

ADRC – No Wrong Door

Department of Human Services 2018

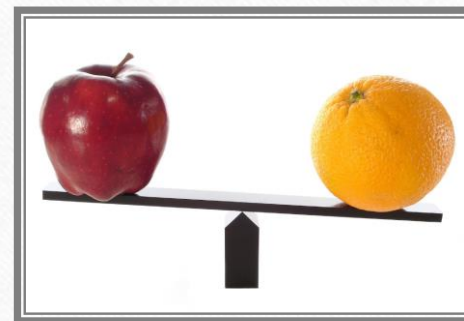


Medicaid Administrative Claiming – What is it?

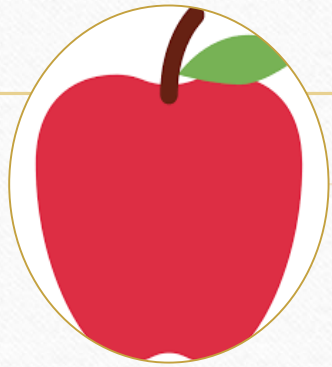
It is a program that allows for Federal Medicaid funds to be potentially available for the cost of administrative activities completed by ADRC/No Wrong Door (NWD) employees that directly support efforts to identify and enroll eligible individuals into Medicaid programs, or help them stay off of Medicaid if that is a better option.

What is the
Difference
between
Medicaid
Administration
and ADRC-
NWD Medicaid
Administrative
Claiming?

- Its important to clarify that agencies who already service consumers as Medicaid Administrative services providers (e.g., case management, eligibility determination) **are performing different functions than ADRC NWD MAC.**



