Health and Human Services, Bureau of Developmental Services (BDS)
2021-2022 Cost Report – Developmental Disability (DD), Acquired Brain Disorder (ABD), and In Home Supports (IHS) Waiver Rate Study

Frequently Asked Questions

Updated: September 26, 2022

CONTENTS

General Filing Questions

1. Who do we contact for questions on completing the cost report?
   - *Send all questions to NHCostReport@mslc.com. Someone will respond either via email or with a follow-up call. Please allow one business day for a response.*

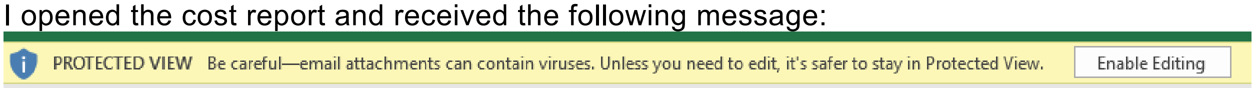
2. Our agency does not provide any of the services outlined on the "Services" tab of the cost report form. Am I required to complete the cost report?
   - *No. Please contact Myers and Stauffer by e-mailing NHCostReport@mslc.com so we have record that you will not be completing the report.*

3. The agency is no longer in business. Am I required to complete the cost report?
   - *Please e-mail NHCostReport@mslc.com and describe your situation so we can make a determination. Your e-mail correspondence will be used in lieu of a completed report as documentation of your agency being exempted from cost report requirements.*

4. Do I need specialized software to complete the cost report?
   - *We are asking that you complete the cost report using Microsoft Excel. Your version of Microsoft Excel should be able to recognize macros to maximize the functionality built into the cost report. If you do not have Microsoft Excel or are having issues with the cost report functionality, please email NHCostReport@mslc.com for assistance.*

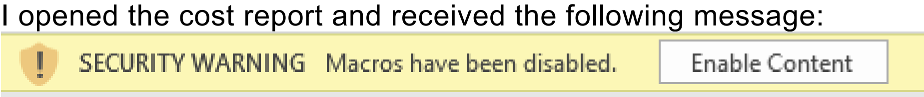
5. Is the cost report an Internet-based, fillable form?
   - *No. You will be required to download and save the cost report to a drive you have access to on your computer, network or cloud storage. Once completed, you will email this document to NHCostReport@mslc.com.*

6. I opened the cost report and received the following message:

   What do I do?
   - *Click on the "Enable Editing" button. This will allow you to enter information into the cost report.*

7. I opened the cost report and received the following message:

   What do I do?

- *Click on the "Enable Content" button. This will give you access to the macros that are built into the cost report. If you are unable to use macro enabled content, please contact us at NHCostReport@mslc.com and we can provide assistance.*

8. I have additional information relevant to the cost report, but it is not captured anywhere. Where can I annotate this?

- *Please type this information on the "Questions" tab, item 6.*

9. I have additional information that will not fit on the cost report. Do I add a tab to the Excel cost report or submit a document separately?

- *If you need to attach any documents to provide additional information, you can submit a separate document with your completed cost report.* ***Do not*** *submit any client names or wage information with employee names through the provided email address. If you feel you need to provide this information, please email NHCostReport@mslc.com and we will respond to you with instructions on how to transmit that information in a secure manner.*

10. As the cost reports are being reviewed and validated, should providers expect possible follow-up questions from Myers and Stauffer?

- *Yes, we will be contacting providers if we require additional information or assistance during our review. Not all providers will be contacted.*

  We will also contact providers as cost reports are received to confirm receipt of their cost report(s). If you do not receive a confirmation receipt from us within two business days of submitting your cost report, please send a follow-up email without the cost report attached to NHCostReport@mslc.com.

11. What is the purpose of this cost report?

- *This cost report is being conducted to evaluate the current rate schedules used by BDS under the ABD, DD and IHS Waivers. The cost reports will assist BDS in reviewing the current reimbursement rates, as well as support the development of a new reimbursement rate structure. The cost report is also being conducted to support the Department of Health and Human Services' (Department) compliance with the Centers for Medicare and Medicaid Services (CMS) requirements under the §1915(c) Home and Community Based Services (HCBS) Waiver authorities.*

  The information reported on the cost report will provide data related to the cost of providing services and direct service provision. This information will enable the Department to make informed decisions in evaluating the current rate and the development of a new reimbursement rate structure. The cost information is essential to allow for the development of adequate and sustainable rates.

