Random Moment Time Study: Then & Now

Presented by Dario Avila, Solution Strategist

SHARS 360 TX LIVE

Your 360˚ view of Texas school Medicaid.

November 2026 Edition

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Welcome & Introduction

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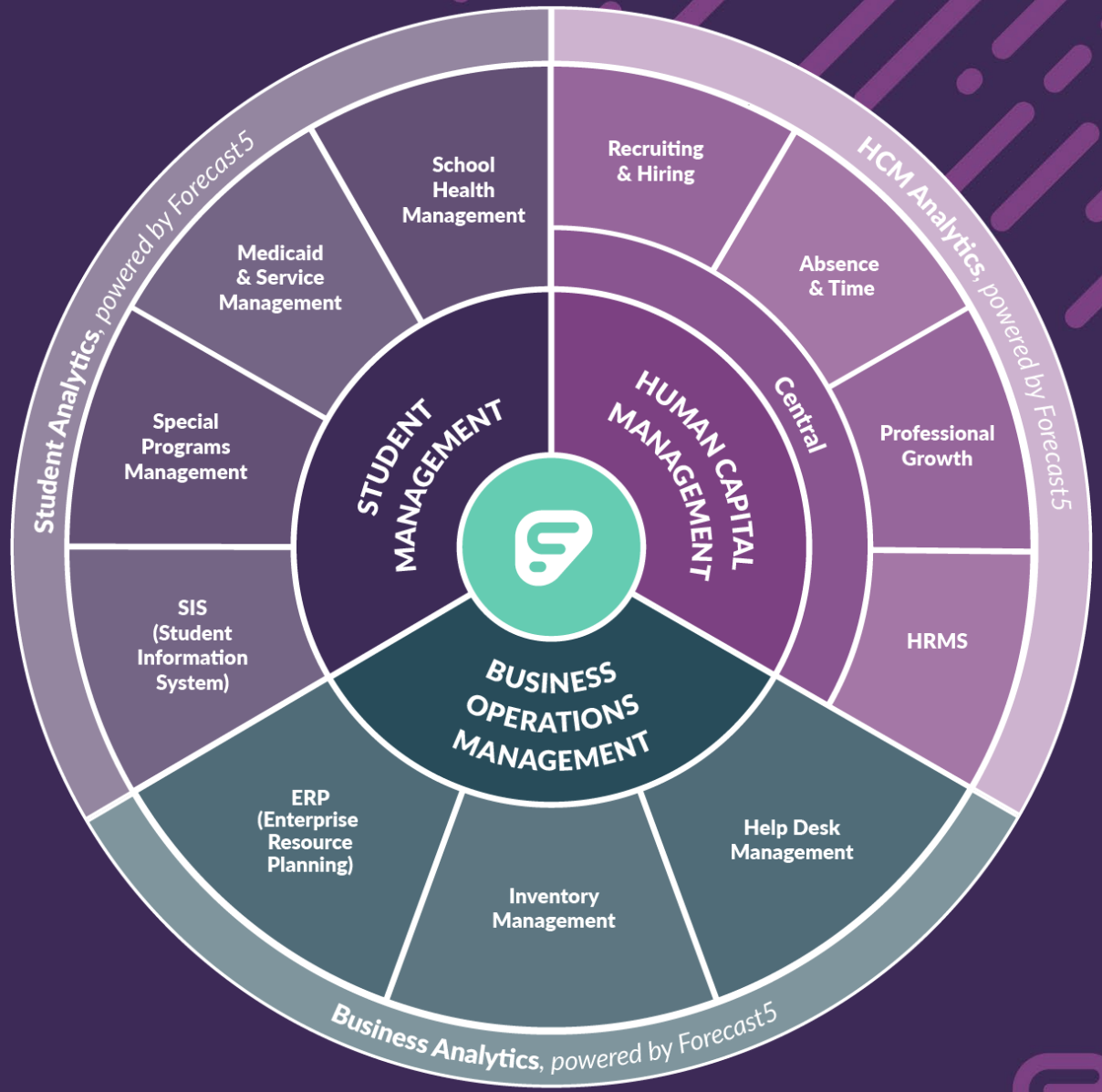
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What is Frontline?

School administration software purpose-built for K-12 to empower educators.

