Independent School Districts
Random Moment Time Study
Texas Health & Human Services (HHSC) Time Study Unit

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- The HHSC Time Study Unit assists with questions pertaining to:
  - Random Moment Time Study (RMTS)
  - On-line System (Fairbanks, LLC)
  - Participation Eligibility
  - Training
  - Quarterly Participant List
  - Sampled Participants
  - Compliance
  - Disqualification
Agenda

• Random Moment Time Study (RMTS)
  RMTS Overview
  RMTS Requirements
  Contacts – Roles and Responsibilities
  Participant List
  Moment Selection
  Moment Response
  System Demonstration
  Polling Questions

• School Health and Related Services (SHARS) Cost Reporting Overview

• Medicaid Administrative Claiming (MAC) Overview

• Wrap up
Updates and Concerns

- Participant List reviews are being done to identify duplicate entries and the district will be contacted to remove any duplicates. Remember to sort your list by last name, first name, email address and external id to help with identifying any duplicate entries.

- If you have a participant that splits their time 50/50 between services this individual can only be listed once on the participant list. If part of their time is providing SHARS services and part of their time is providing MAC services you will select a SHARS job category when adding to the participant list.
Overview – What is Random Moment Time Study (RMTS)?

- A federally accepted statistically valid random sampling technique that measures the participant’s time performing work activities
- A RMTS “Moment” represents one minute of time that is randomly selected from all available moments within the time study period
- Statewide time study sample
- Significantly reduces staff time needed to record participant activities
Overview – Purpose of RMTS

- Determine the percentage of time the ISD incurs assisting individuals to access medically necessary Medicaid funded services
  - Direct Medical Services
  - Medicaid Outreach
  - Medicaid Eligibility Determination
  - Medicaid Referral, Coordination, and Monitoring
  - Medicaid Staff Training
  - Medicaid Transportation
  - Medicaid Translation
  - Medicaid Program Planning, Development & Interagency Coordination
  - Medicaid Provider Relations
- Reasonably identifies staff time spent on activities during the given quarter.
Overview – Time Study Activities

Direct Medical – Providing care, treatment and/or counseling
Outreach – Informing students, families and groups about available services
Eligibility – Assisting students or families with the Medicaid eligibility process
Referral, Coordination, and Monitoring – Making referrals, coordinating and/or monitoring activities on a student’s IEP
Staff Training – Coordinating, conducting or participating in training pertaining to medical or Medicaid services
Translation – Arranging or providing translation to a student or family to access medical or Medicaid services
Transportation – (Exclude bus drivers) aides and monitors accompanying students in need of personal care services or arranging transportation to medical services
Program Planning, Development & Interagency Coordination – Developing strategies to improve the coordination and delivery of medical or Medicaid services
Provider Relations – Activities to secure and maintain Medicaid providers
Overview - RMTS Process

1. RMTS Contact identifies pool of time study participants
2. HHSC Contractor identifies pool of available time study moments
3. HHSC Contractor randomly matches moments and participants
4. RMTS Contact ensures selected participants are trained
5. Participant responds to selected moment by answering moment online
6. HHSC contractor codes moment
Requirements for RMTS

- **Time Study Periods (Federal Fiscal Quarters)**
  - 1st Quarter - October, November, December
  - 2nd Quarter - January, February, March
  - 3rd Quarter - April, May, June
  - 4th Quarter – No Time Study conducted

- To claim SHARS you must have an active Texas Provider Identifier (TPI) number obtained from TMHP and participate in time study.

- To claim MAC you must have a valid HCAT number obtained from HHSC and participate in time study.

- Participant List (PL) must be certified for ISD to participate in the random moment time study (RMTS).

- To be included on the MAC claim and/or SHARS cost report position must be included on the PL.

- A statewide response rate of 85% for RMTS moments is required.