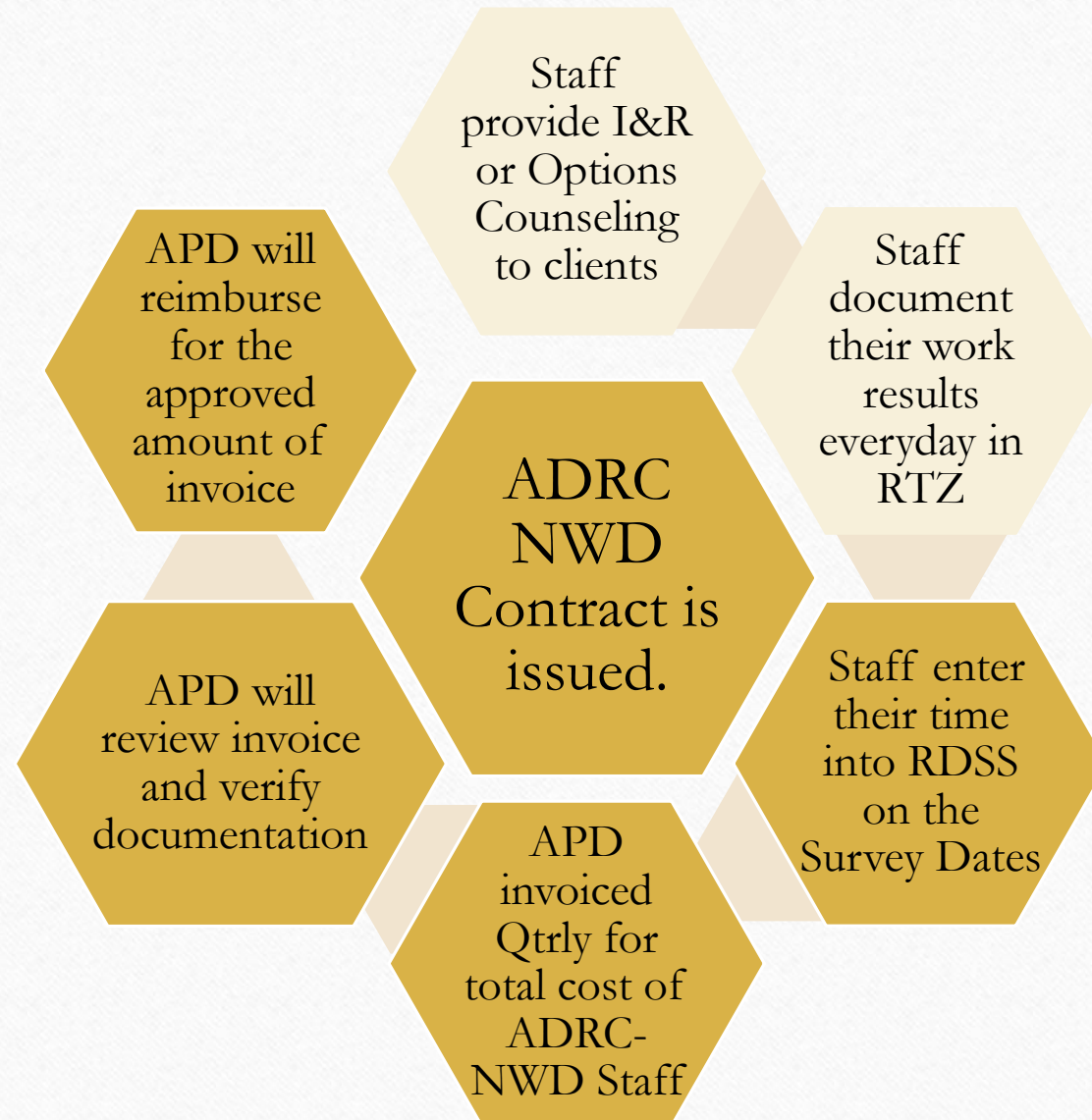
Apples vs Oranges



Medicaid Services include case management, eligibility services, and administrative costs associated with consumers who are applying for or are already receiving Title XIX Medicaid Services.



ADRC -No Wrong Door includes Information & Referral or Option's Counseling offered to a non-Medicaid consumer around Medicaid services or making a referral to Medicaid.



What staff can be assigned to ADRC-NWD?

- Any staff can be assigned to the ADRC-NWD program but they can't be already funded by a federal program.
 - An employee could be funded 40 % Older American, 40 % ADRC-NWD, 20 % local funds but cant be reimbursed more than 1 time for same body of work.
 - If you are an employee it is your Supervisor's job to verify you are properly funded.



Information & Referral Definition

I & R links people who need assistance with appropriate service providers and/or to supply descriptive information about the agencies or organization with other services. The information and referral process involves establishing contact with the individual, assessing the individual's long and short-term needs, identifying resources to meet those needs, providing a referral to identified resources, and, where appropriate, following up to ensure that the individual's needs have been met.

Options Counseling Definition

Options Counseling offers an *interactive decision support process* that helps individuals in need of long term care and **helps their families understand their strengths, needs, preferences and unique circumstances and weigh the pros and cons of available alternatives.** The consultation includes a discussion of the factors to consider when making long term care decisions, information about the range of long term care support options available in their community (such as personal care, transportation and medication management) and resources that can help them pay for services. The program also provides decision support to help identify next steps in the process and help in connecting with services, if needed.

Options Counseling can be of benefit to people using their own resources to pay for services; and may be provided over the telephone or in person (at home, at an agency, in a hospital, at a rehabilitation or nursing facility or in another setting of the person's choosing). The objective of the program is to allow people to live as independently as possible in the setting of their choice.



I &R versus Options Counseling

- Short-term/immediate needs should always be addressed through I&R first. This does not exclude the caller from being referred to Options Counseling – Options Counseling can be among the referrals identified by the I&R Specialist.
- Options Counseling should be offered at points where consumers face choices about their long-term care options.



Can I just do I&R?

- No, in this program your Agency needs to offer both I&R and Options Counseling services.

Why do we use RTZ?

- We need to document the work, if the work is not documented you will not get credit for it. For staff doing I & R Work & Options Counseling you are already required to document consumer information in RTZ. **This is nothing new.**



Information & Referral

There are two steps to recording ADRC/NWD activity in I&R

- **Step 1: In Follow Up/Notes**, you must include a note explaining how this call qualified for ADRC/NWD reimbursement.

Follow-Up/Notes

Do you want to follow up

No

Date

Note **

Caller requested information for her neighbor regarding in-home care and transportation. Discussed Medicaid eligibility requirements and alternative options.

