

INSTRUCTION GUIDE FOR RMTS CALENDARS AND WORK SCHEDULES for the Commonwealth of Massachusetts School-Based Medicaid Program

Effective FY 2018

Massachusetts Calendar Entry

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A. RMTS Calendars: Overview and Purpose

Prior to the start of the Random Moment Time Study (RMTS), each school district must complete the set-up in the system that will identify when participants are available to be chosen for random moments. Information such as scheduled closures for holidays and vacations, as well as the **work days** and **hours** for each 'Work Schedule' will be entered into the system. This will provide the proper framework from which moments may be accurately selected.

All calendar entry (or changes) must be completed in the School Based Claiming (SBC) system no later than the first Friday of the month preceding the start of each quarter.

Time Study Quarter:
October 1 – December 31
January 1 – March 31
April 1 – End of School Year

Calendar Entry/Edit Deadline:
First Friday of September
First Friday of December
First Friday of March

Steps to Enter RMTS Calendars

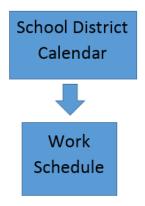
Prior to each RMTS quarter, you will complete the following tasks:

- 1. Annually, enter your School District (district wide) calendar days and shifts
- 2. Quarterly, determine if any new Work Schedules are needed and create them if needed
- 3. Quarterly, Enter or Edit Work Schedules as needed days and shifts
- 4. Review system-generated reports to ensure the accuracy of your Work Schedules
- 5. Fourth Quarter Note: Don't forget to update any calendars/work schedules as needed if there was a change to the last working day of the school year due to winter weather closings.

B. Key Concepts for RMTS Calendars

Calendar Hierarchy:

The calendars work in a hierarchical order. This means that the schedule information that is entered into the system for the School calendar will be used to pre-populate the Work Schedule level calendars. So school district-wide holidays and non-working days should be entered into the School District calendar first, then when Work Schedule calendars are generated afterwards, they will be pre-populated with the School District holidays and days off. But this only works once, at the exact time that the work schedule is initially generated for the year. Any changes made to the school district-wide calendar **after** the Work Schedule calendars are generated will not appear in the Work Schedule calendars.

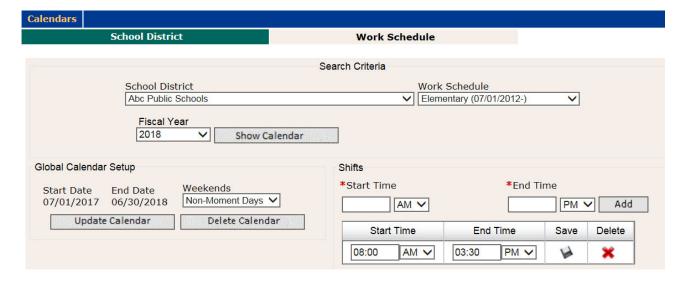


Information from the School
District calendar is prepopulated only once to the
Work Schedule calendar, at the
time of 'Generation' of the
Work Schedule.

Changes made to the School
District calendar after the
'Generation' of the Work
Schedule must be manually
added to each Work Schedule, if
the changes are wanted.

Global Calendar Information Section:

The information displayed in the top section of the calendar screen is **global** information that applies to the **entire calendar**. So, if you change the Weekends setting to be Moment Days, that change will apply to the whole calendar. Likewise, if you change the Start and End times in this top section, that change will apply to every working day in the calendar that has not been configured to a special/modified shift.



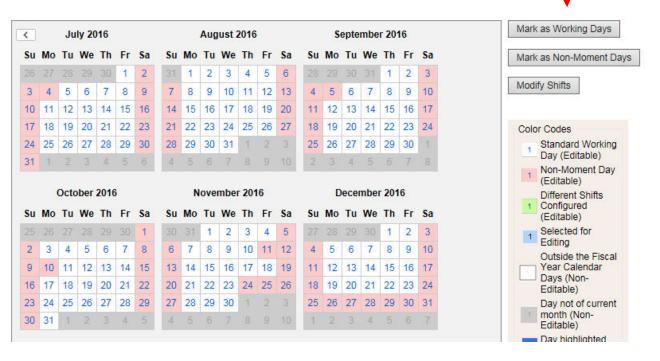
Detail Daily Calendar Information Section:

The information displayed in the bottom portion of the calendar is the **detail or daily** information. To work within this section, you will click on **specific day(s)** which you wish to edit (the color of selected day(s) will change to blue) then click on the action button to the right to make modifications to the selected days. You can select specific days

Action

- Mark as Working Days

 Buttons
- Mark as Non-Moment Days
 Modify Shifts (to sharps the start and end times for the selected days)
- Modify Shifts (to change the start and end times for the selected days)



C. Logging on to the system

1. Calendar information is entered into the School Based Claiming section of the system. Logon:

https://www.chcf.net/chcfweb/



2. If you are logged onto the RMTS Admin system, you can toggle to the School Based Claiming system by clicking on the tab at the top.



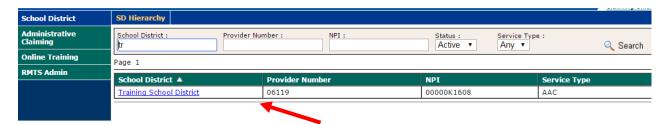
D. Steps to Enter RMTS Calendars

I. Create new Work Schedules, if needed.

If new Work Schedules are not needed, proceed to section II. If you find you need additional Work Schedules later, come back to this section.

Review your participants and the scheduled hours that they work. Group participants together by common work schedules, not necessarily by job title or work location. For each work schedule that you'll be assigning to one or more of your participants, you'll create a 'Work Schedule' name in the system. That name will then be used on your list of participants to match your participants to their correct Work Schedule so that the RMTS will select random moments for participants on dates and times when they will be working.

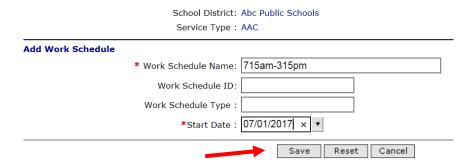
From the left hand navigation bar select 'School District' and the screen below will be displayed. Click on the hyperlink for the School District Name.



A list of all the current Work Schedules, if any, will be displayed on the next screen. To add a new Work Schedule, click on the 'Add' hyperlink.



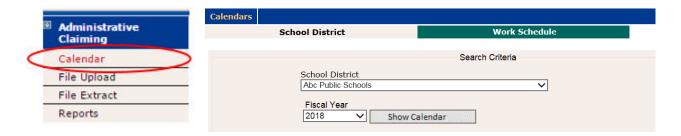
Enter a name for your work schedule in the 'Name' field and enter a 'Start Date' as of the first day of the quarter when you will first use this schedule. Then click 'Save.'



II: Calendar Information:

Start by entering a 'School District' calendar. *If the School District calendar was entered for last quarter, you may only need to review holidays and vacation days*. This calendar will contain your district-wide school vacation days and holidays. By entering these district-wide days off on the 'School District' calendar, the information will automatically be populated into each of the 'Work Schedule' calendars for you, saving you time, and ensuring consistency.

From the left hand navigation bar select 'Administrative Claiming' and that menu section will expand. Then select 'Calendar.'



Along the top of the screen, you will see two tabs, representing different calendar levels:

a. School District level – a calendar that identifies holidays, non-work days and general work hours for the entire School District. This information will default to the next level, Work Schedule, so that the common days off do not have to be entered more than once. Note: The information is transferred from the School District level calendar to any Work Schedule Calendars only once, at the time the Work Schedule calendar is created. Subsequent updates to the School District calendar must be made to each individual Work Schedule, as needed.

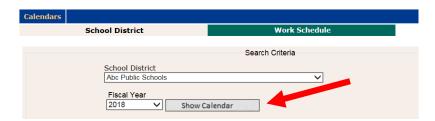
b. Work Schedule level – a calendar that identifies holidays, non-work days and work hours (pre-populated from the School District level upon initial creation), which you can personalize by changing the Start Time and End Time, and adding or deleting days off, for groups of individuals who work the same days and hours. By entering more specific work hours and days, you are avoiding individuals from receiving moments when they do not normally work, or allowing them to receive moments when they do work. The goal is to group all individuals who work the same days and hours into Work Schedules. Individuals in these groups will cross over job descriptions and work locations.

