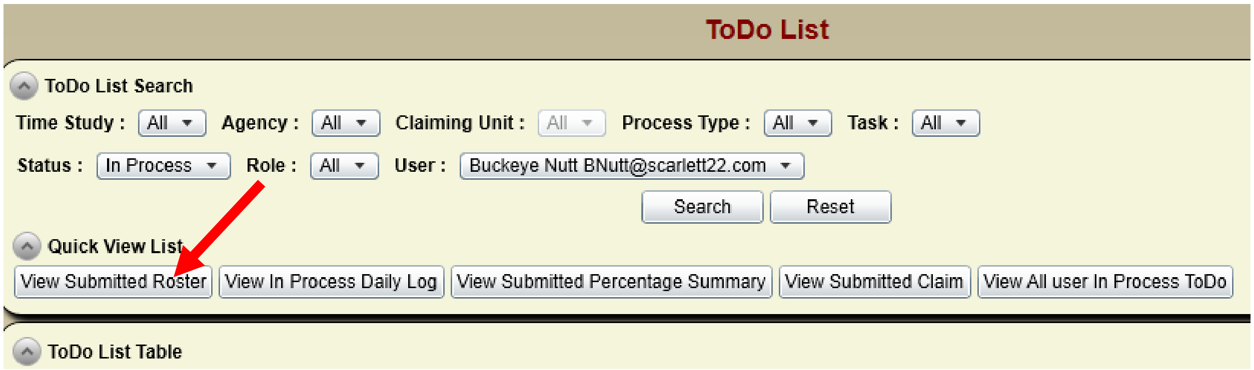
It will go into the TSCs ToDo List to approve.



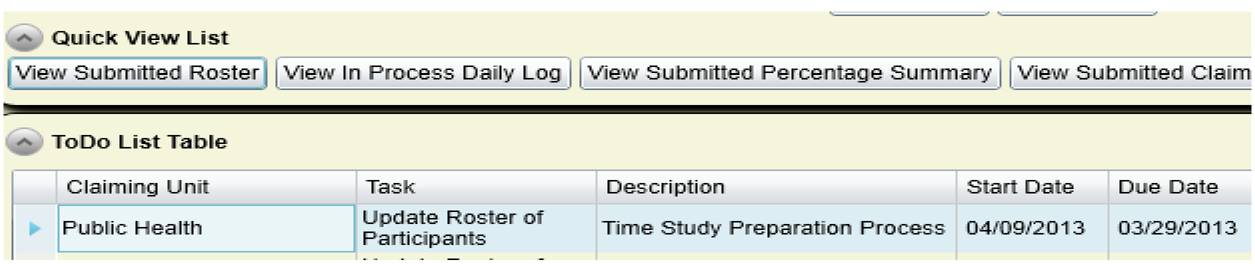
Once the TSC "approves the entire DDL" the following message will appear.



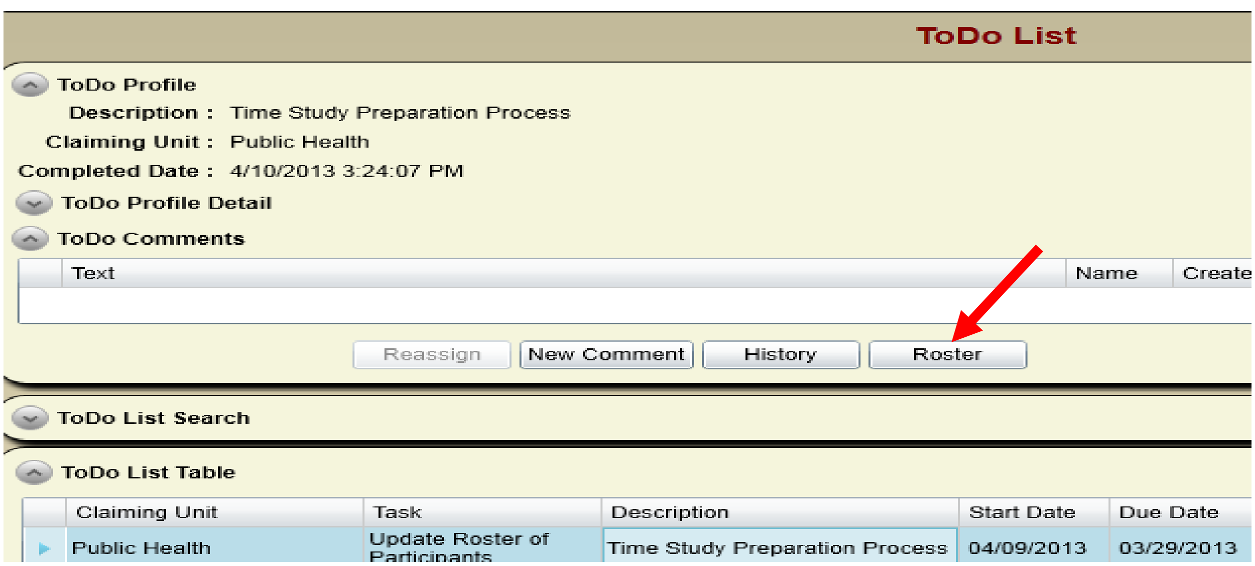
Once the TSC has approved the DDL sheets then the results will flow to the percentage summary sheet. To make sure the results were posted you can go to your ToDo list and click on View Submitted Roster.



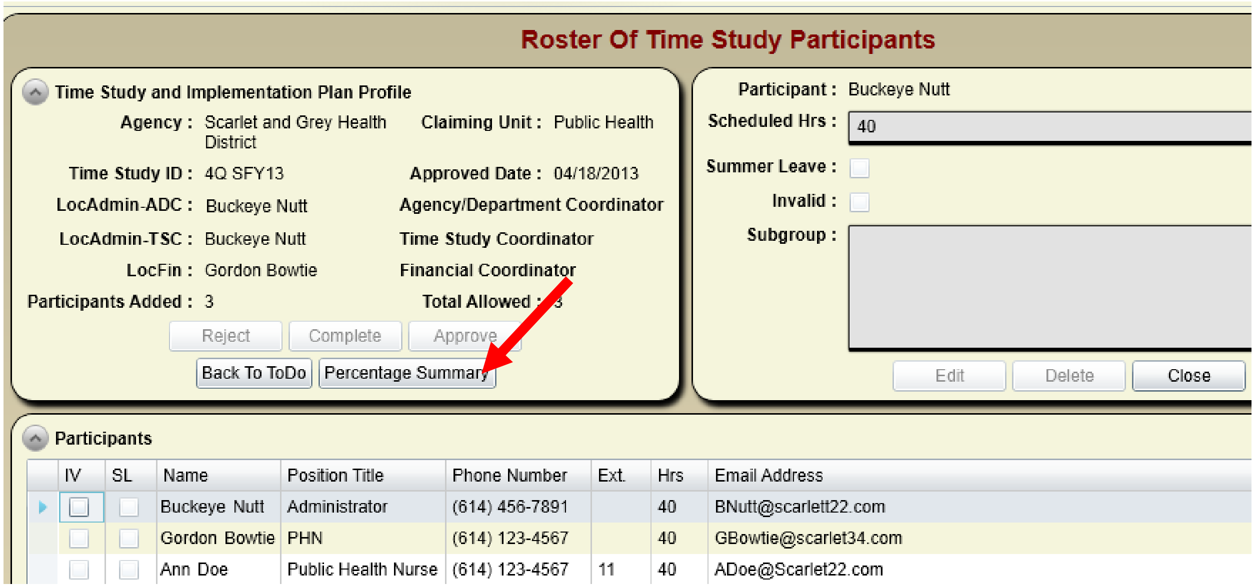
The roster will appear in your ToDo List Table. Click on the line and the ToDo Profile box will appear.



