

Personal Care Aides:

Increasing the RMTS% Through Understanding

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Agenda:

- Focusing on Personal Care
 - Why
 - Statistics
- It starts with the staff pool list
 - Correct staff on list
 - Informing new staff about Medicaid
- Training Tips
 - Policy
 - Procedure Manual
 - RMTS Responses
- Compliance Tips
 - Internal Audit
 - Notes Review



Why Focus on Personal Care



Why should we focus on Personal Care?

Direct Service Staff

- Only with students during therapy
- Total # of service staff state wide 5,076
- 3,000 RMTS assigned per quarter
- RMTS % 2016-17

73.80%

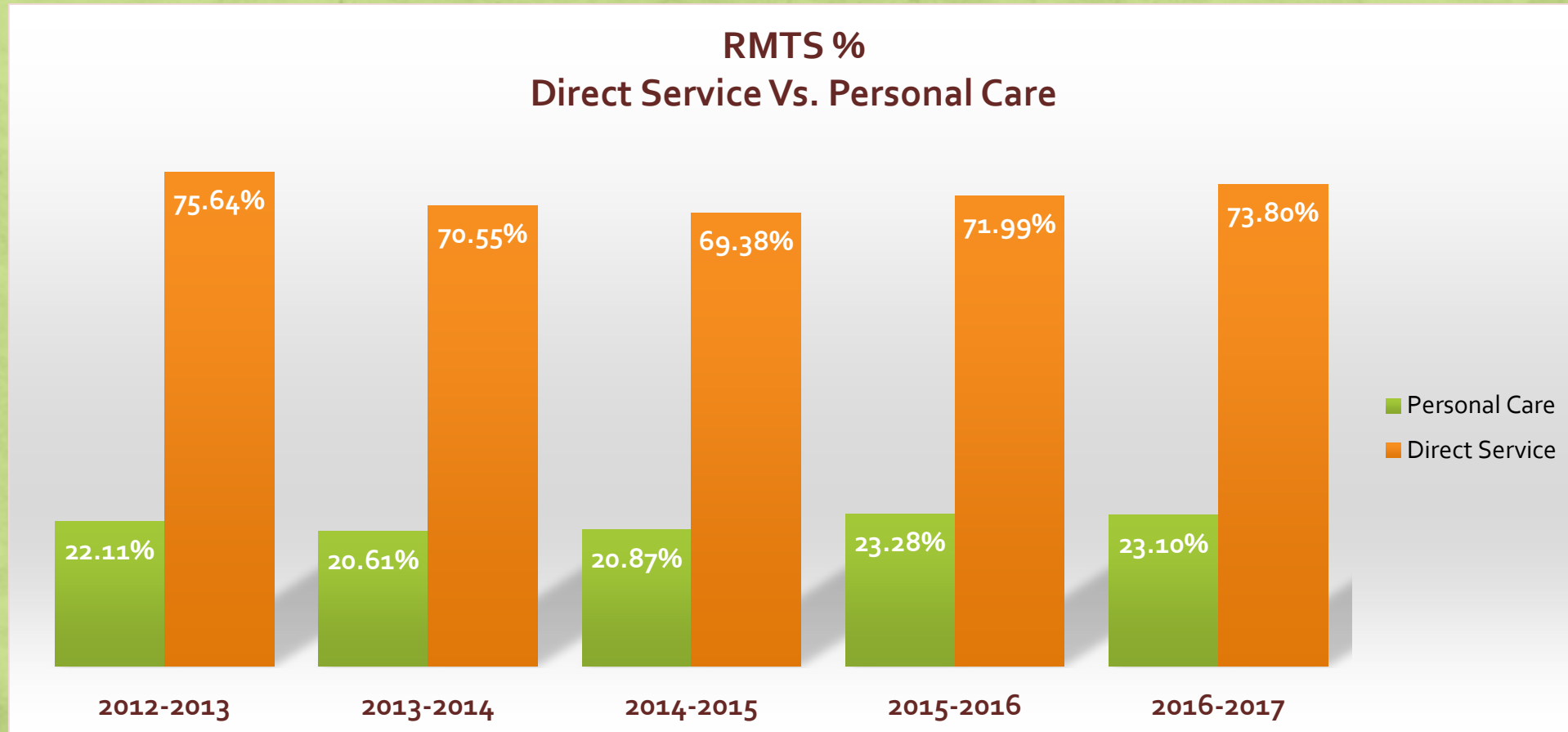
Vs.

Personal Care Staff:

- PCA with students ALL Day
- Second largest staff pool list 6,020 state wide
- 3,200 RMTS assigned per quarter
- RMTS % historically low

23.10%

Focusing on Personal Care Aides



What steps can I take?

Start with the Staff Pool List:

- Correct staff listed
 - Consists of individuals who perform direct Personal Care Services
 - Are they Federally Funded?
 - “Academic” Aides
 - Vacancies
 - Shifts



Make sure your staff is informed

- Ask yourself these questions
 1. Is your staff aware that the RMTS exists?
 2. Understand the purpose of the RMTS?
 3. Understand the importance of Good RMTS responses?
 4. Have you set a procedure for informing staff about RMTS?
 1. Email
 2. Welcome Letter

Remember:

Time Study results are an essential part of the claim calculation!