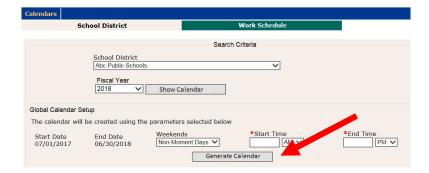
Note: If you have specific participants who may work unique hours, such as limited part time hours, and cannot be grouped with others in a Work Schedule level, simply create a Work Schedule level calendar, even if it's assigned only to one individual. You can name the Work Schedule by the participant's name to keep it clear.

E. School District Calendar Set-up

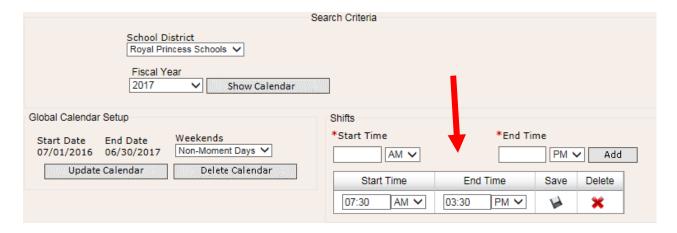
I. Generating a School District Calendar

- 1. Start by entering the Global Calendar Setup under 'School District' calendar.
 - a. Select the School District tab along the top
 - b. Choose your School District from the School District drop down menu. You will only be able to choose School District(s) to which you have been assigned.
 - c. Select the correct Fiscal Year from the Fiscal Year drop down menu (for example, 7/1/16-6/30/17 = FY 2017)
 - d. Click 'Show Calendar' button
 - e. If a calendar has not been created for the year, click the next button labeled 'Generate Calendar'





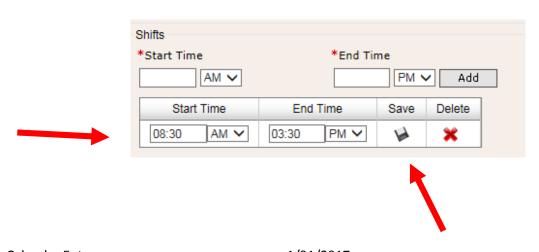
II. Entering Shift Start and End Time for School District Calendar



On the right, under Shifts, the Start Time and End Time are pre-populated from a State level calendar. This should be the most common start and end times. You can change this time, or leave this time and change it when you enter the more specific Work Schedule hours in the next section.

Shift Changes Applied to All Days

f. To change the time for *all work days* in the calendar, click in the Start Time or End Time box, change the time, change AM and PM if needed, and click Save. For example, click in the box that says 07:30, type 08:30 AM, then click Save.



Note: There must always be a shift time listed. If you are changing times within the listed time period for the *entire quarter*, edit the Start Time, End Time fields. If you are changing times for *specific dates*, see Modify Shift below.

Shift Changes Applied To Specific Days

g. To change the time for certain days, such as partial work days that apply to the entire district, click on the appropriate day or days, which will turn blue.

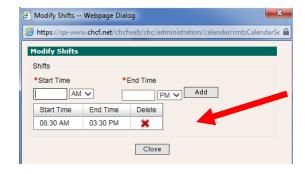
Note: Changes will apply to any days selected in blue.



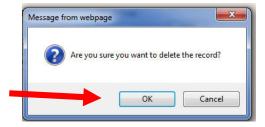
h. click Modify Shifts on the right.



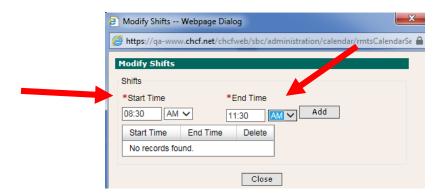
i. Click the Red X to delete the shift time listed. Click Close.



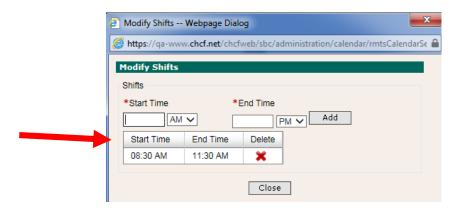
i. Click OK to confirm the action.



k. Enter the new Start Time and End Time, indicating AM or PM. Click Add.



