

## FAQs from the 2023 Home Care Audit Kickoff Webinar held on September 16, 2024

### General

**Q.1.** Will the Audit Kickoff presentation be available online as a PDF after the session?

**A.1.** Yes, today's Kickoff presentation will be made available at the DOH website: [Home Care Cost Report \(ny.gov\)](#) and within the [Web-based Tool](#), "Useful Links" section.

**Q.2.** What is the link for the Home Care web-based Tool?

**A.2.** The Home Care Cost Report can be accessed at the following link: [Home Care Dashboard \(certisphere.com\)](#). Please select the "2023" option to access the 2023 cost report.

**Q.3.** If I have not received an Audit notification package yet, does that mean my agency wasn't selected by DOH for audit?

**A.3.** Once all auditees have been notified, the agencies that were not selected for audit will receive a notification from [us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com) letting them know that they have not been selected. You can anticipate this communication no later than October 15th.

**Q.4.** What will the cost report data be used for?

**A.4.** Schedules 3, 4, 5, and 7 of the 2023 Home Care Cost Report will be used by the Department to set Medicaid Fee-For-Service Home Care 2025 Rates. The full cost report will be used for analytical purposes by the Department.

**Q.5.** During the presentation, KPMG and DOH indicated that agencies should complete the following four steps before beginning audit procedures:

1. Review Documentation Request tab and confirm all supporting documentation files have been provided
2. Submit the "Agency Representation" tab of the Tool
3. Complete the "Financial Reconciliation" tab of the Tool
4. Enter contact information in the "Contact Information" tab

If an agency has not been selected for audit, do they still have to complete these items?

**A.5.** The first three steps should have been completed when your 2023 Cost Report was submitted (Document Request tab, Agency Representation tab, and Financial Reconciliation tab). However, if these actions were not yet completed, we request that they still be completed regardless of whether the agency has been selected for audit.

### Audit Process

**Q.6.** Will we be notified via email when an audit request is posted the "Audit/Questions" tab in the Tool, or are we expected to check the Tool daily?

**A.6.** An automatic email notification will be sent to the contacts listed in the 'Contact Information' tab of the Tool whenever a question is posted by KPMG. The email will come from [no-reply@avii.com](mailto:no-reply@avii.com).

**Q.7.** Do you encourage conference calls with the audit team during the audit? What are the best ways for an agency to communicate with their assigned auditors?

**A.7.** Throughout the audit process, we recommend scheduling a conference call, email communications, and utilizing the "Audit/Questions" tab within the Tool as forms of communication between the agency and their audit team.

**Q.8.** I am experiencing technical difficulties with the SFTP platform this year and haven't been able to upload my agency's supporting documentation. Can KPMG or the Department offer any guidance?

**A.8.** If you are experiencing technical issues or are waiting for a password reset, the Department will grant extensions for supporting documentation due to these delays. Please reach out to [us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com) for any password reset questions or requests. Requests from agencies subject to audit will be prioritized.

**Q.9.** If an agency was not selected for audit, but has follow up questions (not discrepancies) in the 'Financial Statement Follow-up', 'Direct Care Follow-up', 'Program Admin Follow-up' 'Service Statistics Follow-up' and 'Medicaid Revenue Follow-up' subtabs of the "Audit/questions" tab of the Tool, are we required to respond?

**A.9.** If you were not selected for audit, you will not have any questions posted within these tabs. Please reach out to [us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com) if you are seeing any questions in the 2023 Cost Report Tool and not currently under audit.

**Q.10.** When will the documentation requests in the "Documentation Requests" tab be posted for the agency?

**A.10.** For agencies selected for audit, your audit team will be performing their initial review of your Cost Report submission and corresponding supporting documentation this week and will reach out with any initial questions or additional requests as they progress through this process. A call may also be requested to better understand your agency's specific supporting documentation. Your assigned audit team will reach out to you early this week to introduce themselves. Please note that follow-up questions or additional documents may be requested throughout the audit as clarifications are needed.

**Q.11.** Will the SFTP password reset include a new QR code?

**A.11.** No, there will not be a new QR code. That was only required to set up your authentication app. Once your password is reset, you should be able to follow the process to setup the two-factor authentication.

**Q.12.** What criteria does DOH use to select agencies for audit procedures?

**A.12.** All audit selections are made by DOH for each audit cycle. DOH considers various criteria when selecting agencies for audit. The Department's goal is to audit every Home Care agency, but this will take time given the large number of providers.