Inform new staff regarding RMTS

Informed Participants:

- Have an understanding of the program and how their moment contributes
- They know they can be selected for a RMTS and watch for notifications
- They answer their RMTS survey in a timely manner with appropriate detail
- Are not as likely to receive follow-up questions from PCG

Uninformed Participants:

- Might feel the program is a waste of their time because they do not understand
- Do not look for or ignore notifications
- Need to be reminded to complete their survey and sometimes do not provide enough detail
- Are more likely to receive follow-up questions from PCG

Training is a Key Component

“Any fool can know. The point is to understand.”

— Albert Einstein

Start with Medicaid Policy

- What is Medicaid?
 - Funded by State and Federal Money
 - Largest Healthcare Program in the U.S.
- What is Personal Care according to Medicaid?
 - Services may be “hands-on” or “cueing”
- Medicaid Claiming Requirements
 - Personal Care marked “yes” on IEP
 - Personal Care Authorization Form
 - Billing for services

Give them Guidelines

- Medicaid Procedure Packet (see handouts for examples)
 - Paraprofessional's Responsibilities Sheet
 - Personal Care Authorization Form for each student
 - Personal Care Tip Sheet
 - Monthly Personal Care Service Log
 - Directions for logging into billing system

*Courtesy of Wayne-Westland Special Education Office

Paraprofessional or PCAs Responsibility

Wayne-Westland Office of Special Education Handouts:

- Create a caseload
- Monthly Service Log
- Collaborate with Case Manager/Teacher to enter billing
- How long it will take
- Check PCA Authorization Forms
- Record services for Medicaid eligible students
- Record only services YOU provide
- Do not bill when you or the student is absent

Personal Care Authorization Form

From:

03/16/2016 11:26 #310 P.004/009

Each individual student has their own Personal care sheet
(In their IEP)

Personal Care Service Authorization

Student Information:

Name:	Student's name
Date of Birth:	etc.
School District:	etc.
Attending School:	etc.

PERSONAL CARE SERVICES are a range of human assistance services provided to persons with disabilities and chronic conditions which enables them to accomplish tasks that they would normally do for themselves if they did not have a disability. Assistance may be in the form of hands-on assistance or cueing so that the person performs the task by him/her self.

Personal Care Services may include, but are not limited to, assisting with the following. Please indicate with a check mark all services that the above named student may require on a daily basis:

- ☐ Eating/feeding;
- ☐ Respiratory assistance;
- ☐ Toileting;
- ☐ Grooming;
- ☐ Dressing;
- ☐ Transferring;
- ☐ Ambulation;
- ☐ Personal hygiene;
- ☒ Mobility/Positioning;
- ☐ Meal preparation;
- ☐ Skin care;
- ☐ Bathing;
- ☐ Maintaining continence;
- ☐ Assistance with self administered medications;
- ☒ Redirection and intervention for behavior; and
- ☐ Health related functions through hands-on assistance, supervision and cueing.

You may only bill one
item per student that
is marked.

Authorization Personal care services require an authorization by a licensed practitioner operating within the scope of their practice, including Registered Nurses (RN), Occupational Therapists (OT), Physical Therapists (PT), Master of Social Work (MSW) and Speech-language Pathologists (SLP).

Licensed Practitioner Authorization:

I certify that the above named student requires daily personal care services due to their disability or medical condition.

* This must be signed but not by you!!!

Licensed Practitioner Signature Date Signed

This authorization must be updated annually and kept in the student's record for seven years.

The PCA can make
sure they are only
billing for authorized
services

Tip Sheet – Quick Guide to All Things PC



Putting the in Personal Care Personal Care Aide - 125

Personal Care Services are a range of human assistance services provided to persons with disabilities or chronic conditions which enables them to accomplish tasks that they would normally do for themselves if they did not have a disability. Assistance may be in the form of hands-on assistance or cueing so that the person performs the task by him/her self.

LET'S BEGIN BY ANSWERING SOME VERY IMPORTANT QUESTIONS:

- ✓ Does the student's IEP say YES to Medicaid Personal Care?
- ✓ Does the student's file include a Personal Care Authorization for the services you provide?
- ✓ Does the student have an asterisk next to their name in Service Tracker?
- ✓ Does the aide/para (aka you) have a personal care checklist for the student?

If you answer YES to each question you can use billing code *T1020-Personal Care* to report a daily service.