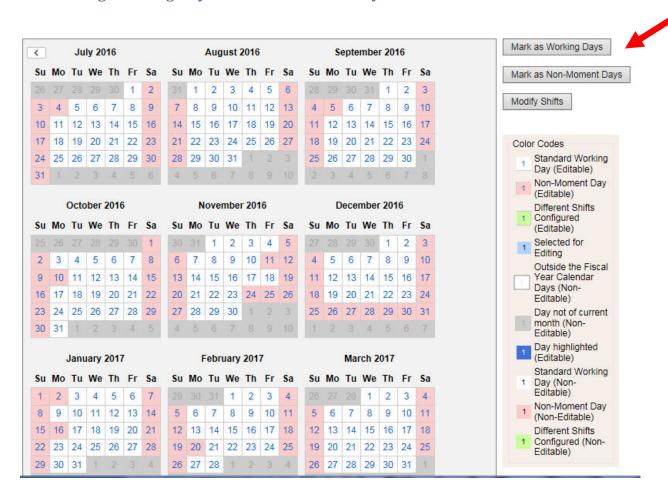
I. See the new Start and End Times listed. Click Close.



m. Use your cursor to hover over the date and see the time change.

October 2016							November 2016						December 2016							
Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa
25	26	27	28	29		1	30	31	1	2	3	4	5	27	28	29		1	2	3
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
23	24	25	26	27	28	29	27	28	29	30	1	2		25	26	27	28	29	30	31
30	3/10) <u>1</u> 8∙30) AM	્ર _ 11	.∡ I•30	ΔM	4	5		7			10	1	2		4	5		7
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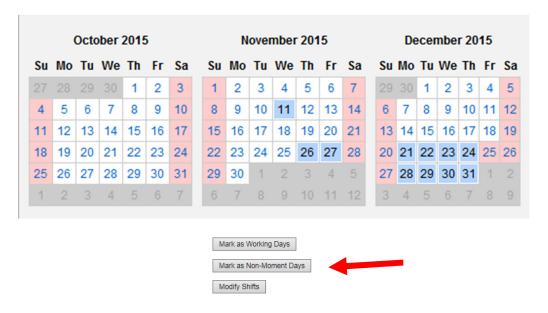
III. Marking Working Days and Non-Moment Days for School District Calendars



Next to the calendar, on the right side you will see three buttons:

- i. Mark as Working Days
- ii. Mark as Non-Moment Days
- iii. Modify Shifts

n. For holiday or vacation days, click on the date, for example November 11th, Veteran's Day, Thanksgiving and Christmas Holidays, which will turn blue, then click 'Mark as Non-Moment Day'. After the change, the box will turn pink and the number blue. You can click on as many days in a week or months as you need at one time before clicking 'Mark as Non-Moment Day'.



o. If a day is marked as Non-Moment Day, but is an actual work day, click on that date, then click 'Mark as Working Day'.

Note: changes will apply to any date selected and marked as blue. Be sure to deselect the date if you don't want a change to apply.

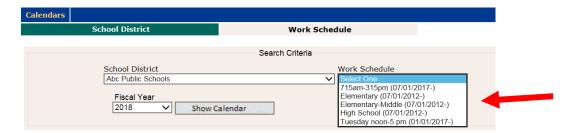
F. Work Schedule Calendar Set-up

Once the District-wide calendar information has been completed, then proceed to enter the calendar data for each Work Schedule group.

Work Schedules are used to make calendars more specific to the actual work hours and days for groups of individuals, by changing the Shifts hours and or adding or deleting days off. By entering more specific work hours and days, you are avoiding individuals from receiving moments when they do not normally work, or allowing them to receive moments when they do work. Individuals in these groups may cross over job descriptions and work locations.

