

WEBVTT

1

00:00:00.000 --> 00:00:04.769

Good morning everyone.

2

00:00:04.769 --> 00:00:12.329

And yet I'm showing the cure, and in addition to a few other things, I am the admin logging coordinator for the.

3

00:00:12.329 --> 00:00:16.678

And welcome to the Medicaid admin, logging overview.

4

00:00:16.678 --> 00:00:25.530

The topic may be a little dry, but I'll try to do what I can to keep it upbeat and enthusiastic enthusiastic.

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00:00:25.530 --> 00:00:28.829

I guess we'll go ahead and dive right in.

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00:00:32.429 --> 00:00:39.030

So, who logs and why, why do we go through all this trouble?

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00:00:39.030 --> 00:00:47.310

Currently 68 central office and 321 regional office staff log that was as of last quarter.

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00:00:47.310 --> 00:00:51.149

These positions spend time.

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00:00:51.149 --> 00:00:55.920

An administrative work related to the Medicaid programs.

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00:00:55.920 --> 00:01:01.229

And it's really determined not by job title, but by the work, you do.

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00:01:01.229 --> 00:01:10.109

There are some exceptions. So, staff who should not log include family resource and autism specialist.

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00:01:10.109 --> 00:01:14.579

Community living coordinators, employment coordinators.

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00:01:14.579 --> 00:01:18.060
Coordinators tech.

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00:01:18.060 --> 00:01:26.790
And you are coordinator, these positions do not bomb because they are already included in our TCM. Right? And we don't want to double it.

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00:01:27.989 --> 00:01:32.219
But, if you know somebody who should be logging, that it's not.

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00:01:32.219 --> 00:01:36.599
That aren't that don't have the position listed above.

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00:01:36.599 --> 00:01:44.280
Please contact me and we can kind of review the position and the duties that see if we can get them to start logging.

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00:01:44.280 --> 00:01:47.819
Even if a person's billable time.

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00:01:47.819 --> 00:01:51.510
Is is low it might still be valuable to have them log.

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00:01:51.510 --> 00:01:58.319
Because the more people we have logging the more reimbursement we get back to the, from the federal government.

21

00:01:58.319 --> 00:02:07.709
Which brings us to why we long basically, it's all about the money. Our department generate generate significant revenues.

22

00:02:07.709 --> 00:02:12.120
From these billings, about 14 to 15Million dollars annually.

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00:02:12.120 --> 00:02:20.219
And we are reimbursed at 50% of salaries benefits, and any from billable time spent on Medicaid activities.

24

00:02:20.219 --> 00:02:27.180
So, just, for example, somebody making about 15,000 year, if they built around 100.

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00:02:27.180 --> 00:02:38.340

Then our department is getting back about 25,000 dollars, and not only that we get reimbursed for 50% of their benefits and their E expenses.

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00:02:38.340 --> 00:02:41.370

And we can use this money on salaries.

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00:02:41.370 --> 00:02:45.240

Benefits Andy, and also on consumer services.

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00:02:45.240 --> 00:02:51.419

So, if we can increase our billings, we could potentially have more money for additional staff.

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00:02:53.340 --> 00:03:00.870

And in order to maximize our reimbursement, we need to make sure that we have accurate and timely reporting.

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00:03:00.870 --> 00:03:06.060

And then also to make sure that everybody who can log is logging.

31

00:03:08.069 --> 00:03:14.400

So we want to capture and report legitimate hours, spent on Medicaid programs.

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00:03:14.400 --> 00:03:18.719

To get as much reimbursement as we can.

33

00:03:18.719 --> 00:03:22.409

Sorry, let me switch to the next 9.

34

00:03:23.610 --> 00:03:33.870

So, there are several different logging categories that we use and these are on can be found on page 7 and 8 of the admin logging manual.

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00:03:33.870 --> 00:03:38.610

Um, these manuals were sent should have been sent out to everybody about a year ago.

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00:03:38.610 --> 00:03:44.639

And I just sent an email to my regional office context to have them sent out again.

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00:03:44.639 --> 00:03:49.379

So, if you have if you don't have 1 and haven't recently received 1.

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00:03:49.379 --> 00:03:52.379

Let your regional office contact.

39

00:03:52.379 --> 00:03:55.860

Admin log in contact no. Or contact me and I can.

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00:03:55.860 --> 00:03:59.039

Send an email out a copy of this, the manual.

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00:03:59.039 --> 00:04:03.419

Uh, the region office contacts are going to be listed at the end of this presentation.

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00:04:04.800 --> 00:04:09.539

So, I'm not going to go into detail about, uh.

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00:04:09.539 --> 00:04:13.560

The process of logging, I think most people have already been trained.

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00:04:13.560 --> 00:04:22.740

But I'm gonna throughout this presentation, go over kind of some, some common errors or some things that I think that are keeping us from maximizing our reimbursement.

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00:04:22.740 --> 00:04:28.168

So, we have several different logging categories.

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00:04:28.168 --> 00:04:33.059

Um, there's several different billing categories, and those are all described.

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00:04:33.059 --> 00:04:39.538

In the admin logging manual, and we have all per rate general admin.

48

00:04:39.538 --> 00:04:42.538

And we also have nonbillable.

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00:04:42.538 --> 00:04:46.858

I'm just going to go into kind of the differences between me.

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00:04:46.858 --> 00:04:52.348

Because nonbillable, we're not getting any reimbursement for.

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00:04:52.348 --> 00:05:04.439

But if we use our all correct rate general admin category, instead of a non billable category, that's going to increase your billable percentage. So we're gonna get more reimbursed.

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00:05:04.439 --> 00:05:09.238

Um, and something to consider.

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00:05:09.238 --> 00:05:14.129

Over 90% of the people that we serve are Medicaid eligible.