Medicaid Billable Personal Care Service include the following:

1. **Eating/Feeding** - Assisting/cueing student with meal/snack feeding.
2. **Respiratory Assistance** - Assistance with exercises to increase lung capacity.
3. **Toileting** - physically assisting/cueing student to access the toilet.
4. **Grooming** - Assisting/cueing student with washing hands/face, combing hair, personal appearance, etc. Health related functions through hands-on assistance, cueing and monitoring - broad range of health related assistance/cueing so that the student can perform the task by him/herself.
5. **Dressing** - Assisting/cueing student to dress themselves for outdoors, following toileting, etc.
6. **Transferring** - Assisting/cueing student to move from a wheelchair to another place and back again (chair, toilet, mat, etc.)
7. **Ambulation** - Helping/assisting student with walking on their own or with some type of walker or other equipment
8. **Personal Hygiene** - Assisting/cueing student with teeth brushing, maintaining hygienic conditions, assistance with nose/mouth wiping, female menstrual periods.
9. **Mobility/Positioning** - Assisting/cueing student to adjust his/her positioning to prevent stiff muscles/sores, (e.g. using stander).
10. **Meal preparation** - Assisting/cueing student in food preparation, (including grinding food in a food processor, preparation of formula).
11. **Skin Care** - Assisting student with proper skin care in the case of chronic skin condition.
12. **Bathing** - Assisting student with bathing/washing (e.g. student has regular/irregular bowel/bladder habits that require staff assistance to clean/change).
13. **Maintaining continence** - Assisting/cueing student with accessing the restroom in a timely manner (e.g. cueing the student to visit the restroom).
14. **Assistance with self-administered medication** - Assisting/cueing with an inhaler that the student carries with him/her.
15. **Redirection and intervention for behavior** - any cueing or physical hands-on-redirection of student for behavior purposes including implementation of behavior plan, de-escalating aggressive behaviors, or specific intervention to respond to harmful activities (to self or others).
16. **Health related hands-on assistance, cueing and monitoring** - Assistance/cueing that is not covered under other categories.

NEVER report any of these services as personal care. Medicaid defines them as "sterile" and sterile aren't considered reimbursable if they are not performed by a **NURSE!**

- Irrigation
- Suctioning and tracheostomy care
- Skin care (application of sterile dressing / changing dressing)
- Administering medications by injection
- Insertion or irrigation of catheters
- Tube feeding
- Oxygen administration
- Ventilator care
- Drawing blood

Service Tracker Reminders and Tips:

- Transcribe your paper logs into Service Tracker.
- Remember the presenting problem is the disability or chronic condition that causes the student to require hands-on assistance or cueing to perform a task they would normally do by themselves.
- Personal care services do not require daily notes, but Service Tracker does... So your note should look like one of the daily note examples:
 - The # (1-16) that corresponds to the service,
 - The name (eating/feeding, transferring, etc.) that the corresponds to the service, **OR**
 - The note (See Monthly Summary)
- Since the monthly summary doesn't need to long or detailed...you can simply identify a service (toileting, redirection and intervention for behavior, skin care, etc.) you assisted the student with.
- **Finally, services won't be submitted to the state until they are identified as "Ready to Bill", so be sure to push the button and say OK when prompted!**

Note: Medicaid policy says paper logs must be kept on file for a period of **SEVEN** years in case of an audit...So be sure to turn them in to your special education office or teacher.

Monthly Service Logs

Keep a Copy at the end of the month before turning in original.

MONTHLY PERSONAL CARE SERVICE LOG**Service List:**

- | | |
|--------------------------|---|
| 1 Eating/Feeding | 9 Mobility/Positioning |
| 2 Respiratory assistance | 10 Meal preparation |
| 3 Toileting | 11 Skin care |
| 4 Grooming | 12 Bathing |
| 5 Dressing | 13 Maintaining continence |
| 6 Transferring | 14 Assistance with self administered medications |
| 7 Ambulation | 15 Redirection and intervention for behavior |
| 8 Personal hygiene | 16 Health related hands-on assistance, supervision and cueing |

Month:

Sample

Year:

[illegible]

Did you provide any of the services listed above today? If so, enter the number that describes one of the services you provided next to the student's name under today's date. Leave blanks for weekends, holidays, and any other days when no service is provided.

I attest that the services documented above were provided on the date indicated, to the student named, in accordance with the Michigan Medical Services Policy guidelines.

Paraprofessional Signature: Yair M. [illegible]

Paraprofessional Signature: Your Name

I have reviewed the Paraprofessional Activity Check List above.

Supervisor Signature: _____




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03/16/2018 11:29

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Increase High Quality of Time Study Responses

Good RMTS responses lead to an accurate time study, which optimizes reimbursement

- What is RMTS?
- Why is it important?
- “Must Knows” of RMTS (handout)
- Response examples
 - The Good 
 - The Bad 
 - The Ugly 
- Follow-up questions from PCG
 - Importance of responding to follow-up questions

Compliance

How do we Know They Understand?

Service Notes Review

Your office should check once a year to make sure that:

- All staff on Personal Care Staff Pool List are reporting services
- All students have “yes” on IEP
- Notes are in compliance

Internal Audit

- Conducted once a year
- Personal Care is “yes” on IEP
- Personal Care Authorization Form on file
- Services being reported match Authorization Form
- Student attendance

Resources Used for Presentation

Visit our website to access the resources used in this presentation:

<http://www.resa.net/services/medicaid/>

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