- There are mandatory training requirements.
# Requirements – Important Dates

<table>
<thead>
<tr>
<th>Event</th>
<th>Opens/Begins</th>
<th>Closes/Ends</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Participant List (PL)</strong></td>
<td></td>
<td>(6 p.m. CT)</td>
</tr>
<tr>
<td>1st Quarter PL</td>
<td>05/18/2015</td>
<td>09/15/2015</td>
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<tr>
<td>2nd Quarter PL</td>
<td>09/16/2015</td>
<td>12/04/2015</td>
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<tr>
<td>3rd Quarter PL</td>
<td>12/05/2015</td>
<td>03/04/2016</td>
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<tr>
<td><strong>Time Study (TS)</strong></td>
<td></td>
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<tr>
<td>1st Quarter TS</td>
<td>10/01/2015</td>
<td>12/11/2015</td>
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<tr>
<td>2nd Quarter TS</td>
<td>01/05/2016</td>
<td>03/31/2016</td>
</tr>
<tr>
<td>3rd Quarter TS</td>
<td>04/01/2016</td>
<td>05/25/2016</td>
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</tbody>
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* Dates are subject to change
Requirements - Training

- Each RMTS Contact must complete HHSC training annually.
  - HHSC recommends that all participating ISD’s have at least 2 employees attend mandatory RMTS Contact training

- Each Time Study (TS) participant must be trained annually by a HHSC trained RMTS Contact.

- Those who have never attended RMTS training must attend an initial training. Initial training must be interactive and therefore must be conducted via face-to-face, Webinar or teleconference.

- Those who have ever attended an initial training must attend refresher training or may attend an initial training again. Refresher training may be conducted via CD's, videos, web-based and self-paced training.
Requirements – Training

Full Access versus View Only Access

- System Access is limited to "View Only" until training is completed
STAIRS Contacts

- Four STAIRS Contact Types
  - Superintendent
  - RMTS Contacts
  - MAC Financial Contacts
  - SHARS Financial Contacts
- MAC and SHARS Contacts will be discussed only briefly during the MAC and SHARS overview presentations. The mandatory MAC Financial Contact training and SHARS Financial Contact training will both be held separately.
Other Contacts

- Sampled Participants
- HHSC Time Study Unit
- HHSC Contractor
  - Fairbanks LLC
    - Technical Support
    - Central Coding Staff
Contact - Roles

• Superintendent
  • Superintendent is the only contact currently designated in the Fairbanks system
  • Username and password will be provided via E-mail
  • Superintendent has the ability to add “Primary” RMTS contact
    • Primary RMTS Contact can add Secondary Contacts
  • When a Primary or Secondary RMTS contact is added it automatically generates an e-mail containing their username and password
Contact - Roles

• RMTS Contact
  • Must be an employee of ISD or its designee
    • Primary RMTS Contact must be an employee of ISD
    • ISD assumes all responsibility for designee’s actions/non-actions
  • Ensure all contact information is current and accurate
  • Must attend annual training provided by HHSC
  • Verify and update quarterly Participant List
  • Provides RMTS training to sampled participants
  • Provides ongoing technical assistance to participants
  • Ensure ISD compliance with 85% required response rate
    • Receives weekly list of participants that did not respond to their moments (document reason for past moments)
  • Contact can enter paid and unpaid time off for the selected participants when they are unavailable
RMTS Contacts

• Helpful Hints

• If you have a time study participant that is absent on their selected moment and will be returning within the 5 business days, then the participant should respond to the moment. If the time study participant will not returning within the 5 business days, then the RMTS Contact should respond to the moment as “paid or unpaid” leave.

• If you have an employee who has terminated/retired or changed positions and has been chosen for a selected moment…If the position is Vacant then the RMTS Contact should respond to the moment as “paid or unpaid” leave. If the position has been filled then the selected moment should be forwarded to the new employee to respond.
RMTS Contacts

• Helpful Hints

  • If you have a VACANT position that is selected for a moment and it has been filled then it should be forwarded to the new employee to respond to the moment. If the position is filled after the 3 day notification has been sent to the vacant position or the employee previously in that position the new employee will have to use the username and password provided on the 3 day notification. Remember the username/password is unique to that moment.

  • Because this is a STATEWIDE time study sample if you have an employee (contractor or regular) that has been selected for a moment but is working for another district at the time of their moment they still respond to the moment what they were doing.
Contact – Role
Manage Time Study Sample
Contact - Roles

• **Time Study Participant**
  
  • Must answer the following to document the sampled moment:
    
    • Who was with you?
    • What were you doing?
    • Why were you performing activity?
  