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00:05:14.129 --> 00:05:19.619

So, it makes sense that most of us would have billable time around 90% that being said.

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00:05:19.619 --> 00:05:24.569

You have to consider the type of work you do, and what is actually considered billable time.

56

00:05:26.428 --> 00:05:31.889

And as I mentioned before the category that we choose is important, and it affects our reimbursement.

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00:05:31.889 --> 00:05:34.918

Um, so.

58

00:05:34.918 --> 00:05:38.189

Or billable, and this is basically going to be.

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00:05:38.189 --> 00:05:43.678

Anything that you are working on that's Medicaid related.

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00:05:44.699 --> 00:05:52.588

So, if you are working on on what sorry if what you're working on and substantially.

61

00:05:52.588 --> 00:05:59.098
Impact or affect Medicaid, Medicaid programs, then the time is billable.

62

00:06:00.178 --> 00:06:06.598
For all probate general admin, you'll use this category for anything related to your job as a whole.

63

00:06:06.598 --> 00:06:10.048
Like, department meeting personnel issues.

64

00:06:10.048 --> 00:06:14.759
Team building activities, any kind of PRC related activities.

65

00:06:14.759 --> 00:06:18.269
And training for non.

66

00:06:18.269 --> 00:06:23.009
On non specific Medicaid activities.

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00:06:24.329 --> 00:06:29.038
That would be, like, hit the training or diversity training.

68

00:06:30.569 --> 00:06:35.759
And your non billable time is going to be anything that's not related to Medicaid or.

69

00:06:35.759 --> 00:06:40.379
Things that don't fall in that all for rate general admin category.

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00:06:40.379 --> 00:06:45.509
This would include right? Filing or phone calls.

71

00:06:45.509 --> 00:06:49.079
On non Medicaid related issues.

72

00:06:49.079 --> 00:06:52.678
Cleaning up workspace and socializing.

73

00:06:52.678 --> 00:06:58.649
And I think a lot of people use nonbillable when they could be using the all pro rate general.

74

00:06:58.649 --> 00:07:05.579

Admin category, which again helps us to increase our reimbursement rate.

75

00:07:07.048 --> 00:07:18.149

And I do want to mention the new case management system connections if you are participating in a meeting on connection, or helping with the implementation of that.

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00:07:18.149 --> 00:07:23.249

Please always make sure that you use the BD Bill case management system codes.

77

00:07:23.249 --> 00:07:30.178

This is important because right now we are getting reimbursed at 90% instead of the 50%.

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00:07:30.178 --> 00:07:35.069

So, that's going to help us get even more revenue.

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00:07:35.069 --> 00:07:39.569

By using this code, as opposed to just using a different billable code.

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00:07:42.209 --> 00:07:47.848

And then just a reminder about holidays a lot of people have trouble.

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00:07:47.848 --> 00:07:52.168

Remembering to log the holidays each.

82

00:07:53.309 --> 00:07:57.749

I guess when we have them occasionally.

83

00:07:57.749 --> 00:08:03.869

Um, they should always be logged under all Co rate holiday codes.

84

00:08:03.869 --> 00:08:09.209

On the actual holiday, even if to work the holiday and take off a different.

85

00:08:09.209 --> 00:08:14.908

Day, please always remember to the offer rate holiday code.

86

00:08:14.908 --> 00:08:18.149
8 hours on the day of the holiday.

87
00:08:19.678 --> 00:08:24.449
And then next I want to discuss, um.

88
00:08:24.449 --> 00:08:29.399
A billing at 100% billable time. Um.

89
00:08:29.399 --> 00:08:34.379
There are some supervisors who have concerns of their staff using.

90
00:08:34.379 --> 00:08:38.908
Um, or billing or 100% or having 100 billable time.

91
00:08:38.908 --> 00:08:44.578
Unless you're at your desk actively working all day on Medicaid activities.

92
00:08:44.578 --> 00:08:48.058
You shouldn't, you should not be going 100%.

93
00:08:48.058 --> 00:08:58.889
To me this, and we'd have to be a very dedicated employee who worked on non Medicaid related activities for 8 hours a day and doesn't take restroom breaks.

94
00:08:58.889 --> 00:09:03.538
And never discuss as anything with coworkers, unless it's related to.

95
00:09:03.538 --> 00:09:10.229
Medicaid, and I just think it would be very difficult to justify a 100% billable time.

96
00:09:10.229 --> 00:09:14.249
I'm not saying that people won't have it. I'm just saying that if it.

97
00:09:16.109 --> 00:09:20.009
I don't know the scenario where you would actually have that.

98
00:09:20.009 --> 00:09:26.969
And so just something to keep in mind as you're doing your logging.

99

00:09:30.058 --> 00:09:38.278

Hey, now, would you know about the logging in logging categories? I hope I've helped some people clear up some confusion.

100

00:09:38.278 --> 00:09:49.499

And we're actually going to have a quiz to go over some scenarios here in just a little bit. But 1st, I want to talk about submitting, entering and many your time on a regular basis.

101

00:09:49.499 --> 00:09:54.599

This is going to help us increase our reimbursement as well.

102

00:09:54.599 --> 00:09:58.229

Um, is making sure that we are accurately entering our time.

103

00:09:58.229 --> 00:10:01.558

I recommend logging at least.

104

00:10:01.558 --> 00:10:07.889

Every week at the end of every, you know, like the, I always into my longing on Monday.

105

00:10:07.889 --> 00:10:13.708

The week after I just enter all my hours for the prior week.

106

00:10:13.708 --> 00:10:18.778

And submit that to my supervisor, I know some people like to wait till the end of the month.

107

00:10:18.778 --> 00:10:30.269

But I think you're more likely to get what you did, if you have to go back that far and it's easier to miss the deadline. So, just keep up with the logging. I know it's kind of a handful sometimes, but.

