

# Department of Health Care Services

MENTAL HEALTH MEDICAL  
ADMINISTRATIVE ACTIVITIES

**TIME STUDY TRAINING**



# LEARNING OBJECTIVES

- \* Understand the purpose for the time study.
- \* Understand the standards for the time study.
- \* Understand how to determine when time should be recorded to each activity.
- \* Understand how DHCS will review and verify the time study results.
- \* Understand when employees may direct charge time rather than time study.

# TIME STUDY PURPOSE

- \* The purpose for the time study is to allocate salary and benefit costs and operating costs to allowable and unallowable activities.

# TIME STUDY STANDARDS

- \* Record time in one minute increments.
- \* Record one hundred percent of time worked.
- \* Record time on a daily basis.

# PARALLEL ACTIVITIES

- \* The purpose for parallel activities is for counties to separately record time spent performing an allowable activity for a non-medical purpose.
- \* For example, claiming units that perform outreach to inform and engage individuals in services that are not eligible for Medi-Cal reimbursement, such as vocational rehabilitation, would be coded to the parallel outreach activity.

# DETERMINING WHEN A PARTICULAR ACTIVITY IS BEING PERFORMED

- \* Time may be recorded to eighteen separate activities.
- \* Eight of those activities are not reimbursable.
- \* The remaining ten activities are reimbursable.
- \* This component will review each activity and provide some guidance for determining when an employee may be performing the activity.

# ACTIVITY 1

## OTHER ACTIVITIES

- \* Time recorded to this activity is not reimbursable.
- \* Employees performing any activity that is not described in part of another activity is recorded here.
- \* Employees that are not sure whether the task being performed falls within another activity, should record their time here.

# ACTIVITY 2

## DIRECT PATIENT CARE

- \* Direct patient care includes the provision of Medical specialty mental health services.
- \* Direct patient care includes the provision of other mental health services.
- \* Direct patient care does not include crisis intervention or targeted case management.
- \* Examples of direct patient care include, but are not limited to, performing a clinical assessment, developing a treatment plan, and providing therapy.

# ACTIVITY 3 – OUTREACH TO NON MEDI-CAL PROGRAMS

- \* This is the parallel activity for Activity 4, Medi-Cal Outreach.
- \* Record time to this activity when performing outreach that is directed toward a program or service that is not covered by Medi-Cal, such as housing or employment services.
- \* For example, record time here when educating individuals about vocational rehabilitation programs available through the county.

# ACTIVITY 4

## MEDI-CAL OUTREACH

- \* Informing individuals about Medi-Cal services, including specialty mental health services.
- \* Assisting individuals to understand their need for mental health services.
- \* Encouraging individuals to apply for and participate in mental health treatment.
- \* Assisting individuals with accessing services.
- \* Gathering information on the individual's health and mental health needs.

# ACTIVITY 5 – ELIGIBILITY INTAKE FOR NON MEDI-CAL PROGRAMS

- \* This is the parallel activity for Activity 6, Eligibility Intake.
- \* Record time to this activity when assisting individuals with completing applications for programs other than Medi-Cal or Supplemental Security Income.
- \* For example, record time to this activity when assisting individuals with completing applications for the CalFresh program.

# ACTIVITY 6

## ELIGIBILITY INTAKE

- \* Record time to this activity when screening an individual to determine whether the individual is likely eligible for Medi-Cal or SSI.
- \* Record time to this activity when assisting an individual with completing an application for Medi-Cal or SSI.

# ACTIVITY 7 – CRISIS INTERVENTION

- \* This is the parallel activity for Activity 8, Referral in a Crisis Situation for Non-Open Cases.
- \* Record time to this activity when intervening in a crisis situation for an individual who is currently receiving mental health services.

# ACTIVITY 8 – INTERVENING IN A CRISIS SITUATION FOR NON-OPEN CASES

- \* The activity must be performed on behalf of an individual who is experiencing a psychiatric crisis.
- \* The activity is limited to time spent assessing the nature of the psychiatric crisis and making a referral to services that are appropriate to meet the individual's needs.
- \* The individual **may not** have an open mental health chart.
- \* For example, an individual may contact the access line who is experiencing a psychiatric crisis and the individual who takes the call may assess the nature of the crisis and refer the individual to an appropriate provider to address the crisis.

# ACTIVITY 9 -CONTRACT ADMIN. FOR NON MEDI-CAL PROGRAMS

- \* This is the parallel activity for Activities 10 and 11, Medi-Cal Mental Health Service Contract Administration – Discounted and Not Discounted.
- \* Record time to this activity when administering a contract that is not associated with the provision of Medi-Cal eligible services.
- \* For example, administering a contract with a skilled nursing facility that operates a special treatment program with more than 16 beds (i.e., an IMD).