12. When are cost report submissions due?

- ***Area Agencies****: Information on the following tabs are required to be submitted to Myers and Stauffer by* ***September 30, 2022****:*
    - *Provider Data*
    - *Questions*
    - *Services*
    - *Admin Staffing*
    - *Program Staffing*
    - *Direct Staffing*
    - *Expenses*
    - *Benefits – PTO*
    - *FMS*
    - *DAADS*

  This information is being requested early to allow the Department to set a rate for the Designated Area Agency Delivery System (DAADs) and Fiscal Management System (FMS) functions. For this submission, the Area Agencies only need to report the aggregated percentage of time for the service specific staffing information.

  The remaining applicable cost report tabs, along with the detailed service specific staffing information is due to Myers and Stauffer on ***November 1, 2022.***

- ***Vendor Service Providers****: Completed cost reports are required to be submitted to Myers and Stauffer by* ***November 1, 2022****.*

13. Is there additional training information available on how to complete the cost report?

- *Yes. Recorded training videos are available for download at:* https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work.

  There will be two live webinar question and answer sessions available on the following dates.
    - *August 26, 2022 from 1:00pm – 2:30pm Eastern Time.*
    - *September 1, 2022 from 10:00am – 11:30am Eastern Time*

  Please use the following to access these sessions:
  Link to Webinar: https://nh-dhhs.zoom.us/j/88102121773?pwd=T29ybUhJaUZzMThSZXM1ZFlITUdIdz09

  Webinar ID: 881 0212 1773
  Passcode: 684565
  Dial in #: 1-646-931-3860

14. Will agencies have the opportunity to access the aggregated data?

- *Stakeholders will continue to be engaged during the entire process, which includes discussing the results of the rate study.*

15. Updated 09/09/22: Some of our individuals receive services other than residential services in their home, such as Day Habilitation or Community Support Services. How do I determine which columns or schedules I need to complete?

- *We advise organizations to provide information related to each service that correlates to how the service is billed. For example, an individual received Day Habilitation services in their home and the service was billed as Day Habilitation. The expenses related to the service should be reported in the Day Habilitation columns on the applicable staffing and expense tabs and the Day Habilitation tab should be completed for the service delivery questions.*

Provider Data Tab – General Provider Information

16. What fiscal period should I use for completing the cost report?

- We are requesting all organizations to report costs and other data related to the most recently completed fiscal period. For some agencies, this may be the fiscal period ended within calendar year 2022 and for others it may be the fiscal period ended within calendar year 2021.

17. For the address, should we enter the agency's physical address or the address of our home/main office?

- *If you are completing the cost report with aggregated data for your entire agency operations, please enter the address of the main office. If you are completing a cost report for each office location, please enter the office location's physical address.*

18. Do I need to submit all of the source documents listed in items 15-18?

- *No. You only need to submit the financial document(s) used to complete the data requested in the cost report. Generally, a provider will only use one of these documents to assist with completing Expense data. We do ask that you do not submit any supporting document with client information or employee names with the cost report. If you feel you need to provide this information, please email NHCostReport@mslc.com and we will respond to you with instructions on how to transmit that information in a secure manner.*

19. Do I need to report all of the expenses associated with my organization, including services that are not related to the ABD, DD or IHS Waiver services?

- *Possibly. For organizations whose accounting records comingle costs of multiple businesses, operations, or services, it is required to report the expenses for every service included in your financial records. Although we are only interested in determining the cost of providing ABD, DD and IHS Wavier services, if your financial records include other services, we will require you to report them in the "Other Programs" columns of the cost report. You will be submitting your financial support and we need to verify that all expenses are accounted for.*

  If your accounting records separate the costs of providing ABD, DD and IHS Waiver services, then you only need to report the costs related to those services on the cost *report. You will also need to provide supporting documentation to support the costs reported for these services.*

20. Our agency provides multiple services not covered under the ABD, DD and IHS Waivers. How do we report these services on the cost report?