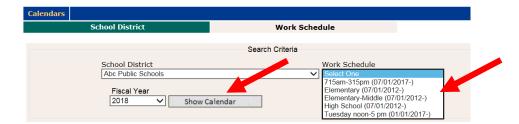
I. Creating Work Schedule Groups

You can create as many Work Schedules as needed, but you will need to update and maintain each schedule as needed. When you choose the name of the Work Schedule, make it descriptive enough so that you can select the correct calendar from the drop down menu when you need to make edits.

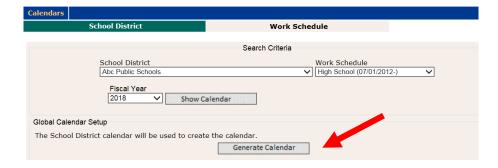


II. Generating a Work Schedule Calendar

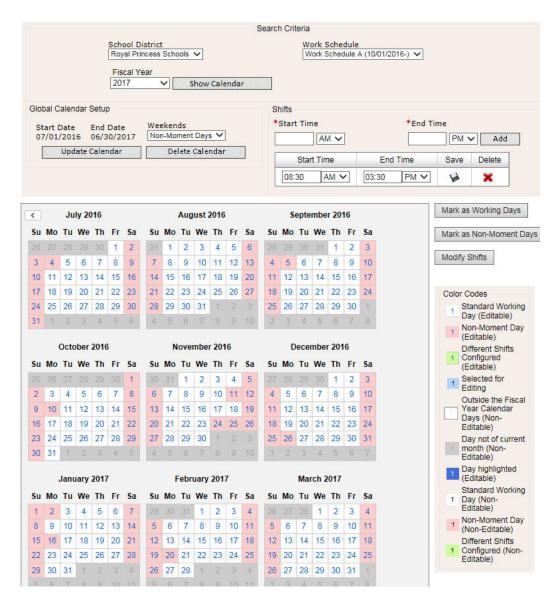
- a. Select the Work Schedule tab along the top
- b. Choose your School from the School District drop down menu. You will only be able to choose School(s) to which you have been assigned.
- c. Select the Work Schedule from the drop down menu. (Be sure to use descriptive names.)
- d. Select the correct Fiscal Year from the Fiscal Year drop down menu (for example, 7/1/16-6/30/17 = FY 2017)
- e. Click 'Show Calendar' button



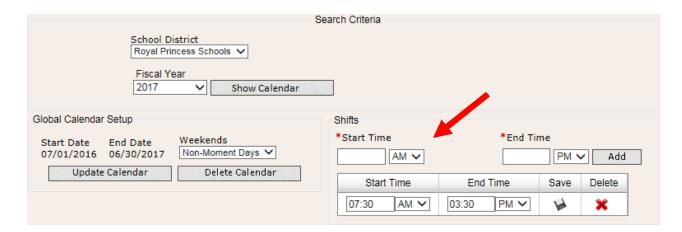
f. If a calendar has not been created, click the button labeled 'Generate Calendar'



The Work Schedule calendar is automatically populated with the non-moment days that were setup in the School District Calendar. The Work Schedule level will allow you to create 'work schedule calendars' that are more specific for groups of people who work the same days and hours. People are grouped by work schedule, not by job title or work location. The calendar in this example will be for Work Schedule A. You will repeat these steps for each Work Schedule you create in your school district.



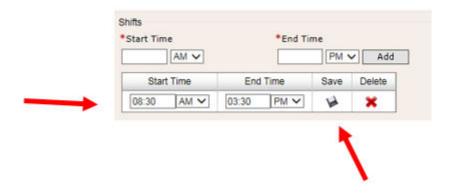
III. Entering Shifts Start and End Time for Work Schedules



On the right, under Shifts, the Start Time and End Time are pre-populated from the State District level calendar. You can change this time if your Work Schedule group works different hours.

Shift Changes Applied to All Days

g. To change the time, click in the Start Time or End Time box, change the time, change the AM or PM as needed and click 'Save.' For example, if changing to an End Time that is before noon, be sure to change the PM to AM, then click 'Save.'



Note: There must always be a shift time listed. If you are changing times within the listed time period for the entire quarter, edit the Start Time, End Time fields. If you are changing times for specific dates, see Modify Shift below.