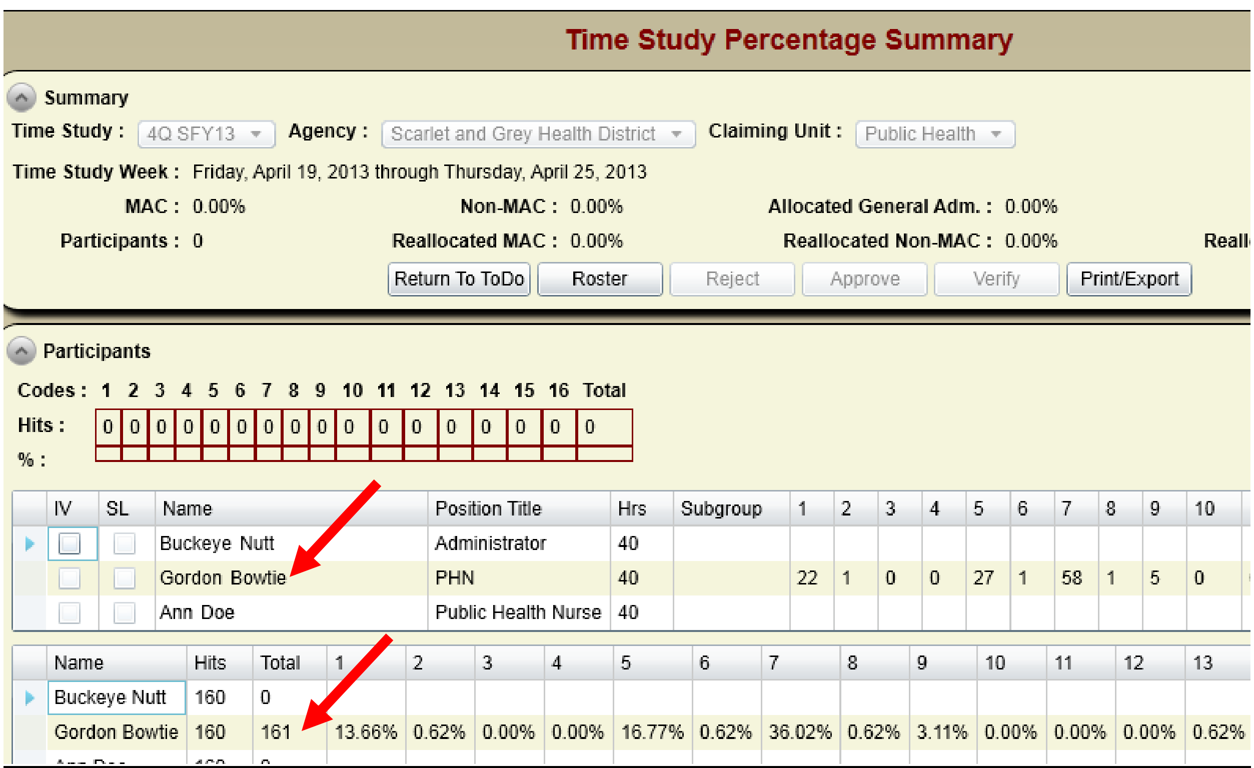
Click on the Roster button.



This will take you to the claiming unit roster screen. Click on the percentage summary button.

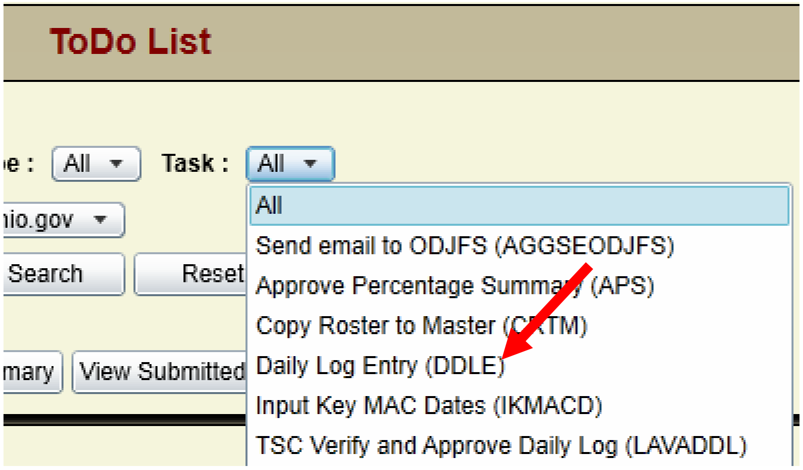


This is the Time Study Percentage Summary page and it will show that the TSPs results were populated.

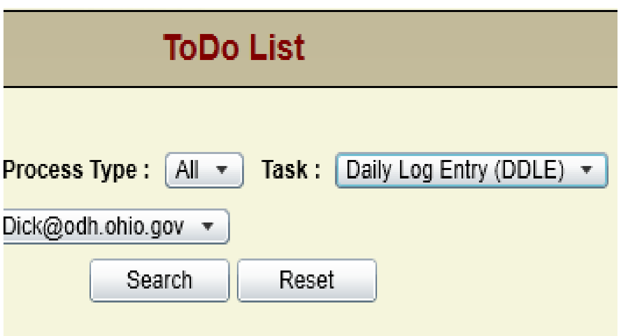


Daily Log Sheet Status

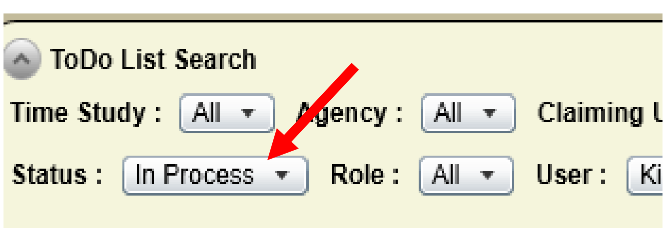
Once the time study week is over and Time Study Participants are completing their log sheets you can do a search in the ToDo list to see who still needs to complete their daily log sheet. In the ToDo List go to the Task bar and click on the drop down arrow.



Click on the Daily Log Entry line and it will appear in the Task field.



Also make sure the Status field is set to "in process".



Click on Search button and the system will give you a list of daily log sheets that are still in process.

Reassigning Daily Log Sheets

Examples for reassigning daily log sheets

- Disability or Maternity leave (paid or unpaid)
- Need another Supervisor's approval

Disability or Maternity Leave process:

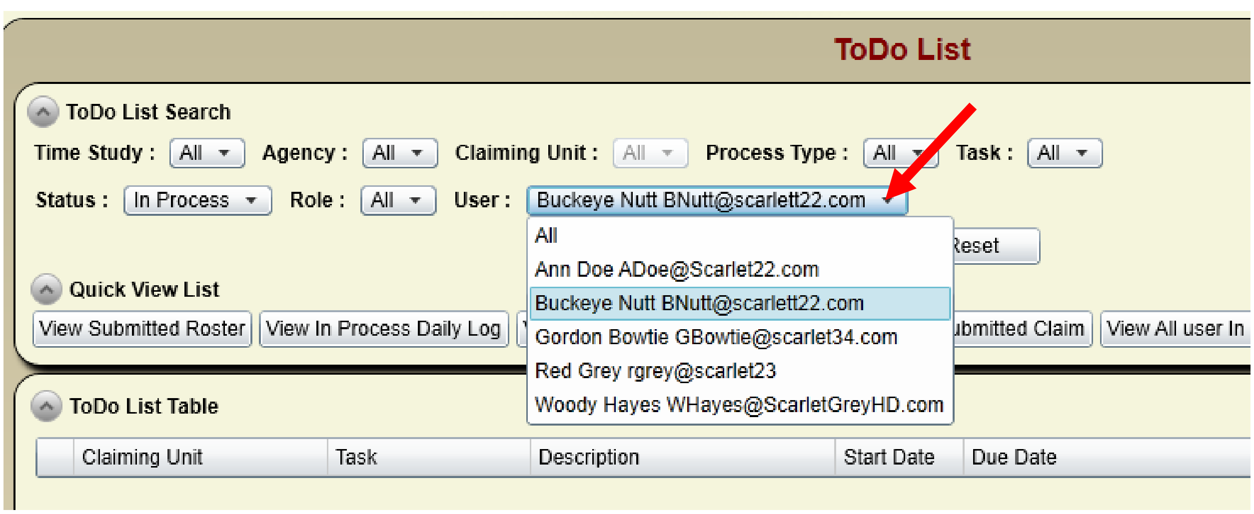
Since Disability or Maternity leave is a paid leave benefit the coding to use while they are gone is Code 15-A. If the individual uses part of their regular leave (sick, vacation, etc.) to "make up the difference" of not being fully paid by the insurance company, all of it is the same coding of 15-A (paid time off).

If you have a Disability Leave situation ask the question: ***Has the person returned and is able to complete their time study?***

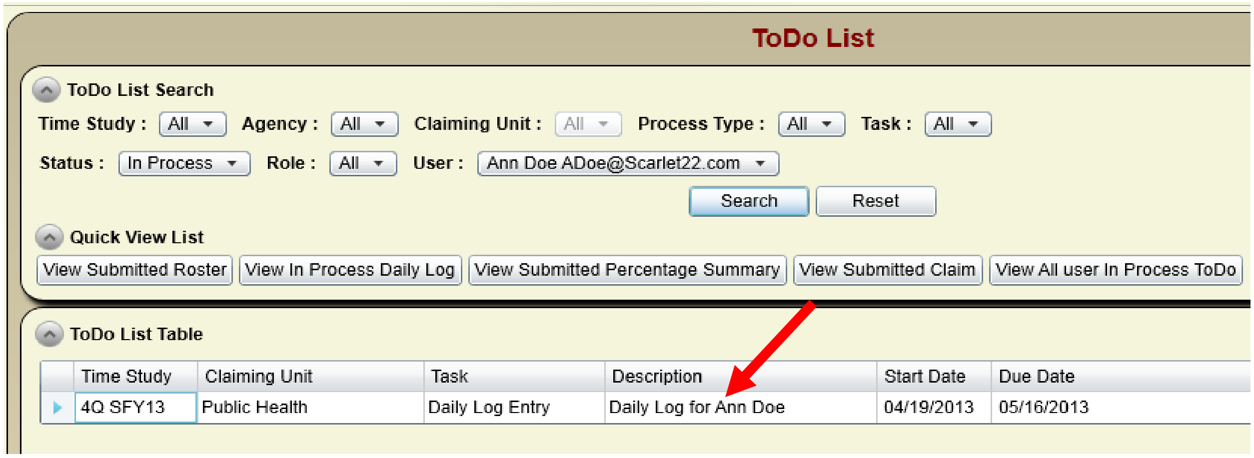
<u>If the person has returned to work:</u> During the additional three weeks of completing the time study the person may have returned to work. Just have them complete the Code 15-A for the number of hours that they were on Disability Leave, even if it is the entire time-study week. If they return to work mid-week, the time they are working is normal MAC coding (e.g. based upon activities they did when they returned).