- *On the various worksheets throughout the workbook, you will report the information related to the non-ABD, DD and IHS Waiver services under the "Other Programs" column.*

Questions Tab – General Questions About the Agency

21. Do I have to complete separate cost reports if I operate in multiple locations?

- *No. The cost report is set up to allow for you to prepare a cost report that is easiest for you. If your accounting records are separated by office location, you may want to complete a cost report for each office location. If your accounting records are combined for all office locations, it may be easiest for you to complete one cost report for all of your operations. If you choose to complete a consolidated cost report, please identify all office locations your information covers in Section I, Item 4.* ***Please note that office locations do not refer to services provided in an individual's home.***

22. I have additional information I feel is important, but is not included in the cost report. Do I add a tab to the Excel cost report or submit a document separately?

- *Use Section I, Items 5 and 6 to include narrative explanations you would like to include with the cost report. These could include differences between actual cost provided in the report and what the cost should be for providing services. You could also include differences in service provision pre-COVID and current.*

  If you need to attach any documents to provide additional information, you can submit a separate document with your completed cost report. Do not submit any client names or wage information with employee names through the provided email address. If you feel you need to provide this information, please email NHCostReport@mslc.com and we will respond to you with instructions on how to transmit that information in a secure manner.

Services – Summary of Services Provided

23. What if my organization does not provide any of the services listed on this tab?

- *Contact Myers and Stauffer by e-mailing NHCostReport@mslc.com. It is likely you will not have to complete a cost report if you do not provide the services listed.*

24. What if my organization only provides services using the Participant-Directed and Managed Services (PDMS) delivery model?

- *Even though your organization only provides services using the PDMS model, you will still select the services provided through PDMS. We are asking you to still report expense and other service delivery information for those services.*

25. What is considered "Gross Revenues" for reporting on this tab?

- *We are considering "Gross Revenues" to include the total amounts received for providing the service. This includes all payments made for the service, regardless of the funding source. The total reported here would be the equivalent of the total amount billed for the service.*

26. Updated 09/09/22: Why are there multiple Residential Habilitation Services Listed on this schedule when there is only one Residential Habilitation Service outlined in the waivers?

- *During the cost report development process, the various service delivery models for providing Residential Habilitation Services were discussed. There is currently only one set of rates for this service, but understand the costs related to each service delivery option can vary significantly. The cost report is set up to collect data related to each service delivery option so we can evaluate the potential for developing rates specific to how the services are delivered.*

Procedure Codes – Summary of Procedure Codes for Services on the Cost Report

27. Am I expected to report any information on this tab?

- *No. This tab is informational only and provides information on the procedure codes that are included on this cost report. Note that there may be other services in the ABD, DD and IHS Waivers not on this list. This is by design, as there may be some services where setting a standardized rate is not appropriate and other rate considerations will be made for those services.*

Admin Staffing Tab – Administrative Staff Wages and Hours

28. What if I have an administrative staff position not listed in the drop-down list?

- *You may type your own description in the "Position" column if the pre-populated options do not match the services provided. The pre-populated options are there for suggestions and are not required to be used.*

29. Whose salaries and wages do I report on this tab?

- *This tab is requesting the salary and wage information related to the employees of your agency who perform administrative functions. In general, these positions are the administrative supports that any business would have to operate.*

30. Some of the Administrative Staff provided direct supports to cover vacant shifts. How do I report their wages?

- *If the employee's <u>normal</u> duties do relate, in part, to providing direct supports to individuals, then a portion of the wages should be reported appropriately. For example, an employee spends 30% of their time providing direct support and 70% of their time performing administrative support. Their total wages and hours should be split to report 30% on the "Direct Staffing" tab and 70% on the "Admin Staffing" tab. Do not duplicate wage reporting.*

  *We do realize there is a significant staffing shortage and sometimes employees whose main job duties are those typically other than working directly to support individuals may have to fulfill that role. If the main duties of an individual are to **<u>not</u>** work directly with the individuals, then you will want to report 100% of their wages on this tab.*

31. Do I have to report the wages for each individual on a separate line?

- No. In fact, we encourage you to group wages and hours related to similar tasks to the greatest extent possible. From that grouping, percentages of time will be entered into each applicable column. If your organization has significant operations that do not relate to the ABD, DD and IHS Waiver, please combine the total wages and hours onto one line and enter 100% into the "Percent of Time Allocated to Other Program Activities" column.

