

New Mexico Department of Health, Developmental Disabilities Supports Division

HCBS Waivers Rate Study

Time Study FAQs

17 February 2023

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General

For any question not answered here, please contact Public Consulting Group via email or phone at NMHCBSRateStudy@pcgus.com or (833) 528-1736.

You can access the Time Study Training Webinar recording here: [DDSD Time Study Training](#)

Accessing and Submitting the Time Study

- 1. Q: How will these forms be distributed to us?**
A: Final tools were sent via email and include 2.15.23 in the file name. Note: these final tools were revised from the original versions based on questions asked during the training webinars. Please use the most recent tools. If you do not have this version, please email PCG at NMHCBSRateStudy@pcgus.com.
- 2. Q: When is the time study due?**
A: Please submit the time study **by Friday, March 17, 2023** to NMHCBSRateStudy@pcgus.com
- 3. Q: Who is supposed to fill out the time study?**
A: Those providing direct services should fill out the time study and should include both their billable time and time spent on unbillable/administrative activities. Each staff person (or contractor) providing services should fill out one tool for the time study period. Ideally, all staff/contractors meeting this description in your organization would complete the tools.
- 4. Q: Is this tool able to be accessed/used offline or on an iPad?**
A: This tool can be accessed and used offline and should be compatible on an iPad if you have Microsoft Office. We do ask that you submit the final version in the Microsoft Excel workbook version.
- 5. Q: Do we submit our data daily or all at once at the end of our study time frame?**
A: Please submit the tool with all 14 days filled out at the end of the time study.
- 6. Q: I am a new provider; do I need to participate?**
A: All practitioners currently providing and supporting direct services should participate in the time study. The cost report, on the other hand, will be focused on **State Fiscal Year 2022** (SFY22), which is from July 1, 2021 to June 30, 2022.
- 7. Q: I don't see any of the dropdowns referenced in the trainings or instructions. What do I do?**
A: Ensure all macros are enabled when you open the Excel workbook. If you continue to have problems, please email or call PCG.

Filling Out the Time Study

- 1. Q: My role is not in the dropdown on the cover page, what do I do?**
A: Select "other", then type in your role in the "If Other is Selected, Please Define" field.
- 2. Q: Some people have work experience in other service areas and/or many certifications. Should we include all relevant experience and certifications, or only those relevant to HCBS work?**

A: Please include any experience and certifications that directly relates to HCBS work.

3. Q: Is completing the time study form billable or non-billable? Should we be incorporating the work we are doing associated with the time study data entry into this document?

A: Completing the time study is not a regular occurrence so the time it takes to complete it should not be recorded at all on the time study tool.

4. Q: Is the contact information for the time study participant or the service coordinator?

A: All information on the cover page should be about the time study respondent. The only information about the service coordinator should be the bottom lines asking for the person filling out the time study and that person's title.

5. Q: If we have Monday as a holiday will this mess up the survey?

A: No, this will not mess up the survey. Please record any paid time off during the 14 days, including holidays. If you provided billable activities during a holiday, record under Billable Activities. If you did not provide any services during a holiday, record as "other administrative activities" under Unbillable Activities.

6. Q: What counts as billable or unbillable?

A: What is billable and unbillable can be confirmed by referencing DDS's service standards and the New Mexico Administrative Code [8.302.2 NMAC](#). If an "Unbillable" activity is selected, leave the green columns blank and only fill out the gray Indirect Activities columns.

7. Q: What if some of my time is spent providing a service not in the scope of this study?

A: If you are filling out the study because you do provide a service included in the scope of this study, you should document time spent doing billable activities that are not included in this study by selecting "Other Billable Activity not in scope" in the relevant waiver. If those activities are non-waiver services, you can document the services as "unbillable" for the purpose of this study and note that in the comments.

8. Q: How do we indicate if we are serving more than one waiver participant in one unit of time?

A: The updated tools capture the number of waiver participants you are providing services for at the same time in the column "# of HCBS Participants Served" to the far right, after COMMENTS/NOTES. For example, a respondent who works in a Supported Living home who is providing services for 3 participants at one time would fill out their one Excel workbook, select the relevant service from the billable activities sections, and at 9:15 am might input 3 participants in the "# of HCBS Participants Served" column. If the 3 participants are in different waivers, use only the DD waiver drop downs and note other details in the COMMENTS/NOTES.

9. Q: I have/am a nurse or other provider on-call. How do I track that?

A: All "on call" hours are captured on the cover page. The billable on-call nursing service activity should ONLY be selected if those hours are being spent providing direct service or on the phone responding to a call. For example, if a nurse is on-call for 12 hours from 8:00 p.m. – 8:00 a.m. and gets called in for 2 hours from 6:00 a.m. – 8:00 a.m., the 12

total hours on-call would be captured on the cover sheet. The 2 hours being called in would be captured as a billable activity on the time study under “Activity Detail.”

