

**FAQs from the Lessons Learned Webinar held on April 10<sup>th</sup>, 2025 for the 2023 Home Care Cost Report**

**Topic:  
General**

**Q.1. When will the schedules for 2024 be ready for use?**

**A.1.** The date of release for the 2024 cost report has not yet been released, but please assume the timing will be similar to prior years (Late May or Early June).

**Q.2. What happens if the system changed halfway through the year?**

**A.2.** Please reach out to the KPMG Home Care mailbox ([us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com)) to provide additional details on which system you are referring to so we can provide the proper guidance.

**Q.3. Are providers expected to file the TBI and NHTD reports even if those programs were not used?**

**A.3.** For additional information regarding the TBI and NHTD reports, please visit the link ([2024-2025 Annual Cost Report \(CR\) Manual](#)). Questions regarding these reports should be sent to [1915CR@health.ny.gov](mailto:1915CR@health.ny.gov).

**Q.4. For CDPAP providers that are no longer active due to regulations, does a 2024 home care cost report need to be filed?**

**A.4.** If the agency billed for Medicaid services in the 2024 calendar year, a 2024 Home Care Cost Report is required to be submitted.

**Q.5. Will this presentation be provided?**

**A.5.** Yes, the presentation will be available within the "Instructions" tab in the "Useful Links" section of the web-based Tool. The presentation will also be available on the Department's website here under "Home Care Cost Report Outreach Sessions."

**Q.6. How can we confirm that the 2023 Home Care Cost Report was accepted?**

**A.6.** Please email KPMG Home Care mailbox ([us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com)) to confirm your submission status.

**Q.7. Will FIs be required to file 2024 cost reports?**

**A.7.** Yes, but you can reach out to DOH or the KPMG Home Care mailbox ([us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com)) if you'd like to discuss your unique situation further. Please also refer to A.4 above.

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**Q.8. Last year, we experienced some issues with documentation from our EHR system. Would you be willing to share a sample of documentation from a Netsmart EHR system that has worked?**

**A.8.** Please reach out to the KPMG Home Care mailbox ([us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com)) with your question and we will look into this for you.

**Q.9. What happens if an agency was not able to submit a report?**

**A.9.** For assistance with the process of submitting a timely HCCR, please reach out to the KPMG Home Care mailbox ([us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com)). For questions regarding late filing, please contact the Department at [CHHA-Rates@health.ny.gov](mailto:CHHA-Rates@health.ny.gov) or [PersonalCare-Rates@health.ny.gov](mailto:PersonalCare-Rates@health.ny.gov). Please be aware that, home care providers who fail to submit a timely report may be subject to penalties pursuant to NYCRR Title 10, Parts 86-1.2 (c).

Should additional provider contacts need to be added to distribution lists, please notify KPMG at ([us-advrisknyshc@kpmg.com](mailto:us-advrisknyshc@kpmg.com)) and the Department at [CHHA-Rates@health.ny.gov](mailto:CHHA-Rates@health.ny.gov) or [PersonalCare-Rates@health.ny.gov](mailto:PersonalCare-Rates@health.ny.gov).

**Web-based Tool**

**Q.10. Will the ability to upload the cost report as an Excel file be possible this year?**

**A.10.** Uploads of data reports are not currently an available feature, but we recognize the concern and will continue to look into future modifications as feasible.

**Q.11. The Home Care Tool does not permit the printing of the General Questionnaire or the Reporting Hierarchy. Will updates to the Tool be made in 2025?**

**A.11.** The Reporting tab will allow you to create PDF documents of your full cost report submission, general questionnaire responses, and schedule specific questionnaire responses. Within each schedule on the Cost Report Schedules tab, you may also create a PDF of an individual schedule by clicking the "Print Schedule" link.

**Q.12. Will you be verifying that the validation checks are functioning correctly before launching the Tool?**

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**A.12.** The validation checks will be tested prior to the launch of the 2024 Home Care Cost Report, but if you experience any issues with these during your submission continue to reach out and we will strive to provide an answer within 2-3 business days, with the understanding from providers that during the submission, our mailbox is fielding large volumes of questions from providers.

**Cost Reporting**

**Q.13. If we do not have HHA hourly employees, do we have to fill out Schedule 20?**

**A.13.** No, your agency does not need to complete Schedule 20. This is a question in Schedule 20, so if this scenario is applicable to your agency, then you should respond accordingly, and this Schedule will not be required.

**Q.14. For Schedule 20, which focuses on Minimum wage, how should it be completed if they facility utilizes 100% contracted HHA services through purchased services and has not salaried HHAs?**

**A.14.** If this is your agency's situation, then completion of Schedule 20 is not required.

**Q.15. What if the HHA visits are completed by LPNs who are not paid hourly but per visit or are salaried?**

**A.15.** The purpose of Schedule 20 is to collect information pertaining to hourly paid employees for the purposes of reviewing home care aide minimum wage law compliance. Salaried employees are generally exempt from minimum wage requirements. As such, we recommend including hourly wage and hour information pertaining to employees who are paid hourly.

**Q.16. With respect of the new TBI and NHTD cost reports how much additional time should providers expect to spend as compared to preparing the main Cost Report?**

**A.16.** We cannot comment on cost reports outside of the Home Care Cost Report. Please see Q.3 for available resources for the NHTD and TBI Cost Reports. With questions regarding the Home Care Cost Report, please contact DOH directly at: HomeCare.Reports@health.ny.gov; CHHA-Rates@health.ny.gov; and PersonalCare-Rates@health.ny.gov.

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**Q.17. What if we have only had 3 Medicaid patients for the entire year and they did not have any HHA visits?**

**A.17.** Cost report submissions are required from all agencies receiving Medicaid reimbursement (through Fee-for-Service (FFS) or Medicaid Managed Care, or through a contract with NYC HRA) for home care services.

**Q.18. Why are LHCSAs without a Medicaid number and not receiving rates serving MLTCs with contract HHA services required to prepare a cost report?**

**A.18.** Any LHCSA who receives FFS or Medicaid Managed Care funds is required to complete a HCCR.