

Colorado Health Care Policy and Financing
School Health Services Program
Public Consulting Group Claiming System
Financial User Guide
2016





Table of Contents

I. Introduction to Colorado Quarterly Financials.....	3
II. Accessing the PCG Claiming System	3
First Time Registration	3
Resetting Passwords.....	4
Registered User Login	6
III. Navigating the Home Screen	6
IV. Quarterly Financials: Access and Navigation.....	7
Salaried Staff Costs.....	8
Contracted Staff Costs	14
Other Costs by Service Type	15
Quarterly Summary and Certification.....	15
V. Appendix Export/Import Process.....	17
VI. Helpful Tips & Resources	18

I. Introduction to Colorado Quarterly Financials

At the end of each quarter, districts submit quarterly financials by reporting costs incurred by qualified Staff Pool List (SPL) participants for a particular quarter. These costs include salaries, benefits, and contracted staff costs for the participants on the staff pool list.

While submitting quarterly financials, it is extremely important to keep the following key concepts in mind:

- Only report costs associated with the **Staff Pool List** for the quarter in question.
- Be sure to appropriately report **federal funds**
- Report all costs on a **cash-based** accounting method

Summary: What is new in the PCG Claiming System?

All of the items below are explained fully in this user guide, but veteran financial coordinators should understand what has remained the same versus what is new:

The Same:

- Financial policies have NOT changed.
- The basic financial submission process has not changed:
 - Districts report quarterly Salaries, Benefits, Contracted Staff Costs, and Federal Funds for participants on the staff pool list
 - Districts have the option to report Other Costs that tie back to specific positions on the staff pool list.
 - The system provides “feedback” and warnings regarding the costs entered.
 - Districts will **certify** costs once they have reviewed their costs.

The New:

- The Quarterly Edit process has changed. Instead of entering costs and handling quarterly edits in a separate location, users will immediately receive feedback from the system regarding costs that seem outside the norm. This feedback will be displayed as “Warnings” and explanations must be entered immediately. The process is fully explained on page 12, but it is important that districts are aware of this process change.

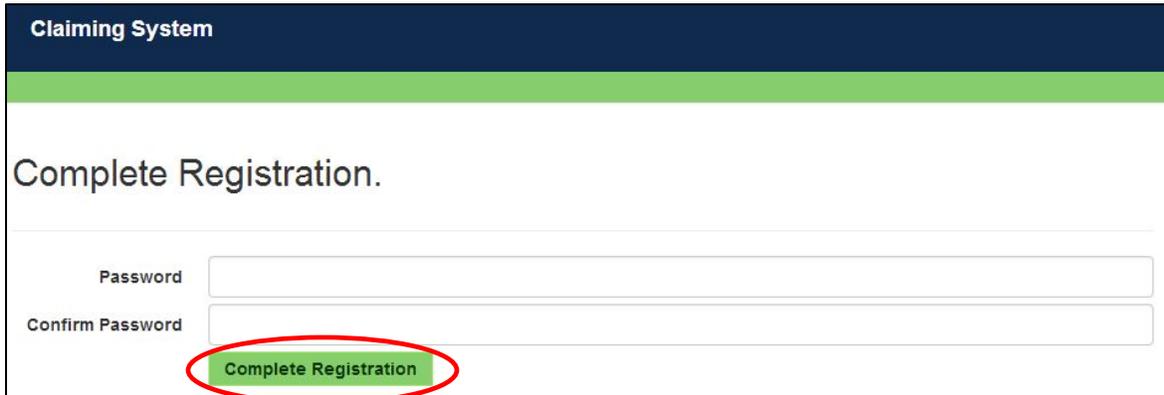
II. Accessing the PCG Claiming System

A. First Time Registration

Once staff are added to the PCG Claiming system they will receive an email with the subject ‘New Account Registration’ from ClaimingSystem@pcgus.com. Do not reply to this email address.

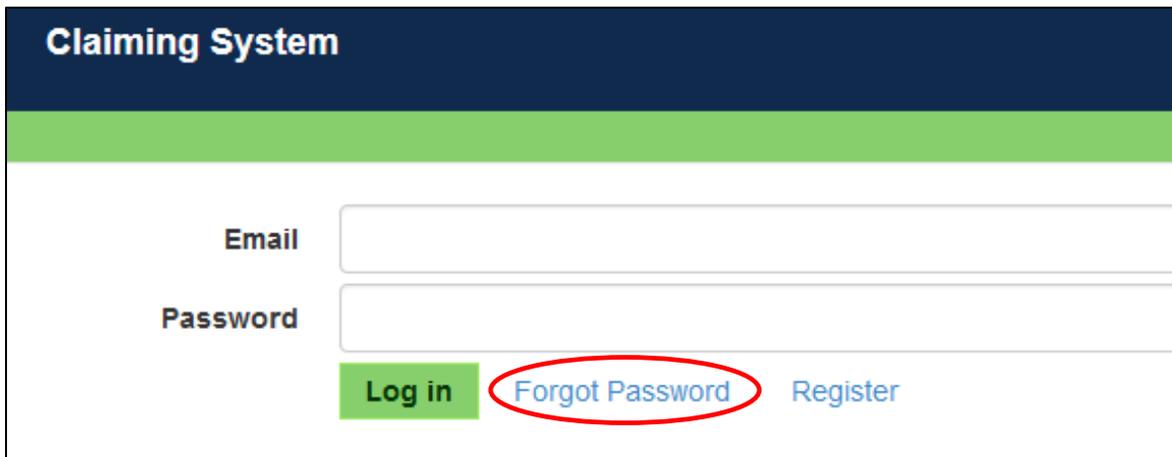
First time users need to click the web link in the email and will be brought to the page below to enter a new password in the 'Password' and 'Confirm Password' fields.