32. How do I determine what percentage of time relates to each service, if the same position performs various functions?

- *A couple of suggestions on how to determine the percentage of time related to each service are to ask employees if they have an estimate of the amount of time they generally spend performing the service. You can also suggest the employee track their time over a two-week period to determine the percentage of time they spend related to each function.*

33. Updated 09/09/22: For the Area Agency providers, this schedule has columns for time spent related to Eligibility activities and DAADS. What should be reported in the Eligibility column?

- *The cost report was designed to separate out the DAADS and pre-DAADS eligibility activities. The Eligibility columns would include time related to Intake for 171-A and 171-A eligibility activities. A summary of those activities can be found in the informational icon fields on lines 20 and 21 of the DAADS tab.*

34. Updated 09/26/22: How do we report the "indirect" percentages of administrative staff related to DAADS and FMS?

- *Any indirect time that the administrative staff spend related to the DAADS and FMS functions should be reported in the "Percent of Time Allocated to Waiver Admin Activities" column.*

PROGRAM STAFFING TAB – PROGRAM RELATED STAFFING AND PAYMENTS

35. What if I have a program related staff position that is not listed in the drop-down list?

- *You may type your own description in the "Position" column if the pre-populated options do not match the services provided. The pre-populated options are there for suggestions and are not required to be used.*

36. Whose salaries and wages do I report on this tab?

- *This tab is requesting the salary and wage information related to the employees of your agency who provide support to the direct support professional (DSP) staff. The employees reported on this tab generally perform tasks related to supporting the services and the DSPs working directly with the individuals. These employees generally provide more of a program oversight and supervisory role. The positions are required to be in place in order to be licensed to provide the service and are not considered to be general and administrative in nature.*

37. Do I report Case Manager wages and hours on this tab?

- *No. If the Case Manager's primary function is to provide Case Management services, those wages will be reported on the "Direct Staffing" tab for the purposes of this cost report. We are considering the Case Manager position for Case Management services as a direct support professional position for that service.*

38. Some of the Program Related Staff provided Direct Supports to cover vacant shifts. How do I report their wages?

- *If the employee's **normal** duties do relate, in part, to providing direct supports to individuals, then a portion of the wages should be reported appropriately. For example, an employee spends 30% of their time providing direct support and 70% of their time performing program related support. Their total wages and hours should be split to report 30% on the "Direct Staffing" tab and 70% on the "Program Staffing" tab. Do not duplicate wage reporting.*

  *We do realize there is a significant staffing shortage and sometimes employees whose main job duties are other than working directly to support individuals may have to fulfill that role. If the main duties of an individual are to **not** work directly with the individuals, then you will want to report 100% of their wages on this tab.*

39. Do I have to report the wages for each individual on a separate line?

- No. In fact, we encourage you to group wages and hours related to similar tasks to the greatest extent possible. From that grouping, percentages of time will be entered into each applicable column. If your organization has significant operations that do not relate to the ABD, DD and IHS Waiver, please combine the total wages and hours onto one line and enter 100% into the “Other Programs” column.

40. How do I determine what percentage of time relates to each service, if the same position performs various functions?

- *A couple of suggestions on how to determine the percentage of time related to each service are to ask employees if they have an estimate of the amount of time they generally spend performing the service. You can suggest the employee track their time over a two-week period to determine the percentage of time they spend related to each function.*

41. **Updated 09/09/22:** For the Area Agency providers, this schedule has columns for time spent related to Eligibility activities and DAADS. What should be reported in the Eligibility column?

