

Frequently Asked Questions & Answers Medicaid Online Time Tracker (MOTT) System

Q: Sometimes when I'm working in the system, I receive an error message of "As a security precaution, your session expires after a time limit of non-use...." Why does that occur?

A: The system will time out if there is inactivity for a certain period of time (about 40 minutes). The system will then require you to exit the web application and restart the program. If you still experience problems after login let websupport know. The websupport address is occfwebsupport@fc.state.or.us.

Q: I just entered salary records for my employees and when I go back to the table to make sure the entries are there, I cannot see them. Why is that?

A: When you enter a table, you should see five function keys above the table, these are: First 10, Previous 10, Next 10, Last 10 and All. If you have more than 10 records in that table, then you will have to either hit the All button or the Next 10 button to show the next records.

Q: I'm not sure where to enter Admin Costs.

A: You enter the Admin Costs in the same module you enter Salary. When you select the Salary/Admin Editor tool, it takes you to the next screen where you can either select Salaries or Admin Costs. Select the Admin Costs link and add a new record. You will add a new record for each of admin costs you have for the quarter.

Q: I'm confused on how the Admin Costs process works. Can you explain it to me?

A: At the end of each quarter, an invoice will be created based on the actual costs of the programs Medicaid claim. The amounts on the invoice are for that quarter's administration charges. When the program receives the invoice, they should pay it at their earliest convenience and input the amounts of the invoice into the system for reimbursement using the quarter number on the invoice. The reimbursement of payment for the costs will show up on the next quarter's Medicaid Reimbursement Statement. Example: A county receives an Admin Invoice for Q1 Administration and OMAP Costs. The county pays the invoice and inputs the amounts into the MOTT System. There will be two records entered into the System. One record for Q1 State Admin and another record for the Q1 OMAP charge. When the Q2 Medicaid Reimbursement Statement is processed, the county will see the reimbursement of the Q1 administration costs. The Q2 Administration invoice will then be created based on the actual program Medicaid claim for Q2.

Q: My program does not work on the day the Random Time Study is set to occur. How do I request an alternate date?

A: A Program Manager or Supervisor needs to request, in writing, an alternate date for the scheduled RTS via occfwebsupport@fc.state.or.us. The email should include the reason for the request. Once the request is received, it will be reviewed by the

Department of Human Services – Division of Medical Assistance Program and they will determine the alternate date. You will be notified via email once a decision has been made.

Q: What do we do if a staff who left our program had failed to complete one of the RTS forms online? At this point the staff has already been moved to “inactive status” on the MOTT system. Is there anything I can do to fix the situation?

A: Please let occfwebsupport@fc.state.or.us know the name(s) of the individual(s) you need reactivated. We will then reactivate the profile long enough to allow you to enter the information required.

Q: I just inputted my RTS record and saved it. When I go back in to the system to check, it’s no longer there. What happened?

A: The system “times out” after a period of inactivity (about 40 minutes). If you were in the middle of entering your time and were called away from your desk for a specific period of time and then came back to finish inputting the data, it is possible that your system “timed out” during that period of inactivity. Occwebsupport runs a daily report of all “disconnected” RTS entries in the system. All disconnected time entries are updated daily. Please check with occfwebsupport@fc.state.or.us, if you happen to notice a disconnect, before re-entering the RTS.

Q: I cannot see all the options, the MOTT application offers, on my screen – some are “cut-off”. Why is that and how do I correct it?

A: We recommend that your screen resolution be set at 1024 x 768 to view all options the application(s) have to offer. To check your resolution setting, from your desktop, right click and select Properties. Then select Settings. Under the Screen Resolution function box, move the error until it points to 1024 by 768 pixels and hit Apply or OK. The computer will then give you a preview of the new setting and ask you if you would like to keep the new configuration. You must say YES in order to save the new setting.

Q: Our FSW/FAW is not working on a Random Time Study (RTS) day. How do I enter the MOTT time for them?

A: If you are a supervisor or program manager, you are able to look up your employee’s username and password through the Profile Manager. You will have to log into the MOTT system using their login/password. You would then select the Time module. Depending on the situation, you would select Paid Leave or Unpaid and save the record. Make sure you print off the record for your files.