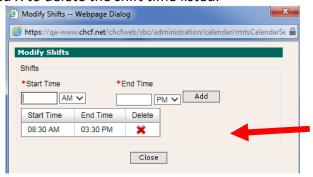
h. To change the time for certain days, such as partial work days that apply to the Work Schedule, click on the appropriate day or days, which will turn blue.



i. Click Modify Shifts on the right.



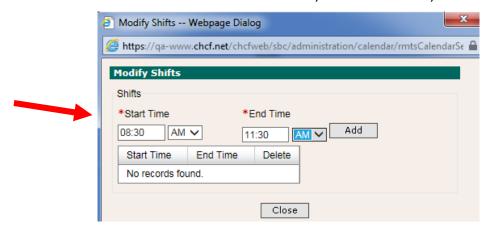
j. Click the Red X to delete the shift time listed.



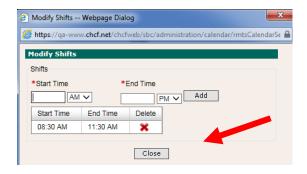
k. Click OK to confirm the action.



I. Enter the new Start Time and End Time, select AM or PM, click Add.



See the new Start and End Times listed.

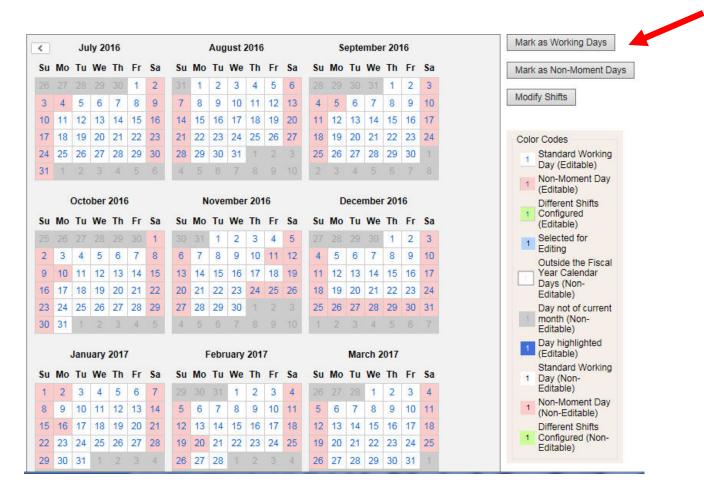


m. Click Close.

The date box will appear green, indicating that date has a modified shift. Use your cursor to hover over the date and see the time change.



IV. Marking Working Days and Non-Moment Days for Work Schedules



Next to the calendar, on the right side you will see three buttons:

- i. Mark as Working Days
- ii. Mark as Non-Moment Days
- iii. Modify Shifts
- n. Holidays or vacation days that are different from the School District calendar can be entered on specific Work Schedule calendars. For example, if staff in 'Work Schedule A' do not work the day before Thanksgiving, click on the date, November 23rd, then click 'Mark as Non-Moment Day'. The box for that date will turn pink. You can click on as many days in a week or months as you need at one time before clicking 'Mark as Non-Moment Day'.

- o. If a day is marked as Non-Moment Day, but is an actual work day, click on that date, then click 'Mark as Working Day'. For example, if staff in 'Work Schedule B' do not have the last week of December off, click on each date as needed, then click 'Mark as Working Days.' This will allow staff in Work Schedule B to receive moments during this time.
- p. Weekends in most cases will be 'Non-Moment Days.' If your staff work weekends, then select the date and click 'Mark as Working Days.'

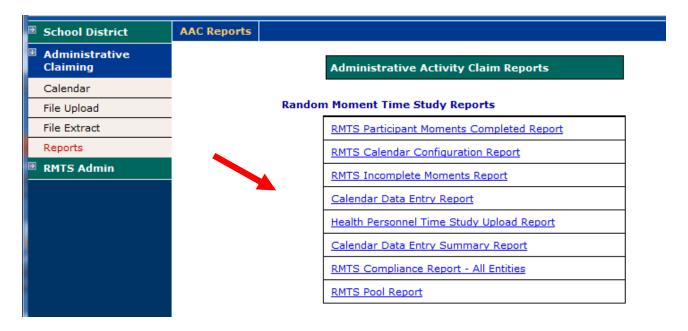
G. Reports for Quality Assurance

After calendars have been completed, there are two reports you can run to check number of work hours.

