

MAC FAQs

Part 1: What do I do if--- ?

--I want to check the “trained” status of someone in my cost pool?

You will find a list of your current cost pool participants on the MESD website for MAC administration:

1. Log in from “MAC Links” on the *MAC Support* page for Oregon Public Health to gain access to the MESD admin section.
2. On the left-hand side of the “Dashboard” page, click on the link for “Training Status.”
3. On the “Training Status” page, first make sure that the current quarter is showing in the top right corner of the page, right after “County Health Depts”; if not, click on the arrow next to the quarter’s name for a dropdown box from where you can select the current quarter.
4. The quarter’s “Training Status” page will list all of the participating LPHAs; find your LPHA and then go to the column headed “Training Complete.”
5. A number in that column will show the number of your employees whose training is current (making them eligible for the current cost pool); click on the number.
6. You will be taken to the “Training Complete” page, where the name of each trained employee is listed, along with other info; the last column for each employee shows the “Training Expires” date.
7. Keep in mind that the date on which each employee’s training actually expires is the last day of the quarter immediately preceding the quarter of the date shown in the “Training Expires” column. Please refer to the “Training FAQs” on the MESD *MAC Support* page for more on this.

--I want to add an employee to the cost pool for a quarter, after the quarter has started?

No one can be added to the cost pool of a quarter that has already started.

--I want to remove an employee from the cost pool for a quarter that has already started?

Contact Wendy Chase at MESD (wendy.chase@cascadetech.org, 503-257-1775) and ask her to remove the employee’s name and any surveys that individual may have submitted during the quarter. You will not include any data for that employee in your report for that quarter.

--A cost pool member can’t log in to complete their survey?

If your employee is having trouble logging in during the five-day window for completing and submitting a survey, contact Wendy Chase at MESD.

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--A cost pool member is on leave on a MAC survey day?

The question to ask is: is this person on **paid leave** for that day? If they are on paid sick leave, paid vacation leave, paid family leave, etc. then they must submit a survey for that day. If the individual returns to work within the five-day survey “window” they should submit the survey for that day; if they are unable to submit a survey before the window closes, then it will be shown as “unsubmitted”. A survey for a paid leave day will be coded “F” for all of the time the cost pool member would have worked that day. (For example, if they are full-time and normally work 8 to 5 with an hour for lunch, their survey will show “F” for the hours from 8:00 to noon, a blank for the lunch hour, and “F” for the hours 1:00 to 5:00.)

--A MAC survey falls on a cost pool member’s regular day off?

If a cost pool member is not being paid on a day that is a survey day (e.g. that employee always has Fridays off, and the survey day is on a Friday) they do not need to submit a survey for that day.

--A cost pool member forgets to submit a survey and the survey window closes?

Once the window closes, there is no opportunity for surveys to be submitted. Unsubmitted surveys are to be avoided if at all possible, because too many of them may result in your entire claim for that quarter to be ineligible.

Isn’t it bad, then, for cost pool members to take paid leave, knowing that unsubmitted surveys could result?

Unless there is a situation where a large portion of your cost pool is taking a lot of time off during one quarter, this shouldn’t be a problem. See the FAQ below for “I’m not sure whether to add a new employee...”, #4.

--A cost pool member completes all surveys as accurately as I believe they can, but doesn’t have any claimable time for an entire quarter?

The person’s name and surveys must be removed for that quarter. Only employees who document significant amounts of claimable time are to be included in your cost pool.

Can I include that cost pool member in the subsequent quarter’s cost pool?

No. That employee must not be included in the subsequent quarter’s cost pool. If you as the LMC believe that the employee can—either through re-training, a change in responsibilities, or adjustments in configuration of work flow in your department—substantially increase their percentage of MAC-claimable time, you may add that individual back into the cost pool after one or more quarters of non-participation.

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--A cost pool member completes all surveys accurately, and their MAC-claimable time for the whole quarter is less than 10 percent?