Reason

Name

Save

Cancel

Information & Referral

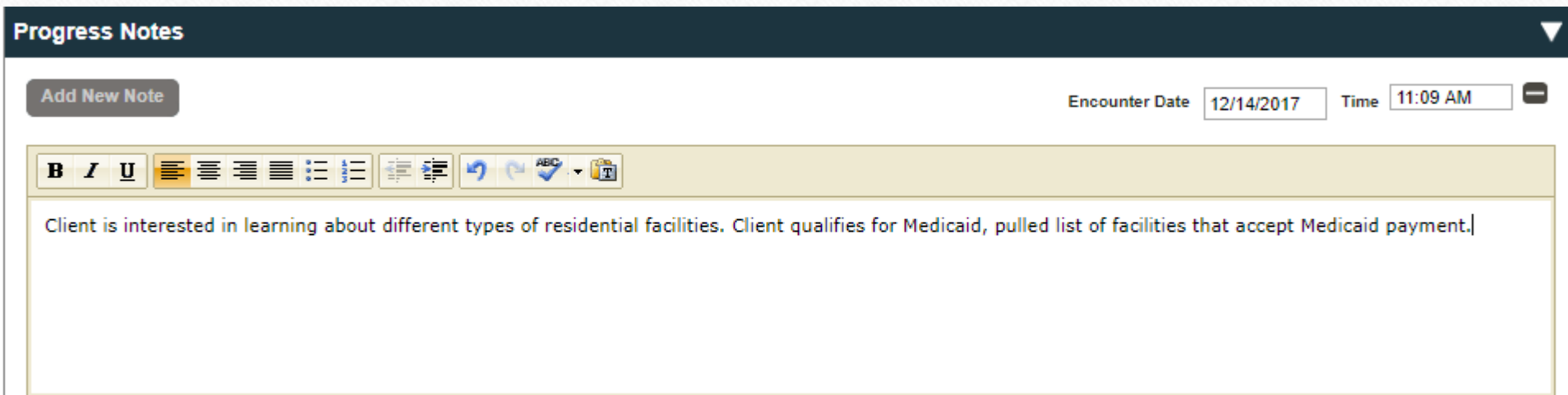
- **Step 2:** At the end of the call, choose a **Call Outcome**, and then select **Medicaid** (you can select more than one option by holding the Ctrl key)

The screenshot shows a software interface for a 'General Note'. At the top, there is a dark blue header bar with the text 'General Note' and a downward arrow. Below this, there is a large white text area. In the middle of this area, there is a label 'Call Outcome **' followed by a dropdown menu. The dropdown menu is open, showing a list of options: 'Referral' (which is the currently selected option), 'Medicaid', 'Other Public', 'Options Counseling', and 'Other Public'. The 'Medicaid' option is highlighted with a blue background and is circled with a red hand-drawn circle. To the right of the dropdown menu, there is a label 'Units' followed by a small white input box. At the bottom of the interface, there is a dark blue bar containing four buttons: 'Incomplete Call', 'Save', 'Save & Complete', and 'Cancel'.

RTZ- Options Counseling

There are two steps to recording ADRC/NWD activity in the Caretool.

- Step 1: In **Progress Notes**, add a **New Note** describing the interaction and what Medicaid/Medicaid alternatives were discussed.



The screenshot shows the 'Progress Notes' section of a software interface. At the top, there is a dark blue header with the text 'Progress Notes' and a downward arrow. Below the header, there is a light gray bar containing an 'Add New Note' button on the left and two input fields on the right: 'Encounter Date' with the value '12/14/2017' and 'Time' with the value '11:09 AM'. Below this bar is a text editor with a toolbar. The toolbar includes icons for bold (B), italic (I), underline (U), bulleted list, numbered list, link, unlink, undo, redo, and a dropdown menu with 'ABC' and a document icon. The text area contains the following text: 'Client is interested in learning about different types of residential facilities. Client qualifies for Medicaid, pulled list of facilities that accept Medicaid payment.'

RTZ- Options Counseling

- Step 2: In **Progress Notes**, add a new **Element: Medicaid**, and click the box next to **Medicaid/Medicaid Alternatives discussed**.

Progress Notes

Add New Note

Encounter Date12/14/2017Time11:09 AM

B*I*U

Viewable by: Everyone

Select Element:

Medicaid

Medicaid/Medicaid Alternatives discussed ✓

Add Additional Element

Why all this Documentation?

- To be able to obtain Federal Match additional requirements must be fulfilled.
- While you are expected to document 100 % of the time on survey dates, if you claim any Medicaid activity it must be documented in RTZ.
 - Documentation will be verified.



Why RDSS?

- It allows for a statistical method to be used to determine the amount of effort by a group of employees on various activities.
- This method is a “Random Moment Sampling” study, which consists of a number of individual observations of employee activities at random intervals.
- Relying on the laws of probability, this sampling method can approximate the same results as would observing employees’ activities 100% of the time.



When is RDSS?

- You will have a random sampling day approximately once per month and the results are used to calculate a Quarterly reimbursement percentage.
- Managers are notified in advance, but staff are notified the day before the survey.



Do we have to use RDSS?

