

**New Mexico MAC Program
Random Moment Time Study (RMTS)
Sample Email Notifications**

Sampled Participant Notification Email

Name: <partname>
District: <district>
Job Category: <category>
Sampled Moment: <moment>

You have been selected to participate in a Medicaid Administrative Claiming (MAC) Random Moment Time Study (RMTS) which enables your district to receive reimbursement for school-based health and outreach activities. The time study is an online survey which takes a few minutes to complete. Your participation is mandatory and impacts your district's ability to receive funds. The time study MUST be completed timely and your district will be monitoring participation.

To complete the survey, go to www.fairbanksllc.com. Then select CLIENT LOGIN and answer three questions to report your activity performed at <moment>.

User Name: <username>
Password: <password>

Examples of MAC activities include: identification and referral of students to health-related services, coordination and monitoring of health-related services, medical/Medicaid training, sharing information regarding EPSDT and Medicaid programs, coordination of transportation and/or translation services, program planning and policy development for the district's health-related programs, etc.

For assistance please contact Fairbanks at (877) 340-1453 or info@fairbanksllc.com.

Sampled Participant Reminder Email

This is a reminder that you have not completed the Medicaid Administrative Claiming (MAC) Time Study for your district. The time study must be completed no later than 14 days after your sampled moment in order for your district to receive credit for your participation. Please note that your district's MAC funding could be at risk if insufficient time studies are returned.

Below is the original email with your login and password needed for the Time Study. If you have any questions, please contact the Fairbanks support line at (877) 340-1453 or at info@fairbanksllc.com

Name: <partname>
District: <district>
Job Category: <category>
Sampled Moment: <moment>

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**Sampled Participant - Fairbanks Follow-Up Email
(If Insufficient Information for Coding)**

Thank you for submitting the Random Moment Time Study (RMTS) on behalf of your district; we appreciate your effort and participation. Based on your submission, we do not have sufficient information to accurately code your response. You are receiving this email to request additional or clarifying information regarding your RMTS response. Please respond to this message with necessary detail within 3 calendar days. Thank you in advance for your help. Your RMTS response provided the following information: Please reply to this email answering the following question:

RMTS Contact – Weekly Reminder

This email serves as a follow-up and reminder regarding the Random Moment Time Study (RMTS) process.

In order to ensure the integrity of the Medicaid Administrative Claiming (MAC) program, it is important that your district's sampled individuals complete the online Random Moment Time Study (RMTS) form. As a reminder, each district **MUST** reach a minimum time study participation level of 85% each quarter or your district's MAC funding could be jeopardized. In addition, all sampled moments **MUST** be completed within 14 calendar days in order to count towards the 85% requirement. We are requesting your assistance to follow up with the sampled participants who have not completed the time study.

The following individual(s) have not completed the survey as of the end of the school day yesterday.

Name XXX

Name XXX

Name XXX

It is essential that the process is completed so that a MAC claim can be filed on behalf of each district. Please follow up with your sampled participants, and ensure that they complete their online Time Study as soon as possible.

If a participant has forgotten their password or needs any assistance with the Time Study process, please encourage them to contact the Client Information Center hotline at (877) 340-1453.