A cost pool member whose MAC-claimable percentage is less than 10% for two consecutive quarters must be left out of the next quarter's cost pool.

--A cost pool member leaves employment before the quarter ends?

If that employee has submitted at least two surveys AND was employed through the seventh week of the quarter, their surveys can stay in that quarter's results, and their salary and benefits info can be included in the quarterly report. If the employee had a formal agreement with your county/district on supplemental pay (e.g. severance pay) upon their leaving employment, those dollars can be included in the quarterly report. (Note: all payments in the report must have been paid out by the time the report is submitted to OHA; i.e. if such extra pay as noted above is yet pending after the time that all other salaries/benefits have been paid out, the LMC may delay submitting the quarterly report until the time when all eligible payments can be included in the report.)

If the employee has completed less than two surveys, they must be removed from that quarter.

--I'm not sure whether to add a new employee to the next quarter's cost pool?

There are three factors to take into account when trying to decide whether an employee would be an appropriate candidate for a future cost pool:

1. What portion of their salary/benefits are paid out of federal funds? If the answer is 100%, the employee is ineligible for participation in MAC. If a substantial majority of the employee's pay is from federal sources (75% and up), it is likely that their contribution to the cost pool will be so minimal that their inclusion in the pool will not be worth the effort.
2. Are their regular work responsibilities likely to consistently result in considerable MAC-claimable time? A good place to start in your consideration of answering this question is their job description; if their role/responsibilities appear to align with MAC-claimable activities, then they are likely to be a good candidate.
3. Is their FTE above 0.5, and/or do they regularly work less than four days a week? All cost pool members must submit at least two surveys in order for their participation to count during a given quarter. As MAC survey days are randomly scheduled, an employee who normally has, say, Mondays and Fridays off is at risk of ineligibility for a quarter in which three of the survey dates fell on Mondays and/or Fridays.
4. When considering an immediately upcoming quarter, is the employee scheduled for extended paid time off? For example, has the employee scheduled half or more of the quarter (equivalent to 45 days or more) for family leave, maternity leave, medical leave, or a long vacation? It's likely that such an individual will have at least two unsubmitted surveys as a result of their absence and, if they have no claimable time for the remaining two surveys, they will have to be removed from the quarter.

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It is recommended that a potential cost pool member be directed by the LMC to participate as a “shadow member” of the MAC cost pool; that is, the employee will complete *example surveys* (which can be accessed, without need for logging in, via a link on the MESD MAC page) on the same dates that the actual pool is logging in to complete the surveys, for at least one quarter before potential inclusion in the actual cost pool. In this manner, the LMC and the employee will be able to review the example survey results to determine (a) the likelihood that the minimum number of required surveys will be submitted (if the employee is less than full-time, or works less than a five-day week), and (b) what percentage of the employee’s time was MAC-claimable during the quarter.

--It’s been determined that a new Local MAC Coordinator will be designated for our department?

An email from the department’s administrator must be sent to the MAC Specialist at OHA stating (1) the name and contact info of the new LMC, and (2) the date when that individual will be assuming all LMC responsibilities. The MAC Specialist will then contact the designee and schedule a date for that person’s orientation.

Part 2: Other FAQs

What is the “MAC ID #” and where do I get it?

The MAC ID# is a number that the LMC assigns to each member of the cost pool when that individual is being MAC-trained for the first time; the number can be the employee number already assigned by the LPHA, or a simple, single-digit number, or any other number of the LMC’s choosing, as long as it is unique (i.e. not the same as another cost pool member’s number). This unique identifier ensures that the MESD system will not confuse a cost pool member in, say, Baker County with another cost pool member in Yamhill County having the same name. It also ensures that an employee whose name changes due to marriage or another reason will still be able to log in to the MESD system.

Can MAC ID numbers be changed?

No. Once the unique number has been assigned to an individual, it cannot be changed.