



# ORIENTATION & TRAINING

**!!! THE FOLLOWING 5 PAGES ARE ONLY FOR STAFF WHO WISHES TO BE CONSIDERED “FULL-TIME” and be paid a higher rate AND paid before the claim gets paid by the insurance company.**

**\*\*\*\* If this doesn't apply to you or doesn't interest you, please ignore \*\*\*\***

## WORKING FULL-TIME = HIGHER RATE + FASTER PAYMENT

If you work full-time and turn-in your notes on time, we will:

- A. Pay you a higher rate \*\*, and
- B. Pay you sooner, before the claim gets paid by the insurance company.

This is how it works:

- Full time is defined as working 20 hours per week or more in sessions. This is measured by our system, (for a typical 2-week period) by turning-in 160 units\* of notes each pay period by the deadline.

*(20 hours each @ 4 units = 80 units x 2 weeks = 160 units)*

- “Notes” - In order to qualify, sessions must consist of one of these notes:
  - Individual Therapy or 90837 healthy-kids therapy (only Medicaid – not commercial clients)
  - TBOS Therapy
  - Targeted Case Management

*PSR and Group sessions are NOT counted in this calculation, due to the uncertainty and flexibility that those billing codes offer, it is impossible to compute and calculate for full-time basis.*

*Intake Assessments or Reviews are NOT counted in this calculation. This is intended only for counselors and case managers who carry cases, and only for “sessions”.*

*Self-Pay or Commercial insurance clients do not qualify for this calculation.*

- Notes must be turned-in by Sunday at 11:59pm for the work-period. See calendar below.
- The “work period” is defined as depicted in the calendar below. Most work-periods are 2 weeks, although there are some that are 3 weeks, and some that are just 1 week.
  - Most work-periods consist of 2 weeks; therefore the unit requirement is 160 units. However, there are some work-periods that are only 1 week, in which case the unit requirement is 80 units; and there are some work-periods that are 3 weeks, in which case the unit requirement is 240 units.
- The notes submitted must be for the current work-period... if you are behind on your notes, those notes *(even if you turn in over the required # of units worth of them)*, do not qualify. So if for some

reason you are working over 20 hours, but you are constantly running late on submitting notes, we hope this would incentivize you to catch up.

- Please note that if your note is being delayed for billing because there's an **overdue TPR, Service Plan (for case managers), or expired/missing consents**, then that note WILL NOT be counted in this calculation for full-time status, as the note is not being billed.

 This includes making sure the client/parent signed the treatment plan (or service plan) review signature page on our website, each time a review is performed. Please don't forget!

- OUR INTERNAL PROCESS. When we process payroll, our new system will:
  - ensure that you are qualified for this incentive (e.g. you are not a Manager, Lead, etc.),
  - flag all the notes that qualify as sessions,
  - ensure that these notes were submitted on time by the deadline,
  - ensure that there are no missing/expired consents or reviews for that note,

Then if that threshold is passed, the system will:

- count those units for that specific work-period, for all the notes that qualify.
  - For a typical 2-week period ... if the system counts 160+ units that qualify, then the system will "flag" you as **FULL TIME**, & you will get a higher rate (**+\$2.00 to whatever rate you currently have**), and the notes for that work period will be paid before the insurance pays the claim.
  - **\*\* HIGHER RATES DO NOT APPLY TO CERTAIN STAFF.** If you are a counselor/TCM who was given a higher rate in the first place, for any marketing, networking, or administrative tasks, or for being a "Clinical Manager", "TCM Supervisor", etc., you can get paid faster in you qualify for this incentive, but the rate increase portion of this incentive does not apply to you.
- Just because you were flagged as full-time during this pay period, does NOT mean you will be automatically flagged as full-time for the next one... this will vary from pay-period to pay-period.
  - **SELF REFERRALS / OCPS CLIENTS** - If any of those cases/notes that you submit are self-referrals, or they are OCPS (orange county schools) clients, those extra differentials will be applied on top of the high rate if you are flagged as Full-Time.
    - ✓ And even if you are not flagged as full-time, those extra differentials for self-referrals and OCPS clients continue to apply as they always have.
  - **BAD NOTES.** If we know that a certain client/note will be denied by the insurance company, then that specific note **will not** be included in the early payment (because there is no point to paying you something that we will have to take back anyway). – Although this is rare, it happens from time to time (mostly with clients who have a primary commercial coverage).
  - **REVERSAL/PAYBACK.** If we go ahead and pay you early for a note before the claim gets paid, and later on when the insurance company finally processes the claim, they deny the claim... then at that point we will deduct that specific note from your future payments. If that is the case, the note will show up on your future payment report with a negative amount (e.g. - \$36.00).

### EXAMPLES OF FULL-TIME STATUS

All examples based on a 2-week work-period (e.g. 160 unit requirement).

#### Example 1

- From Aug-8 to Aug-21 (the work period), you performed 160 units of qualifying notes.
- All of those 160 units are submitted by 11:59pm on 08-21-22 (the deadline).
- All of these notes have a valid treatment plan and consent (nothing is expired).
- When the payroll system is processed for payment on 08-26-22, **you will be flagged as FULL-TIME, and instead of \$36.00, your rate will be \$38.00, AND you will be paid for ALL of these notes on 08-26-22 before the insurance company pays the claim.**

#### Example 2

- From Aug-8 to Aug-21 (the work period), you performed 160 units of qualifying notes.
- All of those 160 units are submitted by 11:59pm on 08-21-22 (the deadline).
- However, 2 of those notes (8 units) did not get billed because your Treatment Plan Review was expired, so your qualifying units totaled 152 (below the requirement).
- When the payroll system is processed for payment on 08-26-22, **you will not be flagged as FULL-TIME, since you did not have 160+ units of qualifying notes.**