Users click the 'Complete Registration' button and they will be brought back to the main page to enter the email and new password to log into the site.

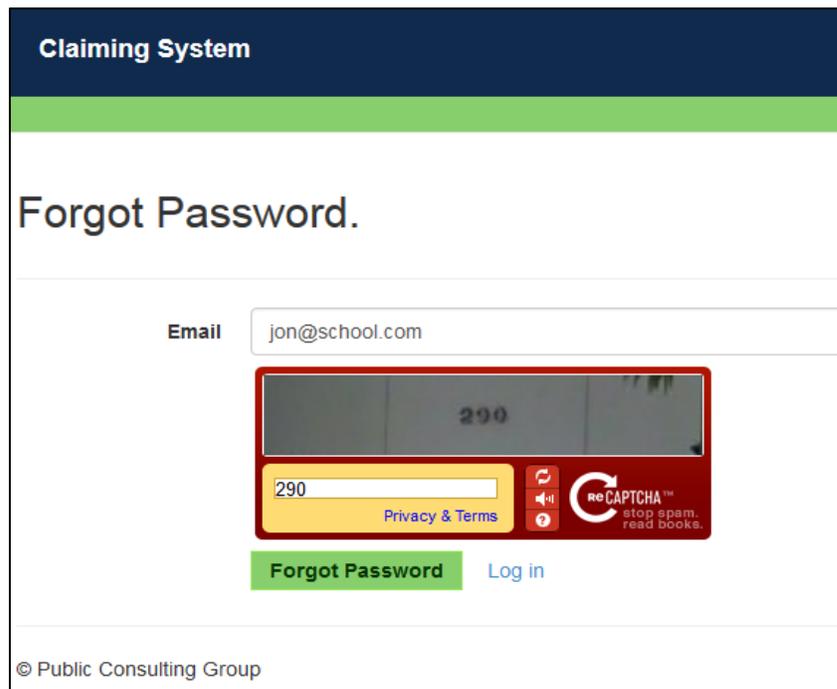


B. Resetting Passwords

User passwords will never expire but they can be reset as needed. If a Coordinator needs a new password, or has forgotten his/her login information, he/she may click on the 'Forgot Password' link located next to 'Log in.' The Coordinator may also contact cormts@pcgus.com or call 866-766-9015 for assistance.



The user will be sent to the screen at the beginning of the next page and will need to enter their email address that is associated with the system along with the text that is displayed in the image field, and then click the 'Forgot Password' button.



The user will be sent an email with the subject 'Reset Password Request' from ClaimingSystem@pcgus.com. Do not reply to this email address. The email will contain a link to the page below for users to reset their password.

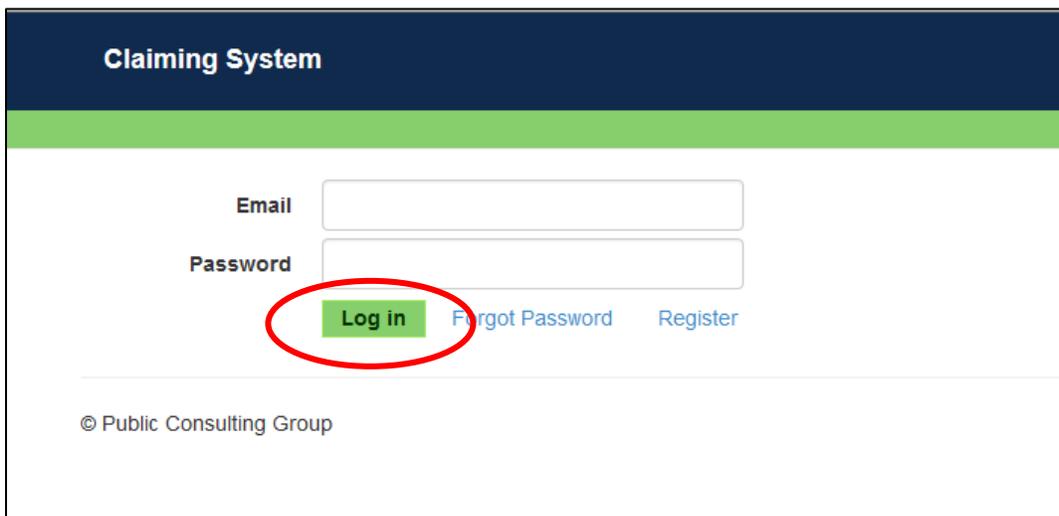


Enter the new password in the 'Password' and 'Confirm Password' fields and click the 'Reset Password' button.

Users will be brought back to the main page to enter the email and new password and log into the site.

C. Registered User Login

1. To enter the PCG Claiming System website after registering, a Coordinator will open an internet browser and enter: <https://claimingsystem.pcgus.com/co>
2. Enter email and password. Be sure to enter password exactly as created, using appropriate letter cases and symbols.
3. Click the 'Log in' button after entering the email and password.