On the left hand navigation bar, select Administrative Claiming, then Reports.



Under the grouping of Random Moment Time Study Reports, there are two reports, Calendar Data Entry Report and Calendar Data Entry Summary Report.

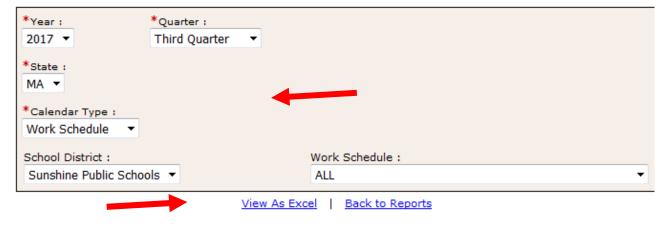


Calendar Data Entry Report

When you click on the Calendar Data Entry Report, you need to identify the criteria of the calendar information you want to review. From the drop down menus, select the following information:

- a. Fiscal Year.
- b. Quarter.
- c. State
- d. Calendar Type i.e. School District or Work Schedule
- e. School District
- f. Click 'View As Excel' to generate an Excel spreadsheet of calendar information.
- g. Click 'Back To Reports' to choose a different report.

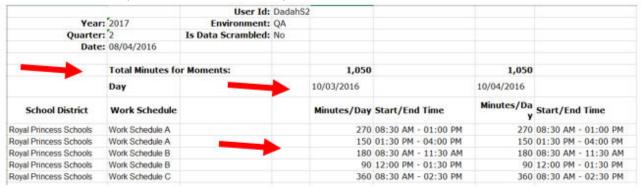
Calendar Data Entry Summary Report



An Excel spreadsheet will open. Depending upon the criteria you select, you will see the School District calendar, Work Schedule or individual Health Personnel calendar reports. In Excel you can apply Filters to review the reports to see if there are any errors.

The report is designed to show:

- h. The Total Minutes for Moments that are available in a day. Is this consistent every day?
- i. Each day in the month is listed, for the quarter, as you scroll to the right.
- j. The number of minutes available per day, per shift, in the Work Schedule Calendar (if you select that criteria option)
- k. Start/End Times. Are the AM/PM times correct? Are the times correct?



- I. Week-end days, vacation days and holidays will list 0 minutes.
- m. Weekly Hours per Work Schedule are listed. Is it over 40 hours/week, under 40 hours/week? Consistent?
- n. The last week of the quarter may have less hours/week due to the number of days in the week.

	in the week.					
1,050		1,050		0		
10/06/2016		10/07/2016		10/08/2016	7	Weekly
Minutes/Da y	Start/End Time	Minutes/Da y	Start/End Time	Minutes/Da y	Start/End Time	HRS
270	08:30 AM - 01:00 PM	270	08:30 AM - 01:00 PM			35.00
150	01:30 PM - 04:00 PM	150	01:30 PM - 04:00 PM			
180	08:30 AM - 11:30 AM	180	08:30 AM - 11:30 AM			22.50
90	12:00 PM - 01:30 PM	90	12:00 PM - 01:30 PM			
360	08:30 AM - 02:30 PM	360	08:30 AM - 02:30 PM			30.00

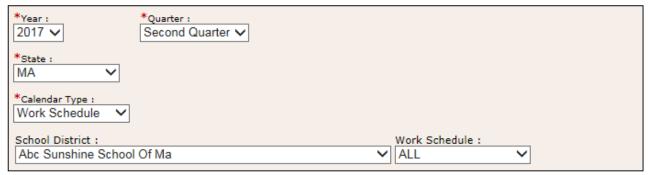
If the report says "No Data Found," and you did enter a calendar, check the criteria you entered, i.e. Fiscal Year, Quarter, etc.