- *The cost report was designed to separate out the DAADS and pre-DAADS eligibility activities. The Eligibility columns would include time related to Intake for 171-A and 171-A eligibility activities. A summary of those activities can be found in the informational icon fields on lines 20 and 21 of the DAADS tab.*

Direct Staffing Tab – Direct Support Staffing and Payments

42. What if I have a Direct Support Professional (DSP) position that is not listed in the drop-down list?

- *You may type your own description in the “Position” column if the pre-populated options do not match the services provided. The pre-populated options are there for suggestions and are not required to be used.*

43. Whose salaries and wages do I report on this tab?

- *This tab is requesting the salary and wage information related to the employees of your organization who are directly providing the service for individuals. The employees reported on this tab should be considered the “direct hands-on” service providers.*

  We are requesting that you report the following types of payments to DSPs on this worksheet:

    - *Salaries/Wages to your organization’s employees*

- *Payments to contracted DSP providers that receive a Form 1099 for rendered services*
- *Stipend payments to individuals/families*
- *Payments for services that are paid based on a voucher or invoice submitted by an individual providing services through a PDMS arrangement.*

44. Is this tab used to report non-DSP employee salary and wage information?

- *In general, the answer is no. This tab is designed to capture the wages for the employees whose main duties are to work directly with the individuals. We do realize there is a significant staffing shortage and sometimes employees whose main job duties are other than working directly to support individuals may have to fulfill that role. If the main duties of an individual do not include direct work with the individuals, do not report the expense on this tab. If the employee generally provides program support, the wages should be reported on the "Program Staff" tab. If the employee generally performs general and administrative support, those wages should be reported on "Admin Staffing" tab.*

  If the employee's ***normal*** *duties do relate, in part, to providing direct supports to individuals, then a portion of the wages should be reported appropriately. For example, an employee spends 30% of their time providing direct support and 70% of their time performing program support. Their total wages and hours should be split to report 30% on the "Direct Support Employee" tab and 70% on the "Program Staff" tab. Do not duplicate wage reporting.*

45. How do I determine what percentage of time relates to each service, if the same position performs various functions?

- *A couple of suggestions on how to determine the percentage of time related to each service are to ask employees if they have an estimate of the amount of time they generally spend performing the service. You can suggest the employee track their time over a two-week period to determine the percentage of time they spend related to each function. You may also be able to utilize billing records to assist with this calculation. If you take this approach, make sure service units are consistent or use a calculated equivalent. For example, if one service is billed in 15-minute increments, but the other is billed hourly, you will need to convert one service's billed units to match the other. From there, you will be able to calculate the % of total time each service is provided.*

46. How do I report employees who make different wages?

- *This worksheet will calculate a weighted average pay rate based on the total hours and wages reported. You have the option to either combine all wages and hours for all employees who work in the same position on one line, or you can report the information for the employees who make a higher hourly wage on a separate line.*

47. Do I have to report the wages for each individual on a separate line?

- *No. In fact, we encourage you to group wages and hours related to similar tasks to the greatest extent possible. From that grouping, percentages of time will be entered into each applicable column. If your organization has significant operations that do not relate to the ABD, DD and IHS Waiver, please combine the total wages and hours onto one line and enter 100% into the "Other Programs" column.*

48. Our agency only provides one service and does not have any non-ABD, DD, or IHS services. How do I report the percentage of time?

- *If your agency only provides one service, then you will report 100% under that applicable service.*

49. **Updated 09/09/22:** How do I report amounts paid to therapists and doctors that our organization contracts with to provide Specialty services?

- *For any therapists or doctors that your organization contracts with to provide services billed as Specialty Services, type or select the appropriate position title. In column C, indicate that this position is for a contractor and indicate the total amount paid to the contractor and the total hours of service (if applicable) they provided. Continue to indicate the percentage of time spent in each applicable Direct Service column.*

50. **Updated 09/09/22:** Our organization employs some DSPs that have different educational and or experience levels to assist individuals that may have significant medical or behavioral needs than other DSPs for the same service. How should we identify these wage differences?

- *If you have DSPs that have varying educational and/or experience requirements, please identify the wages and hours related to that position level on a separate line of this schedule. This will help us to identify the different requirements of the DSP for each service.*

51. **Updated 09/09/22:** Appendix K of the waivers allowed for CPS services to be provided in residential settings. How do we report the wages related to providing this service?

- *If you have DSPs that provided CPS services in a residential setting and the service is billed as CPS, then the wages should be identified as a CPS service, not residential.*

52. **Updated 09/09/22:** For the Area Agency providers, this schedule has columns for time spent related to Eligibility activities and DAADS. What should be reported in the Eligibility column?