10. Q: I fill two roles – sometimes I provide direct services, other times I am on-call, other times I fill an admin role. What do I do?

A: If you provide direct services, then you should participate in the time study. You should enter all on-call hours in the cover sheet. You’ll enter the hours worked in direct care in the Direct Service Activities section and record your administrative hours in the Indirect Activities column.

11. Q: I have bilingual or trilingual skills – how will this be captured? How will this influence the rates?

For the time study, you may document within the Notes field of the Time Study Tool if you are providing a bilingual service. For example, you could list something like, “Bilingual-Spanish” in the COMMENTS/NOTES column. PCG is collecting data for the rate study through various channels, from this time study to the upcoming cost report to the market research and DDS data (e.g., claims info). The cost instrument and personnel roster from the cost report both capture data re: bilingual staff and costs associated with interpretation and translation. PCG will analyze all this data and use it to inform the recommendations from the rate study, including the proposed rates, as appropriate.

Case Managers & Consultants

1. Q: Should I use the 15-minute tool or the hour tool?

A: Please use the 15-minute tool. Note: the original tools sent out had these services in the hour tool but were moved to the 15-minute tool in the final versions.

2. Q: I don’t see “Case Manager” Or “Consultant” Listed in the “Roles” drop downs. What do I do?

A: The roles of Case Manager and Consultant have been added to the dropdowns in the updated/final tools.

3. Q: How will you capture the difference in caseload between staff?

A: PCG is collecting data through various means, including this time study, the upcoming cost report (cost instrument and personnel roster), market research, DDS data (service and provider info and financial and administrative data), etc. All of this data will be analyzed and used to inform the recommendations from the rate study, including the proposed rates, as appropriate. Caseload information is not needed for the time study.

4. Q: How can we submit data on allocations?

For the time study, we do not need practitioners to distinguish between new allocations and on-going services. However, if you are so inclined, you may note new allocations in the COMMENTS/NOTES column.

5. Q: How do we account for time we spend in the car driving to location while returning phone calls, which could be both billable and non-billable activities?

A: Please pick the most predominant activity for each 15-minute increment.

6. Q: Can you further explain county of origin. If we are driving from Albuquerque (Bernalillo) to Las Vegas (San Miguel) how do we document that on the tool?

A: Please indicate the county where the services are being provided. If you are traveling to the service in San Miguel, indicate San Miguel, if you are traveling back to the office after services in San Miguel, then indicate San Miguel. Use your best judgment about where the "Service Location" is for any given situation.

7. **Q: As case managers, we frequently work in locations other than the "place of employment" such as our home office or even in a library/restaurant?**

A: Please use your best judgment and pick the location that best captures where you are working. If you are working in a library or restaurant, this would be considered "community."

Supported Living

1. **Q: In Supported Living under the one-hour framework, we often have several waiver participants who are different categories of service under the DD Waiver. How do we deal with this?**

A: If there are multiple waiver participants receiving services for the same unit of time, please record the highest level of need from the participants you're serving.

Customized Community Support, Group, Categories 1 & 2

1. **Q: How do we indicate if one staff person works with a larger group of waiver participants with varying categories/levels of need?**

A: If there are multiple waiver participants receiving services for the same unit of time, please record the highest level of need from the participants you're serving.

Assistive Technology Purchasing Agent

1. **Q: For Assistive Technology Purchasing Agent, the standards don't indicate what time is billable vs unbillable because we bill a dollar amount. How should we document billable vs unbillable activities?**

A: The person doing the purchasing would record any time spent on the activities associated with purchasing technology for a waiver participant as a billable activity. PCG and DDSD will assess data received to determine what activities should be included.

Community Integrated Employment (CIE) Job Maintenance

1. **Q: Will CIE Group be included as a service in the rate study?**

A: The CIE benefit has three distinct services: Job Development, Job Coaching, and Job Maintenance, further implemented via individual or group services. This scope is specific only to T2025 HB UA (Job Maintenance - Individual).

Behavioral Support Consultation and Socialization and Sexuality Education

1. **Q: I provide two services included in the study – one in the 15-min tool and one in the hour tool. What do I do?**

A: Because the tools are split by services, the respondent would need to have more than one tool filled out, one for each service (e.g., Behavioral Support Consultation and Socialization and Sexuality Education).

2. Q: How do you want us to document if two staff share teaching a class that bills 1 unit for 8 weeks and share the support work for the class that is not billable?

A: Both people should complete the Time Study Tool as directed, as if there wasn't another person.

Family Living

1. Q: Should Family Living provider agencies have direct service providers (including subcontractors) complete the Time Study tool?

A: Yes, respondents providing Family Living services should complete the Time Study Tool. If anyone has specific questions about how to complete the tool, please reach out to us at NMHCBSRateStudy@pcgus.com.