Steps on Reassigning Daily Log Sheets

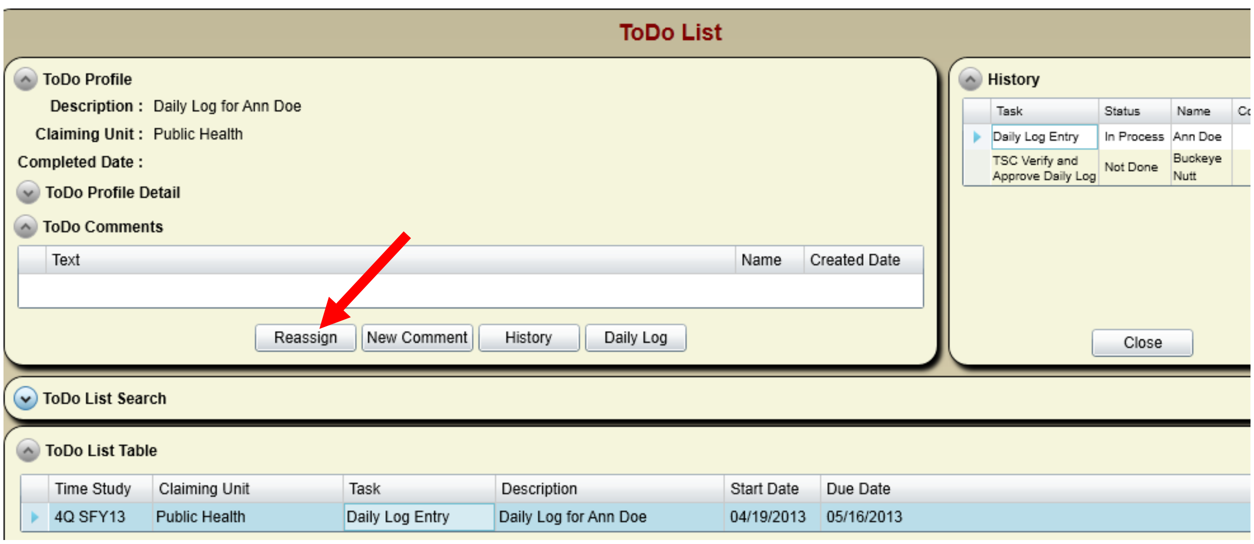
Click on your "To Do List" and under User field go to the pull down menu.



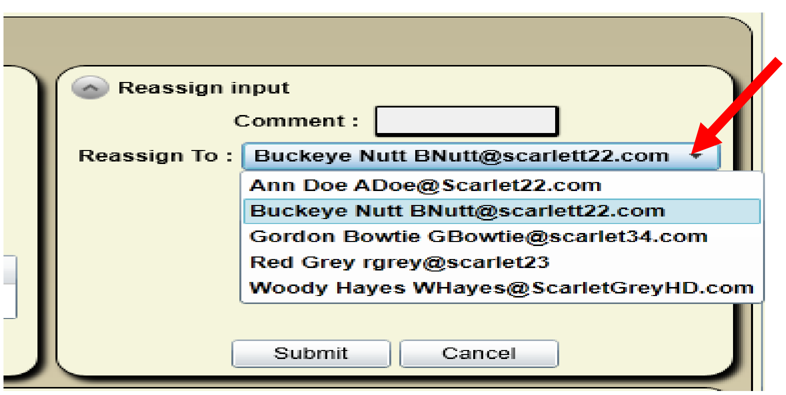
Find and click on the person's name, then click the "Search" button. You are now into that person's To-Do List.



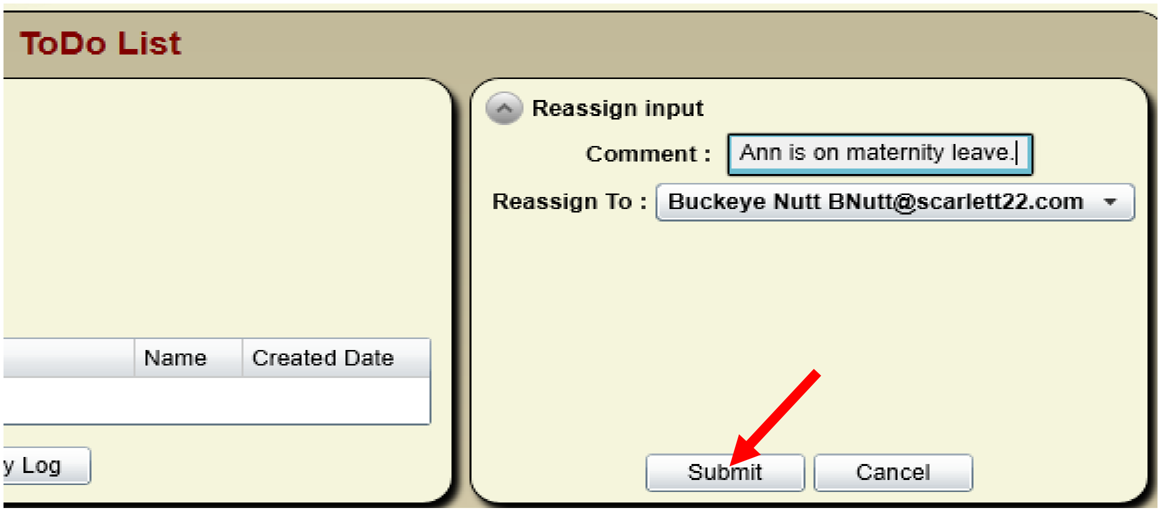
Click on the Task of "Daily Log Entry" with the description of "Daily Log" for Xxxxx Xxxxxxx".



Click on the "**Reassign**" button. The Reassign Input box will appear. Click on the drop down arrow and a list of names will appear.



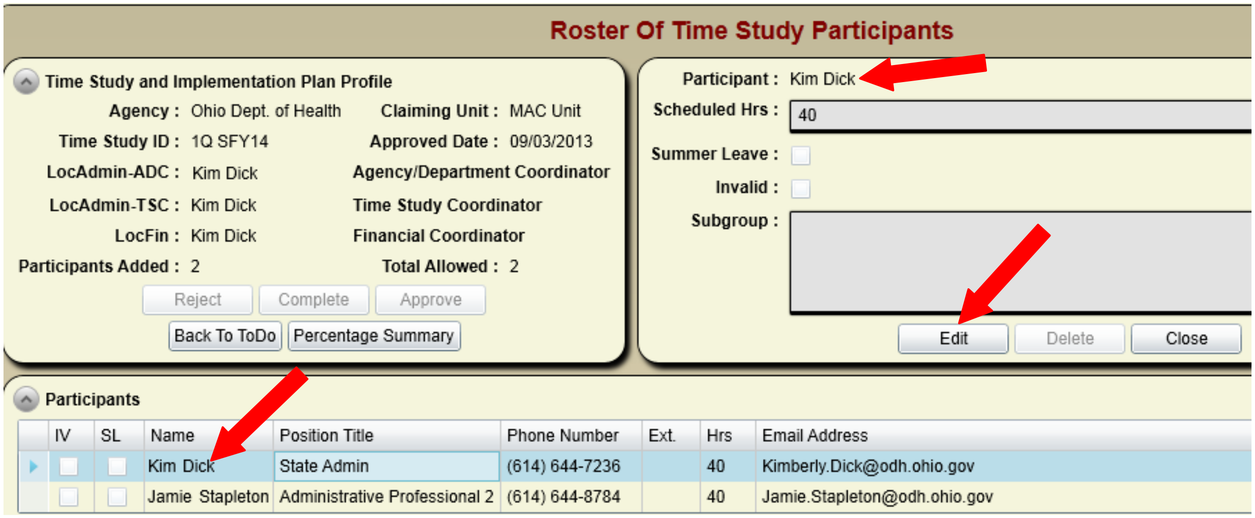
In the upper right corner you will find a comment box and the system requires you to enter something in this box. A note of what is going on will help.   Click on the submit button.



It will now be in that persons "To Do List". If you go back to "User" and change the name back to the person who it was reassigned to. It should now be in their ToDo list. Complete the time-study with Code 15-A. You can also Certify and submit the time-study on behalf of the person.

Note: You will still put in time for normal lunch time and breaks.