108

00:10:30.269 --> 00:10:34.379

Uh, there are people out there who will appreciate that may included.

109

00:10:34.379 --> 00:10:42.448

And then make sure that you're submitting your logging for the month.

110

00:10:42.448 --> 00:10:45.899

By the 8th of the next month, the following month.

111

00:10:45.899 --> 00:10:49.078

This is generally when reports are.

112

00:10:49.078 --> 00:10:53.759

And I do monthly reporting, and I also do quarterly reporting.

113

00:10:53.759 --> 00:11:02.428

Late submissions can create a lot of additional work for me, and also the regional office contact, because we have to track people down and.

114

00:11:02.428 --> 00:11:07.318

Get them to submit their logging or correct or longing and sometimes we have to pull.

115

00:11:07.318 --> 00:11:15.658

Um, like the whole course somebody's full quarterly logging, because we can't get it corrected by the deadline that I have to submit it.

116

00:11:15.658 --> 00:11:23.099

Bye, and then just a reminder if you are going on vacation.

117

00:11:23.099 --> 00:11:34.708

Please go ahead and submit your enter your leave and submit your logging before you go on vacation because that's another scenario that happens. Sometimes if somebody.

118

00:11:34.708 --> 00:11:39.089

Doesn't get back from vacation until after I have to submit.

119

00:11:39.089 --> 00:11:44.158

Be quarterly logging then I have to pull those people and we don't get reimbursed.

120

00:11:44.158 --> 00:11:52.109

At that time, it's possible that we can go and resubmit that, but it's just better to make sure everything gets submitted on time.

121

00:11:52.109 --> 00:11:58.948

All right, and now, I guess we're ready to test our knowledge on logging categories.

122

00:12:02.759 --> 00:12:08.938

I'm just going to go over these scenarios. I have about 10 of them file on this slide and 5 on the net.

123

00:12:08.938 --> 00:12:16.589

And, you know, you can write things down if you want, but we'll go over it.

124

00:12:16.589 --> 00:12:22.889

Right after I get some time to think about it in an answer for yourself, and then you can see if you get a mind or not.

125

00:12:22.889 --> 00:12:28.259

These are just some scenarios that have come out and some questions that people have that.

126

00:12:28.259 --> 00:12:33.239

Me in the past, how they should move this time. So number 1.

127

00:12:33.239 --> 00:12:37.558

You were filing information for consumers receiving Medicaid service.

128

00:12:37.558 --> 00:12:43.589

Would you love that time? Is billable or nonbillable or offer rate general admin.

129

00:12:47.609 --> 00:12:51.568

Hello.

130

00:12:51.568 --> 00:12:55.318

So the correct way too long. The time would be.

131

00:12:55.318 --> 00:13:02.639

Billable if these, if you were filing information on consumers who weren't receiving the Medicaid.

132

00:13:02.639 --> 00:13:14.879

Services then it would be nonbillable and same with phone calls. You know, the phone calls are related to Medicaid and you can log them as billable. If not, they would be nonbillable.

133

00:13:14.879 --> 00:13:18.899

The 2nd, 1, you participate in an hour long meeting.

134

00:13:18.899 --> 00:13:26.038

At the time you discuss Medicaid programs, and the rest of the time is dedicated to personnel issues.

135

00:13:32.698 --> 00:13:37.438

So, you in long 30 minutes to and billable.

136

00:13:37.438 --> 00:13:41.519

And then 30 minutes to offer a rate general admin.

137

00:13:41.519 --> 00:13:47.038

So, you can split up your time if you have a meeting to discuss those multiple topics.

138

00:13:47.038 --> 00:13:53.009

And you can break up that time and log part to 1 category and part to the other.

139

00:13:54.089 --> 00:13:57.989

So, number 3.

140

00:13:57.989 --> 00:14:02.938

You attend a presentation on stress management, put on by the wellness committee.

141

00:14:09.658 --> 00:14:18.778

Or time spent on wellness activities that are sponsored by the.

142

00:14:18.778 --> 00:14:23.068

Or maybe even, um, measures or.

143

00:14:23.068 --> 00:14:31.769

Any other government sponsored or state sponsored activity, you would log as alter rate general admin.

144

00:14:34.528 --> 00:14:39.958

Number 4, you drive 2 hours to give a presentation on Medicaid waivers.

145

00:14:39.958 --> 00:14:45.149

Hello.

146

00:14:45.149 --> 00:14:48.178

So this would be billable as well.

147

00:14:48.178 --> 00:14:52.889

So, billable time includes preparation and travel time.

148

00:14:54.239 --> 00:15:00.538

Number 5, you participate in a comic clinic at your regional office.

149

00:15:09.149 --> 00:15:13.168

Okay, this would be nonbillable.

150

00:15:13.168 --> 00:15:18.509

It was a decision that was made, um.

151

00:15:18.509 --> 00:15:21.719

My hire up to just, um.

152

00:15:21.719 --> 00:15:26.519

And you kind of clinics, or, you know, if you go get your coat that shot.

153

00:15:26.519 --> 00:15:32.999

Um, that would be non billable. However, if you are reading information on.

154

00:15:32.999 --> 00:15:38.759

Like, number of cases, and cobit policies.

155

00:15:38.759 --> 00:15:42.808

Then that would actually be long. It's all for rate general admin.

156

00:15:42.808 --> 00:15:47.849

What in the next slide.

157

00:15:47.849 --> 00:15:52.558

Okay, it's a beautiful day. Do you take a 15 minute walk outside?

158

00:15:56.458 --> 00:16:01.708

That's kind of an easy 1 so you would long that as non billable time.

159

00:16:01.708 --> 00:16:10.918

And this is kind of what I was talking about, it's like people who have 100% billable. I mean, you're, you're taking your 15 minute break during the day.