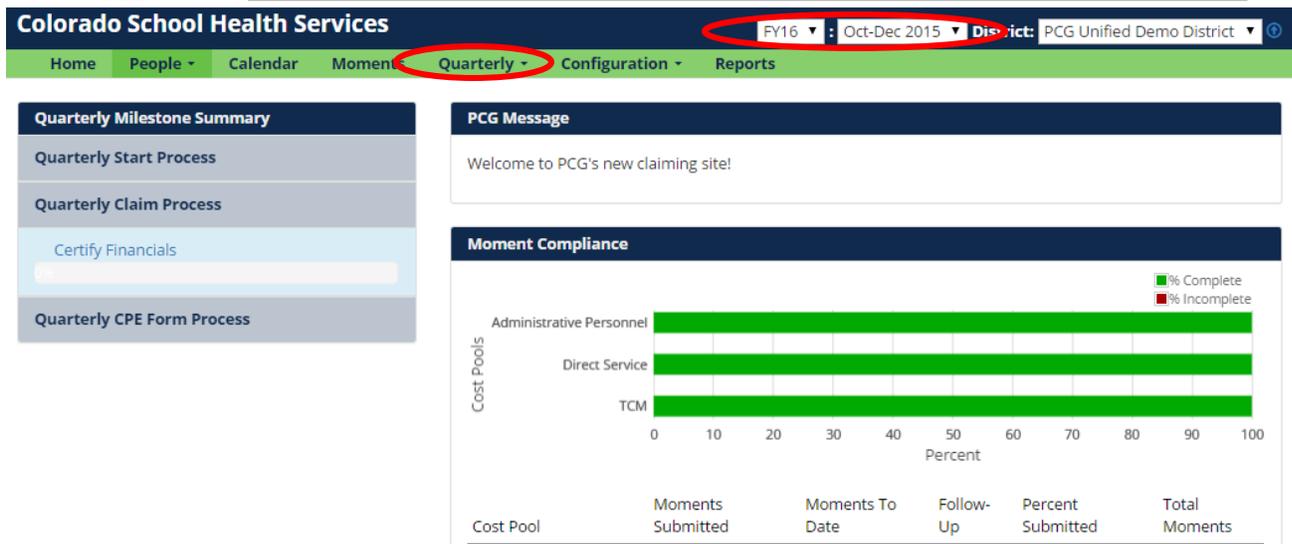
The screenshot shows the login interface for the Claiming System. It features a dark blue header with the text 'Claiming System' in white. Below the header is a green horizontal bar. The main content area is white and contains two input fields: 'Email' and 'Password'. Below these fields are three buttons: 'Log in' (highlighted with a red circle), 'Forgot Password', and 'Register'. At the bottom of the page, there is a copyright notice: '© Public Consulting Group'.

III. Navigating the Home Screen

Below is the home screen available after logging into the website. The home screen contains the financial link which will be used to enter in participant costs. The link is circled in red below.

The desired quarter needs to be selected by clicking on the 'Quarter' dropdown at the top of the home screen to edit or monitor information pertaining to that quarter.

Note: 'Quarterly' will only show in the menu bar if they are available for the quarter selected.



Colorado School Health Services

FY16 : Oct-Dec 2015 District: PCG Unified Demo District

Home People Calendar Moments **Quarterly** Configuration Reports

Quarterly Milestone Summary

- Quarterly Start Process
- Quarterly Claim Process
- Certify Financials
- Quarterly CPE Form Process

PCG Message

Welcome to PCG's new claiming site!

Moment Compliance

Administrative Personnel
Direct Service
TCM

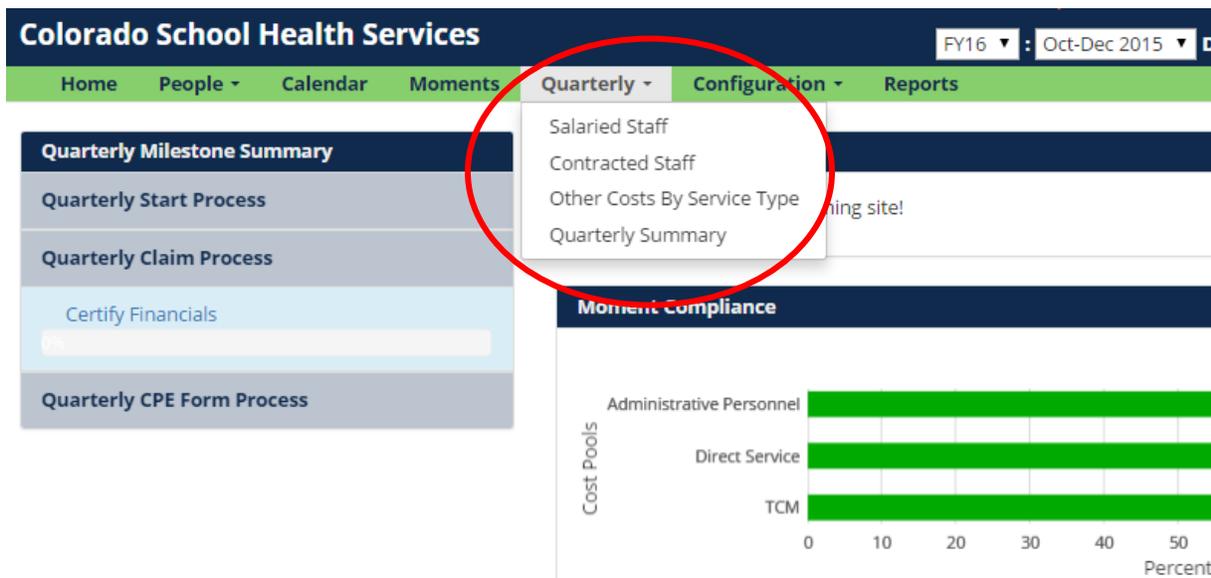
0 10 20 30 40 50 60 70 80 90 100
Percent

