

Home and Community Based Services (HCBS) Rate
Study

Time Study Analysis -
Case Management and Consultant Services

- prepared for -

New Mexico Health Care Authority -
Developmental Disabilities Supports Division

- prepared by -

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<https://www.healthmanagement.com/about/burns-associates/>

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Time Study Counts

Number of submissions for Case Management/ Consultant services	338
Exclusions (zero reported hours or missing employee data)	8
Percentage of submissions excluded	2%
Number of Case Management/ Consultant time studies retained in the final dataset	330
Percentage of Case Management/ Consultant submissions that met all inclusion criteria	98%

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	Average w/ Outliers	Average w/o Outliers	Median		Average w/ Outliers	Average w/o Outliers	Median
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DD Waiver Case Management | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	20			165		
Meeting with individuals (whether face-to-face or remotely)	10.9%	12.2%	16.8%	19.3%	20.5%	23.5%
Assisting individuals with eligibility determinations	3.4%	3.4%	2.1%	2.9%	2.6%	2.3%
Performing assessments/ developing person-centered plans	9.0%	9.4%	9.1%	8.7%	8.9%	9.2%
Developing or reporting individual budgets	5.5%	5.0%	5.9%	5.4%	5.5%	5.9%
Monitoring plan implementation/ service utilization	5.0%	5.4%	6.0%	4.6%	4.3%	3.8%
Performing outreach/ collateral contacts on behalf of individuals	10.3%	11.2%	13.2%	9.5%	9.8%	11.2%
Recordkeeping/ report writing	20.0%	21.0%	25.3%	15.3%	15.5%	16.4%
Paid travel time	9.2%	11.6%	14.5%	15.3%	17.0%	19.8%
Time 'lost' due to missed appointments	0.2%	0.1%	0.0%	0.3%	0.2%	0.0%
Receiving training	1.8%	1.1%	0.0%	0.8%	0.5%	0.0%
Employer time (e.g., staff meetings, receiving supervision)	3.1%	3.2%	3.3%	2.0%	1.9%	1.9%
Agency management and administrative tasks	6.9%	3.6%	0.0%	2.0%	1.3%	0.0%
Supervisory activities	5.0%	4.7%	0.0%	0.3%	0.1%	0.0%
Paid break	3.6%	3.7%	0.0%	1.2%	0.9%	0.0%
Time off (paid)	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Time off (unpaid)	1.2%	0.2%	0.0%	4.1%	3.1%	0.0%
Performing all other activities not listed	4.8%	4.4%	3.8%	8.3%	8.0%	5.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Mi Via Waiver Case Management | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	71			61		
Meeting with individuals (whether face-to-face or remotely)	15.8%	17.4%	22.0%	20.9%	24.4%	28.0%
Assisting individuals with eligibility determinations	1.6%	1.3%	0.7%	2.7%	2.5%	2.3%
Performing assessments/ developing person-centered plans	2.8%	2.3%	1.2%	3.2%	2.7%	1.2%
Developing or reporting individual budgets	6.0%	6.4%	7.0%	5.4%	5.4%	4.9%
Monitoring plan implementation/ service utilization	5.2%	5.0%	6.1%	4.7%	5.3%	6.0%
Performing outreach/ collateral contacts on behalf of individuals	5.7%	5.7%	6.4%	5.8%	6.0%	6.4%
Recordkeeping/ report writing	14.7%	15.8%	20.5%	14.8%	15.7%	18.8%
Paid travel time	14.3%	15.4%	16.6%	20.5%	22.9%	27.5%
Time 'lost' due to missed appointments	0.1%	0.1%	0.0%	0.2%	0.1%	0.0%
Receiving training	0.8%	0.4%	0.0%	0.2%	0.0%	0.0%
Employer time (e.g., staff meetings, receiving supervision)	2.9%	2.9%	3.5%	2.7%	1.9%	0.9%
Agency management and administrative tasks	11.8%	9.9%	7.9%	7.3%	6.0%	2.4%
Supervisory activities	2.3%	1.2%	0.0%	1.7%	0.3%	0.0%
Paid break	2.9%	3.1%	0.0%	0.9%	0.7%	0.0%
Time off (paid)	1.3%	0.7%	0.0%	0.1%	0.0%	0.0%
Time off (unpaid)	4.1%	4.7%	4.4%	2.9%	1.9%	0.0%
Performing all other activities not listed	7.7%	7.5%	3.8%	6.2%	4.3%	1.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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Medically-Fragile Waiver Case Management | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>		Employee			Contractor		
Count of time studies	13				0		
Meeting with individuals (whether face-to-face or remotely)		8.9%	8.9%	10.0%			
Assisting individuals with eligibility determinations		0.3%	0.1%	0.0%			
Performing assessments/ developing person-centered plans		14.4%	13.7%	14.4%			
Developing or reporting individual budgets		1.2%	0.9%	0.9%			
Monitoring plan implementation/ service utilization		4.8%	4.6%	4.8%			
Performing outreach/ collateral contacts on behalf of individuals		9.1%	8.8%	9.7%			
Recordkeeping/ report writing		26.5%	30.8%	31.4%			
Paid travel time		7.2%	7.6%	8.0%			
Time 'lost' due to missed appointments		0.0%	0.0%	0.0%			
Receiving training		1.0%	0.5%	0.0%			
Employer time (e.g., staff meetings, receiving supervision)		1.8%	1.1%	0.4%			
Agency management and administrative tasks		17.6%	19.1%	20.5%			
Supervisory activities		1.7%	0.3%	0.0%			
Paid break		2.8%	2.3%	0.0%			
Time off (paid)		0.7%	0.0%	0.0%			
Time off (unpaid)		0.0%	0.0%	0.0%			
Performing all other activities not listed		1.9%	1.3%	0.0%			
Total		100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