We provide innovative, connected solutions for student and special programs, business operations, and human capital management with powerful data and analytics.

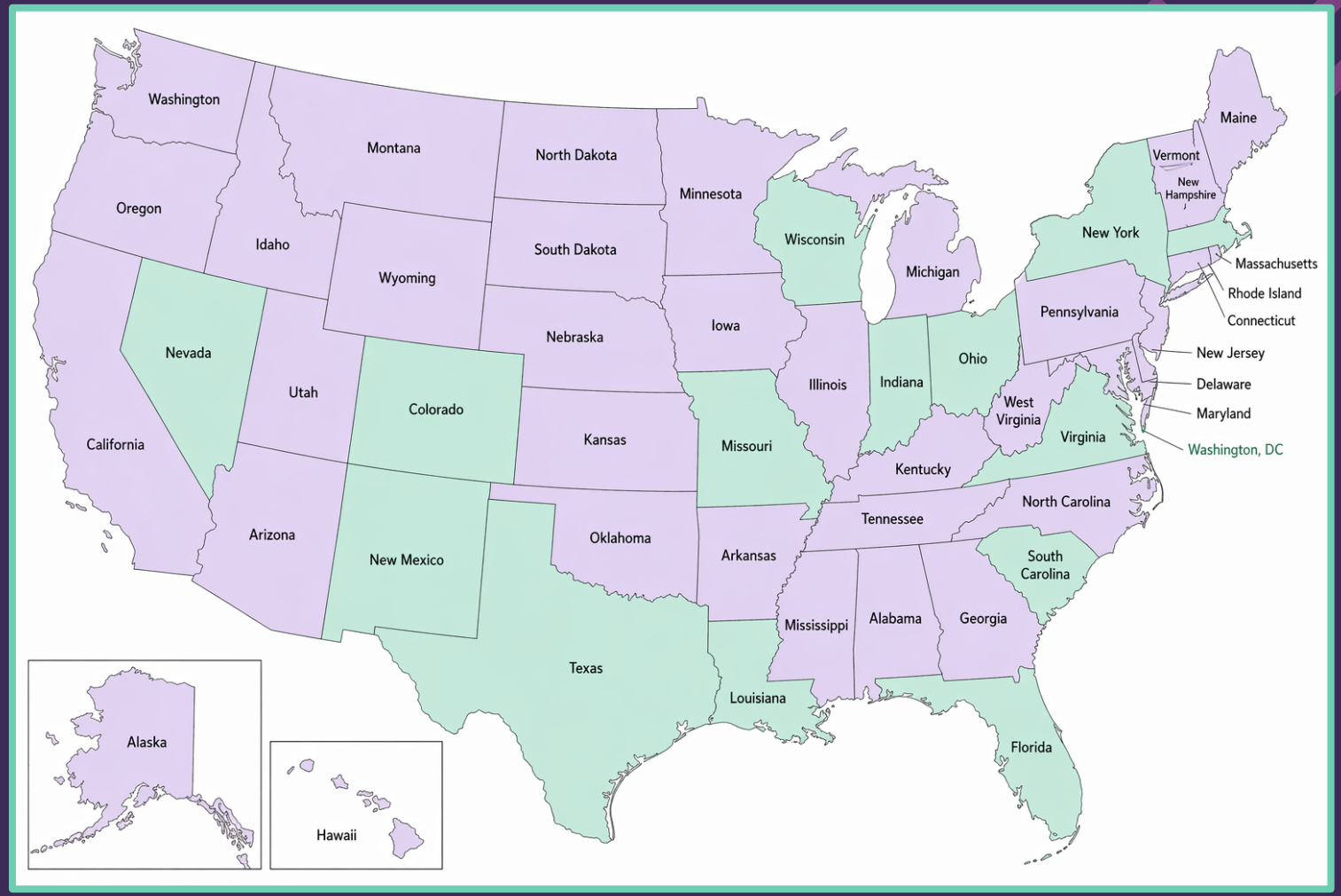


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Welcome & Introduction

Frontline Medicaid:

- Over 500 school districts
- 15 states served
- 2.5 million students



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SERVICE TRACKING & MEDICAID

Maximize reimbursement. Minimize compliance risk.