- *The cost report was designed to separate out the DAADS and pre-DAADS eligibility activities. The Eligibility columns would include time related to Intake for 171-A and*

171-A eligibility activities. A summary of those activities can be found in the informational icon fields on lines 20 and 21 of the DAADS tab.

EXPENSES TAB – EXPENSES RELATED TO SERVICE DELIVERY

53. Do I need to report Payroll Taxes Employee Benefits for each wage category?

- *No. Payroll taxes and employee benefits should be reported in the aggregate on lines 1 – 6 of this tab. The cost report will automatically allocate a portion of these expenses to each wage category, based on that category's wage as a percentage of total wages.*

54. Do I have to separately report Program Related Non-Wage Expense by service?

- *No. Program Related Non-Wage Expense will allocate by default to each service based on the Direct Hands-On Caregiver Wages, Salaries, Contracted Staff and Stipends reported for each service. In order for the allocation to work, you only have to enter the total expense in the "Total Expenses per General Ledger" column.*

  You do have the option to directly assign non-wage Program Related expenses on this tab if you feel the expense should not be allocated. To do this, you will select "Direct" under the "Directly Assign Program Expenses" column for that expense. Once "Direct" is selected, you will have the ability to report the expense related to each applicable service.

55. My organization operates a staffed residential facility. Do I report Food Expenses related to Room and Board with "Non-Payroll Program Related Expenses", i.e., line 32 of the Expense tab?

- *No. The costs associated with the individual's room and board should be reported in the "Room and Board Expenses Related to Client Living Space (Not Reimbursed by Waiver)" section of this tab. Federal regulations do not allow for payment for room and board associated with an individual's place of residence for Waiver services.*

56. What Food expenses are allowed to be reported on line 32 of this tab?

- *Any food expense incorporated as part of an individual's service and conducted outside of the individual's living arrangement that is on a partial day basis can be reported on this line. An example would be food expenses associated Day Habilitation/Community Participation Services.*

57. Do I have to separately report Administrative and General Expenses by service?

- *No. Administrative and General expenses will allocate by default to each service based on the combined total of Direct Hands-On Caregiver expenses and Program Related expenses for that service as a percentage of the total of all Direct Hands-On*

Caregiver and Program Related expenses for all services. You only have to enter the total expense in the "Total Expenses per General Ledger" column.

58. I cannot enter information in the black cells on this worksheet. What should I do?

- *The black areas out to the right on this worksheet are purposely locked to allow formulas to allocate costs based on other information entered into the cost report workbook. The only column where you are required to enter information on in this tab is the "Total Expenses per General Ledger" column. Once you enter the total expense into this column, the workbook formulas will automatically calculate allocations to the various services your agency provides. The exception is for the expenses where you have the ability and choose to directly assign by selecting "Direct" in the "Directly Assign Program Expenses" column.*

59. Updated 09/09/22: How do we report expenses paid for items, such as gym memberships or a class provided through an organization, such as the YMCA, on this schedule?

- *If the expense is related to an individual's service plan, we would consider these expenses as non-staff program related expenses. We suggest reporting them on row 34, Recreation Expenses, or use rows 39 – 41 and define the expense. If the expense is directly assigned to a particular program, you can select the option to directly assign in column E and then identify the expense under the applicable program.*

Benefits – Paid Time Off (PTO) Tab

60. In Section I, PTO, do I report all of the hours that were paid during the cost report period for each position listed?

- *No. This section was designed for you to report the average hours of PTO, not the total hours paid for all employees. To calculate the average, calculate the total hours of each PTO category by staffing level and divide by the total of number of staff in the related category.*

Training – Turnover Tab

61. In Section I, Required Training Hours, do I only report the training hours required in rule to be provided?

- *No. Since the required training hours are stated in rule, we are asking that you report the required training hours your organization requires DSPs to complete during the first year of employment and also in subsequent years of employment. We understand the hours required by your agency may exceed the hours required in rule. Reporting in this section does include the training hours the DSPs need for medication management.*
-

62. **Updated 09/09/22:** This schedule asks for information related to the DSPs and the time they are in training. How do we report information related to the trainers providing the training session to the DSP?