  • Must attend annual training provided by trained RMTS Contact
  • Participant notified of moment 3 days in advance
  • Enter response within 5 business days of moment
  • Reminders sent to participants via e-mail at 24, 48, & 72 hrs
    
    • Primary RMTS Contact copied on the 72 hour reminder
  • Failure to enter the information will disqualify the moment
  • Respond to follow-up questions from coders within 3 calendar days from receipt of e-mail.
    
    • Primary RMTS Contact will be copied on the e-mail
Contact - Roles

• HHSC – Time Study Unit
  • Provides RMTS support and guidance
  • Provides training to RMTS Contacts
  • Provides training to Central Coders
  • Works with appropriate federal agencies to design and implement programs.
  • Conducts ongoing program review to include:
    • Time Study results
    • Compliance with training requirements
    • Documentation compliance
  • Sends out the non-compliance notification letters
Contact - Roles

• Fairbanks, LLC.

• **Central Coders**
  • Receives training from HHSC on activity codes
  • Review the participant’s response for the sampled moment
  • Assigns activity code using uniform time study codes
  • When additional information is needed must obtain clarifying information from time study participants via follow-up e-mail within 3 days of request.
  • Moments and assigned codes are reviewed by a 2nd and 3rd coder for agreement and quality assurance
Contact - Roles

• Fairbanks, LLC.

• **Technical Support**
  
  • Contracted by HHSC to operate and administer the web-based RMTS system
  
  • Assist in annual training for RMTS Contacts
  
  • Ongoing system support
  
  • Send e-mail notification to selected participants 3 days prior to the sampled moment
  
  • Send reminder e-mails for non-response to the sampled moment
Participant List (PL)

- Participant List
  - Development
  - Certification
  - Who’s In
  - Drop Down Options
  - System Demonstration
At the beginning of each quarter the trained RMTS Contact provides a comprehensive list of staff eligible to participate in the RMTS.

The Participant List (PL) can only be updated by a HHSC trained RMTS Contact.

Once PL is closed:

- Cannot add/delete participants
- Cannot Change position/function category
- No changes after the 3rd quarter until the next FFY PL opens

If the participant performs more than one function:

- Select function which most closely matches the majority of their time during the quarter

To remove duplicates from the PL do the following: Export your PL to Excel. Then, choose the column of data (e.g. address, external ID) that may be duplicated. Then, highlight that column and choose the “conditional formatting” option. You’ll see an option there to “highlight duplicate values”. It’s easy to identify and remove any duplicates.
An accurate PL is a critical part for ensuring eligibility for MAC and/or SHARS.

- If an ISD does not update/certify its PL by the deadline:
  - They are ineligible to submit a MAC claim for that quarter
  - They are ineligible for SHARS reimbursement for the entire FFY 2016

- Every time the PL is updated, it is also certified.
  - Even if there are no changes to the participant list from the previous quarter the RMTS Contact must open the PL and click the certify the PL button prior to the deadline.

- Reminder e-mails will be sent only to those ISDs that have not certified their PL.

- The PL provides a basis to identify the positions that may be included in the MAC claim and SHARS cost report.
All staff chosen to participate in RMTS will be categorized in one of two staff pools in the Fairbanks system.

- Administrative Services identified on the list as (MAC only)
- Direct Service and Administrative

- Direct Service and Administrative
  - Includes eligible staff that provide direct medical services and administrative activities associated with Medicaid

- Administrative Services Only
  - Includes staff that perform administrative activities associated with Medicaid
PL - Who’s In?

- Participant List includes:
  - Staff who perform MAC activities or SHARS Direct Medical activities:
    - As a part of their regular duties at least on a weekly basis
  - Regular Staff
    - Include Federally Funded Employees
  - Contractors: include all position(s) that provide services for the ISD and are not employees of ISD
  - Vacant positions: include those that are anticipated to be filled (with reasonable certainty) during the quarter
The following PL categories can include a mix of job functions and job titles:

- Personal Care Service Provider
- Delegated Nursing
- Service Coordinator/Case Manager
- Outreach Worker
- Behavioral Counselor

These categories must include the functional (or working) job title to be included on the PL.
• SBEC Certified or TEA Certified School Counselor and Educational Diagnostician job titles are not eligible categories for SHARS (unless they perform PCS) but can be included on the Participant List for MAC if the district is a MAC participant.