160

00:16:10.918 --> 00:16:15.479

Um, or going to get coughing, you know, um.

161

00:16:16.499 --> 00:16:21.719

Talk to somebody, um, kind of non work related, then you need to.

162

00:16:21.719 --> 00:16:30.928

Put that as non billable time number 7 you attend a mosiers retirement seminar.

163

00:16:37.019 --> 00:16:42.269

And this is going to be all for rate general admin.

164

00:16:42.269 --> 00:16:45.359

Anything related to retirement.

165

00:16:45.359 --> 00:16:51.869

Seminars or other activities would be all for rate general admin.

166

00:16:51.869 --> 00:16:54.989

Right number 8.

167

00:16:54.989 --> 00:16:58.198

You feel, or you aren't feeling well on Friday.

168

00:16:58.198 --> 00:17:02.458

But you have void Medicaid claims before Monday morning.

169

00:17:02.458 --> 00:17:05.969

You leave early on Friday and do the voice on Saturday.

170

00:17:11.278 --> 00:17:15.388

So, even if you're working on a Saturday, you're working on Medicaid related.

171

00:17:15.388 --> 00:17:19.499

Activity so it wouldn't be built. It wouldn't be billable.

172

00:17:19.499 --> 00:17:24.449

Um, but when you long your time, you need to make sure that you log it.

173

00:17:24.449 --> 00:17:31.618

On Friday, and not on Saturday and we'll go into that a little bit. Um, I believe on the next slide.

174

00:17:31.618 --> 00:17:43.499

And number 9, on your way to the break room, to get coffee, you run into a CO worker and you spend 15 minutes talking about your vacation, take time.

175

00:17:45.058 --> 00:17:48.118

And this of course, would be available.

176

00:17:51.118 --> 00:17:55.618

Number 10, you have a 30 minute engage a meeting with your supervisor.

177

00:18:02.788 --> 00:18:06.118

This would be all per rate general admin.

178

00:18:06.118 --> 00:18:10.378

Anything personnel related is going to be.

179

00:18:10.378 --> 00:18:13.739

All for regional admin.

180

00:18:17.308 --> 00:18:21.298

All right, and that is it so good job if you've got them? All correct.

181

00:18:29.939 --> 00:18:38.278

All right now we're going to go over work schedule and flex same time because there has been some confusion in this area as well.

182

00:18:38.278 --> 00:18:45.568

So there are 2 different types of work schedules. You've got your standard work schedule, which is going to be.

183

00:18:45.568 --> 00:18:49.739

5 days a week, 8 hours a day with a total of 40 hours a week.

184

00:18:49.739 --> 00:18:53.909

Monday through Friday, um.

185

00:18:57.058 --> 00:19:00.719

Sorry, we're having an announcement. I hope that's not picking up.

186

00:19:00.719 --> 00:19:07.288

If you don't work a standard work, scheduling, probably have an improved flex schedule.

187

00:19:07.288 --> 00:19:14.608

This can be anything like, 10 hour days for hours a week. Those various types that, um.

188

00:19:14.608 --> 00:19:18.419

That people currently have.

189

00:19:18.419 --> 00:19:23.999

You have an approved what schedule on file with H. R.

190

00:19:23.999 --> 00:19:31.288

Then it's important that you your logging matches that work schedule this on file with HR.

191

00:19:31.288 --> 00:19:36.479

Um, with no exception so if you work for 10.

192

00:19:36.479 --> 00:19:43.048

Monday through Thursday, then you should Monday through Thursday you should always have 10 hour days.

193

00:19:43.048 --> 00:19:47.068

And it needs to be consistent from week to week.

194

00:19:47.068 --> 00:19:52.709

So, if you temporarily kind of change your schedule around a little bit, then.

195

00:19:52.709 --> 00:19:56.189

You still need to make sure that you are logging.

196

00:19:56.189 --> 00:19:59.249
10 hours on.

197

00:19:59.249 --> 00:20:02.278
Days you have identified on your.

198

00:20:02.278 --> 00:20:05.548
Hello? Hello? Hello?

199

00:20:05.548 --> 00:20:17.729
Over time, it is very rare for staff to have legitimate over time. There are only a few people who qualify for overtime and I believe nurses.

200

00:20:17.729 --> 00:20:22.709
Can, but I'm not sure I don't know of anybody else to.

201

00:20:22.709 --> 00:20:27.179
Has claimed over time and shown it on their admin logging.

202

00:20:27.179 --> 00:20:34.078
A test is if you actually receive compensation on your paycheck.

203

00:20:34.078 --> 00:20:40.919
And that is going to be and that would be an excess of your normal pay. That would be legitimate over time.

204

00:20:40.919 --> 00:20:44.729
And if not, it's probably flex time.

205

00:20:44.729 --> 00:20:52.949
And what time is going to be kind of temporarily working a different schedule than you're approved work schedule.

206

00:20:52.949 --> 00:21:00.148
So, for example, today, my son has a doctor's appointment, so I'm going to take off 2 hours early.

207

00:21:00.148 --> 00:21:05.338
And then work 2 hours extra tomorrow.

208

00:21:05.338 --> 00:21:11.308

And my supervisor allows me to do that, which is really great, but.

209

00:21:11.308 --> 00:21:15.749

I'm going to still show 8 hours today on mine.

210

00:21:15.749 --> 00:21:19.469

Admin logging in 8 hours on Wednesday.

211

00:21:20.638 --> 00:21:25.229

And I know people some people have expressed some concern about that.

212

00:21:25.229 --> 00:21:30.929

Because what we're reporting on our time sheets doesn't actually match that. They work.

213

00:21:30.929 --> 00:21:36.898

But keep in mind that this is administrative logging. We do not report direct hours.

