California School Health Centers Conference
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TABLE TALK: Medi-Cal Administrative Activities (MAA): Perspectives on Implementation of
Random Moment Time Survey (RMTS) Methodology in California Schools

Facilitators:

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TOPIC	DISCUSSION POINTS
What is RMTS?	• RMTS = Random Moment Time Survey (RMTS) • A method for sampling employee work time for the MAA program
How is RMTS the same as MAA worker-log?	• Allocates worker time between MAA and non MAA activity as reported by time survey participants • Participants are the same • Participants write descriptions of what they were doing • Worker activity is coded using the same set of SMAA activity codes • LEAs have the option of using one or more claiming units (CU), depending on the organization of their MAA program • If multiple claiming units are used, separate MAA invoices are created for each • Invoices are submitted through LEC/LGA to DHCS on a quarterly basis • The LEC/LGA continues to review invoices for accuracy and completeness • One quarter may be averaged (Q1 for LAUSD)
How is RMTS different from MAA worker-log?	• RMTS is a statistical sampling methodology based on ONE minute of work time rather than one week of work time in 15 minute increments (as in worker log) • The RMTS must be statistically valid, and must have 2401 completed moments per claiming unit to be valid. A 15% oversample is allowed for a total of 2761 minutes per quarter per CU • The random sample is generated prior to the initiation of a quarter. Moments are based on the days students are in session and must account for full day work schedules • Sampling is done throughout the quarter • The 2761 moments for each claiming unit are randomly assigned to a participant universe – employees in job classifications where MAA activities occur • Because moments are selected randomly, some participants will get more moments than others, and some may get none. • LAUSD's RMTS is a web-based system which incorporates email technology • Participants are notified via email 5 days in advance of their moment. Once their moment occurs, they have 5 working days to respond • Participants report what they were doing at the moment by answering 3 simple who-what-why questions • Participants do not code their own random moments. A pair of Central Coders assign codes to the moments, based on the participants' written descriptions • If needed, participants may be asked one clarifying question by the Central Coders via email • For audit purposes, all participant-Central Coder interactions regarding random moment descriptions are tracked in the RMTS system • Training by LEC/LGA is required for Central Coders and MAA administrators only - not for all MAA/RMTS participants • Central Coders use the same 16 activity codes used for worker-log.

TOPIC	DISCUSSION POINTS
	• However, additional codes have been added for the accurate reporting of all moments. Unlike worker log, moments where the participant was on unpaid time off or did not complete the moment, but was at work, must be assigned a code. • A new version of the SMAA invoice has been developed for LEAs using the RMTS. It displays moments (i.e., minutes) instead of hours; Code 15 as discounted; and the number of valid and invalid moments.
How does the Central Coder model work?	• Central Coders are responsible for coding all random moments submitted by participants • Central Coders are trained by the LEC/LGA or the MAA Coordinator, who has been trained by the LEC/LGA • Central Coders are paired • Completed moments are randomly assigned to pairs of Central Coders • Neither coder can see the code assigned by the other Coder. • Central Coders can only ask one clarifying question (CQ). If coder #1 asks a CQ, coder #2 cannot ask another CQ. If coder #1 does not ask a CQ, Coder #2 can ask a CQ if he/she thinks it is needed • Administrative staff complete regular quality assurance activities to ensure accuracy of coding and quality of CQs (i.e., the use of non-leading questions) • The day to day flow of coding activities can be variable depending on the randomization of the moments
What are the benefits of RMTS?	• Improved quality of time sampling. Reflects the "real world" of the schools • Decreased audit risk. It is easier to train 2-4 Central Coders on all of the nuances of the MAA codes than it is to train hundreds/thousands of school employees • Increased revenue. MAA participation with worker log can be poor because of the difficult nature of the task. All participants are included in the invoice regardless of whether or not they receive a moment
What are the challenges?	• Accuracy of employee lists and funding source **before** each quarter begins • Accuracy of participant work schedules and school calendars • Technophobic employees need extra support to use a web-based system and in some cases to manage their email accounts • Quality and design of web-based software. Needs to track Coder and participant interactions • Integrity of web-based system needs to control access to participants' descriptions.
How does a school district know if RMTS is a "good fit" for their MAA program?	• The workload of managing worker-log time surveys is overly burdensome for staff, etc. • The mechanics of getting everyone trained are extremely labor-intensive • Not all time surveys are completed accurately, too many are not returned at all • Participants struggle to understand the MAA activity codes • The timetable for invoicing and reimbursement is too long • MAA revenue is being lost because of inaccurate, incomplete or non-returned time survey logs • Employees have daily access to computers and an email system
What is the status of RMTS for schools in California?	• Unknown at this time • Under review by DHCS
Open forum	