

FAQs from the 2024 Home Care Cost Report Audit Kickoff Webinar held on September 15, 2025

Topic: General

Q.1. How is the Audit Notification Package delivered, by mail or email?

A.1. The Audit Notification Package is sent via email.

Q.2. If we have not received the Audit Notification Package, does that indicate our agency was not selected for audit this year?

A.2. Once all auditees have been notified, the agencies that were not selected for audit will receive a notification from us-advrisknyshc@kpmg.com letting them know that they have not been selected. For the audit of the 2024 Home Care Cost Report, agencies may anticipate this communication on or about October 15, 2025.

Q.3. Where can I access the 2024 Home Care Cost Report Audit Kickoff presentation?

A.3. 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 of Health's [Home Care Cost Report](#) website under "Home Care Cost Report Outreach Sessions."

Q.4. For agencies with an approved DOH-extension to submit the 2024 Home Care Cost Report, are they required to follow different audit procedures?

A.4. No, the audit process remains the same for all agencies subject to the 2024 Home Care Cost Report audit. However, audit teams may start later for agencies with an approved extension. Your audit team will contact you this week (the week of September 15th) to introduce themselves and offer support if needed before your extension deadline. Please submit your Cost Report as soon as possible, as approved extensions result in a shorter timeframe to complete all audit procedures.

Q.5. Is there a deadline to request an extension?

A.5. Cost reports were due on August 29th, and extension requests must have been received prior to the submission due date. There are no further extensions available. All extensions that were previously granted are due no later than September 29th. For future reference, all agencies who request an extension must submit the request through the Web-based Tool prior to the submission due dates. Agencies must provide a stated reason for the requested extension period and the date by which they are requesting to submit. The Department of Health (DOH) reviews and either approves or denies each request within the Tool. Approved extension dates are recorded and visible in the Tool where the request was submitted.

Q.6. Is supporting documentation required to be submitted within 7 days after the 2024 Home Care Cost Report submission?

A.6. Yes, supporting documentation is due within 7 calendar days following the Cost Report submission. For example, the 2024 Cost Report was due on August 29, 2025, and the supporting documentation was due on September 5, 2025.

Topic: Audit Process

Q.7. Which Schedules are subject to audit?

A.7. KPMG will audit Schedules 3, 4, 5, and a portion of 19.

Q.8. What criteria are used to select audit samples on field audits, and how do they differ from prior years?

A.8. For field audits, sample selection focus on high risk areas as observed on prior Home Care Cost Report audits conducted over the past five years. Sampling procedures apply only to field audits, which represent a subset of desk audits.

Q.9. What steps should be taken if there is a planned vacation within the next few months and we may not be able to respond to inquiries within the required three-day timeframe?

A.9. Please coordinate with your assigned audit team to help ensure all audit procedures are completed on time. The audit team will work with your agency to plan ahead accordingly.

Q.10. Does the 3-day response window refer to business days (excluding weekends and holidays)?

A.10. Yes, the 3-day response window refers to business days.

Q.11. Are agencies required to check each subtab within the "Audit/Questions" tab daily for new inquiries posted by the audit team?

A.11. If your agency's contact information is current in the 'Contact Information' tab of the Tool, designated contacts will receive automatic daily email notifications whenever the Audit team posts inquiries in the 'Audit/Questions' tab. As such, it is not necessary for your agency to check each subtab within the "Audit/Questions" tab daily.

Q.12. When will we be notified if our agency is selected for a field audit?

A.12. All field audit notifications are expected to be sent by the end of the week and no later than September 19, 2025.