- *If the trainer is an employee of the organization, report the hours they spend providing training on the "Program Staffing" tab. If you contract with another party to provide the training, report the expense in the "Non-Payroll Program Expenses" section on the "Expenses" tab on line 38, Training and Development (direct care related). Follow instructions to directly assign the expense to the related programs, if applicable.*

Transportation – Med Mgmt Tab

63. In Section II, Nursing – Medication Management, do I report all of the hours DSPs spend receiving medication management training?

- *No. This section was designed for you to report the average hours of the Nursing Staff to provide medication management training to the DSPs. The DSP time spent in training will be reported on the "Training – Turnover" tab in Section I, Required Training Hours.*

FMS Tab – Service Specific Tab for Fiscal Management Services (FMS)

64. My organization is not one of the ten designated Area Agency providers. Do I need to complete this information?

- *No. This worksheet was designed to only have the Area Agency providers complete this information. If you are not an Area Agency and you see this tab is available to complete, please make sure there is not an "X" identified in response to Line 2 on the "Questions" tab for the "Area Agency" line.*

65. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received PDMS services from your organization during the cost reporting period.*

DAADS Tab – Service Specific Tab for Designated Area Agency Delivery Systems (DAADS)

66. My organization is not one of the ten designated Area Agency providers. Do I need to complete this information?

- *No. This worksheet was designed to only have the Area Agency providers complete this information. If you are not an Area Agency and you see this tab is available to complete, please make sure there is not an "X" identified in response to Line 2 on the "Questions" tab for the "Area Agency" line.*

67. I have individuals for whom intake was initiated for 171-A eligibility during the cost report year. Subsequently these individuals were then approved for a Waiver and received services through the ABD, DD or IHS Waiver. Do I include an individual in that circumstance in the counts for items 2 and 3?

- *Yes. You would include that individual in the total count on Line 2 and for Line 3. If either of these milestones were met during a different fiscal period, you would only include that individual in the count for the line that applies to the status of the individual for the cost reporting period.*

Day Habilitation – Service Specific Tab for Day Habilitation/Community Participation Services

68. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this services. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

69. This tab does not ask for the expense information related to Day Habilitation Services. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*
  - *Expenses*

70. Do I report the total hours worked by the DSPs during the cost report period in the "Direct Service Productivity in Work Week" section?

- *No. We are asking you to populate this section with the average number of hours during a "typical week" that the DSPs spend performing the various activities listed, not the total hours of all DSPs during the cost report period.*

Staffed Residential - Service Specific Tab for Residential Habilitation - Staffed Residential Services

71. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers these services. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

72. This tab does not ask for the expense information related to Residential Habilitation Services provided in Staffed Residences. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*
  - *Expenses*

73. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received Residential Habilitation Services in a staffed residence during the cost reporting period.*

74. Do I report the total hours worked by the DSPs during the cost report period in the "Direct Service Productivity in Work Week" section?

- *No. We are asking you to populate this section with the average number of hours during a "typical week" that the DSPs spend performing the various activities listed, not the total hours of all DSPs during the cost report period.*

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75. **Updated 09/26/22:** Our organization has multiple staffed residences. Each location is different when it comes to if overnight staff are allowed to sleep. How do I respond to this question?

    - *If the staff in each of your residences has differences in the ability to sleep at night, please provide additional information on the "Questions" tab in item 5 or 6. Alternatively, you may also provide additional narrative in the body of your email or as an additional document when you submit the cost report. Your commentary should identify the number of residences that do or do not allow staff to sleep at night and also please describe any wage differentials. As for a response on this tab, please indicate "Yes" in response to line 39 if any of the locations allow staff to sleep at night.*

      Also, on the Direct Staffing tab, we recommend identifying the overnight staff on a separate line on this schedule to report the wages and hours specific to these staff from the other DSP wages.

76. **Updated 09/26/22:** Our organization does not have a different staffing ratio for swing shifts. How to we report the number of staff in the "Swing Shift" lines on this tab?

