Home Care Cost Report June Outreach Session

NEW YORK STATE OF OPPORTUNITY. | Department of Health

June 24, 2020

Outreach Session Protocols

Protocols
— Please note that participants will be on mute for the duration of the session. — If you have questions during the presentation, please enter them via the Q&A feature in WebEx. DOH and KPMG will either answer the questions during this session or add the question and response to the list of FAQs, if applicable. — Note that questions should be limited to Home Care Cost Report matters only.

Agenda

Topic	Speaker	Time
Timeline	DOH	5 minutes
Technical Items	DOH	15 minutes
Web-based Tool Items	KPMG	10 minutes
Q&A Period	DOH/KPMG	10 minutes
		Total Time: 40 minutes

Timeline

Activity	Responsible Party	Dates
Providers continue to complete the Home Care Cost Report submissions	**Providers**	**Current through October 31st, 2020**
July outreach session	**DOH/KPMG/Providers**	**July 29th, 2020**
DOH and KPMG to conduct an audit process workshop prior to the beginning of the audit process	**DOH/KPMG/Providers**	**Mid-August 2020**
August outreach session	**DOH/KPMG/Providers**	**August 26th, 2020**
September outreach session	**DOH/KPMG/Providers**	**September 30th, 2020**
October outreach session	**DOH/KPMG/Providers**	**October 28th, 2020**
Home Care Cost Report submissions are due	**Providers**	**October 31st, 2020**
KPMG to conduct audits of the Home Care Cost Report submissions	**KPMG/Providers**	**November through December 2020**
November outreach session	**DOH/KPMG/Providers**	**November 25th, 2020**
Lessons leaned webinar to discuss successes, opportunities for improvement, and future year suggestions	**DOH/KPMG/Providers**	**January 2021**

Note: KPMG will begin conducting audits before November for those agencies that submit the Home Care Cost Report before the October 31st deadline.

Technical Items

Technical Items

Applicability of the Home Care Cost Report

Providers REQUIRED to complete the Home Care Cost Report

- Cost report submissions are required from all Certified Home Health Agencies (CHHA), Licensed Home Care Services Agencies (LHCSA), and Fiscal Intermediaries (FI) providing Medicaid Home Care services throughout New York State.
- Examples include the following:
  - Providers who are reimbursed through fee-for-service
  - Providers who are reimbursed through managed care
  - Providers who receive Personal Care or CHHA rates

Providers NOT REQUIRED to complete the Home Care Cost Report

- There are certain scenarios where CHHAs, LHCSAs, or FIs are **not required** to complete the Home Care Cost Report.
- Examples include the following:
  - Agencies receiving no Medicaid reimbursement (through FFS or MLTC)
  - Assisted Living Program (ALP) ONLY agencies
  - Private pay ONLY agencies
  - Private duty nursing ONLY agencies
  - LHCSAs who contract with CHHAs and provide no other Home Care services
  - Hospital-based CHHAs or LHCSAs
  - CHHAs who provide ONLY Hospice services

General

- We understand that many inquiries were submitted asking for confirmation about whether or not your agency is required to complete the Home Care Cost Report.
  - Due to the high volume of inquires, responses will not be provided for questions that can be answered by the above information.
  - For inquiries containing certain nuances, a direct response may be provided.

Technical Items (cont.)

General Items

Standard Hours/Week

— The “Standard Hours/Week” requirement for questions I.4, I.5, and I.6 of the Reporting Hierarchy section is looking for you to enter your entity’s standard work week for individuals (e.g., 37.5 hours, 40 hours).

- If there are variations of standard work weeks depending on the type of worker, please note this when entering the information. See below for an example:
  - Direct Care: 37.5; Office Worker: 40
- This should be the information used to calculate the entity’s FTEs.

LHCSA Statistical Report

— The LHCSA Statistical Report and the Home Care Cost Report are separate reports with separate requirements and due dates.

Schedule 3a, 3b, 3c: Costs and Expenses

— Schedule 3 reporting should include the total costs for each of the designated direct care service areas listed for the respective entity type (CHHA, LHCSA, or FI).

- This includes both allowable and non-allowable costs (which should be reported in their designated locations).
- This includes reporting wages/salaries, benefits, and other general costs associated with the provision of these services.
- The total operating costs allocation methodology should be used to allocate agency costs to the applicable entities on Schedule 3.
- **Note**: The Instructions tab in the web-based tool includes more detailed instructions for each column located in Schedule 3.

Schedule 4a, 4b, 4c: General Service Cost Centers

— Schedule 4 reporting should include the total costs for each of the designated general service cost centers listed for the respective entity type (CHHA, LHCSA, or FI).

- This includes both allowable and non-allowable costs (which should be reported in their designated locations).
- This includes reporting costs for items such as capital costs, rent, utilities, etc. (largely non-personnel).
- The total operating costs allocation methodology should be used to allocate agency costs to the applicable entities on Schedule 4.
- **Note**: The Instructions tab in the web-based tool includes more detailed instructions for each column located in Schedule 4.

