STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY PETE WILSON, Governor

DEPARTMENT OF HEALTH SERVICES
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(916) 657-1460

August 14, 1996

PPL No. 96- 018

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,

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

☐ Case Manager ☐ Supervisor ☐ Support Person to Case Manager

Month and Year ____/19 ____

Name (Last, First, Midd'e Initial)	Employee Number	Program and Claiming Unit	Facility Location

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
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																																

Employee's Signature	Employee's Telephone Number	Date	Supervisor's Signature	Date

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 nonwork 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 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 SERVICE DESCRIPTIONS

(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 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 encourage those individuals who may be eligible for Medi Cal to apply for Medi-Cal; or (2) bringing Medi-Cal eligibles 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 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. For example: media or direct contact Outreach B campaigns directed to high-risk populations such as low-income or substance-abusing pregnant women, diabetics, HIV-positive persons, TB cases, etc., when these campaigns target both Medi-Cal eligibles and non-Medi-Cal eligibles, and the health care services are covered by Medi-Cal; (2) telephone, walk in, or drop-in services for the purpose of informing or referring persons, including Medi-Cal eligibles, to services covered by Medi-Cal; and (3) conducting specific Medi-Cal health education programs that are included as part of a broader general health education program. The Medi Cal portion may be allowable 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. 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 related to the application and eligibility determination/redetermination 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 on other activities that are directly related to the provision of TCM services.

MAA/TCM Coordination and Local Governmental Agency (LGA) Claims Administration
LGA employees whose position descriptions/duty statements include the administration of TCM and Medi-Cal Administrative Activities (MAA) on an LGA-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 claiming 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 claiming, including overseeing, preparing, compiling, revising, and submitting TCM and MAA claims on an LGA-wide basis to the State; (4) attending training sessions, meetings, and conferences involving TCM and/or MAA; (5) training LGA program and subcontractor staff on state, federal, and local requirements for MAA/TCM claiming; and (6) ensuring that MAA and TCM claims do not duplicate Medi-Cal claims for the same activities 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 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, Maternal 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 monitoring 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 in-service orientations and programs; health promotion activities for county employees; and earning of compensatory time off (CTO), and breaks.

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

State of California—H[illegible]nd Welfare Agency

Depart[illegible] Health Services

PROGRAM TIME SURVEY FOR EMPLOYEES PERFORMING MEDI-CAL ADMINISTRATIVE ACTIVITIES

☐ SPMP ☐ Non-SPMP

Month and Year ____/19____

Name (last, first, middle initial)	Employee Number	Program and Claiming Unit	Facility Location

TYPE OF ACTIVITY	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
Other Programs/Activities																																
Direct Patient Care																																
Medi-Cal Outreach (A)																																
Medi-Cal Outreach (B)																																
Facilitating Medi-Cal Application																																
Arranging for and/or Providing Transportation																																
Contract Administration (A)																																
Contract Administration (B)																																
MAA/TCM Coordination and Claims Administration																																
MAA Implementation Training																																
General Administration																																
Paid Time Off																																
TOTAL HOURS																																

Employee's Signature	Employee's Telephone Number	Date	Supervisor's Signature	Date

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 nonwork 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 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 ACTIVI 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 encourage those individuals who may be eligible for Medi-Cal to apply for Medi-Cal; or (2) bringing Medi-Cal eligibles 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 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. For example: media or direct contact Outreach B campaigns directed to high-risk populations such as low-income or substance-abusing pregnant women, diabetics, HIV-positive persons, TB cases, etc., when these campaigns target both Medi-Cal eligibles and non Medi Cal eligibles, and the health care services are covered by Medi-Cal; (2) telephone, walk-in, or drop-in services for the purpose of informing or referring persons, including Medi-Cal eligibles, to services covered by Medi-Cal; and (3) conducting specific Medi-Cal health education programs that are included as part of a broader general health education program. The Medi-Cal portion may be allowable if the cost of the general health education program is discounted according to the Medi-Cal percentage.

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This activity does not include 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 fill out a Medi-Cal eligibility application; (3) gathering information related to the application and eligibility determination/redetermination 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.

Arranging for and/or Providing Transportation
Arranging for and/or providing nonemergency, nonmedical transportation of Medi-Cal eligibles to 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 contract administration for allowable MAA, such as Outreach, under that activity or of time surveying allowable MAA under Contract Administration. Contracting for Medi-Cal services may only be time surveyed under Contract Administration. Under no circumstances should the same contract administration be time surveyed under both Contract Administration and the activity, such as Outreach. Contracting for Medi-Cal services and/or MAA is claimable when the administration of those contracts meets all of the following criteria: (1) the contract administration is performed by an identifiable unit of one or more employees, whose tasks officially involve contract administration, according to their job position descriptions; (2) the contract administration involves contractors 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, recruiting, and contracting with community agencies as Medi-Cal services and/or MAA contract providers; (b) providing technical assistance to Medi-Cal subcontractors regarding county, state, and federal regulations; (c) monitoring provider agency capacity and availability; and (d) ensuring compliance 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/duty statements 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 LGA's administration of TCM and MAA: (1) drafting, revising, and submitting MAA claiming 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 claiming, including overseeing, preparing, compiling, revising, and submitting TCM and MAA claims on an LGA-wide basis to the State; (4) attending training sessions, meetings, and conferences involving TCM and/or MAA; (5) training LGA program and subcontractor staff on state, federal, and local requirements for MAA/TCM claiming; and (6) ensuring that MAA and TCM claims do not duplicate Medi Cal claims for the same activities 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.

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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, Maternal and Child Health, Child Health and Disability Prevention, etc.

General Administration
Time spent attending or conducting general, nonmedical staff meetings, developing and monitoring 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 in-service orientations and programs; health promotion activities for county employees; and earning of compensatory time off (CTO); and breaks.

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