Cost Pools

Cost Pool Moments Submitted Moments To Date Follow-Up Percent Submitted Total Moments

IV. Quarterly Financials: Access and Navigation

To access the Quarterly Financials, click the 'Quarterly' link on the home screen. The following links will appear:



Colorado School Health Services

FY16 : Oct-Dec 2015 District: PCG Unified Demo District

Home People Calendar Moments **Quarterly** Configuration Reports

Salaried Staff
Contracted Staff
Other Costs By Service Type
Quarterly Summary

Quarterly Milestone Summary

- Quarterly Start Process
- Quarterly Claim Process
- Certify Financials
- Quarterly CPE Form Process

Moment Compliance

Administrative Personnel
Direct Service
TCM

0 10 20 30 40 50
Percent

Cost Pools

- **Salaried Staff Costs** – enter salaries, benefits, and federal funds for district employees listed on the Staff Pool List
- **Contracted Staff Costs** – enter contracted staff costs and federal funds for contractors listed on the Staff Pool List
- **Other Costs by Service Type** – enter other costs associated with the MAC program
- **Quarterly Summary** – view a summary of submitted costs and **Certify** quarterly financials



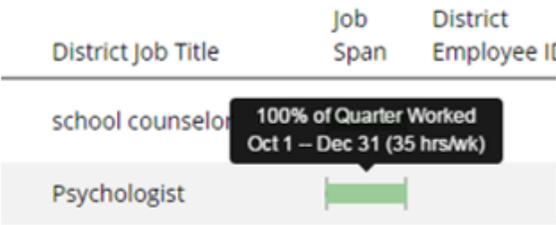
Users are able to access these financial areas in any order, but PCG recommends accessing them in the order listed above.

A. Salaried Staff Costs

To enter costs for the district employees listed on the SPL, click the ‘Quarterly’ link on the home screen and select ‘Salaried Staff.’ The following page will display:

District Employee ID	Name (Last, First)	Job Category	Cost Pool	District Job Title	Job Span	Paid Hours	Salary	Employer- Paid Benefits	Compensation Federal Revenues	Gross	Net
-------------------------	--------------------	--------------	-----------	--------------------	-------------	---------------	--------	-------------------------------	-------------------------------------	-------	-----

Description of fields:

Field	Description
Status	This field displays Warning symbols that may appear while entering costs. A full description of warnings and these symbols can be found on page 12 and page 13, respectively.
Staff Information <ul style="list-style-type: none"> District Employee ID Name Job Category Cost Pool Job Span 	<p>These fields are automatically populated from the staff pool list.</p> <p>The ‘Job Span’ field shows how long a participant was in the position. For example, if a participant left midway through the quarter the green bar will only go half way across the field. Users can hover the mouse over the job span bar to see the exact dates the participant was in the position:</p>  <p>Use this field and district records to determine if full quarterly costs should be reported for a participant. If a participant was in a position for only part of the quarter, they should only report costs for that portion of the quarter.</p>
Costs <ul style="list-style-type: none"> Salaries Benefits 	<p>Enter these costs by clicking on the participant’s name. (Details on this process can be found in the next section.)</p> <p>For benefits, remember to report the employer portion of the costs.</p>
Compensation Federal Revenues	It is essential that all districts appropriately report federal funds. Use this column to indicate if any costs were paid with federal funds.
Gross	This column displays a total of the costs entered.
Net	This column displays a total of the costs entered minus the federal revenues entered. The amount in this field should represent only state and local dollars.

1. *Entering a Participant's Costs*

To edit a participant's costs, click on his/her name. An 'Edit' screen will display and the selected participant's costs can be entered and saved:

Edit Line Item 1 / 14

Name (Last, First): Anderson, Matt

Job Category: School Counselor

Cost Pool: Administrative Personnel

District Job Title: school counselor

Job Span:

District Employee ID:

Paid Hours:

Salary: (Required)

Employer-Paid Benefits

Employer-Paid Benefits: (Required)

Compensation Federal Revenues

Compensation Federal Revenues: (Required)

Gross Costs:

Net Costs:

Notes:

Edit Another?

 (No changes on page)

To enter the costs, click into the appropriate field and type the amount. Please note that the “Compensation Federal Revenues” field is required even if the dollar amount is zero:

Edit Line Item 1 / 14

Name (Last, First): Anderson, Matt

Job Category: School Counselor

Cost Pool: Administrative Personnel

District Job Title: school counselor

Job Span:

District Employee ID:

Paid Hours:

Salary: (Required)

Employer-Paid Benefits

Employer-Paid Benefits: (Required)

Compensation Federal Revenues

Compensation Federal Revenues: (Required)

Gross Costs:

Net Costs:

Notes:

Edit Another?
(No changes on page)



If a participant is partially federally funded, enter the expenditures that are paid out of federal funds as a positive amount. If the participant is funded only by state and local dollars, enter 0.

a) Warnings (Formerly known as Quarterly Edits)

While entering costs, warnings may appear based on the costs entered:

Compensation Federal Revenues:

Gross Costs: \$31,000.00

Net Costs: \$30,500.00

Notes:

Warnings:

- Salary is high for job

Explanation:

(An Explanation is Required for the Warnings above)

Edit Another?

These warnings are designed to flag potential issues. **Please note that the system is not saying that the costs are incorrect.** Instead, the system is flagging data that appears to be outside predetermined parameters. If a warning is triggered, carefully review the costs entered and determine if the costs are accurate. If the costs are accurate, enter an explanation in the 'Explanation' field for why the costs are accurate as entered:

Gross Costs: \$31,000.00

Net Costs: \$30,500.00

Notes:

Warnings:

- Salary is high for job

Explanation:

Matt is a tenured employee who is at the top of the district's salary schedule.