- With prior approval your agency can choose to use a 100% timekeeping system.
 - The time will still need to be in 15 minute increments.

Getting Started with RDSS

- Go to www.mesd.k12.or.us
- Click on Random Moment Sampling or MAC Medicaid Administrative Claiming

The screenshot shows the MESD website with a navigation bar at the top containing links for Translate, Sign In, and a search bar. Below the navigation bar is a teal banner with links for HOME, ABOUT US, COMPONENT DISTRICTS, DEPARTMENTS, SCHOOLS & SERVICES, STAFF, and TRAININGS & PD. On the left side, there is a 'Quick Links' menu with various options. A red arrow points to the 'MAC: Medicaid Administrative Claiming' link in this menu. On the right side, there is a featured announcement for the 'Oregon Reading Association State Literacy Conference' held on Friday, February 2, 2018, with a seminar by author Jeff Zwiers. The announcement includes details about the conference theme, featured speakers, and registration information.

Translate ▾ Sign In

SEARCH

HOME ABOUT US COMPONENT DISTRICTS DEPARTMENTS SCHOOLS & SERVICES STAFF TRAININGS & PD

NEWS & EVENTS NOVEMBER 2017 FEATURED NEWS ARCHIVES

Quick Links

- Flash Alert
- Accessibility of Electronic and Information Technologies
- Trainings & Professional Development
- State Testing Opt-Out Information
- Employment Opportunities
- Substitute Information
- MESD Staff Directory
- Absence Management (formerly AESOP) Login
- For parents: Immunization requirements
- Employee Wellness Program
- Outdoor School
- Home Schooling Info
- MAC: Medicaid Administrative Claiming
- MESD Board of Directors
- MESD Staff Gmail log-in
- Common Core Solutions

Oregon Reading Association State Literacy Conference
Friday, February 2, 2018 Seminar with author Jeff Zwiers
Powering Up Language and Literacy Through Constructive Conversations for All

Supporting English Language Learners Across the Content Areas in Grades K-12

Dr. Jeff Zwiers is a senior researcher at Stanford University. He co-directs the Center to Support Excellence in Teaching. His work focuses on the literacy development of students from culturally and linguistically diverse backgrounds. He offers practical, research-based strategies to teach effective communication and academic language skills in K-12 classrooms.

Super Saturday, February 3rd
Small Group Sessions Featuring Classroom-Ready Strategies in Four Strands:
K-5 6-12 STEAM Struggling Readers

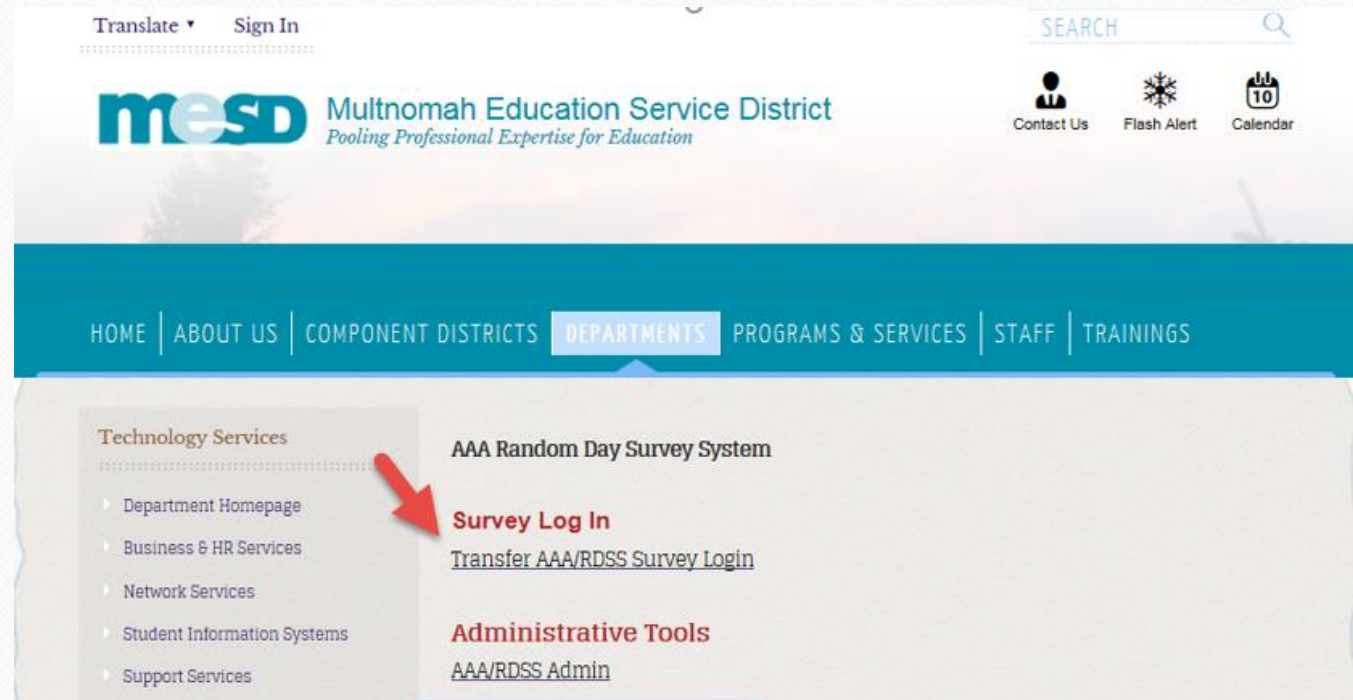
Learn More & Register: oregonread.org/home