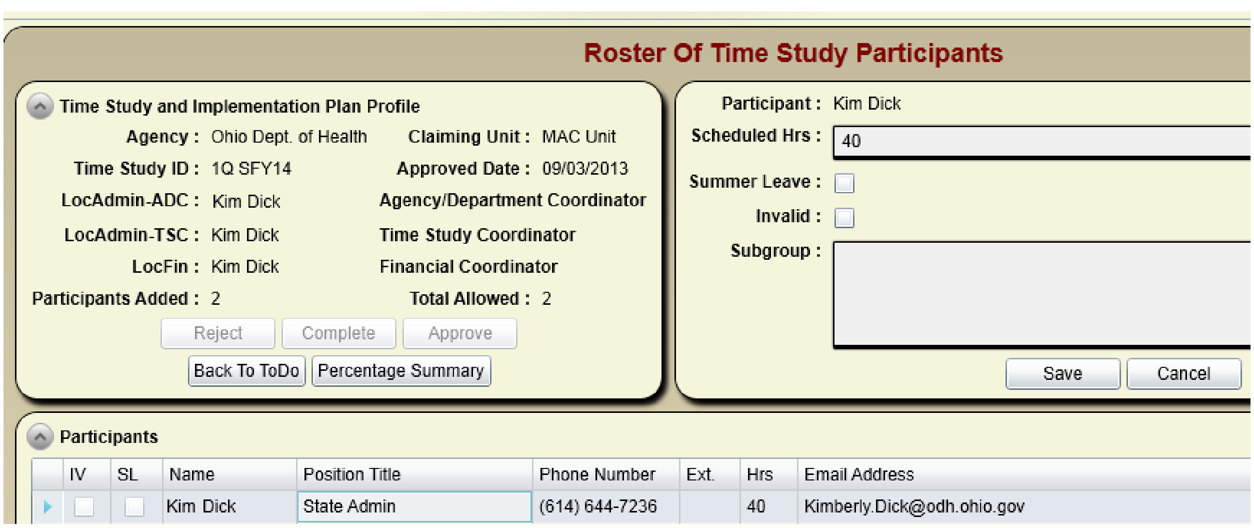
Marking a Time Study Participant as Invalid



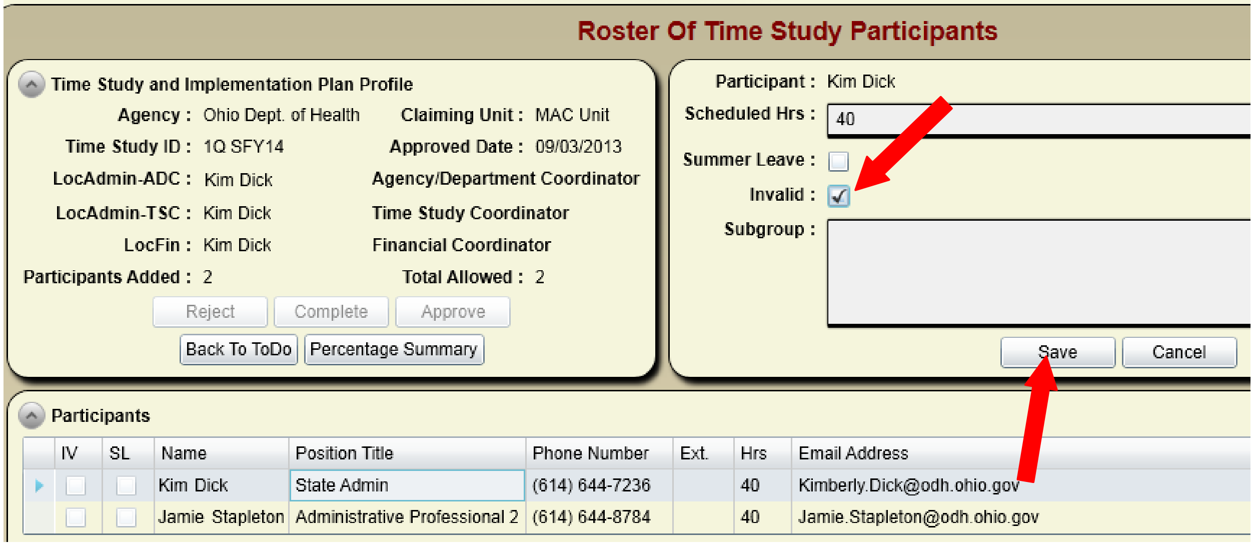
Marking a TSP as invalid happens "after" the time study takes place. A few reasons why you would mark someone as invalid:

- Left the agency for another position.
- Now being paid 100% from Federal funds
- Retired

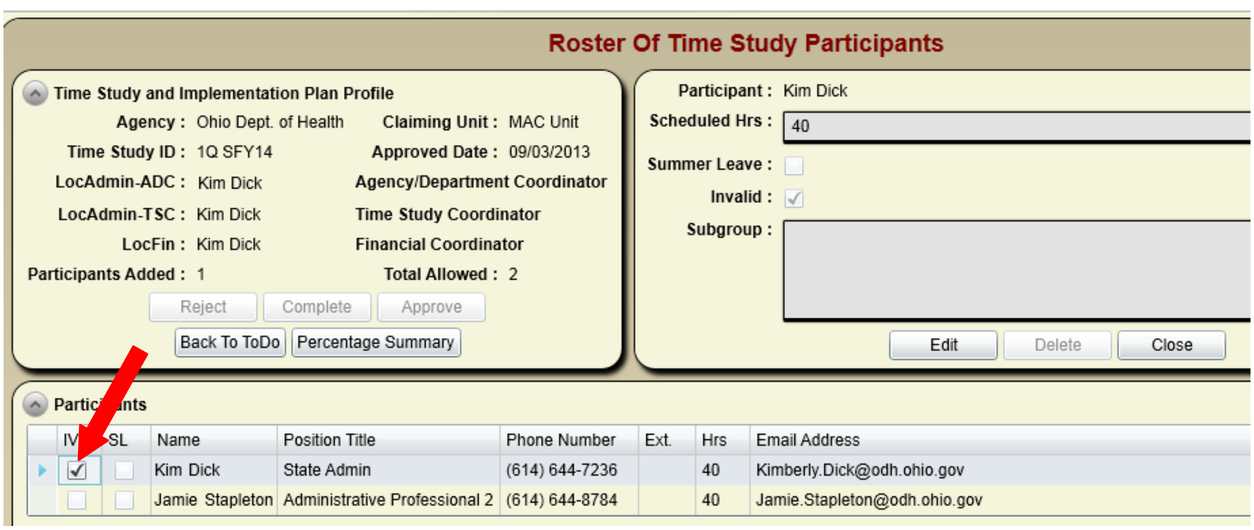
Go to the roster screen and click on the TSP name that you want to mark as invalid. Their name will appear in the upper right hand box. At the bottom of the box there is an Edit and Close button. The Delete button is not available at this time. If the TSP is not returning to work for the next quarter they will need to be deleted when the roster is submitted for the next quarter time study. Click on the Edit button and the following screen will appear.



Click on the invalid box and a check mark will appear then click on the Save button.

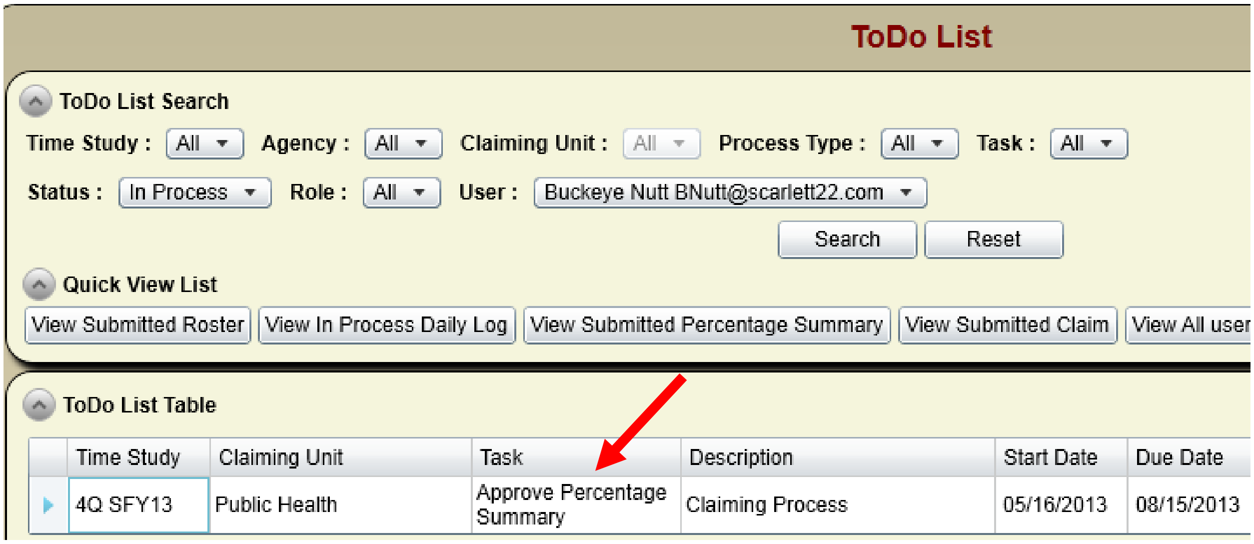


Once you save the check mark will appear in the participants list of the roster and the percentage summary spreadsheet. If this TSP participated in the time study but was not eligible due to funding, etc. all results will be deleted from the percentage summary spreadsheet.