Edit Another?

Cancel

Save Changes

When entering explanations, please be sure to provide enough detail to prevent explanation follow-up. The explanation should address the potential issues raised by the warnings (e.g. instead of *vendor is very expensive, use paid 480 hours at contracted price of \$75.00 per hour*). It is not acceptable to simply write “OK” or “verified.” PCG reviews all explanations and when detail is insufficient PCG must follow up with the financial coordinator that entered the costs.

Users cannot Save Changes until an explanation is entered. Once an explanation is entered, click the ‘Save Changes’ button.

After clicking save changes, the user returns to the Quarterly Payroll Information table. Please note that if a warning was triggered and an explanation was entered, a ‘Status’ symbol will appear and the ‘Explanation’ will be displayed:

Status	District Employee ID	Name (Last, First)	Job Category	Cost Pool	District Job Title	Job Span
		Anderson, Matt	School Counselor	Administrative Personnel	school counselor	

Any triangle symbol regardless of color must be accompanied by an explanation, as indicated with the red arrow in the above screenshot. Please note that the warning symbol will remain even after an explanation is entered. The user can continue to enter costs by clicking on the next participant’s name.

Users may encounter the following symbols:

Symbol	Definition	Notes
	No Warnings – The costs entered are within the expected threshold.	No explanation is required
	Has Warnings – The costs entered are outside of the expected threshold. An explanation is required.	If either of these symbols are present and an explanation has been entered, the district can move forward and certify these costs.
	Has Severe Warnings – The costs entered are far outside of the expected threshold. An explanation is required.	
	Requires and Explanation - The costs entered through the import functionality triggered a warning. An explanation is required.	If this symbol is present, the district will not be able to certify their costs until an explanation is provided. Click on the participant's name and enter an appropriate explanation. The symbol will change to has warnings or has severe warnings symbol.
	Requires and Explanation - The costs entered through the import functionality triggered a severe warning. An explanation is required.	

If an explanation has been rejected by PCG and resolution is needed, the district can review PCG comments within the line item needing resolution by clicking on the participant's name:

Warnings:

Explanation:

Edit Another?

 (No changes on page)

Status History

Reject	Megan Mcpherson	09/25/2015 05:15 PM	Please provide additional explanation for why the employee received a salary over the job category threshold in JS15.
--------	-----------------	---------------------	---



b) Export/Import

The PCG Claiming System has an Export/Import process. This allows users to export the list into Excel, make the changes in the Excel document, and then import the costs into the site. For full details, please see the Export/Import Appendix on page 17.

B. Contracted Staff Costs

After entering the salaries and benefits for district employees, return to the ‘Quarterly’ navigation dropdown menu and select Contracted Staff Costs. The process for entering Contracted Staff Costs is very similar to entering salaries and benefits for district employees. The difference is that users enter ‘Total Contracted Staff Costs’ instead of salaries and benefits.

To enter costs for contracted staff listed on the SPL, click the ‘Quarterly’ link on the home screen and select ‘Contracted Staff.’ The following page will display:

District Name	Contractor ID	Name (Last, First)	Job Category	Cost Pool	District Job Title	Job Span	Paid Hours	Contracted Staff Costs
---------------	---------------	--------------------	--------------	-----------	--------------------	----------	------------	------------------------

To edit a contractor’s costs, click on his/her name. An ‘Edit’ screen will display and the selected participant’s costs can be entered and saved:

Edit Line Item 1 / 1

Name (Last, First): Jefferson, Thomas

Job Category: Speech/Language Pathologist

Cost Pool: Direct Service

District Job Title: SLP II

Job Span:

Contractor ID:

Paid Hours:

Contracted Staff Costs: (Required)

Compensation Federal Revenues:

Compensation Federal Revenues: (Required)

Gross Costs:

Net Costs:

Notes:



Edit Another?

Cancel **Save Changes**
(No changes on page)