Frontline's integrated platform helps districts capture every eligible dollar — with built-in safeguards that keep you audit-ready year-round.

- Automated service documentation aligned to Medicaid requirements
- Real-time compliance monitoring and built-in audit trail
- Seamless SHARS billing and claims submission
- Expert guidance from nationally recognized Medicaid specialists

Reimbursement optimization

Capture every eligible dollar

Compliance confidence

Audit-ready year-round

SHARS billing

Seamless claims submission

Medicaid Strategist

Dario Avila — 20 yrs experience

We make a difference

- We serve as a **consistent partner of school districts through every dimension of the company.**
- We are comprised of an outstanding team with **domain expertise and unmatched skills.**
- We provide technology that **supports the growth of people and optimizes processes.**
- We leverage best practices, data and insights to **accelerate decision-making.**
- We earn the **trust of K-12 education leaders.**

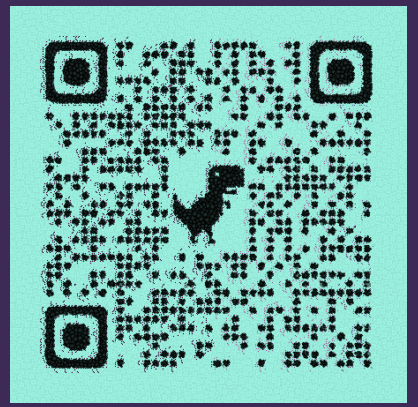
Frontline exists to enhance efficiency and improve performance so school leaders can focus on strategic initiatives that impact student outcomes.

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SHARS 360 TX LIVE

Upcoming Sessions:

- December 9, 2026: Navigating the SHARS Cost Report Settlement/Reconciliation Process
- January 20, 2027: Beyond Payroll: Other Allowable SHARS Costs
- February 10, 2027: TBD



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RMTS – The Basics

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RMTS – The Basics

- Through the School Health and Related Services (SHARS) and Medicaid Administrative Claiming (MAC) programs, participating entities may receive federal Medicaid reimbursement for covered services, including medical and mental health services, as well as administrative activities, such as outreach, that support the Medicaid program.

- Various Centers for Medicare & Medicaid (CMS) approved ratios are used to calculate a district's SHARS/MAC reimbursements, including the direct medical services time study percentage, which is calculated through the random moment time study (RMTS).

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RMTS – The Basics

- The purpose of the RMTS is to calculate the percentage of time spent providing eligible services that may be reimbursable through SHARS and/or MAC.

- SHARS and MAC providers must participate in the state's RMTS throughout the reporting period to remain eligible for Medicaid reimbursements.

- Like SHARS and MAC, the RMTS operates on the federal fiscal year and is divided into four quarters:
    1. October - December
    2. January - March
    3. April - June
    4. July - September

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RMTS – The Basics

- Prior to the start of each quarter, each participating school district is required to submit its own, district specific participant list (PL).

- The PL is a roster of all the direct medical services providers that will be providing services to district students during the quarter and the administrative/MAC only staff that will be providing outreach type services during the quarter. The PL serves to identify the positions that will be participating in the time study that quarter.

- Failing to certify a district's PL will result in the district being disqualified from the RMTS for the quarter.
  - Additionally, the non-compliance will also impact the district's SHARS and MAC participation.

- Texas' RMTS program has two cost pools:
  1. Direct Service and Admin
  2. Admin Only

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RMTS – The Basics

- The PL is position specific, not person specific and should include district employees and contractors.
- Providers must be reported in the Direct Services and Admin Cost Pool in order for the district to be able to claim for eligible services they deliver.
- Additionally, inclusion on the PL also allows the district to report the provider's expenses in their annual cost report.
- In RMTS, a moment represents a specific minute in time.
- Each quarter, moments are randomly selected and assigned to participants. When selected participants must respond within a certain timeframe what they were doing at that exact moment by answering three questions.

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RMTS – The Basics

- The response entered by the participant is reviewed by HHSC's contractor and is assigned a code.
- The results of the time study are used to determine the work effort for the statewide participant population.
- The resulting percentage for SHARS is referred to as the direct medical services time study percentage and is used in the SHARS cost report, along with other ratios, to reduce a district's total costs to its Medicaid allowable costs.
- Each year, RMTS Contacts and participants must attend training to remain eligible to participate in the time study.
- In order to be considered statistically valid, the time study must achieve, at minimum, an 85% response rate.

