

2024 Licensed Home Care Services Agency Statistical Report

Frequently Asked Questions

Q: Do we combine FI (Fiscal Intermediary) and LHCSA (Licensed Home Care Services Agencies) information if we operate both programs?

A: If you operate both a LHCSA that serves the community, and you were a Fiscal Intermediary (FI) for the CDPAP program in 2024, you must separate all FI information out from the LHCSA information. The FI should be run as a distinct line of business from the LHCSA.

You should indicate on form LSR1 that you are an FI. You should fill out all other information on the Statistical Report regarding the patients you serve in the community and staffing information should be in regard to the LHCSA activities only.

If your LHCSA was exclusively an FI in 2024, you will have no patient information to report, but you should fill out ALL forms for which they have information, including staffing levels, salary, etc.

Q. Where can I find instructions and documentation for the 2024 LHCSA Statistical Report?

A. Sign on to the Health Commerce System (HCS)

Click on:

- My Content on the top purple tool bar
- Documents by Group
- View all Document Groups

- Long Term Care
- Dear Administrator Letters
- 2025
- Home Health Care

Q: Our Agency was not open in 2024 – do we need to submit a report?

A: If your agency was newly opened in 2025, you will need to send a note to HCStatRpts@health.ny.gov requesting access to the survey. You must complete and submit the 2024 LHCSA Statistical Report to register your agency with the Department of Health for 2026. You must fill out the contact information on form LSR1 Agency Information Form and fill out form LSR10 Registration Form entirely. If your agency has staff, you must complete and submit forms regarding Staffing and Wages, Costs and Workforce.

Q: Our Agency was open in 2024, but did not serve patients – do we need to submit a report?

A: You must complete and submit the 2024 LHCSA Statistical Report to register your agency with the Department of Health for 2026. You must fill out the contact information on form LSR1 Agency Information Form and fill out form LSR10 Registration Form entirely. If your agency has staff, you must complete and submit forms regarding Staffing and Wages, Costs and Workforce.

Q: Who is responsible for completing the LHCSA Statistical Report if there was a successfully approved Change of Ownership (where the LHCSA is sold to a new owner) mid-year?

A: The new owner is responsible for completing the LHCSA Statistical Report and should answer the questions based on the current ownership data starting from the date of the approved change of ownership. If the new owner has access to the patient information from prior to the date of the change of ownership, they should answer the Statistical Report questions based on this prior information, where applicable. For example, questions about referrals and discharges on the LSR2 Patient Form may be answered using prior information, if known. The old owner will not have access to the report once the change of ownership has been approved.

Q: Our Agency is an ALP (Assisted Living Program) LHCSA (Licensed Home Care Services Agency) that exclusively serves patients of an Assisted Living Program. What needs to be submitted?

A: LHCSAs that EXCLUSIVELY serve patients in an Assisted Living Program (ALP) are only required to submit the ALP LHCSA Statistical Report Form.

If your agency is a LHCSA that serves ALP residents and serves patients in the community, you must complete and submit all forms on the LHCSA Statistical Report regarding your patients in the community AND the ALP LHCSA Statistical Report regarding the patients in the Assisted Living Program.

Q: I do not have access to the LHCSA Statistical Report on the Healthcare Financial Data Gateway. What can I do?

A: People who were able to access the Healthcare Financial Data Gateway last year to download the software and submit the report continue to have access this year. If you are in the Administrator role and you are unable to access the Gateway, please send an email to hcstatrpts@health.ny.gov and include the agency name and your HCS ID. If you are not assigned the Administrator role on the Health Commerce System – you should discuss with your administrator what they would like to do regarding giving you access to the report and reach out to the Division by contacting HCStatRpts@health.ny.gov.

Q. Do I have to be assigned the Administrator role to enter data into the LHCSA Statistical Report?

A. No. Once the software is installed on a computer and the Report format is loaded, anyone with access to that computer can enter data. However, only someone assigned the Administrator role can submit the report.

Q. My agency has multiple people assigned the Administrator role who are also registered with the Healthcare Financial Data Gateway so that they can download the software and report and can submit the final report. Should they all download a copy of the application and report?

A. The answer is: it depends. They can each download and install the software on their computer, but care must be taken that all of them only enter data into a single, shared copy of the report. If they enter data into private copies of the report, the private copies cannot be merged. If they submit private copies of the report, only the data from the last submitted copy will be available. See the next question.

Q. How can multiple people enter data into a LHCSA Statistical Report?

A. You may want to have different people fill out different parts of the LHCSA Statistical Report. For example, you may want someone from your fiscal unit to fill out the cost and revenue sections, someone from human resources fill out the staffing and workforce sections and someone else enter the patient and service data. This can be done in different ways, but care must be exercised so that only one person is entering data into a report at a time. If more than one person enters data into a report at the same time, only the changes made by the last person to save their copy of the report will be retained.

The simplest way to have multiple people work on the LHCSA Statistical Report is to install the application on a single computer and have people use that computer to enter data into a report stored on the computer. This enforces the requirement that only one person enter data at a time.

Another method for multiple input to the report would be to install the application on the computers of everyone who will be entering data. The application and report can be downloaded once, stored on a file server or flash drive, and then installed from the server or flash drive onto the computers of all the people who will be entering data.

One person should then create and save the initial instance of the report for a license. The default location for this file (which has a .pnp extension) will be in the My Documents\UDCS folder of the person who created the report. A copy of this file can then be placed on a file

server where it can be accessed by those who have had the application installed on their computer.

