# Employee Activity Report FAQs

<u>Overview</u>

1. Is the 310 Sustainability report still being utilized and is it accurately reflecting sustainability given the changes with CalAIM?
    A. The sustainability standard of 75% remains the same for behavioral health staff that provide direct services to beneficiaries. With that, the 310 Sustainability report is in the process of being updated so that staff can run it for any date range even beyond 6/30/2023. To clarify, the 314 Employee Activity Report may be used starting 7/1/2023 however this report does not replace the 310 Sustainability report and is not intended to communicate sustainability. The 314 Employee Activity Report is a supplemental tool intended to offer a greater understanding of how each staff spends their time.

2. What is the basis behind the current expectation of 90% and above for this report?
    A. This expectation came directly from Katy Eckert, the Behavioral Health Director.

3. Do we enter information into the Avatar Scheduling Calendar retroactively?
    A. The goal is to account for 60% of your time for the month of September and 90%-100% of your time for October going forward.

4. Is it the case that the time period entered to run the 314 Employee Activity Report should correspond to pay periods?
    A. No, it can be run based on any date range after 7/1/23.

5. When do we call QI to update our calendars when our schedule changes?  Right away, or after the change?
    A. Call before the change occurs.

6. Is selecting your name and site a new requirement on the schedule calendar?
    A. This option is not new and can be used to help filter the choices available to your program.

7. How should staff factor into their calendars when they periodically have a work related task outside of their regularly scheduled hours (i.e. 4/10s, 9/80s, or M-F 8-5)?
    A. Upon communication with direct supervisor, staff should flex their time and enter the activity during the time they flex in order to capture the time spent on this activity.

8. What if staff work a consistent 32 hours per week or work a 9/80 or 4/10 work-week?

A. Staff should contact 415-QA to have your Avatar Schedule Calendar adapted to your specific schedule and to obtain instructions on how to capture your time correctly if working a reduced work week and/or an alternative work schedule.

<u>Beneficiary Services</u>

9. How should staff capture prep time?
    A. Prep time should be captured as you have been capturing it already. There is no separate code for this.

10. How can staff capture setting and cleaning up spaces?
    A. There is no code available for this. This is to be distinguished from prep time spent on planning for a service intervention.

11. How should staff be capturing time securing an office space at a school and waiting for a beneficiary to get pulled out of class and arrive to the session? Would this be captured in direct service or documentation or another way?
    A. Direct service requires beneficiaries to be present unless it is case management or collateral. There is no code for this.

12. How should staff be capturing time for when a beneficiary arrives late to an appointment? For example, if a beneficiary is 15 minutes late, would these 15 minutes be captured in direct service or documentation or another way?
    A. Direct service requires beneficiaries to be present unless it is case management or collateral. There is no code for this. Other activities may be completed during this time that can be captured another way.

13. How do you code for time spent waiting for a beneficiary when they end up being a "no-show"?
    A. It would be documented as a 330CA: Non-billable.

14. Should clerical activities like emails and scanning or filing CPS reports be documented as 330CA or included in the billable note?
    A. If clerical activities are completed as part of a direct service, time spent can be accounted for under documentation time. If clerical activities are completed as the sole activity, time spent can be accounted for in a 330CA non-billable note under documentation time. It is recommended to document CPS reports in a 330CA non-billable note.

15. How do we account for time filling out the FSP forms and uploading the information in Avatar?
    A. Time spent with the beneficiary gathering FSP information can be billed as 331CA Assessment or 301CA Case Management depending on the actual intervention, however, it must be reflected in the progress note accurately.

Time spent transferring the information to Avatar would be captured in documentation time.

16. How should staff capture time spent collaborating with other providers related to multiple beneficiaries?
    A. There is no code available for this. It is recommended that any beneficiary-specific service be documented in a progress note.

17. How can MD providing medication support, PSW providing case management, and SWIII providing translation account for their time spent at the same medication appointment without running into the problem of double-booking their time in the scheduling calendar?
    A. MD would continue to book the medication appointment into the scheduling calendar and use the interpretation add-on code in their progress note; PSW would account for their time in the case management progress note; and SWIII would use the 5002 Interpretation code in their scheduling calendar and would include the PATID.

Scheduling Calendar

18. Are the two 15-minute breaks backed out from the 8-hour day in the report?
    A. No. Staff should not be entering their 15-minute breaks into the scheduling calendar; there is no code for this.

19. What code can be used for clerical activities such as accounting for time spent working on getting the scheduling calendar up to date, moving offices, ergonomic evaluation, etc.?
    A. There is no code available for this.

20. If a progress note is entered to capture a service for beneficiaries, are staff also required to enter beneficiary appointments into the Avatar scheduling calendar?
    A. Staff may enter beneficiary appointments if they like, but this is not required as the report will capture the information from clinical progress notes for these interactions.

21. What is the full list of codes?
    B. It is found in the Documentation Guide, "Other QI Codes" chapter.

22. Can time spent reviewing the 315/316 Compliance reports be captured under the 802 QI/QA code?
    A. There is no code for this. Only authorized activities and trainings should be coded using 802 QI/QA code and these activities are listed on the Documentation Guide.

23. If staff are on intermittent FMLA leave, what code should be used?
    A. Use the 803 Vacation/Sick code.

24. How do we capture Wellness and Work-Life hours, Eco-Recess, or Education Leave hours?
    A. Use the 803 Vacation/Sick code.

25. How much time do I enter to track an 804 Holiday?
    A. 480 minutes

26. Where can we find information on the county's holiday schedule?
    A. [Holiday Schedule | Monterey County, CA](#)

27. What are some examples of how the 805 Indirect Services Code may be used, other than what is found in the Documentation Guide?
    A. Continue to reference the "Other QI Codes" Chapter in the Documentation Guide for how to use this code.

28. What code should be used when a person is providing supervision to doctoral-level interns?
    A. 807 Supervision.

29. Can the 809 Jury Duty code be used when engaged in union contract bargaining/negotiation?
    A. Yes

30. What code(s) are used when supporting Interns?
    A. Reference the Training Back Out Program Chapter (item 8 in the grid under "Professional Development") in the Clinical Documentation Guide.

31. What is the MISTI code used for?
    A. The MISTI code (5001) shall be used for any MISTI related activities as indicated below. For further questions, please email [MISTI@co.monterey.ca.us](mailto:MISTI@co.monterey.ca.us)
        i. Orienting to MISTI (i.e. through review of QI website materials, orientation meetings with MISTI Implementation Team Member, etc.)
        ii. Completion of the COMPASS EZ and any other activities that may come from this activity
        iii. Attendance at Change Agent Meetings, Steering Committee Meetings, Subcommittee Meetings

32. Does the beneficiary information need to be added to the Avatar Scheduling Calendar when using the 5002 Interpretation code?
    A. Yes, the beneficiary PATID should be documented in the appointment.