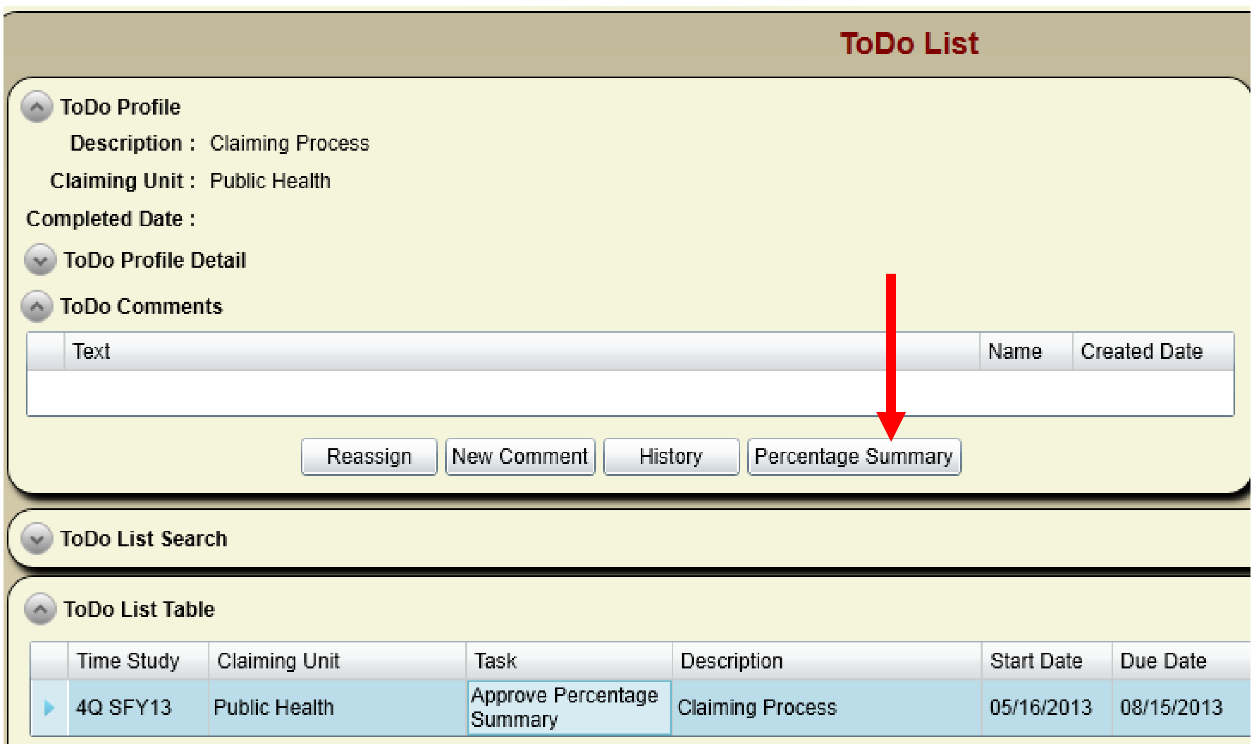
Completing the Percentage Summary

Once all of the time study participant's daily log sheets have been approved the TSC will receive a task in the ToDo list to "Approve Percentage Summary". Click on that task.



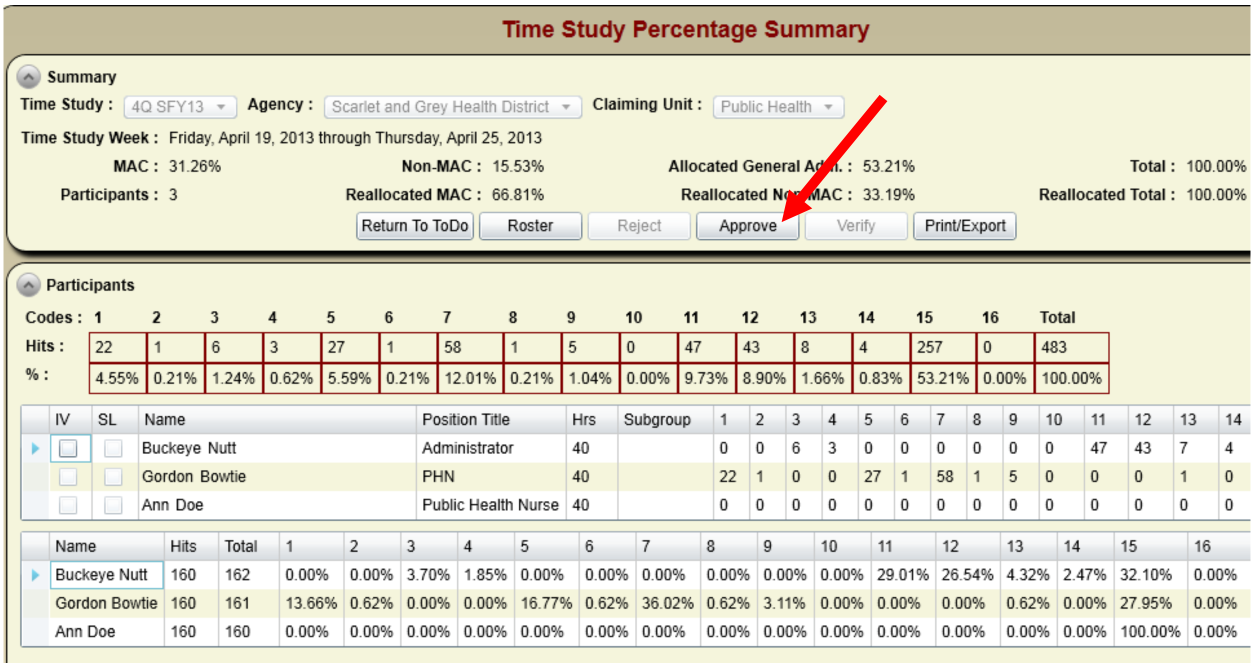
Four boxes will appear in the" To Do" Profile Detail box.

- **Reassign –** You can reassign approval to another supervisor.
- **New Comment –** Add additional comments
- **History –** Where the percentage is "in process".
- **Percentage Summary –** Takes you to the percentage summary page.



Click on Percentage Summary button. The percentage summary gives two views of the time study results. The top area gives you the number of 15 minute "hits" for that code. The second line gives you what the percentage those hits are by code.

If all of the information populated into both areas the "approve" button should be dark. Click on the "approve" button.



Time Study Percentage Summary

Summary

Time Study : 4Q SFY13 Agency : Scarlet and Grey Health District Claiming Unit : Public Health

Time Study Week : Friday, April 19, 2013 through Thursday, April 25, 2013

MAC : 31.26% Non-MAC : 15.53% Allocated General Adm. : 53.21% Total : 100.00%

Participants : 3 Reallocated MAC : 66.81% Reallocated Non-MAC : 33.19% Reallocated Total : 100.00%

Return To ToDo | Roster | Reject | Approve | Verify | Print/Export

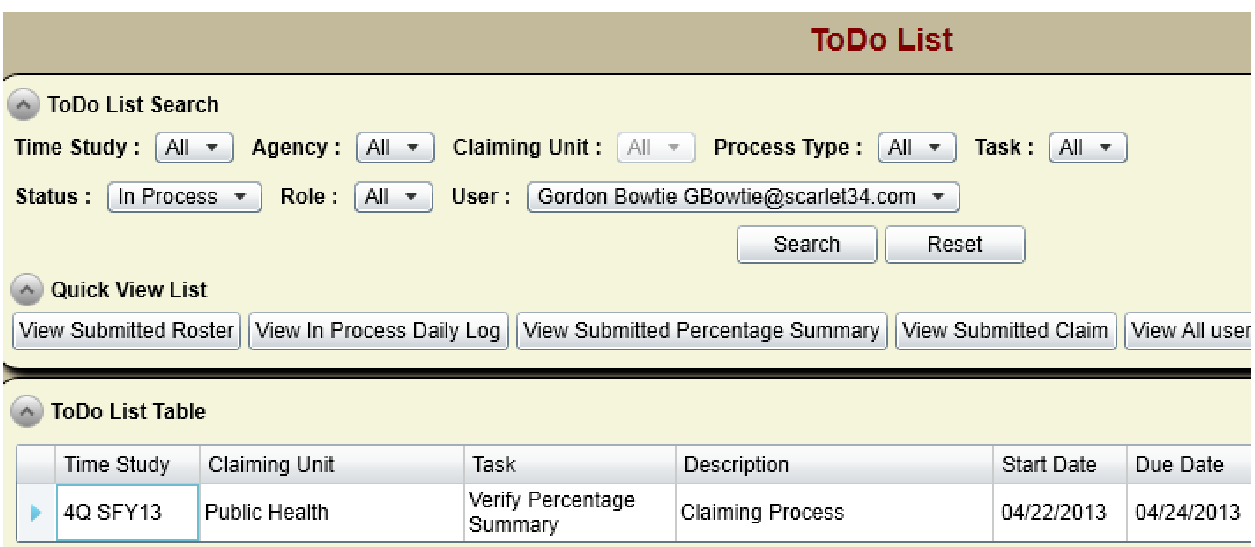
Participants

Codes :	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Total
Hits :	22	1	6	3	27	1	58	1	5	0	47	43	8	4	257	0	483
% :	4.55%	0.21%	1.24%	0.62%	5.59%	0.21%	12.01%	0.21%	1.04%	0.00%	9.73%	8.90%	1.66%	0.83%	53.21%	0.00%	100.00%

IV	SL	Name	Position Title	Hrs	Subgroup	1	2	3	4	5	6	7	8	9	10	11	12	13	14
		Buckeye Nutt	Administrator	40		0	0	6	3	0	0	0	0	0	0	47	43	7	4
		Gordon Bowtie	PHN	40		22	1	0	0	27	1	58	1	5	0	0	0	1	0
		Ann Doe	Public Health Nurse	40		0	0	0	0	0	0	0	0	0	0	0	0	0	0

Name	Hits	Total	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Buckeye Nutt	160	162	0.00%	0.00%	3.70%	1.85%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	29.01%	26.54%	4.32%	2.47%	32.10%	0.00%
Gordon Bowtie	160	161	13.66%	0.62%	0.00%	0.00%	16.77%	0.62%	36.02%	0.62%	3.11%	0.00%	0.00%	0.00%	0.62%	0.00%	27.95%	0.00%
Ann Doe	160	160	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%

The percentage summary will flow to the Financial Coordinator's "To Do" List.