Early bird registration is offered for the Oregon Reading Association State Literacy Conference Feb. 2-3, 2018 in Portland.

\$195 Oregon Reading Association Member
\$230 Non-Member

On Day 1 of the conference, learn how to enhance students' oral language and

Next step, click on AAA/RDSS Survey login



Logging into RDSS

- AAA/CIL need to provide their ADRC- NWD staff names to APD so they can get those names added to the system(**including backups**).
- Use First Name, Last Name and your Agency/District name to log-in. Washington and Clackamas are listed and Jackson-Josephine is for RVCOG.

Welcome to the Transfer AAA Random Day Survey

Firstname:

Lastname:

Agency:

[Example Survey](#)

Reporting Basics

- Reporting is done for an entire work day, broken out in 15-minute segments.
- Each segment can only have one activity selected within it.
- Choose the activity code that is associated with the primary reason for the activity at that time.
- Only ADRC- NWD trained staff can do the reporting.



Taking the Survey

- To take the RDSS survey, enter the primary activity for each 15 minute period. Or you can keep a paper log of your daily activities, then the survey can be completed later (up to 5 working days after the survey date). You must enter all activities for the survey date but only get reimbursed for activities in 6B & 6C.

The screenshot displays the RDSS survey interface. On the left, a list of activities is shown with checkboxes and radio buttons. On the right, a time selection dropdown is open, showing 15-minute intervals from 7:00 am to 12:00 pm. A 'Clear Time' button is located below the dropdown.

☐ 2. SNAP

☒ 3. Non-Medicaid State Programs

☐ 3A. Oregon Project Independence (OPI)

☐ 3B. Other Non-Medicaid State Programs

☐ 4. Older Americans Act

☐ 5. Other Programs

☒ 6. NWD Activities

☐ 6A. NWD Outreach/Program Education

☐ 6B. NWD Information Referral/Assistance

☐ 6C. NWD Person-Centered Options Counseling

☐ 6D. NWD Training

☒ 7. Outreach

☐ 7A. Medicaid

☐ 7B. SNAP

☐ 7C. OAA

☐ 7D. MMA

☐ 7E. Other

☒ 8. Initial Screening

☐ 8B. SNAP

☐ 8C. OAA

☐ 8E. Other

☒ 9. Medicaid Programs

☐ 9A. MMIS

☐ 9B. SPMP

☐ 9C. PAS

7:00 - 7:15 am

7:15 - 7:30 am

7:30 - 7:45 am

7:45 - 8:00 am

* 8:00 - 8:15 am

* 8:15 - 8:30 am

* 8:30 - 8:45 am

* 8:45 - 9:00 am

* 9:00 - 9:15 am

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* 10:15 - 10:30 am

* 10:30 - 10:45 am

* 10:45 - 11:00 am

* 11:00 - 11:15 am

* 11:15 - 11:30 am

* 11:30 - 11:45 am

* 11:45 - 12:00 pm

Clear Time

Sample Timekeeping Log

Sample Timekeeping Sheet to track time, and then enter into RDSS:

Name _____ Date _____

7:00-7:15am	11:30-11:45am	4:00-4:15pm
7:15-7:30am	11:45-12:00pm	4:15-4:30pm
7:30-7:45am	12:00-12:15pm	4:30-4:45pm
7:45-8:00am	12:15-12:30pm	4:45-5:00pm
8:00-8:15am	12:30-12:45pm	5:00-5:15pm
8:15-8:30am	12:45-1:00pm	5:15-5:30pm
8:30-8:45am	1:00-1:15pm	5:30-5:45pm
8:45-9:00am	1:15-1:30pm	5:45-6:00pm
9:00-9:15am	1:30-1:45pm	6:00-6:15pm
9:15-9:30am	1:45-2:00pm	6:15-6:30pm
9:30-9:45am	2:00-2:15pm	5:30-6:45pm
9:45-10:00am	2:15-2:30pm	5:45-7:00pm
10:00-10:15am	2:30-2:45pm	7:00-7:15pm
10:15-10:30am	2:45-3:00pm	7:15-7:30pm
10:30-10:45am	3:00-3:15pm	7:30-7:45pm
10:45-11:00am	3:15-3:30pm	7:45-8:00pm
11:00-11:15am	3:30-3:45pm	
11:15-11:30am	3:45-4:00pm	

ADRC- NWD Approved Activity Codes

- 6B & 6C are the approved codes for this program.
- You need to enter all activities on the survey day - so you could have Non-ADRC Activities during that day.
- If its very important to be accurate with your activities.





- **6B TM** - Information & Referral - Information referral includes providing information about Medicaid, LTSS, OAA, OPI and other related programs that may prevent or delay the enrollment in Medicaid.
- **6B PM** – Information & Referral with only a percentage of time allowable.
- **6B U** - Information & Referral non-allowable activity.
- **6C TM** – Option Counseling - Activities performed by a qualified Person-Centered Options Counselor including assisting with any immediate LTSS need, conducting conversations to confirm who should be part of the process, and Identifying the Individual's goals, strengths and preferences.
- **6C PM** – Options Counseling- with only a percentage of time allowable.
- **6C U** - Option Counseling -non-allowable activity.

Activity 6B- NWD Information Referral & Assistance

- This category is used to capture activities related to providing general program information and making referrals, rather than answering specific questions about individual's eligibility, benefit amounts, or support service needs.
- Assisting in the application process, such as telling someone where and how to apply or find an online form is also covered under this code, **but not accepting or processing applications.**
- Related tasks such as explaining eligibility rules and processes to individuals, family members or other representatives are included in 6B.



Other 6B activities

Other tasks include:

- Assistance with collection/gathering required program information
- Assistance with application completion, including necessary follow-up monitoring for successful applications
- Activities that assist in maintaining current benefits during the redetermination process
- You have a question call or email us! Tatia.A.Halleman@state.or.us

6B - Support Activities

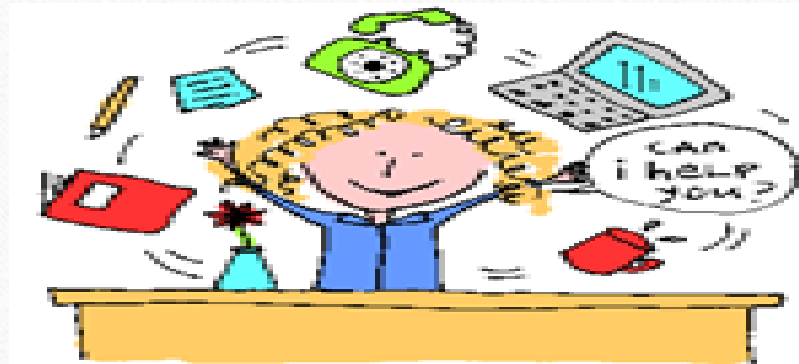
Covered Activities-

- Data Entry
- Clerical – (scheduling, printing, copying, initiating or replying to correspondence)
- Travel time to and from locations as well as logistical planning if the consumer is a potential Medicaid consumer
- Consultation with supervisors, program experts and outside agencies

Activity 6C- No Wrong Door Options Counseling

- Activities performed by a qualified Person Centered Counselors, including but not limited to:
 - Gathering & evaluating consumer information
 - Discussing LTSS options
 - Providing & reviewing written information
 - Supportive advocacy
 - Developing and recording action plans

Are Option Counseling clerical tasks
reimbursed?