Technical Items (cont.)

General Items

Fiscal Intermediary Tier Statistics

— A member month is defined as a count of months that a patient has utilized services.

— Example:

- In 2019 an individual was authorized to receive 12 months of service, but only ended up receiving 10 months of service.
- The individual received 100 hours of service in each of these 10 months (1,000 total).
- **Reporting: 10 member months should be reported for this individual in Tier 1 (1-159 hours).**

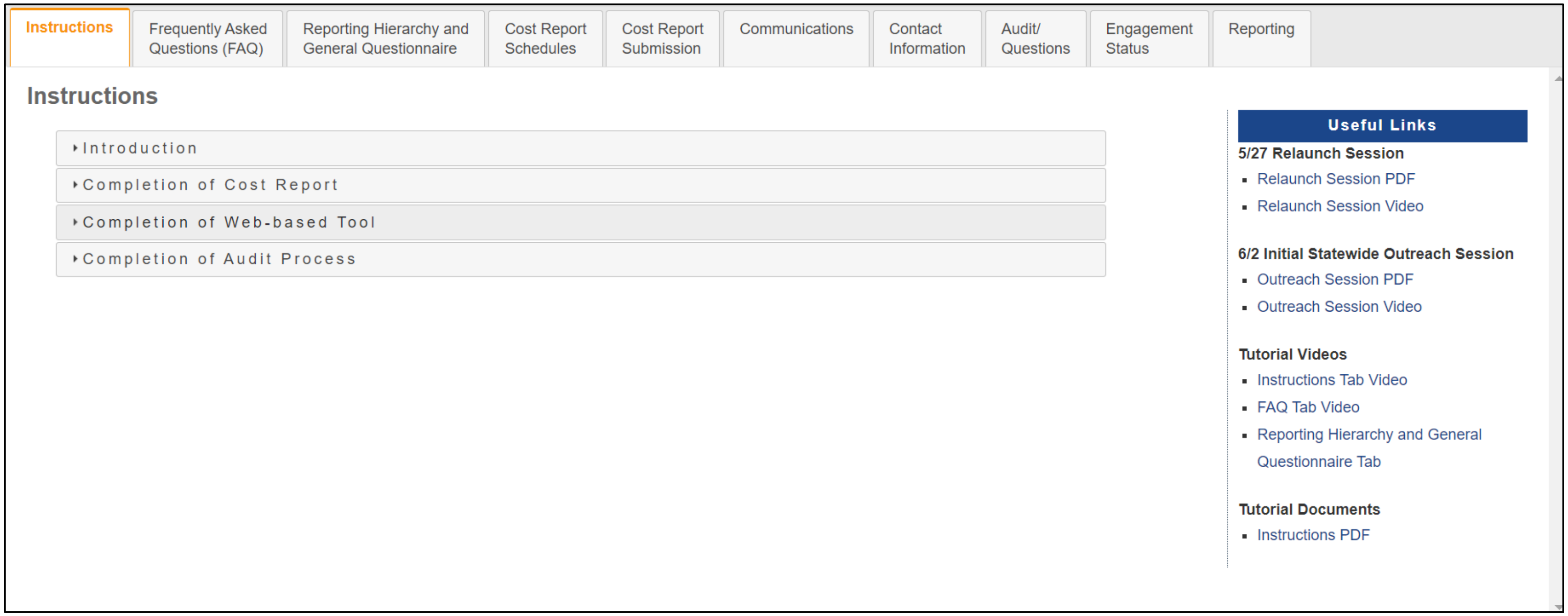
Web-based Tool Items

Web-based Tool Items

Tool Inquires

Accessing Outreach Session Presentation Materials

— The playback recordings for all outreach sessions as well as the PDF presentation materials are available in the Useful Links section of the Instructions tab.



Web-based Tool Items (cont.)

Tool Inquires

Unlocking a Cost Report to Edit Information

— If you need to edit information in the Reporting Hierarchy and General Questionnaire tab but have already submitted this section, you will need to send an email to us-advrisknyshc@kpmg.com requesting this section to be unlocked.

Additional Login Credentials

— We have received and fulfilled a high volume of additional login credential requests.

— If your agency still needs additional login credentials created, please send the request to us-advrisknyshc@kpmg.com (including full name and email address).

- Before sending a login credential request, please make sure that you check your spam folder for emails from both us-advrisknyshc@kpmg.com and no-reply@avii.com.

— For individuals who have access to cost reports for multiple agencies, please note that you did not receive a separate set of login credentials for each agency.

- The same login credentials will be used for all agencies you are associated with.
- You will see a drop down menu upon logging in where you can choose which agency's cost report you would like to access.

Frequently Asked Questions Tab

— Note that the Frequently Asked Questions (FAQ) Tab in the web-based tool was recently populated with additional questions and answers based on inquiries from providers.

— Please check this location for answers to your questions prior to submitting an inquiry via email as the FAQ section will continually be updated throughout the cost report submission and audit process.

Q&A Period

Thank You

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