# ACTIVITY 10 & 11 – MEDI-CAL MENTAL HEALTH SERVICES CONTRACT ADMIN.

- \* Record time to Activity 10 when administering a contract that only provides Medi-Cal services to Medi-Cal beneficiaries.
- \* Record time to Activity 11 when administering a contract that provides Medi-Cal eligible mental health services to individuals who are both Medi-Cal beneficiaries and individuals who are not Medi-Cal beneficiaries.

# ACTIVITY 12 – PROGRAM PLANNING AND POLICY DEVELOPMENT

- \* This is the parallel activity for Activities 13 and 14, Program Planning and Policy Development.
- \* Record time to this activity when performing program planning and policy development for non Medi-Cal programs and services.
- \* For example, time spent developing programs and policies that provide mental health services to individuals in a county jail would be coded to this activity.

# ACTIVITY 13 – PROGRAM PLANNING AND POLICY DEVELOPMENT

- \* Developing strategies to increase Medi-Cal system capacity and to close service gaps.
- \* Interagency coordination to improve delivery of mental health services or other Medi-Cal covered health services to adults who have a serious mental illness or children who have a serious emotional disturbance.
- \* For example, developing a process for child welfare to refer children to mental health for a mental health assessment.

# ACTIVITY 14 – PROGRAM PLANNING AND POLICY DEVELOPMENT - SPMP

- \* Developing strategies to increase Medi-Cal system capacity and to close service gaps.
- \* Interagency coordination to improve the delivery of mental health services to adults who have a serious mental illness and children who have a serious emotional disturbance.
- \* For example, a licensed clinical social worker develops a program plan to implement an assertive community treatment program.

# ACTIVITY 15 – CASE MANAGEMENT OF OPEN CASES

- \* This is the parallel activity for Activity 16, Case Management of Non-Open Cases.
- \* Case management of open cases is a direct service provided to an individual who has an open case.
- \* Each county's clinical policies and procedures are used as the standard for determining when an individual has an open case.

# ACTIVITY 16 – CASE MANAGEMENT OF NON-OPEN CASES

- \* Gathering information about an individual's health and mental health needs.
- \* Assessing the likelihood an individual meets the medical necessity criteria to access specialty mental health services.
- \* Assisting individuals to access Medi-Cal covered physical health and mental health services, including specialty mental health services, by providing referrals, following-up, and arranging transportation for mental health care.

# ACTIVITY 17 – MAA COORDINATION AND CLAIMS ADMINISTRATION

- \* Drafting, revising, and submitting MAA claiming plans.
- \* Serving as a liaison to claiming programs within the mental health plan and with the state and federal governments on MAA.
- \* Monitoring the performance of claiming programs.
- \* Administering the mental health plan's claiming, including overseeing, preparing, compiling, revising, and submitting MAA claims to the state.

# ACTIVITY 17 (CONTINUED)

- \* Attending training sessions, meetings, and conferences related to MAA.
- \* Training mental health plan program staff and subcontractors on state, federal, and mental health plan requirements for MH MAA claiming.
- \* Ensuring MAA claims do not duplicate Medical claims for the same activities from other providers.

# ACTIVITY 18

## GENERAL ADMINISTRATION

- \* Reviewing departmental procedures and rules.
- \* Performing administrative or clerical activities related to general building or county functions or operations.
- \* Reviewing technical and research literature.
- \* Filling out the time survey.
- \* Developing and monitoring program budgets.
- \* Participating in staff meetings.

# ACTIVITY 18 – (CONTINUED)

- \* Researching and evaluating activities.
- \* Performing contract management.
- \* Paid time off.

# SKILLED PROFESSIONAL MEDICAL PERSONNEL

- \* The activity is necessary for the proper and efficient administration of the State plan.
- \* The employee has professional education and training in the field of medical care.
- \* The employee is in a position that requires the medical knowledge and skills.
- \* The individual is employed by DHCS or a public agency with which DHCS contracts.

# Necessary for the Proper and Efficient Administration of the State Plan

- \* Enhanced reimbursement is available for case management of non-open cases and program planning and policy development.
- \* CMS has approved these activities as necessary for the proper and efficient administration of the State plan.

# PROFESSIONAL EDUCATION AND TRAINING

- \* Employee must have completed a 2-year or longer program of academic study in a medically-related field.
- \* Employee must have an active license issued by the State of California in the medically-related field.

# DUTIES REQUIRE MEDICAL KNOWLEDGE AND SKILL

- \* The employee must be in a classification that requires incumbents to have a license in a medically-related field.
- \* The claiming unit's official position description must require a license in a medically-related field for individuals to be hired.
- \* All individuals employed in the classification must have a license in a medically related field.

# EMPLOYED BY DHCS OR A PUBLIC AGENCY THAT CONTRACT WITH DHCS

- \* Individuals who are employed by a mental health plan meet this criteria.
- \* Individuals employed by a contract provider do not meet this criteria.