

Putting Yourself Under the Microscope – A Tale of Self-Monitoring

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Presented by



MAXIMUS

Background

- Denial of Medicaid Administrative Claims by CMS
- Settlement agreement between MDCH and CMS
- Contract for Statewide RMTS Contractor
- Contract for Special Monitor

Special Monitoring Overview

- Concentrated on Process
- Implementation Plans
- Advisory Group participation/input
- Coordination between CMS, MDCH, MDE, ISDs, LEAs, RMTS Coordinator, and SM
- Regular meetings
- Reports to MDCH

Areas Monitored

- Universal pool (staff list)
- Observation forms
distribution/collection/coding
- Sampled participant understanding of responsibilities
- Validity of sample size
- Calculation of time study results
- Scanning process of observation forms
- Claims calculation process

Staff Pool List

- Reviewed personnel records of employed and contracted staff to determine de facto employer-employee relationships
- Monitored the ongoing sample results to look for staff participants by job title that never report a claimable activity

Staff Pool List

- Interviewed staff from randomly selected LEAs
- Analyzed consolidated database
- Performed sample review to verify eligibility of staff to participate in sample
- Reviewed job descriptions for positions sampled
- Reviewed licensure/certification/other personnel information on SPMPs

Federally Funded Staff

- Ascertained how federally funded staff treated in the overall and performed review
- For federally funded staff, performed a sample review through district staff interviews to make certain individuals were not 100 percent federally funded

Observation Forms

- Randomly selected observation forms for review
- Reviewed forms for match of description to appropriate code
- Reviewed timeframes for distribution and collection of forms
- Assessed process for monitoring return of forms

RMTS Participant Survey

- Randomly selected 200 staff participants
- Surveyed staff to ascertain
 - Adequacy of written instructions on observation form
 - Timeliness of receipt of observation form
 - Return of observation form
 - Self-described job title

Designated Coders

- Reviewed coded forms to identify any weakness in level of understanding of coder
- Interviewed coders to assess knowledge of activity codes

Sample Validity

- Assessed sample size using statistical formula to assure 95% validity

Time Study Results

- Performed parallel calculations used to summarize the hits in the activity categories
- Checked calculations against the final percentage to determine accuracy
- Performed parallel re-allocation of the general administration “hits”
- Performed parallel percentage calculations to compare to the percentages obtained by the RMTS software

Scanning Process

- Obtained hard copies of 5% of scanned time study forms
- Obtained information generated from RMTS software system corresponding to the information items represented by the scanning
- Compared the activity coded by hand on the hard copy form to the information obtained from the RMTS software

Claims Calculation

- Reviewed timeframes for completion and receipt of cost data from the ISDs/LEAs to ensure the timely filing of the outreach claims
- Reviewed RMTS software cost/claim generation component
- Assessed processes used to ensure the accuracy of all calculations of the RMTS

For More Information

Penny Dipple

Michigan Department of Community Health

Dipplep@michigan.gov

517-241-5159

Anne Glass

MAXIMUS

anneglass@maximus.com

850-322-7731