#### Example 3

- From Aug-8 to Aug-21 (the work period), you performed 160 units of qualifying notes.
- Of those, 156 units are submitted by 11:59pm on 08-21-22 (the deadline), but 4 units (one additional 4-unit note), did not make it by the deadline.
- All of these notes have a valid treatment plan and consent (nothing is expired).
- When the payroll system is processed for payment on 08-26-22, **you will not be flagged as FULL-TIME, since 160+ units were not submitted by the deadline.**

#### Example 4

- From Aug-8 to Aug-21 (the work period), you performed 160 units of qualifying notes.
- You submitted 160 units worth of notes, by 11:59pm on 08-21-22 (the deadline), but the notes are for previous work-periods, **not** for the current work-period (meaning you are behind on your notes and/or you are submitting old notes).
- All of these notes have a valid treatment plan and consent (nothing is expired).
- When the payroll system is processed for payment on 08-26-22, **you will not be flagged as FULL-TIME, since the 160 unit you submitted by the deadline, were not current notes for the work-period of Aug 8-21.**

**CALENDAR**

The “deadline” to submit your notes is at 11:59pm on the Sunday when the work-period ends.

The “work-period” is usually 2 weeks, but can also be 1 or 3 weeks depending on the payment date.

# of weeks in the work Period	Work-Period		Deadline @ 11:59pm to submit Notes to be considered Full Time	Direct Deposit Payment On	# of units required for this work-period
2	08/08/22	to 08/21/22	08/21/22	>>>>>>	08/26/22 160
2	08/22/22	to 09/04/22	09/04/22	>>>>>>	09/09/22 160
2	09/05/22	to 09/18/22	09/18/22	>>>>>>	09/23/22 160
2	09/19/22	to 10/02/22	10/02/22	>>>>>>	10/07/22 160
2	10/03/22	to 10/16/22	10/16/22	>>>>>>	10/21/22 160
2	10/17/22	to 10/30/22	10/30/22	>>>>>>	11/04/22 160
2	10/31/22	to 11/13/22	11/13/22	>>>>>>	11/18/22 160
3	11/14/22	to 12/04/22	12/04/22	>>>>>>	12/09/22 240
3	12/05/22	to 12/25/22	12/25/22	>>>>>>	12/30/22 240
2	12/26/22	to 01/08/23	01/08/23	>>>>>>	01/13/23 160
2	01/09/23	to 01/22/23	01/22/23	>>>>>>	01/27/23 160
2	01/23/23	to 02/05/23	02/05/23	>>>>>>	02/10/23 160
2	02/06/23	to 02/19/23	02/19/23	>>>>>>	02/24/23 160
2	02/20/23	To 03/05/23	03/12/23	>>>>>>	03/10/23 160
3	03/06/23	To 03/26/23	03/26/23	>>>>>>	03/31/23 240
2	03/27/23	to 04/09/23	04/09/23	>>>>>>	04/14/23 160
2	04/10/23	to 04/23/23	04/23/23	>>>>>>	04/28/23 160
2	04/24/23	to 05/07/23	05/07/23	>>>>>>	05/12/23 160
2	05/08/23	to 05/21/23	05/21/23	>>>>>>	05/26/23 160
2	05/22/23	to 06/04/23	06/04/23	>>>>>>	06/09/23 160
3	06/05/23	to 06/25/23	06/25/23	>>>>>>	06/30/23 240
1	06/26/23	to 07/02/23	07/02/23	>>>>>>	07/07/23 80
3	07/03/23	to 07/23/23	07/23/23	>>>>>>	07/28/23 240
2	07/24/23	to 08/06/23	08/06/23	>>>>>>	08/11/23 160
2	08/07/23	to 08/20/23	08/20/23	>>>>>>	08/25/23 160
3	08/21/23	to 09/10/23	09/10/23	>>>>>>	09/15/23 240
2	09/11/23	to 09/24/23	09/24/23	>>>>>>	09/29/23 160
2	09/25/23	to 10/08/23	10/08/23	>>>>>>	10/13/23 160
2	10/09/23	to 10/22/23	10/22/23	>>>>>>	10/27/23 160
1	10/23/23	to 10/29/23	10/29/23	>>>>>>	11/03/23 80
2	10/30/23	to 11/12/23	11/12/23	>>>>>>	11/17/23 160
2	11/13/23	to 11/26/23	11/26/23	>>>>>>	12/01/23 160
3	11/27/23	to 12/17/23	12/17/23	>>>>>>	12/22/23 240

## Frequently Asked Questions about This

**What if I don't want to or can't be "full-time", would the self-referral extra rate still apply?** See Page 5 - Yes, even if you are not flagged as full-time, those extra differentials for self-referrals and OCPS clients continue to apply as they always have.

**So if I do 25 weekly sessions, and submit them on time by the deadline, then I will get paid for ALL of those 25 sessions in the direct deposit?** Yes, as long as those 25 notes are of the work-period, and not old notes. Also as long as those 25 notes don't have any expired/missing TPR or consents. Also, it depends on which work-period you are referring to (see calendar), since some work periods are 2 weeks (160 unit req), others 3 weeks (240 unit req), and others just 1 week (80 unit req).

**My Medicaid payment rate is \$36.00 per session. If I am flagged as "full-time" then does that mean that my rate for that work-period will automatically be \$38.00 per session for all those notes in that particular work-period?** Yes, that is correct.

**I completed 160 units for that work-week, but when the payroll was processed, 20 units were not counted because some of my clients had expired TPRs and missing consents, so it dropped me below 160 units.** See Page-6 example. That is correct, unfortunately that would drop you below the unit-requirement, and you would not qualify as full time for that period. Please ensure that all TPRs and consents are up to date.