214

00:21:36.898 --> 00:21:43.169

What we bill for a reimbursement is a percentage of the total hours worked over the quarter.

215

00:21:43.169 --> 00:21:46.648

And this is the department wide practice, um.

216

00:21:46.648 --> 00:21:53.699

For longing, you know, having our logging match our work schedule, as opposed to the hours that we've work.

217

00:21:53.699 --> 00:21:59.578

And I promise everybody that you are not committee Medicaid from broad when you do that.

218

00:21:59.578 --> 00:22:06.868

Um, if anybody has any additional concerns or 1 more information, I'm emailed me and I'm happy to.

219

00:22:06.868 --> 00:22:12.719

Explain it in more detail.

220

00:22:15.058 --> 00:22:19.469

Next we're going to talk about supervisors responsibilities.

221

00:22:19.469 --> 00:22:25.108

And, you know, these are the things that people should be checking as well before they submit their logging.

222

00:22:25.108 --> 00:22:31.019

But, you know, a lot of us have more work.

223

00:22:31.019 --> 00:22:37.048

To do then we have time for that is still very important for supervisors when they were reviewing time sheets.

224

00:22:37.048 --> 00:22:41.848

To to review and check a few things before they approve it.

225

00:22:41.848 --> 00:22:46.769

Just because it would help catch a lot of errors and then.

226

00:22:46.769 --> 00:22:54.509

Hopefully help us get that reimbursement amount and then also make it less cumbersome to reconcile.

227

00:22:54.509 --> 00:22:59.699

They logging at the end of each quarter so, um.

228

00:23:01.739 --> 00:23:06.058

1st, when you're reviewing the time, the time sheet, your staff time sheets.

229

00:23:06.058 --> 00:23:10.048

Make sure that the total hours seem reasonable for each category.

230

00:23:10.048 --> 00:23:13.108

And when submitted a whole quarter, I believe.

231

00:23:13.108 --> 00:23:17.699

There were full quarter's worth of time sheets.

232

00:23:17.699 --> 00:23:21.808

And they switch, they reverse their billable and non billable time.

233

00:23:21.808 --> 00:23:26.548

So, they're total percent with 30, instead of 70.

234

00:23:26.548 --> 00:23:30.148

And the Super didn't Catlin, the supervisor didn't catch this.

235

00:23:30.148 --> 00:23:33.808

Um, and we could have lost several thousands of dollars.

236

00:23:33.808 --> 00:23:37.499

From reimbursement, but I think the.

237

00:23:37.499 --> 00:23:41.128

Regional Office contact noticed that the presented just were off.

238

00:23:41.128 --> 00:23:48.659

And also things for you to a couple hours.

239

00:23:48.659 --> 00:23:54.929

Make sure that the total hours for the day are correct and they manage their approved worksheet.

240

00:23:54.929 --> 00:24:01.378

And, and then check to make sure that the holidays are correct.

241

00:24:01.378 --> 00:24:05.249

Um, I would say each quarter about 10 to 15 people.

242

00:24:05.249 --> 00:24:09.028

Forget forget to enter a holiday.

243

00:24:10.618 --> 00:24:16.769

And then make sure that that are submitting time sheets as well on on time.

244

00:24:16.769 --> 00:24:25.469

By the, by the deadline, which it, it's a good practice to have everything reviewed and approved by the 8th of the following months.

245

00:24:27.058 --> 00:24:36.269

And if you are going on vacation, um.

246

00:24:36.269 --> 00:24:39.328

We can make sure that you.

247

00:24:39.328 --> 00:24:43.259

Approve the time sheet and it's.

248

00:24:43.259 --> 00:24:51.749

You aren't able to, because it's kind of around the end of the quarter and you're going to be out and people haven't submitted timesheets.

249

00:24:51.749 --> 00:25:00.929

Notifying your proxy and have them approved leave slips and time sheets. I believe all supervisors are set up to approve staff.

250

00:25:00.929 --> 00:25:04.318

Rather than the people that they supervised.

251

00:25:04.318 --> 00:25:09.719

And if you don't have a proxy, then we can set up a proxy for you.

252

00:25:09.719 --> 00:25:15.808

So, just something to keep in mind and also, if you have new staff.

253

00:25:15.808 --> 00:25:21.179

That will be logging please notify your regional office contact.

254

00:25:21.179 --> 00:25:30.028

And if it's central office staff, you can notify me because if you go around doing it by other means that it's.

255

00:25:30.028 --> 00:25:33.358

Possible that they will not be set up correctly.

256

00:25:33.358 --> 00:25:42.419

There's certain things that need to be done, or they don't show up on my admin logging report and then I don't submit those for reimbursement.

257

00:25:42.419 --> 00:25:46.469

Um, I know he's lost some money that way. Um.

258

00:25:46.469 --> 00:25:50.909

And, like I said, the admin login contact listed.

259

00:25:50.909 --> 00:26:04.169

1 minute. Okay so, for each regional office and satellite office, there is a dedicated admin logging contact.

260

00:26:04.169 --> 00:26:11.159

Hammer base left not too long ago, and she has the context for Joplin and Springfield.

261

00:26:11.159 --> 00:26:15.058

I believe a new contact will be announced some time in October.

262

00:26:15.058 --> 00:26:18.929

Um.

263

00:26:18.929 --> 00:26:28.348

And, like I said, the context contacts should be emailing out the admin logging manual again. And if you haven't received those.

264

00:26:28.348 --> 00:26:32.848

You know, 1 of your email, your contact on me, and I'll get that to, you.

265

00:26:32.848 --> 00:26:38.489

And I think that's pretty much my presentation.

266

00:26:38.489 --> 00:26:42.778

Um, now we have time for questions.

