All County Medi-Cal Administrative Activities/
Targeted Case Management Coordinators and
Advisory Committee Members

TIME SURVEY FORMS FOR TARGETED CASE MANAGEMENT SERVICE PROVIDERS AND
EMPLOYEES WHO PERFORM MEDI-CAL ADMINISTRATIVE ACTIVITIES

The purpose of this transmittal is to provide all local governmental agencies (LGAs) participating in the Targeted Case Management (TCM) and Medi-Cal Administrative Activities (MAA) programs with the revised time survey forms DHS 7093 (8/96) and DHS 7094 (8/96). These forms are to be used for the time survey period beginning September 1, 1996 and ending September 30, 1996.

Please note that due to revisions of the above forms, time surveys are to be conducted using only the DHS 7093 and DHS 7094 with the revision date of (8/96). All other versions of the forms should be discarded.

The forms have been revised to describe the types of services and activities to be time surveyed consistent with the Department of Health Services publication titled “Preparing the Medi-Cal Administrative Activities Claiming Plan,” and to reflect the following changes to Contract Administration:

1. Contract Administration is to be time surveyed under Contract Administration A if the activity is not discounted, or time surveyed under Contract Administration B if the activity is discounted.

2. The administration of contracts for allowable MAA may be time surveyed under the activity, such as Outreach A or B, or time surveyed under Contract Administration A or B.

Contracting for Medi-Cal services must only be time surveyed under the category Contract Administration A or B.

Should you have any questions regarding this matter, please contact the analyst assigned to your LGA.

Sincerely,

[Signature]
Darryl Nixon, Chief
Medi-Cal Benefits Branch

Enclosure
cc: See attached.
cc:  Bill Lasowski, Director
Division of Financial Management
Medicaid Bureau
Health Care Financing Administration
P.O. Box 26678, MSC4-17-27
Baltimore, MD 21207-0278

Richard Chambers
Associate Regional Administrator
Division of Medicaid
Health Care Financing Administration
75 Hawthorne Street, Fourth Floor
San Francisco, CA 94105

Cathleen Gentry
Host County Liaison
455 Pine Avenue
Half Moon Bay, CA 94019

Targeted Case Management: X
Medi-Cal Administrative Activities: X
Policy Effective Date: July 1, 1995
Policy Reference: Welfare and Institutions Code, Sections 14132.44
and 14132.47
# PROGRAM TIME SURVEY FOR CASE MANAGER

| TYPE OF SERVICE                           | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | TOTAL |
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| Other Programs/Activities                |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Direct Patient Care                      |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Medi-Cal Outreach (A)                     |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Medi-Cal Outreach (B)                     |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Facilitating Medi-Cal Application        |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Targeted Case Management                 |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| MAA/TCM Coordination and Claims Administration |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| MAA Implementation Training              |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| General Administration                    |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Paid Time Off                             |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| **TOTAL HOURS**                           |   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |

**INSTRUCTIONS:**

- See reverse of form for descriptions of "TYPE OF SERVICE."
- Survey must be completed on a daily basis for the entire survey month. Enter the amount of time spent performing each type of service in the column for that day.
- Draw a vertical line through all columns representing days that are non-work days.
- Record all of your time in 15 minute increments. If using fractions, use 1/4, 2/4, and 3/4 to record part-time increments. If using decimals, use .25, .50, and .75 to record part-time increments.
- At the end of each day, total each column in the "TOTAL HOURS" box at the bottom of the column. Each day's total must equal your regular paid working hours per day.
- At the end of the month, total all boxes in each row and record the sum in the "TOTAL" box at the right margin. Total amounts and record the sum in the box at the bottom-right corner.
- The sum in the bottom-right corner must equal the sum of the bottom row. Sign and date your survey on the last working day of the month and give it to your supervisor.
TYPE OF SERVICES

This time survey is to be completed by employees who are Targeted Case Management (TCM) service providers.

Other Programs/Activities
Time spent on activities unrelated to the administration of the Medi-Cal program, e.g., community service, and/or educational programs.

Direct Patient Care
Time spent providing direct physical or mental health services to patients.

Medi-Cal Outreach (A) (Not Discounted)
A campaign, program, or ongoing activity that is targeted to (1) bringing potential eligible persons into the Medi-Cal system for the purpose of determining Medi-Cal eligibility, or (2) bringing Medi-Cal eligible persons into Medi-Cal services. A campaign or program that is directed toward (1) the general population for the purpose of providing information about the Medi-Cal program in order to encourage those individuals who may be eligible for Medi-Cal to apply for Medi-Cal, or (2) bringing Medi-Cal eligible persons into specific Medi-Cal covered services, such as Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) (known in California as Child Health and Disability Prevention Program (CHDP)). In such campaigns, the language should clearly indicate that the message is directed only to persons eligible for Medi-Cal and not the general public. These campaigns are service campaigns, targeted specifically in Medi-Cal services.