C. Other Costs by Service Type

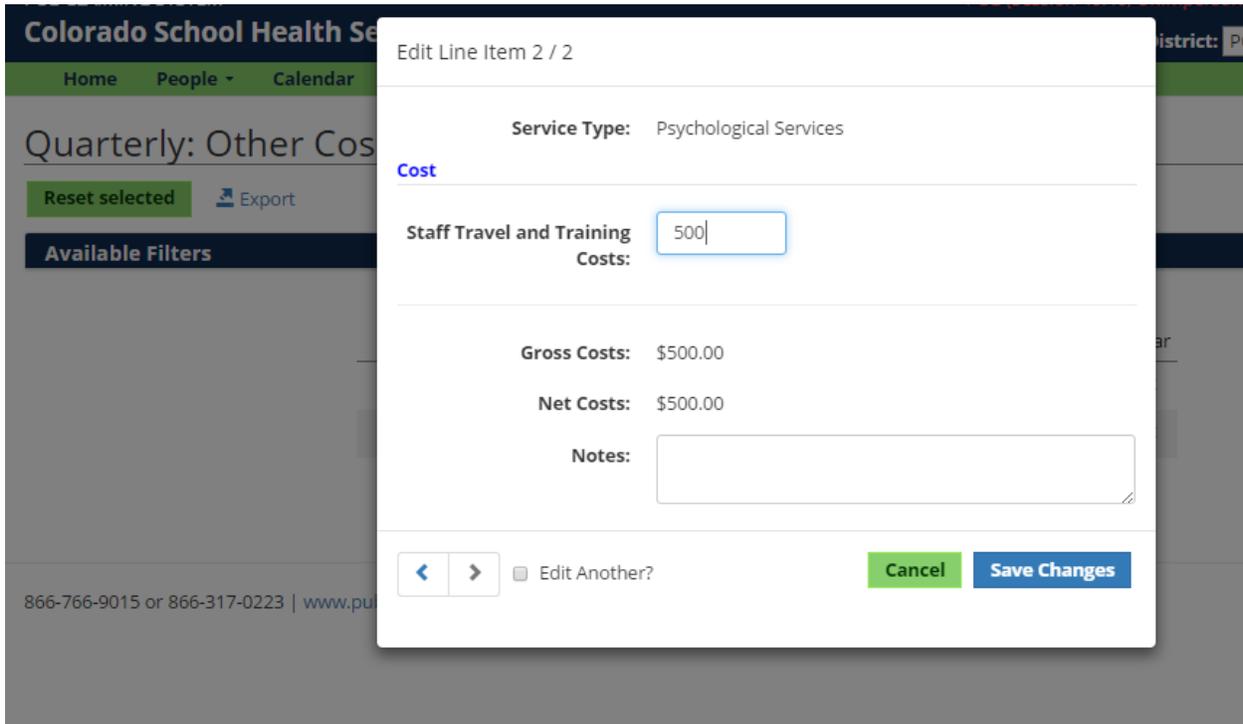
To enter the other costs by service type listed on the SPL, click the ‘Quarterly’ link on the home screen and select ‘Other Costs by Service Type.’

These are costs that are related to the MAC program and must tie back to specific participants/positions on the staff pool list. The costs should be reported under the service type applicable to the participant’s RMTS Job Category. Also make sure to accurately report any federal funds used to pay these costs.

The following Other Costs can be included:

- Staff travel and training

By clicking on one of the service types, information tied back to each type can be entered. The screen below shows the required information that must be input. When you are finished reporting costs for a service type, click the ‘save changes’ button at the bottom right hand corner of the screen.



Colorado School Health Services

Home People Calendar

Quarterly: Other Costs

Reset selected Export

Available Filters

866-766-9015 or 866-317-0223 | www.pu

istrict: PC

Edit Line Item 2 / 2

Service Type: Psychological Services

Cost

Staff Travel and Training Costs: 500

Gross Costs: \$500.00

Net Costs: \$500.00

Notes:

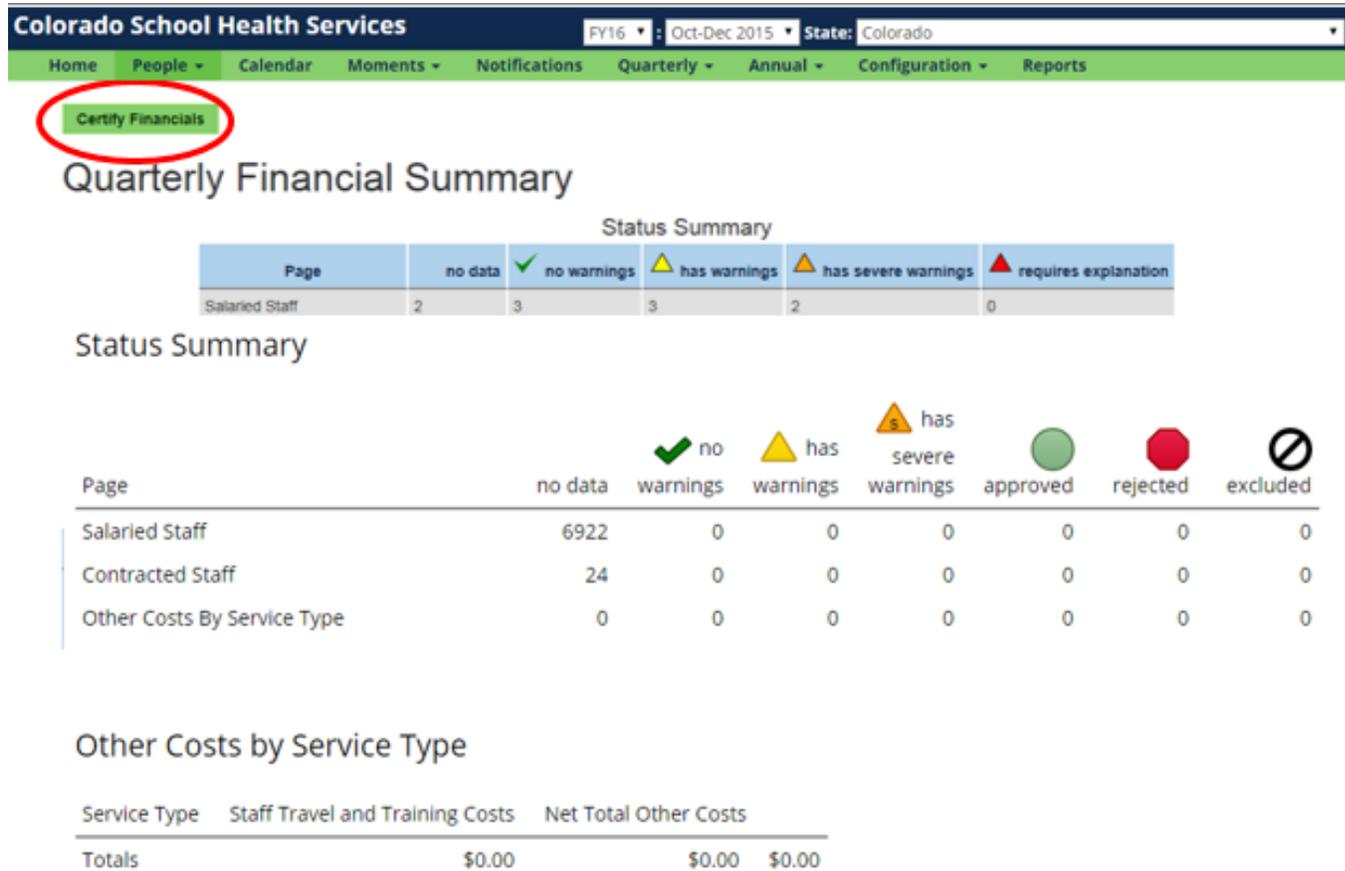
← → Edit Another? Cancel Save Changes

D. Quarterly Summary and Certification

After all costs are entered and the financial coordinator has carefully reviewed and verified the reported costs, the Financial District Level Administrator should certify the costs. To access the certification area, choose ‘Quarterly’ and ‘Quarterly Summary.’

The two main components of the Quarterly Financial Summary page are the ‘Certify Financials’ button and the various summary tables. The tables will vary based on the financial information entered, but all

districts will see the Status Summary Table and the Salaried Staff Table. These tables provide a broad overview of the costs entered and information about the warnings triggered:



Colorado School Health Services | FY16 : Oct-Dec 2015 | State: Colorado

Home | People | Calendar | Moments | Notifications | Quarterly | Annual | Configuration | Reports

Certify Financials

Quarterly Financial Summary

Status Summary

Page	no data	no warnings	has warnings	has severe warnings	requires explanation
Salaried Staff	2	3	3	2	0

Status Summary

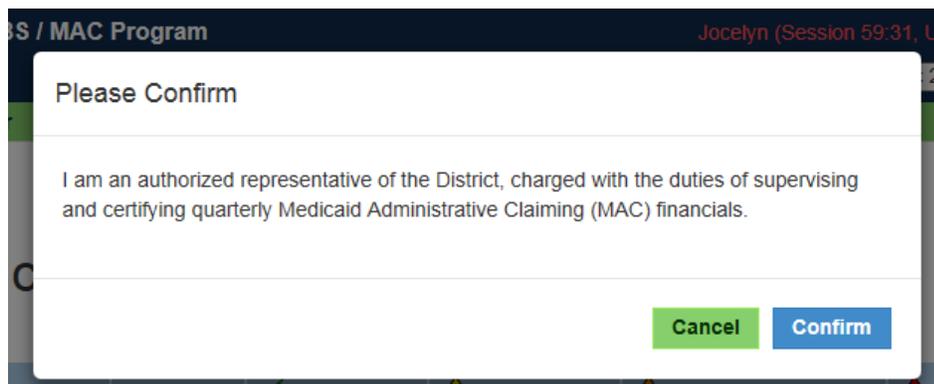
Page	no data	no warnings	has warnings	has severe warnings	approved	rejected	excluded
Salaried Staff	6922	0	0	0	0	0	0
Contracted Staff	24	0	0	0	0	0	0
Other Costs By Service Type	0	0	0	0	0	0	0

Other Costs by Service Type

Service Type	Staff Travel and Training Costs	Net Total Other Costs
Totals	\$0.00	\$0.00

After carefully reviewing all costs and ensuring that federal funds are appropriately reported, the Financial District Level Administrator can click ‘Certify Financials.’

After clicking ‘Certify Financials’ the Financial District Level Administrator will be asked to confirm the following:



Please Confirm

I am an authorized representative of the District, charged with the duties of supervising and certifying quarterly Medicaid Administrative Claiming (MAC) financials.

Cancel Confirm



If the confirmation statement is true, click 'Confirm' to officially certify the quarterly financials. The report will be locked and no further changes will be allowed. If needed, the user can contact PCG to unlock the report so that changes can be made. The district will then recertify.

V. Appendix Export/Import Process

Districts have the option of exporting their quarterly financials, editing the costs in Microsoft Excel, and then importing the costs back into the claiming system. To do so, follow these steps:

1. Enter the quarterly financial area you wish to edit. In this example, we will look at Quarterly Payroll Information.
2. Just below the green menu bar, click Export:

The screenshot shows the 'Colorado School Health Services' interface. At the top, there is a navigation bar with 'Home', 'People', 'Calendar', 'Moments', 'Notifications', 'Quarterly', 'Annual', 'Configuration', and 'Reports'. Below this is a header for 'Quarterly: Salaried Staff' with 'FY16' and 'Oct-Dec 2015' selected. The 'Export' button is circled in red. Below the header is an 'Available Filters' section and a table of staff data.

atus	Name (Last, First)	Job Category	Cost Pool	District Job Title	Job Span	District Employee ID	Paid Hours	Salary	Employer-Paid Benefits	Compensation Federal Revenues	Gross	Net
	Aaron, Vera	Nurse, RN	Direct Service	Nurse, RN								
	Abbattista, Michele	Speech/Language Pathologist	Direct Service	Speech/Language Pathologist								
	Abbink, Jennifer	Audiologist	Direct Service	Audiologist								
	Abbott, Julie	Speech/Language Pathologist	Direct Service	Speech/Language Pathologist								