267

00:26:44.338 --> 00:26:49.648

I won't guarantee that I will know the answers to everything, but.

268

00:26:49.648 --> 00:26:56.189

I have great resources and I can research and get back with you if I don't know the answers right off.

269

00:27:32.969 --> 00:27:38.909

Okay, and cat, do you have the questions.

270

00:28:06.328 --> 00:28:19.078

Kelly, it's Hi, let me talk a couple questions your way. Oh, wait, came in. Do you see I do. I see them now Thank you.

271

00:28:19.078 --> 00:28:22.229

Okay.

272

00:28:24.628 --> 00:28:32.909

Okay, 1 question is, what do you recommend to reflect a holiday when working 10 hour or 10?

273

00:28:32.909 --> 00:28:36.388

And this is gets really complicated. Um.

274

00:28:36.388 --> 00:28:40.558

Because the holiday we have to log the holiday.

275

00:28:40.558 --> 00:28:47.398

On the actual holiday, so you're going to just have to adjust your time.

276

00:28:47.398 --> 00:28:50.398

Um, to put.

277

00:28:50.398 --> 00:28:55.078

Um, let's say the holiday falls on.

278

00:28:55.078 --> 00:28:59.969

A day that is your off day so you would put the holiday on.

279

00:28:59.969 --> 00:29:05.429

You're off day and then when you actually take that holiday.

280

00:29:05.429 --> 00:29:09.088

You would log anything to that day.

281

00:29:09.088 --> 00:29:17.608

So, basically, just just maneuver your hours around during the week and I know I know it's not going to match because you can't match the work schedule.

282

00:29:17.608 --> 00:29:28.499

And the 8 hour holiday, but if you want to go over your particular day, the to work, because there are a lot of different types of schedules.

283

00:29:28.499 --> 00:29:37.528

Um, but just as long as you correctly reflect the work that you you actually do within that week.

284

00:29:37.528 --> 00:29:44.999

You can just kind of maneuver things so you can get your 40 hours and plus have 8 hours on that holiday.

285

00:29:53.699 --> 00:30:04.019

And I know for some, for some people, there was another question on on the holiday for some people who have to take, like, 2 hours leave because.

286

00:30:04.019 --> 00:30:13.229

Um, they, they only get me to get credit for 8 hours of the holiday. Then you would put that 8 hours.

287

00:30:13.229 --> 00:30:17.459

On the holiday, and you can take 2 hours of leads.

288

00:30:17.459 --> 00:30:26.068

On that same day. So we, we had a question.

289

00:30:26.068 --> 00:30:32.759

That they were looking, someone was looking for the admin logging manual and they were unable to find that.

290

00:30:33.989 --> 00:30:37.798

Yeah, and the admin logging manual, um.

291

00:30:37.798 --> 00:30:40.919

Should be emailed out to everybody.

292

00:30:40.919 --> 00:30:45.088

Um, by the regional office contacts and.

293

00:30:45.088 --> 00:30:51.778

If you haven't received 1, then you can just email your contact or email me and I can.

294

00:30:51.778 --> 00:31:00.419

Send that I can get that to you. And my email address is just Shelly.

295

00:31:00.419 --> 00:31:05.278

Not look here at Mo that goes.

296

00:31:10.979 --> 00:31:17.878

And then the question is, should assistant director Rod's complete admin, logging billable time.

297

00:31:17.878 --> 00:31:22.528

For renewal approval and denial of new are.

298

00:31:22.528 --> 00:31:29.759

Packet, um.

299

00:31:29.759 --> 00:31:33.209

I would say.

300

00:31:36.118 --> 00:31:41.278

I would say probably.

301

00:31:45.269 --> 00:31:51.689

They could and then fill that long. That is billable time.

302

00:31:51.689 --> 00:31:55.378

Um, but I've never been asked that question before, so I will.

303

00:31:55.378 --> 00:31:58.499

I will research and verify.

304

00:32:02.159 --> 00:32:16.259

Another question is, did you say that we get funding slash reimbursement for E and he, if so do we need to be allocating that back to staff in some way? Or is that calculated using a generic average.

305

00:32:17.909 --> 00:32:21.898

It's calculated using a generic average I believe.

306

00:32:30.269 --> 00:32:35.249

Another is, um, what were the positions that were exempt from logging.

307

00:32:35.249 --> 00:32:39.118
Positions that are sent from logging um.

308
00:32:39.118 --> 00:32:43.499
Family resources and administrators are an autism specialist.

309
00:32:43.499 --> 00:32:48.388
Community living coordinators, employment coordinators.

310
00:32:48.388 --> 00:32:52.919
Scs coordinators tax.

311
00:32:52.919 --> 00:33:00.419
And you are coordinators and those positions are have been reviewed and it's.

312
00:33:00.419 --> 00:33:03.959
We've actually included those in rate.

313
00:33:12.959 --> 00:33:25.739
Okay, we have another that says, so you do not feel it is better to reflect 5 to 8 hour days for those working 4 to tens instead of 410.

314
00:33:25.739 --> 00:33:30.868
Yes, and it's actually a requirement.

315
00:33:30.868 --> 00:33:34.558
And that's department wide.

316
00:33:34.558 --> 00:33:44.368
Um, we need to people need to log exactly what is reflected on their, their work schedule that is on file with HR because, and.

317
00:33:44.368 --> 00:33:56.249
Uh, if we're audited, which we haven't been audited for a while so we'll probably do, but that's something that they could pull. They could pull the, the work schedule and then.

318
00:33:56.249 --> 00:34:03.659
If their work schedule isn't matching what they're logging that could be, you know, that could lead to, um.

319

00:34:03.659 --> 00:34:06.689
Questions and concerns and, um.

320
00:34:06.689 --> 00:34:11.998
So, it's just better to have longing, reflect.