• Please note the SBEC Certified or TEA Certified School Counselors and Educational Diagnosticians still have to qualify under the Admin Cost Pool eligible category by performing Medicaid allowable activities to be included in the RMTS.
PL - Drop Down Options

SHARS Direct Medical Categories

- Registered Nurses (RN)
- Licensed Vocational Nurses (LVN)
- Advanced Practical Nurses (APN)
- **Delegated Nursing Services**
- Physicians (MDs & DOs)
- Licensed Audiologist
- Licensed Assistant in Audiology
- Licensed Occupational Therapist (OT)
- Certified Occupational Therapy Assistant (COTA)
- Licensed Physical Therapist (LP)
- Licensed Physical Therapy Assistant (LPTA)
- Licensed Psychological Associate
- Licensed Psychologist
- Licensed Specialist in School Psychology (LSSP)
- Licensed Psychiatrist
- ASHA-Equivalent Speech Language Pathologist (SLP) with Texas license and master’s degree
- ASHA SLPs with Texas licenses
- Grandfathered SLP with Texas license and no master’s degree
- TEA- or SBEC-Certified Speech Therapists
- Licensed Assistant in SLP
- Licensed SLP Intern
- Licensed Professional Counselor (LPC)
- Licensed Marriage and Family Therapist (LMFT)
- Licensed Clinical Social Worker (LCSW)
- **Personal Care Service Providers**

All inclusive list of SHARS providers approved by Center for Medicare & Medicaid Services (CMS)
PL - Drop Down Options

MAC Only Categories

- Behavioral Counselor
- Interpreter/Translator/Bilingual Specialist
- Licensed Bachelor of Social Work (LSW)
- Licensed Master of Social Work (LMSW)
- Physician Assistant (PA)
- Pregnancy, Education & Parenting Program Personnel
- Psychology Intern
- Orientation & Mobility Specialist
- Outreach Workers
- Service Coordinator/Case Managers
PL – System Demonstration

- Demonstration of RMTS online system:
  - Participant List Development
  - Managing Contacts
  - Designating “Willing to Hire Out”
  - Training Tracking
  - Time Study Sample
  - Monitoring Response Completion
  - Documenting non-response
RMTS Moment

- Sampling and Notification
- Participant Questions
- System Demonstration
- Moment Completion
Moment - General

- Total pool of moments calculation
  (work days in quarter) x (work hours each day) x (60)
  x (# of participants)

- Time study “moments” are randomly selected throughout the entire quarter.

- A time study “moment” represents one minute at the selected time.

- If a participant is sampled for a “moment,” their only responsibility is to document what they were doing at that precise minute.

- Some options have hover-overs or question marks that provide additional information that helps the participant make the best selection.
Moment – Notification Example

E-mail sent to selected participants

Name: [REDACTED]
District: [REDACTED]
District Contact: [REDACTED]
RMTS Category: Personal Care Service Provider
Random Moment: 01:52 PM on 04/03/2015

You have been selected to participate in the Random Moment Time Study (RMTS) which is a brief online survey on behalf of your school District. Your participation is mandatory and assists your school District in obtaining reimbursement for school-based health and outreach activities.

In order to complete the Random Moment Time Study, you will need to go to www.fairbanksllc.com and select CLIENT LOGIN (in upper right hand corner). You will then need to login with the information below and answer three simple questions to report the activity you were performing at your sampled moment of 01:52 PM on 04/03/2015.

User Name: [REDACTED]
Password: [REDACTED]

If you need any assistance or have any questions, please contact your District Contact listed above or the Fairbanks support line at (888) 321-1225 or at info@fairbanksllc.com.
www.fairbanksllc.com
Moment - Login Screen

![Login Screen](image-url)
Moment – Start RMTS

Random Moment Time Study

Welcome to the Random Moment Time Study. Your participation in the random moment Time Study is an integral component for your program to receive Federal reimbursement and should only take a few minutes to complete.

Please complete the following screen indicating the activity that you were performing during your sampled date and time, providing as much detail as possible. If you have any questions, do not hesitate to contact the Fairbanks Client Information Center at (888) 321-1225.

Start Random Moment Time Study

Your Profile (Edit)
Name: 
Email: 
Program: 
MAC Category: Early Intervention Specialist (EIS)

Reference Materials
RMIS Information Website (TX - HHSC)

Do You Need Help?
For any additional questions, please contact the Fairbanks Client Information Center at (888) 321-1225.