ToDo List

ToDo List Search

Time Study : All Agency : All Claiming Unit : All Process Type : All Task : All

Status : In Process Role : All User : Gordon Bowtie GBowtie@scarlet34.com

Search | Reset

Quick View List

View Submitted Roster | View In Process Daily Log | View Submitted Percentage Summary | View Submitted Claim | View All user

ToDo List Table

Time Study	Claiming Unit	Task	Description	Start Date	Due Date
4Q SFY13	Public Health	Verify Percentage Summary	Claiming Process	04/22/2013	04/24/2013

Why don't I have a Percentage Summary Task?

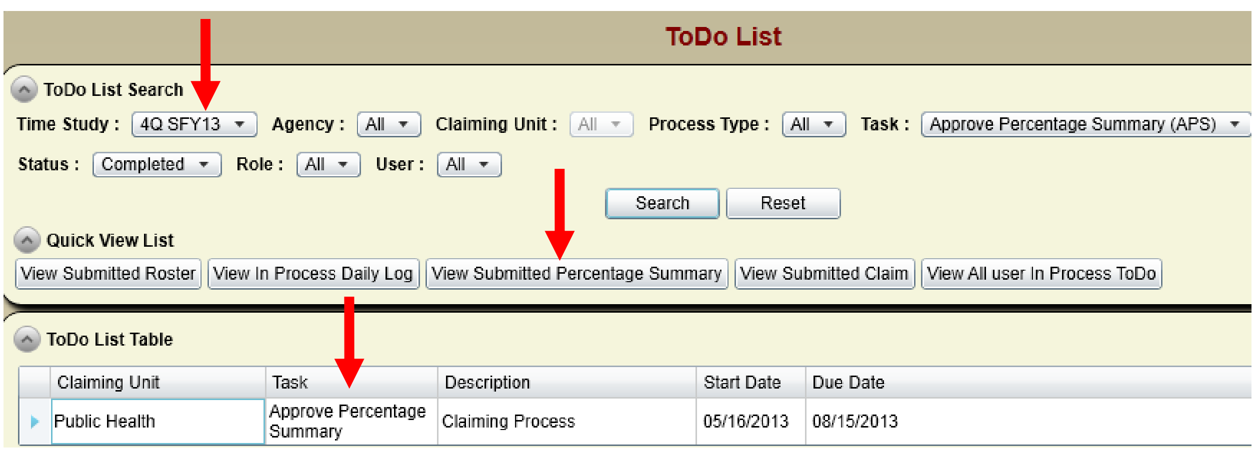
You have approved all of the TSP's daily log sheets but "Approve Percentage Summary does not appear in your "To Do List."

By going to your Roster, click the Percentage Summary button and view the Percentage Summary. Every one that has been submitted, reviewed and approved will have information populated. If the information is not populated, then one of the following has happened:

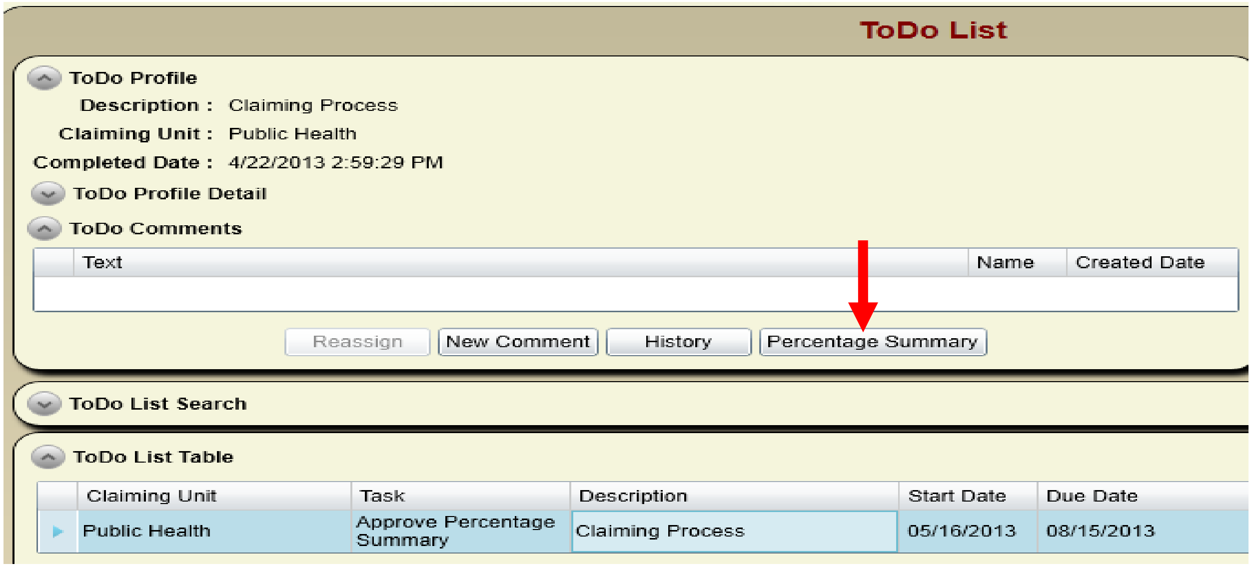
- Time Study Participant has not completed and submitted time study to you.
- The person could be gone on Disablility Leave and not available to complete daily log sheet.
- The person is on vacation or otherwise unavailable.
- If you have confirmed all the above has happened, please contact ODH.
- If a person was added to the roster, but then retired, left the agency, etc. you will need to mark them as invalid on the roster.

How to view an already submitted Percentage Summary

1. From the "To Do" List search, click on View Submitted Percentage Summary.
2. Select desired Time Study quarter from drop-down
3. Click on Search button.
4. In the "To Do" list table, find your claiming unit and click on it.



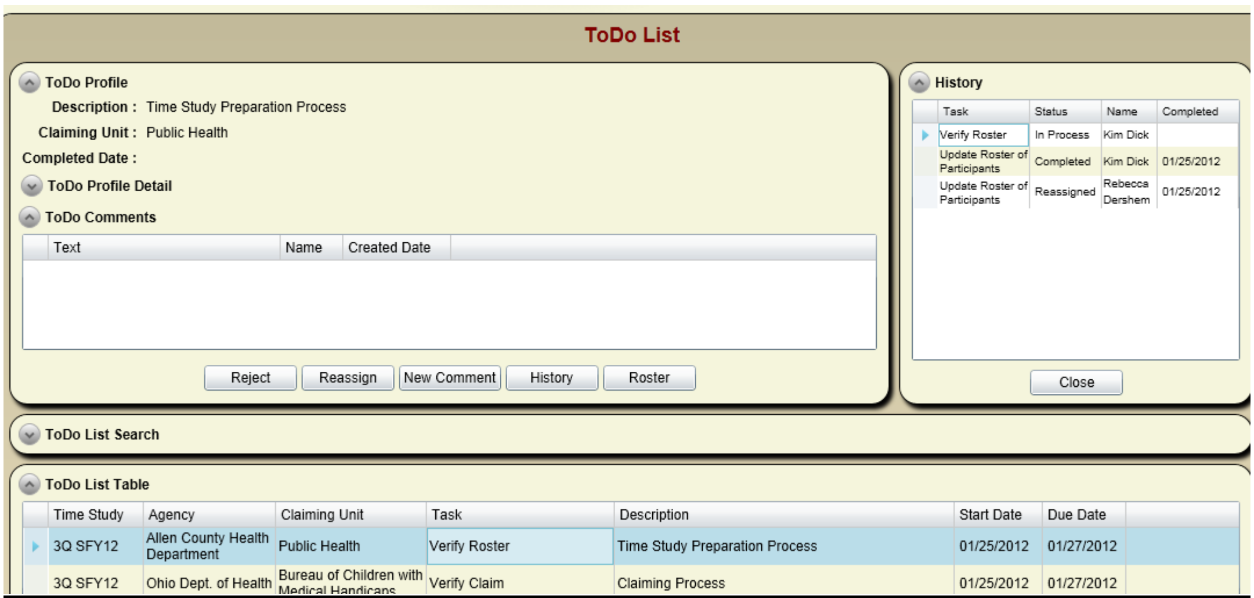
Click on percentage summary and it will take you to the percentage summary screen.