Medi-Cal Outreach (B) (Discounted)
A campaign, program, or ongoing activity that is directed toward bringing both Medi-Cal and non-Medi-Cal persons into health care services. Such as: (1) campaigns directed toward bringing specific high-risk populations into health care services, such as: (a) outreach to Medi-Cal eligible persons and non-Medi-Cal eligible persons, and the health care services covered by Medi-Cal, (2) telephone, walk-in, or drop-in services for the purpose of在接受 or referring persons, including Medi-Cal eligible persons, to services covered by Medi-Cal, and (3) conducting specific Medi-Cal health education programs that are included as part of a broader health education program. The Medi-Cal portion may be afforded if the cost of the general health education program is discounted according to the Medi-Cal percentage.

Facilitating Medi-Cal Application (Eligibility Intake)
This activity does not include the eligibility determination itself. However, the following tasks may be performed separately or in combination: (1) explaining Medi-Cal eligibility rules and the Medi-Cal eligibility process to prospective applicants; (2) assisting an applicant to fill out a Medi-Cal eligibility application; (3) gathering information needed to the application and eligibility determination/determination from a client, including resource information and third party liability information as a prelude to submitting a formal Medi-Cal application to the county welfare department; and (4) providing necessary forms and packaging all forms in preparation for the Medi-Cal eligibility determination.

Targeted Case Management
Time spent providing one or more components of TCM services, such as assessment, plan development, referral, follow-up crisis intervention planning, re-evaluation, or other activities that are directly related to the provision of TCM services.

MAA/TCM Coordination and Local Governmental Agency (LGA) Claims Administration
LGA agencies whose positions descriptions include the administration of TCM and Medi-Cal Administrative Activities (MAA) on an MAA-wide basis may claim directly for the costs of the following activities as well as any other reasonable activities directly related to the LGA's administration of TCM and MAA: (1) drafting, revising, and submitting MAA claims plans, and TCM performance monitoring plans; (2) serving as liaison with claiming programs within the LGA and with the state and federal governments on MAA/TCM; monitoring the performance of claiming programs, (3) administering LGA claims, including overseeing, coordinating, simplifying, revising, and reviewing TCM and LGA claims on an MAA-wide basis to the State; (4) attending training sessions, meetings, and conferences involving TCM and/MAA, (5) training LGA program and subcontractor staff on state, federal, and local requirements for MAA/TCM; and (6) ensuring that MAA and TCM claims are not duplicated or received by other agencies. This includes ensuring that services are not duplicated when a Medi-Cal beneficiary receives TCM services from more than one case manager.

MAA Implementation Training
Time spent giving or receiving training to implement the MAA program. For example: services and changes in services; general Medi-Cal program overview; general training on MAA; completing MAA time surveys and reporting requirements, and technical updates on Medi-Cal eligibility.

Training
Time spent giving or receiving training on how to perform MAA. If the training is related to the performance of MAA and overlaps several MAA categories, the training time may be divided among the individual MAA categories it relates to. Training unrelated to the performance of MAA must be charged to the related program, e.g., Targeted Case Management, Materiel and Child Health, Child Health and Disability Prevention, etc. NOTE: Training related to the provision of TCM services is to be time surveyed under "Targeted Case Management."

General Administration
Time spent attending or conducting general, nonmedical staff meetings, developing and maintaining program budgets; providing instructional leadership, site management, supervising staff or participating in employee performance reviews; reviewing departmental or unit procedures and rules; presenting or participating in service presentations and programs; health promotion activities for county employees; and serving or compensatory time off (CTO), and breaks.

Paid Time Off
Includes vacation, sick leave, holiday time, and any other employer time off that is paid. This does not include breaks, off payroll (clock), or compensatory time off (CTO).
# Program Time Survey for Employees Performing Medi-Cal Administrative Activities

## Table: Time Distribution by Activity

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## Instructions:

- See reverse of form for descriptions of "TYPE OF ACTIVITY".
- Survey must be completed on a daily basis for the entire survey month. Enter the amount of time spent performing each type of activity in the column for that day.
- Draw a vertical line through all columns representing days that are non-work days.
- Record all of your time in 15 minute increments. If using fractions, use 1/4, 2/4, and 3/4 to record partial hour increments. If using decimals, use .25, .50, and .75 to record partial hour increments.
- At the end of each day, total each column in the "TOTAL HOURS" box at the bottom of the column. Each day's total must equal your regular paid working hours per day.
- At the end of the month, total all boxes in each row and record the sum in the "TOTAL" box at the right margin. Total amounts must also be recorded in the box at the bottom right corner.
- The sum in the bottom right corner must equal the sum of the botto row. Sign and date your survey on the last working day of the month and give it to your supervisor.
TYPE OF ACTIVITY DESCRIPTIONS

(This time survey is to be completed by employees who perform Medi-Cal Administrative Activities (MAA))

Other Programs/Activities
Time spent on activities unrelated to the administration of the Medi-Cal program, e.g., community service, and/or educational programs.

Direct Patient Care
Time spent providing direct physical or mental health services to patients.