321
00:34:11.998 --> 00:34:18.239
The the work schedule that a person is assigned.

322
00:34:26.909 --> 00:34:33.449
Family resource and autism specialist coordinator is no longer a position
duties have been absorbed.

323
00:34:33.449 --> 00:34:39.599
By information specialists, except has which Matt Wagoner does.

324
00:34:39.599 --> 00:34:43.469
If I send, you.

325
00:34:43.469 --> 00:34:46.619
Oh, no, go ahead.

326
00:34:48.268 --> 00:34:58.679
Go ahead and answer. I was just going to read the next 1. okay. So so
basically, and I know they're going to be some position changes and some
title changes.

327
00:34:58.679 --> 00:35:09.148
Um, and that's where, when I said that, sometimes, you know, we need to
look more at the duties as opposed to the job title.

328
00:35:09.148 --> 00:35:17.818
It's going to I guess there's going to be some probably reevaluation, but,
you know.

329
00:35:17.903 --> 00:35:28.403
If the duties don't fall within, you know, what we're including in our
TCM rate, then it is, it is possible that we can have somebody start
logging. I know.

330
00:35:28.403 --> 00:35:37.974

There's some people would split positions that we've looked at and, you know, it's like part of what they're doing may be included in that. Right but then they have another part that they're doing.

331

00:35:37.974 --> 00:35:44.184

That's kind of not include not the typical duties of those positions that I've listed and we've had them.

332

00:35:44.458 --> 00:35:51.989

You know, start logging, just so we can capture some of that reimbursement that is available.

333

00:35:52.463 --> 00:36:06.353

And I know for the we recently had them, I would say about a year ago, start logging, even though, you know, they're doing other stuff, they would those other activities that they're doing would be considered, would be logged as non billable.

334

00:36:06.954 --> 00:36:13.733

But then the stuff that we could legitimately get reimbursed for through the admin logging process, we have them.

335

00:36:14.273 --> 00:36:28.943

Go ahead and log, it's billable may going with this question. If a staff is in a dual role with 1 being required to do admin, logging and 1. that is not. How is that?

336

00:36:28.943 --> 00:36:29.574

Recorded?

337

00:36:31.378 --> 00:36:36.778

I didn't catch the 1st, part of that. What was it that if.

338

00:36:39.358 --> 00:36:50.188

If somebody is in a dual role, yes, if a staff is in a dual role with 1 being required to do admin, logging and 1, that is not how is that?
Recorded?

339

00:36:50.188 --> 00:37:01.739

And that's a little bit of what I mentioned, you know, if they've got a split role, you know, the time that we can't count for, would just be.

340

00:37:01.739 --> 00:37:04.739

That would be entered as non billable time.

341

00:37:06.628 --> 00:37:12.059

Or comments in the description category, required.

342

00:37:12.059 --> 00:37:19.079

Your supervisor, I guess it would be up to your supervisor.

343

00:37:20.728 --> 00:37:31.528

If your supervisor wants something in there, that's fine. Actually, it's ideal not to have anything from, from my point of view, because it kind of bogs down the system.

344

00:37:31.528 --> 00:37:37.679

And it kind of creates problems because if you use special characters and any of the descriptions of the comments.

345

00:37:37.679 --> 00:37:40.918

It can actually cause errors.

346

00:37:40.918 --> 00:37:44.398

Um, when you go to submit your logging, so it.

347

00:37:44.398 --> 00:37:53.699

If you're a soup, I would say if your supervisor kind of likes that, and once you to log what you're doing that'd be great. And I think was kind of the, uh.

348

00:37:53.699 --> 00:38:00.778

The hybrid program where we have, where we're going to be working from home. I know it was mentioned that we could use.

349

00:38:00.778 --> 00:38:07.498

The admin logging system to kind of track hours. So I would just go with what your supervisor wants you to do.

350

00:38:07.498 --> 00:38:20.010

Not seeing any more questions if you have any more questions that I have, not been answered please put them in the chat.

351

00:38:22.949 --> 00:38:30.239

Hello.

352

00:38:35.005 --> 00:38:35.155
Hey,

353
00:38:35.155 --> 00:38:35.994
guess there's 1,

354
00:38:52.105 --> 00:38:52.795
there's 1 that says,

355
00:38:52.795 --> 00:38:58.375
should I have non billable field on my admin logging so I can document
breaks.

356
00:39:01.530 --> 00:39:06.269
Yeah, yeah, I mean, everybody should, I would assume that most people
would.

357
00:39:06.269 --> 00:39:09.840
At least have 3 or 4 different categories. I mean, you would.

358
00:39:09.840 --> 00:39:13.440
You would always have non billable line.

359
00:39:13.440 --> 00:39:20.250
For to record breaks and, you know, down time or like, when you're
planning your office.

360
00:39:20.250 --> 00:39:25.199
you should always have like your billable categories that you use

361
00:39:25.199 --> 00:39:28.980
Um, you should always have all pro rate general admin.

362
00:39:28.980 --> 00:39:32.340
And you should always have a holiday, um.

363
00:39:32.340 --> 00:39:37.500
Those are the categories that you that probably everybody should have.

364
00:39:37.500 --> 00:39:42.179
And if you have questions about, you know, I'm not sure how to.

365

00:39:42.179 --> 00:39:48.000

So, log something, um, get in contact with your regional office contact, or you can email me.

366

00:39:51.150 --> 00:39:59.099

Um, Kevin, ask him the financial reimbursement amount example, be added to the PowerPoint so we can share with our loggers.

367

00:40:01.469 --> 00:40:06.449

Oh, yeah um.

368

00:40:06.449 --> 00:40:09.659

The financial reimbursement of I would assume the 14.

369

00:40:09.659 --> 00:40:11.695

The 15Million dollars annually. Yeah.