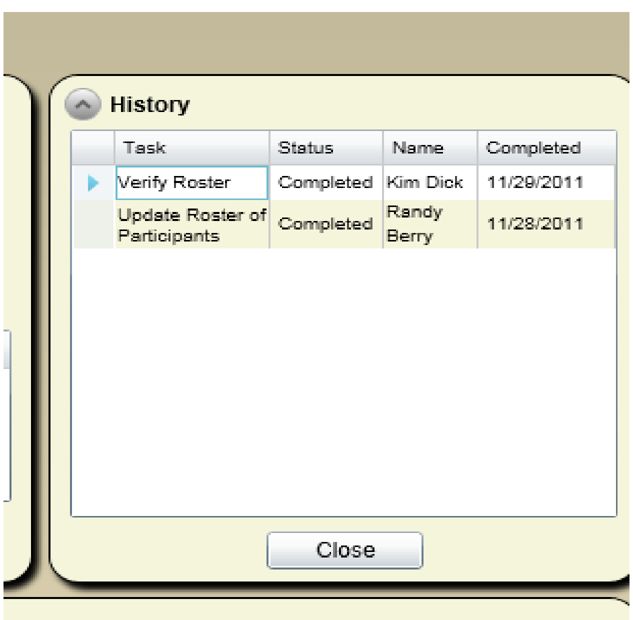
General Information

How to use the ToDo List

The ToDo list will help you track the tasks in the MAC time study process. Once you click on a line in the ToDo List Table the History Box will appear in the top right hand corner.



What the History box tells you



The History box will let you know the status of a task. When you go to the ToDo list and click on a task in the ToDo List Table the History box will appear.

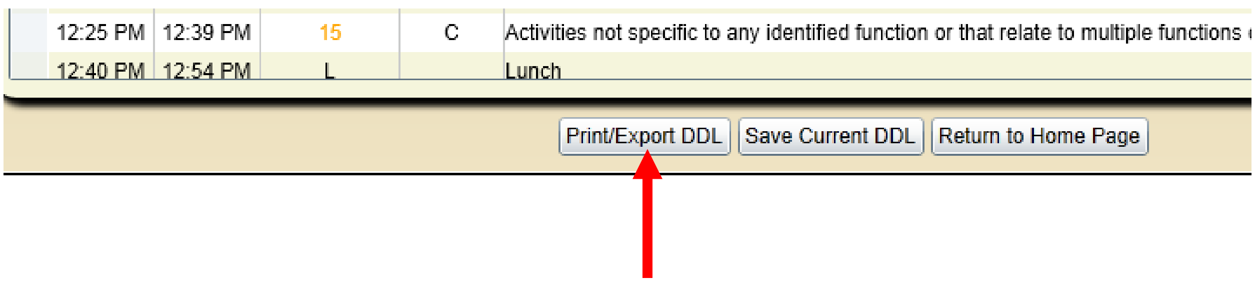
If all lines have "**Completed**" in the Status column nothing else needs to be done.

If it has "**In Process**" then the task still needs to have something done before it is completed and in the Name column it tells you who needs to complete the task.

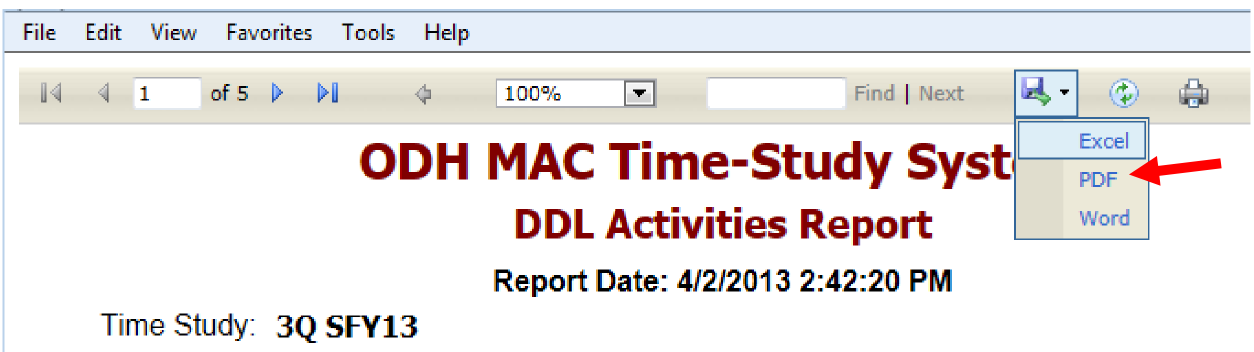
You can view this box at any time during the MAC time study process.

Printing your daily log sheets

The daily log sheets are stored electronically and you can always go into the system to view but if you need a hard copy you can print a hard copy. At the bottom of your daily log sheet is a "Print/Export DDL" button.



The following screen will appear and if you click on the drop down menu beside the "disk" you will have 3 options on how to print your daily log sheets. It will print all of your sheets that were certified for the time study.



Adding Local MAC Codes Specific to Claiming Unit

If an agency would like to track specific services they can add their own Local MAC Code for approval. Once a Local MAC Code is approved by the State Admin, it will appear on the daily log sheet drop down list for activity codes and descriptions. These descriptions are specific to that agency and claiming unit.

Time Constraints for approving Local MAC Codes

Local MAC Codes can be approved up to one (1) week before the time study begins. New codes for the next time study can be approved three weeks AFTER the previous time study.

Submitting Local MAC Code to State Admin for Approval

These are codes entered by Agency Coordinators for the purpose of presenting them to the State Administrator for approval. Agency Coordinators and Time Study Coordinators have the ability to submit local MAC codes to the State Admin for approval.

Unapproved Local MAC Code

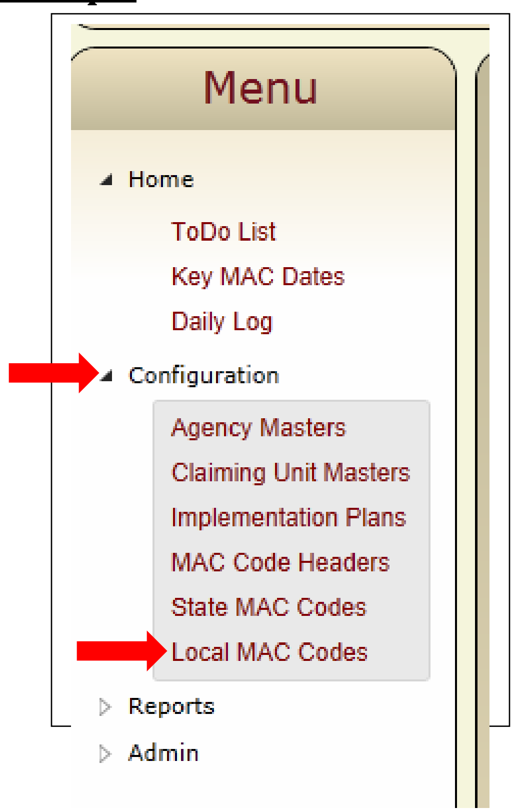
Until the State Admin approves a Local MAC Code, it is in the "unapproved" state and does not appear in the DDL "drop down box" for use during time studies.

Approved Local MAC Codes

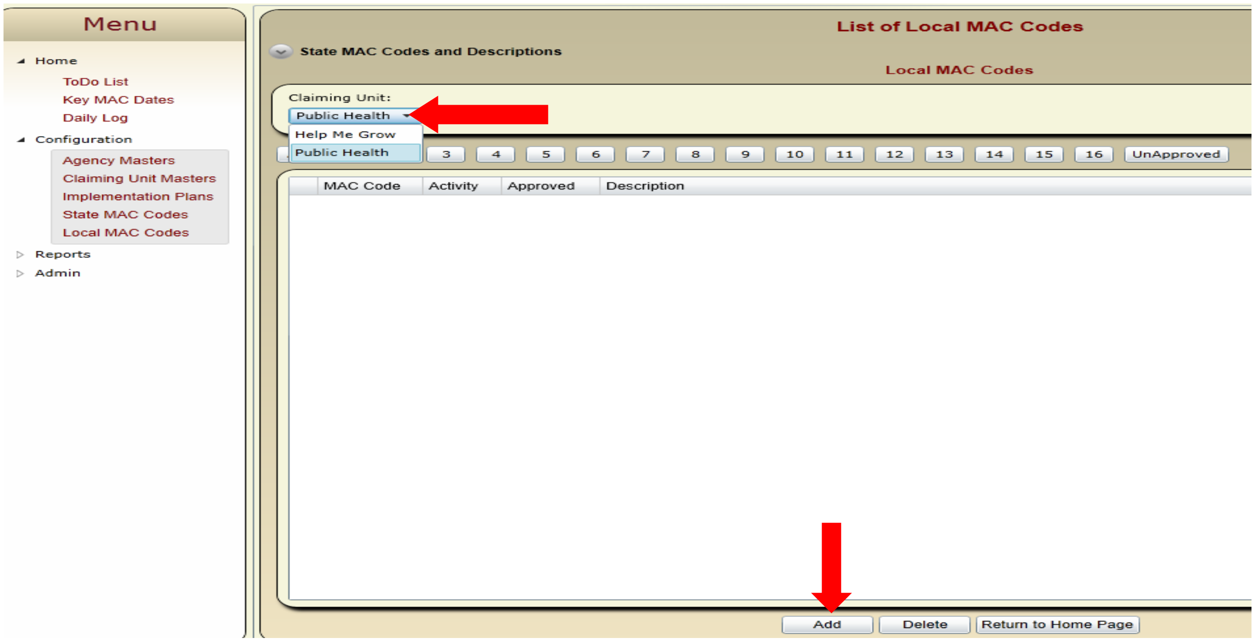
Once the State Admin approves a Local MAC Code, it will appear in the DDL drop down boxes for participants within the appropriate Agency and claiming unit.