	Α	В	С	D
1	Calendar Data Entry Re			
2				
3	Year:			
4	Quarter:	4		
5	Date:	08/04/2016		
6				
7	No Data Found for the F	ollowing Pa	rameters:	
8				
9				

Calendar Data Entry Summary Report

Use the Calendar Data Entry Summary Report to review the number of work hours per week for the School District or Work Schedule and to make sure there are no outliers

Calendar Data Entry Summary Report



View As Excel | Back to Reports

- a. Under Administrative Claiming, go to Reports on left (or Back to Reports if available)
- b. Random Moment Time Study Reports grouping
- c. Calendar Data Entry Summary Report
- d. Select Year, Quarter, Claiming Unit, Calendar Type.
- e. Hours ending in .98 may be due to a time shift like 11:59, so it is OK.
- f. Click View As Excel to generate an Excel spreadsheet of calendar information

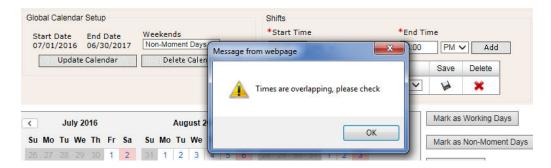
Depending upon the criteria you selected, School District or Work Schedule, the details will vary. Fourteen weeks will be listed across the spreadsheet, listing the number of hours per week. Are the hours consistent? Are the weeks with fewer hours, or zero hours, holiday or vacation weeks?

It helps to look at the actual calendar to look for holiday or vacation time.

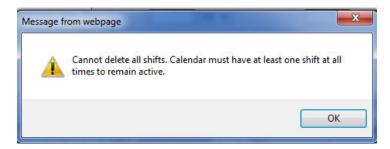
nmary Report					
2017					
2					
08/04/2016					
	Week 1	Week 2	Week 3	Week 4	Week 5
Work Schedule	HRS	HRS	HRS	HRS	HRS
Work Schedule A	0.00	35.00	28.00	35.00	35.00
Work Schedule B	0.00	22.50	18.00	22.50	22.50
Work Schedule C	0.00	30.00	24.00	30.00	30.00
	2017 2 08/04/2016 Work Schedule Work Schedule A Work Schedule B	2017 2 08/04/2016 Week 1 Work Schedule Work Schedule A 0.00 Work Schedule B 0.00	2017 2 08/04/2016 Week 1 Week 2 Work Schedule HRS HRS Work Schedule A 0.00 35.00 Work Schedule B 0.00 22.50	2017 2 08/04/2016 Week 1 Week 2 Week 3 Work Schedule HRS HRS Work Schedule A 0.00 35.00 28.00 Work Schedule B 0.00 22.50 18.00	2017 2 08/04/2016 Week 1 Week 2 Week 3 Week 4 Work Schedule HRS HRS HRS Work Schedule A 0.00 35.00 28.00 35.00 Work Schedule B 0.00 22.50 18.00 22.50

I. Errors and Other Messages

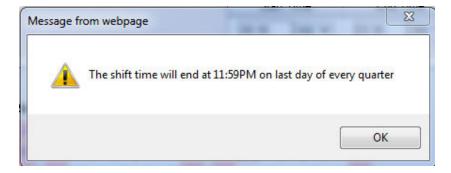
When entering a new or second shift by editing the boxes, if you don't click Save before entering the second Start and End Time, you will get an error message.



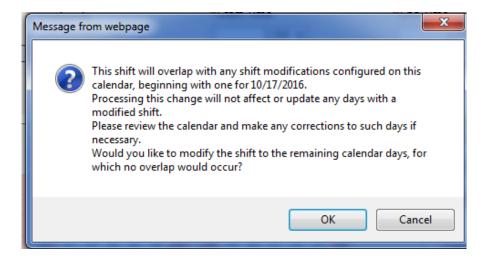
If there is only one shift schedule (Start Time and End Time) and you click the red Delete button, you will get the following error message. There must always be a shift time listed. If you are changing times within the listed time period for the entire quarter, edit the Start Time, End Time fields. If you are changing times for specific dates, see Modify Shift.



The time for last day of every quarter ends at 11:59 p.m. so that it does not affect the next quarter.



When a date in the calendar has been modified and other changes are made to apply to all days in the quarter, modified days need to be edited on an individual basis as needed.



J. Resources

For assistance please e-mail SchoolBasedClaiming@umassmed.edu or call 1-800-535-6741.