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Time Study Count	Average w/ Outliers	Average w/o Outliers	Median	Time Study Count	Average w/ Outliers	Average w/o Outliers	Median
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Average Daily Miles Driven by Service | All Regions

		Employee			Contractor			
DD Waiver Case Management	18	68	60	55	161	78	65	60
Mi Via Waiver Case Management	66	97	89	84	58	84	79	76
Medically-Fragile Waiver Case Management	11	30	30	24	0			

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Average Mileage per Trip by Service

Ct. Trips	Average w/ Outliers	Average w/o Outliers	Median
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All Regions				
DD Waiver Case Management	3,435	10	8	6
Mi Via Waiver Case Management	1,832	13	9	7
Medically-Fragile Waiver Case Management	131	12	11	9

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Average Contractor Expenses

Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
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Developmental Disabilities Waiver - Statewide

Professional liability insurance	149	\$1,121	\$539	\$270
Licensing, credentialing, continuing education/ training expenses	86	\$659	\$201	\$100
Information technology/ equipment	148	\$1,763	\$1,516	\$1,363
Service/ office supplies	156	\$1,204	\$922	\$500
Travel and transportation expenses	155	\$5,242	\$4,381	\$3,413
Bookkeeping and administrative support	134	\$1,108	\$848	\$517
Other administrative expense	79	\$3,042	\$2,707	\$1,816
Utility expense	29	\$2,369	\$2,151	\$2,072
Meals	61	\$4,363	\$2,720	\$1,200
Subscriptions and memberships	5	\$376	\$376	\$256
Office (rent/ furniture)	50	\$4,198	\$3,328	\$2,452
Gifts	8	\$802	\$531	\$448
Health insurance	36	\$6,633	\$4,218	\$2,954
Other insurance	2	\$2,819	\$2,819	\$2,819
Miscellaneous	17	\$6,506	\$3,788	\$2,231
Other benefits (dental, retirement, etc.)	5	\$9,535	\$9,535	\$323
Taxes	5	\$7,525	\$7,525	\$7,440
Total Expenses	162	\$17,697	\$13,579	\$9,980

Mi Via Waiver - Statewide

Professional liability insurance	48	\$333	\$224	\$194
Licensing, credentialing, continuing education/ training expenses	29	\$203	\$157	\$100
Information technology/ equipment	49	\$1,178	\$937	\$666
Service/ office supplies	52	\$821	\$572	\$407
Travel and transportation expenses	53	\$5,448	\$4,245	\$2,365
Bookkeeping and administrative support	46	\$671	\$576	\$321
Other administrative expense	26	\$3,618	\$1,163	\$709
Utility expense	10	\$1,119	\$791	\$659
Meals	18	\$1,090	\$589	\$696
Subscriptions and memberships	4	\$719	\$719	\$438
Office (rent/ furniture)	15	\$1,017	\$826	\$554
Gifts	0	-	-	-
Health insurance	10	\$1,758	\$1,420	\$1,249
Other insurance	0	-	-	-
Miscellaneous	4	\$2,054	\$2,054	\$1,060
Other benefits (dental, retirement, etc.)	1	\$990	\$990	\$990
Taxes	2	\$1,953	\$1,953	\$1,953
Total Expenses	57	\$10,800	\$8,544	\$5,556