3. The system will export the table as a .CSV file. However, the system can only read Excel files. Unlike in the previous system, files must be saved in an Excel format, either .xls or .xlsx for them to upload properly.
4. In the Excel document, the user can enter salaries, benefits, federal revenues, notes, and explanations. In the screenshot below, these fields can be found in columns L through R. These are the only cells that should be edited. Do not edit anything from ID (column A) through Job Title (Column K.) Do not add or delete columns or rows. The only cells that should be edited are the cost columns and the Notes and Explanations fields.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
	Agency	Agency	Agency	BeginDate	EndDate	Employee	LastName	FirstName	JobCategory	CostPool	JobTitle	Hours Paid	Salary/Contracted Cost	Employer-Paid Benefits	Compensation Federal Revenues	Notes	Explanation	Warnings
1	Id	Id	Agency	BeginDate	EndDate	Id	LastName	FirstName	JobCategory	CostPool	JobTitle	Hours Paid	Salary/Contracted Cost	Employer-Paid Benefits	Compensation Federal Revenues	Notes	Explanation	Warnings
2	63312	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Smith	Steve	Psychologist	Direct Service	Psychologist							
3	63324	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Backus	Nancy	Psychologist	Direct Service	Psychologist							
4	63325	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Smith	Joseph	Psychologist	Direct Service	Psychologist							
5	63321	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Coleman	Harold	Physical Therapist	Direct Service	Physical Therapist							

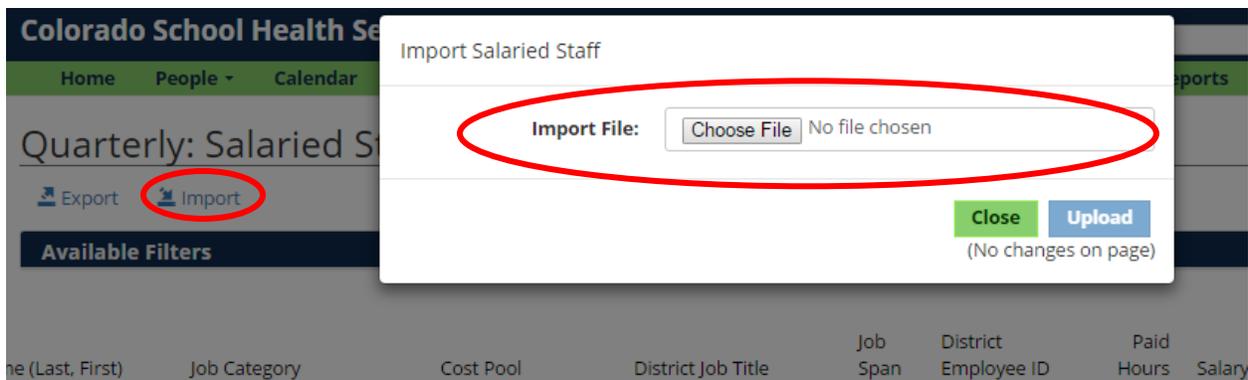
5. Enter costs in the cells. While entering costs, please follow these rules:

- If a participant does not have a particular cost, **you must enter 0**. You cannot leave it blank.
- Numbers should have a maximum of 2 decimals. The system will not accept partial pennies.
- As mentioned above, change only the cost-related cells and the Notes and Explanations fields.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
		Agency				Employee						Hours	Salary/ Contracted	Employer-Paid	Compensation
1	Id	Id	Agency	BeginDate	EndDate	Id	LastName	FirstName	JobCategory	CostPool	JobTitle	Paid	Cost	Benefits	Federal Revenues
2	63312	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Smith	Steve	Psychologist	Direct Service	Psychologist		3500	1500	500
3	63324	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Backus	Nancy	Psychologist	Direct Service	Psychologist		6000	2500	0
4	63325	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Smith	Joseph	Psychologist	Direct Service	Psychologist		15000	3000	0
5	63321	1663	PCG Unified C	10/1/2015 0:00	12/31/2015 0:00		Coleman	Harold	Physical Therapist	Direct Service	Physical Therapist		26000	4000	2000

6. When the costs have been entered, save the file. (Remember that the file must be in .xls or .xlsx format.)

7. Return to the PCG Claiming System. Click 'Import', then click 'Choose File' to locate your upload file:



8. Click Upload. If your file is in the appropriate format, the system will upload your data. If your file has errors in it, the system will provide details and instructions regarding those errors.

Address the errors, then repeat steps 7-8 to re-attempt upload.

VI. Helpful Tips & Resources

- Quarterly costs are reported on a **cash-basis**, or based on date of payment
- Costs can only be reported for participants on the Staff Pool List for the reporting quarter
- Be sure the appropriate quarter is selected in the 'Quarter' dropdown menu when working with quarterly costs
- Report 100% of costs (including federal funds) in the salaries / benefits / contractor costs sections, and **ONLY** the federal portion in the appropriate section. The Claiming System will automatically subtract the federal portion from the gross salaries and benefits
- The 'Compensation Federal Revenues' field is required even if the dollar amount is zero



- Remove all 100% federally funded participants from future rosters
- The 'Job Span' field shows how long a participant was in the position. Users can hover over the job span bar to see exact dates the participant was in the position
- Report the **employer or district-paid** portion of benefits costs
- Warnings are designed to flag potential issues. Costs can either be corrected or an explanation provided for why the costs are accurate as entered
- Remove participants that are no longer with the district from the Staff Pool List in a timely manner to avoid a large number of No Payroll Information warnings
- Only coordinators with Financial District Level Administrator access can certify the Quarterly Financials
- Exported files must be saved in an Excel format, either .xls or .xlsx, for them to upload properly. Be sure not to remove or change any columns, rows, or headers
- Colorado Chart of Accounts - https://www.cde.state.co.us/cdefinance/fpp_coa