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RMTS – Then

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RMTS - Then

- At one point, the time study was conducted on paper.
- The original time study implementation guide (TSIP) was approved in 2007.
- The core concept of the RMTS in Texas has remained largely unchanged since the initial TSIP.
- The TSIP was amended in 2009.
- No additional, formal revisions were made until December 2025.

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RMTS - Then

- The 2007 TSIP established a RMTS program that only sampled the following federal quarters:
  - October through December
  - January through March
  - April through June

- The July – September quarter was originally not included in the time study sample as it was believed that sampling moments when school was not in session would ultimately hurt the resulting time study percentage.

- Fairbanks LLC., served as the HHSC's contractor that oversaw a majority of time study tasks including participant list submission, sampling and collecting of moment responses, and generation of the statewide time study ratio.

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RMTS - Then

- Participants were given three days advance notice about their upcoming moment.
- Participants were given five business days to respond once the moment occurred.
- Annual training required of all primary RMTS contacts.
- Training hosted virtually via GoToMeeting by HHSC Time Study team.
  - Trainings were scheduled well in advance, but training opportunities were limited.
  - Attendance and attentiveness was tracked and used to determine if training credit would be granted.

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RMTS – Now

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RMTS - Now

- The core concept of the RMTS has remained unchanged.
- Additionally, the purpose of the RMTS has also remained unchanged.
- As of federal fiscal year 2025, the fourth quarter (July – September) is now included in the time study sample.



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RMTS - Now

- HHSC Provider Finance is now partnering with IVA, Inc., to support all RMTS programs.
  - Going forward, RMTS Contacts and participants will use IVA's RMTS system, SmartRMS, to complete all time study sampled moments, maintain participant lists, and various other RMTS tasks.
- Participants are now notified at the date and time of the sampled moment.
- Participants now have only two business days to respond to sampled moments.
- Additional RMTS contact type, Superintendent/CEO/Director, was added during the transition to IVA, Inc.

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RMTS Updates

- School district calendars must be uploaded to account for non-business days.
  - Effective 7/1/2026, the primary RMTS contact is required to certify the district calendar before the district's PL can be certified.

- Training requirements are that primary RMTS contacts must attend training by the first quarter participant list due date (September 15). A second, district employee RMTS contact must attend training by the second quarter participant list deadline (December 15).
  - Training is not required for those in the Superintendent/Director/CEO role, but is an option, if requested.

- Training is now on demand.
  - RMTS Contact training is provided by IVA via the Absorb Learning Management System. If you or another contact at your entity need to be registered for training, please email training@ivacsp.com

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RMTS Updates

- Districts are advised to whitelist the following domains in order to ensure staff receive important RMTS messages from IVA.
  - *@ivacsp.com
  - *@rmsplus.com
  - *@hhs.texas.gov
  - *@ public.govdelivery.com
  - rmsplusresponse1.com
  - services.ivacsp.com
  - cdn.recordingassets.logmeininc.com



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RMTS Best Practices

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RMTS Best Practices

- PL creation and maintenance should be a collaborative process

- Communication is key. Train staff early and often
  - Tell staff why the study happens and how their responses are used, so the process reads as routine rather than as surveillance.
  - Train every participant on the activity categories and on what counts as Medicaid-allowable activity.
  - Provide a short, clear reference guide and a point of contact for questions.

- Appoint someone within the district to oversee sampling activity.

- Stay current on program requirements.

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Questions/Resources/Contact Information

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Questions/Resources/Contact Information

- Provider Finance Department – Time Study: https://pfd.hhs.texas.gov/acute-care/time-study
- Time Study Implementation Guide: https://pfd.hhs.texas.gov/sites/default/files/documents/time-study/isd-implementation-guide.pdf
- Time Study Training Information: https://pfd.hhs.texas.gov/acute-care/time-study/early-childhood-intervention-eci/time-study-training-information
- The Do's and Don'ts of the RMTS Participant List: https://www.frontlineeducation.com/blog/the-dos-and-donts-of-the-rmts-participant-list/

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Questions/Resources/Contact Information

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