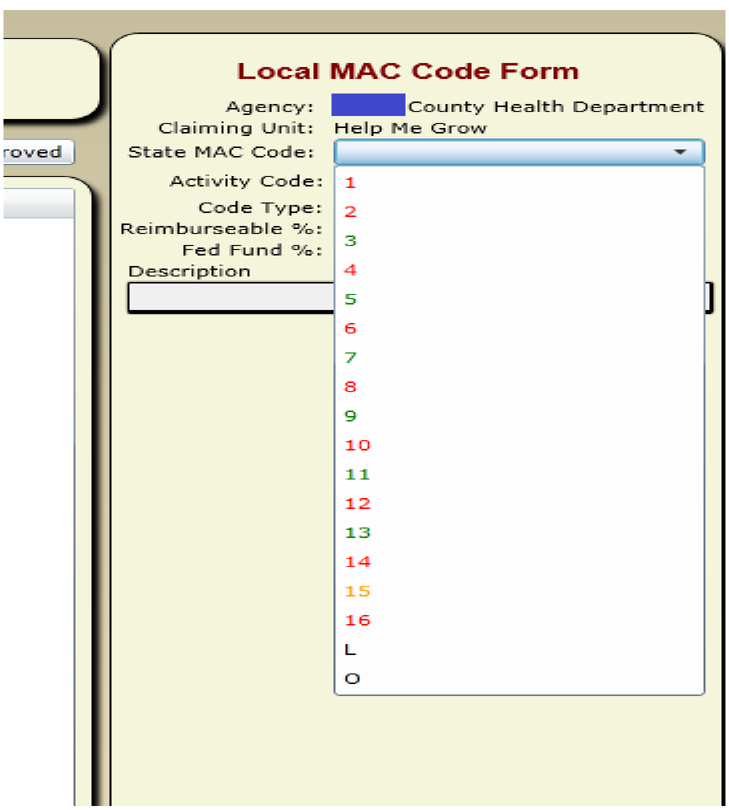
To Enter a New Local MAC Code follow these steps:

- Menu
- Configuration
- Local MAC Code



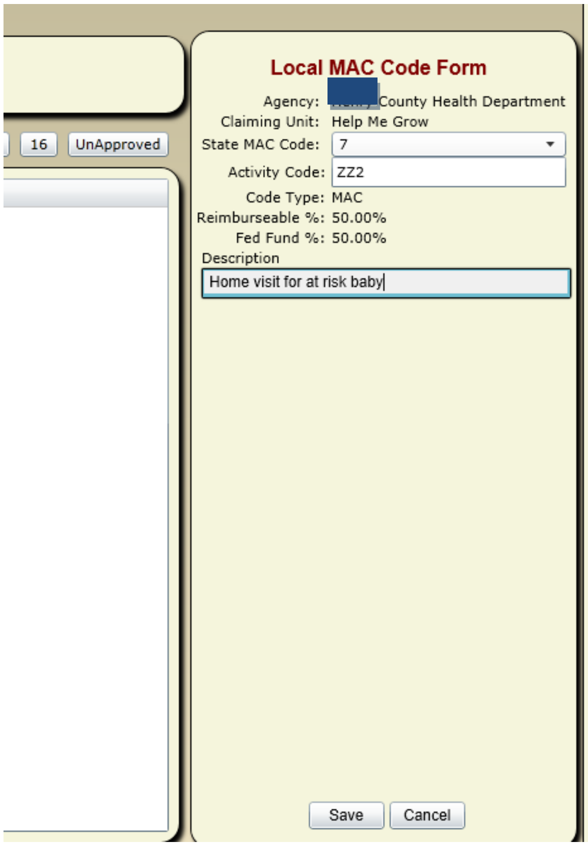
It gives you this screen and if your agency has more then one claiming unit go to the drop down arrow to pick the claiming unit you want to add the local MAC code to. At the bottom of your screen you have the option of adding or deleting a Local MAC Code.





Once you click on the Add button a box will appear on the right side of the screen.

Click on the drop down arrow and a list of the State MAC Codes will appear. Choose the code you want to add to.



The activity code is chosen by the MAC Application and you type in the description.

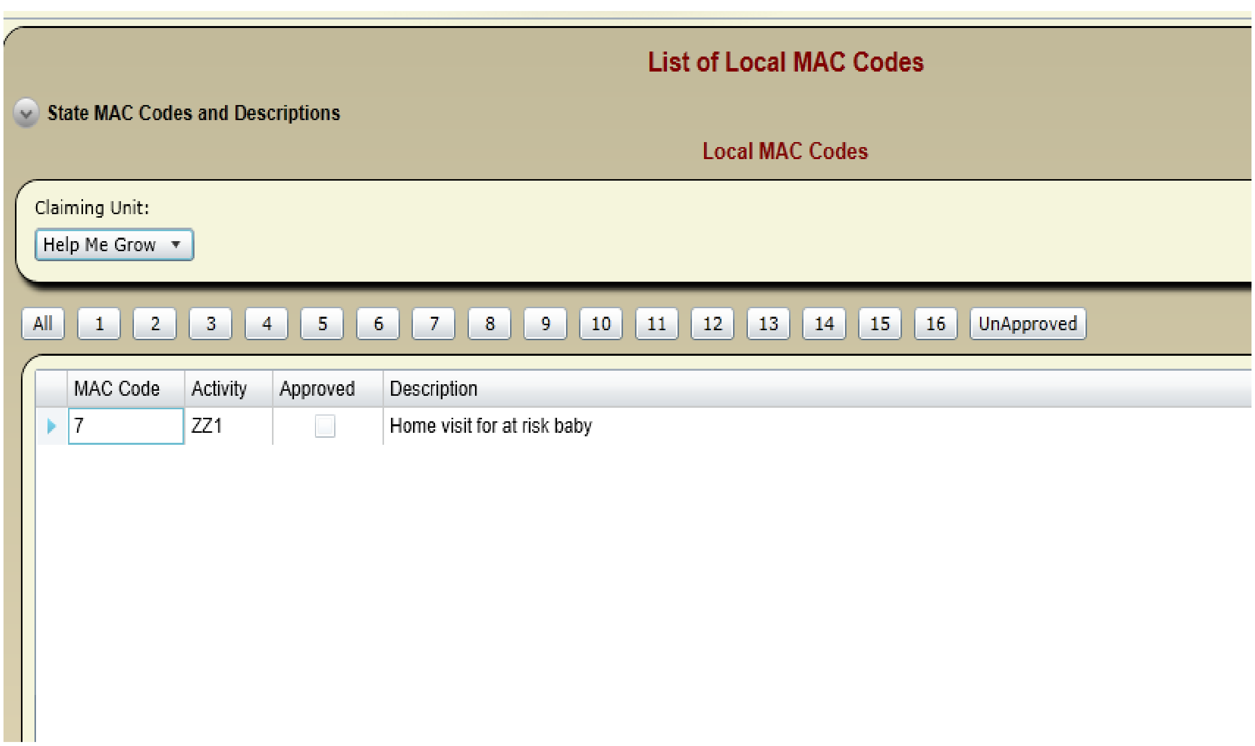
Once you have added your description it will appear in the list State Admin's ToDo List for the State Admin's review

You can put these codes into the MAC application and work on these at various times and edit the descriptions, etc. Once they have been approved by the State Admin they become part of the MAC application for your agency and claiming unit only.

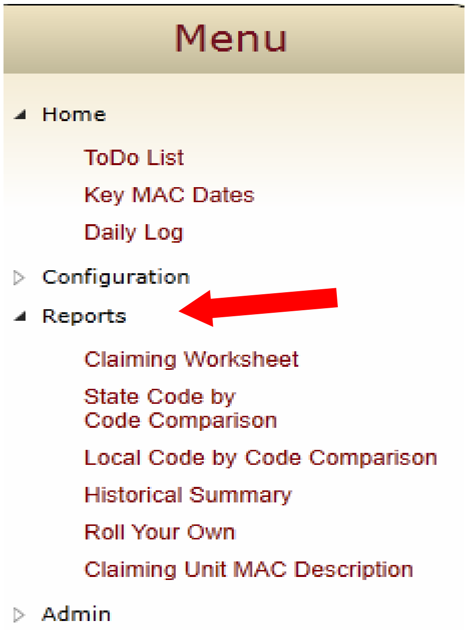
The activity code will appear in the Activity Code drop down list in the daily log sheet with the description once it has been approved by the State Admin.

Once you have the codes completed contact the State Admin and they can approve or reject them back to you for corrections.

The new codes will appear in your agency/claiming unit drop down list of codes and descriptions.



Reports



The MAC Application has several options for reports:

- **Claiming Worksheet** – All claims that have been processed for your agency.
- **State Code by Code Comparison** – Compares agencies that have the same age group claiming unit.
- **Local Code by Code Comparison** – Breaks out the MAC code percentages for your agency/claiming unit by time study.
- **Historical Summary** – Compares your claiming unit time study results, claim amounts, etc. quarter by quarter.
- **Roll Your Own** – gives a listing of "custom descriptions" for your agency and who used them during the time study.
- **Claiming Unit MAC Description** – breaks down the descriptions by Local MAC Code.