Only one person should enter data into the report at a time. **If more than one person enters data into a report at the same time, only the changes made by the last person to save their data will be retained.** Also, everyone must enter data into this one report. Data entered into other copies of this report cannot be merged into this one report and will have to be re-entered.

Alternatively, the initial instance of a LHCSA Statistical Report can be stored on a single flash drive which can be given, in succession, to each person who will be entering data. These people must have the LHCSA Statistical Report application installed on their computers. All people entering data must save it to the same flash drive; **there is no way to merge data entered into multiple instances of a LHCSA Statistical Report into a single copy.**

Q: I've downloaded the Report Manager software, but I get an error message when I try to install it on to my computer. What can I do?

A: You may not have the privileges needed to install software on your computer. You may need to contact your IT Department and have them install the software on your computer. Please note that the Report Manager software requires Windows 7 or later operating system.

Q: I've tried to download the Report Manager software on my Mac computer, and it does not work. What can I do?

A: Report Manager software requires Windows 7 or later operating system. It will not work on a Mac. You must use a computer that has Windows to submit your LHCSA Statistical Report.

Q. I have downloaded and installed the software, but when I download the Report and try to open the downloaded file, I get a prompt for a password or an error message that says the file may be damaged. How can I download the Report?

A. The file containing the LHCSA Statistical Report matrix is a .zip file that contains an encrypted file. Depending upon how your browser is configured, it may attempt to open the .zip file for you. You do not need to open this file and extract the contents; you should save it where you can locate it and load it into the Report Manager.

Q: I have completed the report and finalized and saved it. When I go to upload the report on the Healthcare Financial Data Gateway, I get the error message that says I cannot upload a PDF file. What do I need to do?

A: When you finalize the report and are asked to save it, the software will save both a PDF version of the file and a PNP version of the file. You must upload the PNP version.

FAQs about the Forms:

LSR2

Q: What is meant by census?

A: Census is the number of patients being served at a particular point in time.

Q: What is meant by cases?

A: A case is the provision of a course of services to an individual from a starting point to an ending point. A patient can have multiple courses of service and can consequently contribute more than once to the total number of cases.

Q: What is meant by unduplicated patient count?

A: The unduplicated patient count is the number of discrete individuals provided with home care services. A patient is counted only once regardless of the number of cases that they represent.

LSR3 – Contract Revenue Form, and LSR4 – Direct Revenue Form

Q: What is meant by revenue?

A: Revenue is income, or monies coming into your agency.

Q: What is the difference between contract revenue and direct revenue?

A: Contract revenue is the income your agency received for services provided to patients because of a contract your agency has with another agency. Direct revenue is the income your agency received for services provided to the patients that are directly under the care of your agency.

Q: Our LHCSA has staff that are paid by a grant. Should this be included as revenue?

A: Yes. Grant money should be included as revenue.

LSR5 – Cost Form

Q: If certain costs fall into two categories, should they be listed twice?

A: No. Do not double count costs. Choose one of the cost categories and enter the cost only once.

Q: Do costs related to the delivery of services include the wages paid to the employee giving the services?

A: Yes. Include Wages in the costs on LSR5 – Cost Form.

Q: What is included under fringe benefits?

A: Fringe benefits are employment benefits granted by an employer that has monetary value but does not affect basic wage rates. Fringe benefits may include health insurance, vision and/or dental insurance, paid holidays, pension, or items such as uniforms or a company car.

Q: We pay HHAs/PCAs bereavement, jury duty, overtime, Paid Time Off (PTO), holidays, travel time, annual medical exam time, in service/special training time etc. Are these considered fringe benefits?

A: Yes. These items can be included as fringe benefits on forms LSR5 Cost Form and the LSR6 Staff and Wages form.

Q: What is meant by Administrative and General Costs?

A: Administrative and General Costs are expenditures related to the day-to-day operations of a business. These costs pertain to the operation of the business rather than the cost for services to patients. Examples include rent, utilities, and office supplies.

Q: What is meant by other operating costs?

A: Other operating costs are costs that are not included elsewhere.

Q: What is meant by Capital and related costs?

A: Capital and related costs are fixed, one-time costs incurred for the purchase of land, buildings, or construction. Building improvement costs that add to the value of the property are

included in capital costs. Maintenance of buildings and property are not included in capital costs.

Q: Our LHCSA does not have staff – we contract with a CHHA. Where do we enter the expense of payments to a CHHA for the staff that we use?

A: Enter the costs on LSR5 – Cost Form. There are lines for recording the costs of providing different services. If you are paying the CHHA for staff to provide services, that cost should be recorded here.

LSR 6 – Staff and Wages Form

Q: What is meant by full time employee and hourly employee?

A: The IRS defines a full-time employee as an employee who works on average at least 30 hours per week, or 130 hours per month. Employees that work less than this should be considered hourly.

Q: When entering the highest and lowest hourly rate for HHAs and PCAs – do we have to take in consideration the overtime rates or weekend/mutual case differential when it comes to the highest rate?

A: No. Do not include overtime rates or weekend/mutual case differentials when determining the highest hourly rate. Also do not include fringe benefits that bring the wage up to the wage parity amount.

LSR7 – Services by County

Q: What is meant by unduplicated patient count?

A: The unduplicated patient count is the number of discrete individuals provided with home care services. A patient is counted only once regardless of the number of cases that they represent.

Q: What is meant by New Admission?

A: New Admissions are patients that have been admitted to the agency during the report year.