Clerical Tasks

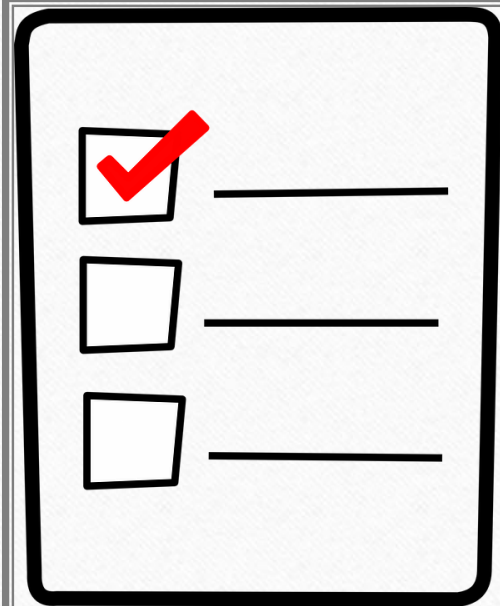
- Clerical tasks are approved. Including but not limited to:
 - Paperwork
 - Consultations
 - Arranging transportation (if Medicaid consumer related)
 - Reciprocal communication with interested parties

Other RDSS Codes

1. Not Used
2. Supplemental Nutrition Assistance Program (SNAP)
3. Non-Medicaid State Programs (i.e. OPI)
4. Older American Act (OAA) Programs
5. Other Programs (i.e. county-funded or energy assistance)

More RDSS Codes

- 7. Outreach
- 8. Initial Screening (OAA, SNAP, or Medicaid)
- 9. Medicaid
- 10. Not used
- 11. Supplemental Nutrition Assistance Program (SNAP)
- 12. Oregon Project Independence



☒	_____
☐	_____
☐	_____

Even more RDSS Codes

13. Older Americans Act

14. Other Federal, State, or County-Funded Programs

15. Adult Protective Services

16. Adult Foster Home Licensing: Non-relative & Limited License

17. Home Care Worker Activities

18-20. Leave time 21. Training 22. General Administration

RDSS Additional Training

- Think of RDSS as a timesheet – you don't need to be afraid of it.

The screenshot shows the MESD website with the following elements:

- Header:** "Translate" and "Sign In" links; a "SEARCH" bar; and icons for "Contact Us", "Flash Alert", and "Calendar".
- Logo:** "mesd Multnomah Education Service District Pooling Professional Expertise for Education".
- Navigation Bar:** "HOME | ABOUT US | COMPONENT DISTRICTS | DEPARTMENTS | PROGRAMS & SERVICES | STAFF | TRAININGS".
- Left Sidebar (Technology Services):**
 - Department Homepage
 - Business & HR Services
 - Network Services
 - Student Information Systems
 - Support Services
 - Medicaid Administrative Claiming
 - MESD Password Management
 - Alaska MAC
 - AAA Random Day Survey System
 - TeamViewer Downloads
- Main Content Area:**
 - AAA Random Day Survey System**
 - Survey Log In**
[Transfer AAA/RDSS Survey Login](#)
 - Administrative Tools**
[AAA/RDSS Admin](#)
 - Training Material** (highlighted with a blue box):
 - [2016 RDSS Manual](#)
 - [2010 RDSS Training Questions](#)
 - Forms**
 - [2016 RDSS Code Tracking Form - Single Page](#)
 - [2016 RDSS Code Billing Categories \(xls\)](#)
 - [Employee Pool Standard Form \(xls\)](#)

What if an ADRC- NWD Employee is gone on survey day?

- If an employee is gone either sick or vacation on a RDSS Survey date you can have the back-up for the position take the survey on that date.
 - The back-up needs to be trained with the same skills as the regular employee who would be taking the survey.
 - You should add all back-ups to RDSS now so they will be set-up and ready to take the survey.

Invoicing

- AAA/CIL will invoice APD Quarterly for Total Cost for ADRC - No Wrong Door Employees

Quarter	Invoice Due Date
July-September	Due last day of October
October-December	Due last day of January
January-March	Due last day of April
April-June	Due last day of July

How do I invoice?

ADRC Medicaid Admin Funding Request

AAA:		Contract #:	
Quarter:			
Monthly Site Expenditures	Total Costs Per Category	Description	
Salaries:		Cost of direct ADRC- No	
Employee Benefits:		Wrong Door Employees	
Direct Supplies			
Direct Rent/Utilities			
Telephone/Travel			
Indirect Rate/other Indirect cost	\$ -		
Total	\$ -		
* If claiming indirect cost the indirect charts needs to be filled out.			
ADRC -NWD/Medicaid Minutes	-	=	#DIV/0!
Total Minutes	-		
Total ADRC-NWD Medicaid Eligible Costs	✓	#DIV/0!	
Local matching share	✓	#DIV/0!	50%
Requested federal share	✓	#DIV/0!	50%