For questions, please contact Fairbanks LLC Client Information Center: (888) 321-1225 or info@fairbanksllc.com
Moment – Instruction Screen
Moment - Responses

WHO Was With You?

WHAT Were You Doing?

WHY Were You Doing It?
Moment – System Demonstration

- Demonstration of RMTS online system
  - Sampled Participant’s Response to Moment
Response – PCSP

Question 1: Who was with you?
Response – Non-PCSP

Question 1: Who was with you?

- Student, Special Ed
- Student, Special Ed, Lifeskills
- Student, Not Special Ed
- Student (Multiple)
- No One/None
- District Staff
- On the phone with parent
- Community Contact
- Staff Meeting
- Staffing
- Student’s Family
- Student AND Family
- Not Working
- Other - please specify below
Response – Question 1 (Non-PCSP) Example

Question 1: Who was with you?

- Student, Special Ed
  - (Age 0-2)
  - (Age 3-20)
  - (Age >21)
- Student, Special Ed, Lifeskills
  - (Age 0-2)
  - (Age 3-20)
  - (Age >21)
- Student, Not Special Ed
- Student (Multiple)
- No one alone
- District staff –
  - Administrator
  - Teacher
  - School nurse
  - SHARS Service Provider
  - Non SHARS Service Provider

- On the phone with parent
- Community Contact
- Staff meeting
- Staffing
  - No student/family present
  - Student and/or family present
- Student's family
  - Non special Ed students
  - Special Ed student
- Student AND Family
  - Non special Ed students
  - Special Ed student
- Not Working
  - Paid time off
  - Non Paid time off
- Other – please specify below

Indicates additional question based on previous response
Response

Question 2: What were you doing?
Response Question 2: Example

What were you doing? (Text Box)

Typically 2-4 sentences that provides specific information about what you were doing at that minute.

Please keep in mind that the person coding the moment has no idea of the participant’s job description; tasks performed or why they are performed.

It is up to the participant to provide the information needed for those independent coders to code the response accurately.

Please don’t use acronyms in the description.

Please don’t use people’s names in the responses.

If not working, indicate if it was paid or unpaid time off.
Response – Non-PCSP

Question 3: Why were you performing this activity?
Response – Question 3

Example

Question 3: Why were you performing this activity?

- To provide a direct medical service as defined on a student’s IEP
- To provide a direct medical service NOT defined on a student’s IEP
- To provide a educational service as defined on a student’s IEP
- To provide a educational service NOT defined on a student’s IEP
- To determine a student’s eligibility for services:
  - SHARS (School Health and Related Service)
  - All Other Services
- To improve health services for the district’s students
- To provide or obtain information to or from a student’s family
  - Regarding SHARS (School Health and Related Service)
  - Regarding all other service
  - Regarding an evaluation/assessment for SHARS
  - Regarding an evaluation/assessment for all other services
- To assist student/family in applying for health benefits
Response – Question 3 Example

Question 3: Why were you performing this activity?

- To assist student/family in applying for all other services
- To upgrade professional skills through training
  - Through medical/health related training
  - Through educational training
- To improve social/vocational/educational services for the district’s students
- To coordinate transportation
  - To a SHARS (School Health and Related Service)
  - To all other services
- To coordinate translation
  - For a SHARS (School Health and Related Service)
  - For all other services
- To provide translation
  - For a SHARS service
  - For all other services
- To provide guidance counseling
Response – Question 3
Example

Question 3: Why were you performing this activity?

- To provide direct supervision of a student and student events
- To participate in an IEP meeting
  - Educational discussion
  - School health-related discussion
- Other – please specify below
Response – PCSP

Question 4: Why were you performing this activity? (Auto-populates based on answer to Q1)
Random Moment Time Study

- CONGRATULATIONS KIM KASNER, YOU HAVE COMPLETED THE TIME STUDY!
- Random Moment Time: 04/01/2015, 08:41 AM Central Time

Thank you for participating in the time study! You have now completed the necessary steps required for participation. We appreciate your participation in this important program. You may now logout or close this window.