Medi-Cal Outreach (A) (Not Discounted)
A campaign, program, or ongoing activity that is targeted to: (1) bringing potential eligibles into the Medi-Cal system for the purpose of determining Medi-Cal eligibility; or (2) bringing Medi-Cal eligible people into Medi-Cal services. A campaign or program that is directed toward (1) the general population for the purpose of providing information about the Medi-Cal program in order to increase the general public awareness and eligibility. These efforts are typically undertaken by the state and/or local government agencies, and may be targeted specifically to Medi-Cal services.

Medi-Cal Outreach (B) (Discounted)
A campaign, program, or ongoing activity that is directed toward bringing both Medi-Cal and non-Medi-Cal persons into health care services. Such as: (1) campaigns directed toward bringing specific high-risk populations into health care services, such as children or youth; (2) campaigns directed toward bringing eligible populations into specific Medi-Cal community services, such as Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) (Children's Health and Disability Prevention Program (CHDP)). In such campaigns, the language should clearly indicate that the message is directed only to persons eligible for Medi-Cal and not the general public. These efforts are typically undertaken by the state and/or local government agencies, and may be targeted specifically to Medi-Cal services.

Medi-Cal Application (Eligibility Intake)
This activity includes the eligibility determination itself. The following tasks may be performed separately or in combination: (1) explaining Medi-Cal eligibility rules and the Medi-Cal eligibility process to prospective applicants; (2) assisting an applicant to complete the Medi-Cal eligibility application; (3) gathering information related to the application and eligibility determination/eligibility determination form, including resources, information, and third party liability information as applicable; and submitting a formal Medi-Cal application to the county welfare department; and (4) providing necessary forms and instructions to the applicant.

Arranging for and/or Providing Transportation
Arranging for and/or providing nonemergency, nonmedical transportation of Medi-Cal eligible persons into Medi-Cal services, and when medically necessary, accompaniment by an attendant.

Contract Administration (A) and (B)
Entering into contracts with community-based organizations or other provider agencies for the provision of Medi-Cal services and/or Medi-Cal Administrative Activities (MAA), other than TCM. NOTE: Local Governmental Agencies (LGAs) have the option of time surveying contracts for all Medi-Cal services and/or Medi-Cal Administrative Activities (MAA), other than TCM. Under the same contract administration system, the LGAs are required to perform the same contract administration as the state, including the following: (1) the contract administration is performed by an identifiable unit of one or more employees, whose tasks are defined in the contract administration, according to their job position descriptions; (2) the contract administration involves contracts that provide Medi-Cal services and/or MAA; and (3) the contract administration is directed to one or more of the following goals: (a) identifying, reviewing, and contracting with community agencies as Medi-Cal providers; (b) providing technical assistance to Medi-Cal subcontractors regarding county, state, and federal regulations; (c) ensuring provider agency capacity and availability; and (d) ensuring contracts are executed with the terms of the contract.

NOTE: Employees are to time survey to Contract Administration (A) (not discounted) when the contract(s) they administer involves only Medi-Cal populations. Employees are to time survey to Contract Administration (B) (discounted) when the contract(s) they administer involves both Medi-Cal and non-Medi-Cal populations.

MAA/TCM Coordination and LGA Claims Administration
LGA employees whose position descriptions/duties include the administration of TCM and MAA on a LGA-wide basis may claim directly for the costs of the following activities as well as any other reasonable activities directly related to the LGAs' administration of TCM and MAA: (1) drafting, revising, and submitting claims on an LGA-wide basis; (2) submitting claims on an LGA-wide basis to TCM; (3) processing claims within the Medicaid and Medicare programs, including processing, encoding, processing, and submitting TCM and MAA claims on an LGA-wide basis to TCM; (4) attending training sessions, meetings, and conferences involving TCM and/or MAA; (5) training LGA staff and subcontractor staff on state, federal, and local requirements for TCM/MED claims; and (6) ensuring that MAA and TCM claims do not duplicate Medi-Cal claims for the same activity from other providers. This includes ensuring that services are not duplicated when a Medi-Cal beneficiary receives TCM services from more than one case manager.

MAA Implementation Training
Time spent giving or receiving training to implement the MAA program. For example: services and changes in services, general MAA program overview, general training on MAA, and training on MAA time surveys and claiming requirements, and technical updates on MAA eligibility.

Training
Time spent giving or receiving training on how to perform MAA. If the training is related to the performance of MAA and overlaps several MAA categories, the training time may be divided among the individual MAA categories it relates to. Training unrelated to the performance of MAA must be charged to the related program, e.g., Targeted Case Management, Material and Child Health, Child Health and Disability Prevention, etc.

General Administration
Time spent attending or completing general, non-medical staff meetings, developing and monitoring program budgets, providing instructional leadership, site management, supervising staff, and participating in employee performance reviews, reviewing departmental and unit procedures, and helping other in-service orientations and programs, health promotion activities for county employees, and earning of compensatory time off (CTO) for events.

Paid Time Off
Includes vacation, sick leave, holiday leave, and any other employee time off that is paid. This does not include breaks, flex pay (e.g.,), or compensatory time off (CTO).