\$\$\$\$\$

- You want to invoice for Total Cost for any employees assigned to this program which includes:
 - Salaries (including Supervisor)
 - Benefits
 - Supplies
 - Rent/Utilities/Telephone
 - Indirect Rate/Cost *

Monthly Site Expenditures	Total Costs Per Category	Description
Salaries:		Cost of direct ADRC- No Wrong Door Employees
Employee Benefits:		
Direct Supplies		
Direct Rent/Utilities		
Telephone/Travel		
Indirect Rate/other Indirect cost	\$ -	
Total	\$ -	

Reimbursement Percentage

- Now that you have calculated total cost for your ADRC-NWD Employee (s) we can work on calculating the your reimbursement percentage based on your RDSS -NWD/Medicaid minutes.

ADRC -NWD/Medicaid Minutes	-	:
Total Minutes	-	:



How is Reimbursement % is calculated?

- You will be reimbursed for the percentage of approved time or NWD/Medicaid minutes entered into **RDSS** for your agency.

AAA	Date	NWD	NWD non	Allowed NWD %	Non Allowed NWD%	All other
	8/15/2017	300	-	10.36%	0.00%	89.64%
	9/19/2017	300	-	13.33%	0.00%	86.67%
	9/27/2017	270	-	8.26%	0.00%	91.74%
		-	-			
Rolling Quarter				10.65%	0.00%	89.35%

Invoice Approved Amount

ADRC Medicaid Admin Funding Request			
A.	AAA:		Contract #:
	Quarter:		
B.	Monthly Site Expenditures	Total Costs Per Category	Description
	Salaries:		Cost of direct ADRC- No
	Employee Benefits:		Wrong Door Employees
	Direct Supplies		
	Direct Rent/Utilities		
	Telephone/Travel		
	Indirect Rate/other Indirect cost	\$ -	
	Total	\$ 25,000.00	
* If claiming indirect cost the indirect charts needs to be filled out.			
C.	ADRC -NWD/Medicaid Minutes	16,000	= 10.67%
	Total Minutes	150,000	
D.	Total ADRC-NWD Medicaid Eligible Costs	\$ 2,666.67	
	Local matching share	\$ 1,333.33	50%
	Requested federal share	\$ 1,333.33	50%

RTZ & RDSS & Invoice

- How do all these systems relate to each other in this program?
- RDSS – Allows us to calculate a reimbursement methodology
- RTZ – Allows us to document & support our reimbursement methodology
- Invoice – Reimburses AAA/CIL on actual work performed

Frequently Asked Questions



Q: What software is to be used to back up RDSS records as validation of Medicaid Match activity?

A: RTZ will be used for data validation and verification of time entered into RDSS.

Q: Do staff need to be entering in "Medicaid" into call data or Caretool on days other than RDSS. Is this something we should be asking staff to do at all times?

A: Yes. RTZ is the software that must be used to record all ADRC services (I&R and options counseling), including Medicaid Administrative Claiming.

Because staff are now Medicaid providers, they are required to get into the routine of documenting the claimable Medicaid activities at all times. Aside from audit purposes, the information will inform our cost-allocation & may provide some federal

Q: When OPI staff conduct risk assessments, a possible 6B/I&R activity, they narrate in Oregon ACCESS (OA). Is narration in OA sufficient?

A-1: No, If it's not recorded in RTZ, it cannot be claimed for Medicaid match.

A-2: Also, OPI is not an activity that can be counted as a Medicaid activity.

Within some ADRC agencies, staff may have multiple crossover responsibilities (OPI, Senior Connections, ADRC and more).

If the activity is being sponsored by OPI, it cannot be claimed for Medicaid. That would be considered double-dipping.

If staff are functioning in the capacity of ADRC at the time of service, and their time is *not* being sponsored by OPI, the activity is claimable if:

- Medicaid was mentioned as one of the options

- If OPI time is not counted

Q: How long will staff have to complete the activities that happened on Sampling Day?

A: Participating Medicaid claiming agency staff have up to five (5) business days to complete the survey.

Q: On sampling days, what happens when staff members are out ill? Can the fill-in substitute?

A: Yes, but only if they are a fully trained backup.

Q: Are technical experts available?

A: Yes. Please email Tatia.A.Halleman@state.or.us. There are two reasons for this. First, the coordinator will be able to route questions and comments to the correct experts, and second, the continuity of your questions/suggestion to one place will aid in tracking trends.

Questions?



Next steps-

- Medicaid Match Approval
 - Quality Assurance Workgroup
- Analysis of consumers served