Print Confirmation Receipt

Do You Need Help?
For any additional questions, please contact the Fairbanks LLC Client Information Center at (888) 321-1225 or info@fairbanksllc.com
Random Moment Time Study

Your Time Study is complete and was certified by Fairbanks at 04/10/2015, 09:10 AM Central Time.

Random Moment Time: 04/09/2015, 03:59 AM Central Time

Here are your answers:

Who was with you?
Student, Special Ed (Age 3-20)

What were you doing?
I was providing a direct medical service to the child.

Why were you performing this activity?
To provide an educational service as defined on a student’s IEP

Reference Materials
- RMTS Information Website (TX - HHSC)
- RMTS Participant Manual 2-11-05

Do You Need Help?
For any additional questions, please contact the Fairbanks Client Information Center at (888) 321-1225.

For questions, please contact Fairbanks LLC Client Information Center: (888) 321-1225 or info@fairbanksllc.com

Welcome, username (Logout)
Educational or Direct Medical?

Direct Medical Services Include:

- Medical services that require a licensed, skilled, trained professional
  - Nursing
  - Psychology
  - Counseling
  - OT, PT, Speech,
  - Evaluations

- Personal Care Services

Activities that require human intervention to accomplish the task the student would normally do for themselves if they did not have a disability or chronic medical condition, i.e. hands on assistance, monitoring, cueing, Activities of Daily Living (ADL)
Educational or Direct Medical?

- Educational Services Include:
  - Reading/English/Language Arts
  - Writing
  - Mathematics
  - Science
  - Social studies
  - Physical education
  - Electives
  - Activities that do not require human intervention to accomplish the task the student would normally do for themselves if they did not have a disability or chronic medical condition
Personal Care Services

- Personal care services (PCS) are provided to assist a student with a disability or chronic health condition so they may benefit from educational services.

- Personal care services include a range of human assistance provided to students to accomplish tasks the student would normally do for themselves if they did not have a disability.

  A student may be physically capable of eating lunch but is unable to independently eat in the cafeteria because of functional, cognitive, or behavioral impairments.

- PCS may be provided by a wide range of school personnel:
  - Teacher Aides
  - Health Care Aides
  - Instructional Aides
  - Bilingual Aides
  - Bus Aides/Monitors
  - Orientation/Mobility Specialists
  - Teachers
  - Clerks
Contact Information

Time Study 512-490-3194
Beverly Tackett
Alexandra Young

E-Mail Address:
TimeStudy@hhsc.state.tx.us

Web site:
http://www.hhsc.state.tx.us/rad/time-study/ts-isd.shtml

Fairbanks, LLC. 888-321-1225
info@fairbanksllc.com
E-Mail Messages

- Communication is managed predominantly via e-mail, i.e.
  - RMTS moment notifications and follow ups
  - Participant list updates
  - Compliance follow-ups
  - MAC Financial notifications and follow-ups

- Role in Fairbanks dictates what messages you receive

- It’s critical that your district authorize your e-mail system to accept emails from Fairbanks.

- Confirm with your IT staff to make sure that e-mails with info@fairbanksllc.com, and @hhsc.state.tx.us extensions pass through firewalls and spam filters.
Helpful Hints

Passwords

Passwords will not change.
If you forget your password, you can reset it at the log-in screen.

Manage Contacts

Delete contacts if they are no longer with your district
Do not simply type over the name

To add a contact in system use the “Add a new contact” hyperlink
Username & Password will be emailed

The primary contact can change primary status from themselves to a secondary. A secondary contact cannot change primary contact status.

There can be only one Primary contact for each role (RMTS, MAC financial and SHARS)

There is no limit to the number of secondary contacts

For system questions contact Fairbanks support line: 1-888-321-1225
WRAP UP

• If you are not listed in the Fairbanks system as a Contact then you cannot receive credit for completing this training until you have been added by the Primary RMTS contact or Superintendent

• There are no certificates for training:
  • You will receive an email thanking you for attending today’s training, however this does not mean that you will receive training credit.
  • RMTS Contacts can view attendance information via Fairbanks by clicking the "Training" tab on the top far right portion of the screen
  • A maximum of 7 days processing time is required after attending training before the session attended will be listed next to the RMTS Contact's name and the "status" column will then show full access
  • Once “Full Access” is indicated you will be able to update/certify the participant list
  • You can print this screen using the printer icon located on the top right corner of the screen for your records