370

00:40:22.224 --> 00:40:26.065

And then, and then include the example of, you know, somebody making a certain amount.

371

00:40:26.849 --> 00:40:30.480

Um, how that can be, um.

372

00:40:32.039 --> 00:40:37.199

How we can get, you know, 50% of salaries benefits in DNA I can do that.

373

00:40:39.059 --> 00:40:43.829

Should we go back and fix our admin logging or just go forward?

374

00:40:43.829 --> 00:40:48.329

I would say.

375

00:40:48.329 --> 00:40:58.409

Going forward would probably be ideal. You can go back to the beginning of the.

376

00:40:58.409 --> 00:41:03.150

I mean, if you have a lot of these things that you can, we can capture, um.

377

00:41:03.150 --> 00:41:11.130

For reimbursement, you can go back to the beginning of the 1st quarter, which, um.

378

00:41:11.130 --> 00:41:17.340

Would be July 1st, so next month, I'm going to submit logging 4.

379

00:41:17.340 --> 00:41:21.210

Um, July, August and September.

380

00:41:21.210 --> 00:41:30.599

So, if you wanted to go back to July, you could do that. And I would say if you think that you added some billable time somewhere.

381

00:41:30.599 --> 00:41:33.929

Um, and it shouldn't have been billable, um.

382

00:41:33.929 --> 00:41:37.079

Yeah, please go ahead and go back and fix that.

383

00:41:37.079 --> 00:41:45.449

It's difficult because I run quarterly reports if you go back beyond the this last quarter and make changes.

384

00:41:45.449 --> 00:41:59.309

I won't know that you've made those, so if that is the case, then then I need to be notified so they can rerun the report so we can resubmit the logging. But that might be something to talk to your supervisor with as well.

385

00:41:59.309 --> 00:42:07.650

You know, if it's just it's just a few hours here and there I don't think that would be necessary to go back and change.

386

00:42:07.650 --> 00:42:11.639

But, you know, if it's going to be a lot.

387

00:42:11.639 --> 00:42:18.179

Um, and it's going to, you know, if that would generate a lot of in revenue for us, then I would say, um, yeah.

388

00:42:18.179 --> 00:42:25.289

Go back to the beginning of this quarter. Does lunch go under nonbillable?

389

00:42:25.289 --> 00:42:34.440

You don't long lunch so lunch is not within your 8 hours that you're working. So it would not be logged at all.

390

00:42:39.599 --> 00:42:42.750

I supervise an account clerk whose job?

391

00:42:42.750 --> 00:42:49.769

Is to work the CFF AP payments in the is this non billable general admin.

392

00:42:51.179 --> 00:42:57.210

And I'm happy to help people answers very specific questions.

393

00:42:57.210 --> 00:43:01.800

Um, but I don't always know what certain, um.

394

00:43:01.800 --> 00:43:05.250

Duties are.

395

00:43:05.250 --> 00:43:15.210

So, what I would recommend, and I can do this along with somebody, but it's basically going back to the admin and logging manual.

396

00:43:15.210 --> 00:43:26.969

And reading the descriptions and, you know, just have to think is this Medicaid relatable? There are certain questions that we ask. I'm not sure what CFS.

397

00:43:26.969 --> 00:43:30.239

I'm not sure what that is. Um.

398

00:43:30.239 --> 00:43:35.460

It would just be, you know, kind of digging into it and figuring out what.

399

00:43:35.460 --> 00:43:42.150

What's the purpose of doing it? And kind of getting to the bottom of whether it is Medicaid related.

400

00:43:42.150 --> 00:43:51.000

Or nonbillable, I wouldn't think that it would be all per regional admin, but I'm happy to, uh.

401

00:43:51.000 --> 00:43:54.510

To work with whomever ask that question. Um.

402

00:43:54.510 --> 00:43:58.320

And figure out how to log that.

403

00:44:01.650 --> 00:44:07.679

Hello.

404

00:44:12.420 --> 00:44:17.340

I'm not seeing any more questions. Shelly. Okay.

405

00:44:17.340 --> 00:44:29.400

And I know I feel I feel kinda bad because it's very confusing when, you know, with the questions that were asked about the 10 hour working in 10 hour.

406

00:44:29.400 --> 00:44:29.670

Uh,

407

00:44:29.695 --> 00:44:30.114

4 day,

408

00:44:30.114 --> 00:44:31.074

a week schedule,

409

00:44:31.074 --> 00:44:32.304

and having a holiday,

410

00:44:33.594 --> 00:44:37.074

if anybody has any concerns on how to log that,

411

00:44:37.255 --> 00:44:41.664

that specifically fits their scenario or their,

412

00:44:41.695 --> 00:44:43.014

their work schedule,

413

00:44:44.005 --> 00:44:44.304
or,

414

00:44:44.304 --> 00:44:44.514
you know,

415

00:44:44.514 --> 00:44:47.155
any type of approve schedule like that.

416

00:44:47.155 --> 00:44:48.295
I'm, I'm happy to.

417

00:44:48.960 --> 00:45:03.000
To look at their schedule and, you know, kind of give them different scenarios of holiday falls on this day. You know, here's 1 way you could report it. There's just kind of multiple ways of doing it.

418

00:45:03.000 --> 00:45:08.969
So, if anybody has any questions, please get in touch with me and I'll, I'll help you figure that out.

419

00:45:10.739 --> 00:45:20.789
Hello.

420

00:45:20.789 --> 00:45:34.440
And don't hesitate to.

421

00:45:34.440 --> 00:45:43.590
Let me know if you have any questions or concerns or any other suggestions that you have for.

422

00:45:43.590 --> 00:45:48.630
For the process, um, or if you think of other positions that can.

423

00:45:48.630 --> 00:45:53.849
Start logging I'd be happy to look into that.