    - *If you do not experience a change in the staffing ratios for the residences during a Swing Shift, report the number of staff in the residence during those hours to allow the Weighted Average Staffing calculations to properly calculate. For example, if you have 2 staff in the residence at all times, you will report "2" under the applicable column for lines 24 – 28 and lines 30 – 34.*

77. **Updated 09/26/22:** Our organization has a different staffing ratio for swing shifts, but the number of hours of the swing shift vary from the time frames established on this tab. How to we report the number of staff in the "Swing Shift" lines on this tab?

- *If you have staffing ratios that vary for hours exceeding the pre-populated "Swing Shift" time periods, you may need to calculate an average staffing ratio for the non-swing shift lines to account for the increased staff in the residences in the appropriate "shift" populated on this tab. For example, for the Day shift, a residence normally has 2 staff in the home from 7am – 3pm. During a Swing Shift, the residence has 3 staff, but for the hours of 7am – 11am instead of 7am – 9am as shown in the cost report. For the cost report "Swing Shift" hours between 7am – 9am, report 3 staff. This will capture the 3 staff in the residence for two of the hours. To report the remaining 2 hours, calculate an average staff for the Day Shift, excluding the extra staff already reported on the Swing Shift line. In this example, the residence would have 2 staff for 8 hours (7am – 3pm) and one additional staff (i.e., 3 staff) from 9am – 11am. The average would be 2.22 staff for the Day Shift.*

ENHANCED FAMILY CARE TAB - SERVICE SPECIFIC TAB FOR RESIDENTIAL HABILITATION – ENHANCED FAMILY CARE (EFC)

78. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this service. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

79. This tab does not ask for the expense information related to Residential Habilitation Services provided through the EFC model. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*
  - *Expenses*

80. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received Residential Habilitation Services through the EFC model during the cost reporting period.*

EFC WHOLE LIFE TAB - SERVICE SPECIFIC TAB FOR RESIDENTIAL HABILITATION – ENHANCED FAMILY CARE WHOLE LIFE MODEL

81. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this service. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information* *available, based on the general knowledge of your operations, will assist with this analysis.*

82. This tab does not ask for the expense information related to Residential Habilitation Services provided through the Enhanced Family Care Whole Life model. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*
  - *Expenses*

83. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received Residential Habilitation Services through the EFC Whole Life model during the cost reporting period.*

Other Residential Support Tab - Service Specific Tab for Residential Habilitation – PDMS or Family Home

84. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers these services. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

85. This tab does not ask for the expense information related to Residential Habilitation Services provided through the PDMS or Family Home models. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*

- *Expenses*

86. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received Residential Habilitation Services through the PDMS or Family Home models during the cost reporting period.*

87. Do I report the total hours worked by the DSPs during the cost report period in the "Direct Service Productivity in Work Week" section?

- *No. We are asking you to populate this section with the average number of hours during a "typical week" that the DSPs spend performing the various activities listed, not the total hours of all DSPs during the cost report period.*

Case Management Tab - Service Specific Tab for Case Management / Service Coordination

88. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this service. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

89. This tab does not ask for the expense information related to Case Management services. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
    - *Admin Staffing*
    - *Program Staffing*
    - *Direct Staffing*
    - *Expenses*

90. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received case management services during the cost reporting period.*

91. Do I report the total hours worked by the case managers during the cost report period in the "Case Management Productivity" section?

- *No. We are asking you to populate this section with the average number of hours during a "typical week" that the case managers spend performing the various activities listed, not the total hours of all case managers during the cost report period.*

Respite Tab - Service Specific Tab for Respite Services

92. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this service. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

93. This tab does not ask for the expense information related to Respite services. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*
  - *Expenses*

94. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received respite services during the cost reporting period.*

Employment Tab - Service Specific Tab for Supported Employment Services

95. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

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- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this service. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

96. This tab does not ask for the expense information related to Supported Employment Service. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*
  - *Expenses*

97. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received Supported Employment Services during the cost reporting period.*

98. Do I report the total hours worked by the DSPs during the cost report period in the "Direct Service Productivity in Work Week" section?

- *No. We are asking you to populate this section with the average number of hours during a "typical week" that the DSPs spend performing the various activities listed, not the total hours of all DSPs during the cost report period.*

CSS Tab - Service Specific Tab for Community Support Services (CSS)

99. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this service. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some* *information available, based on the general knowledge of your operations, will assist with this analysis.*

100. This tab does not ask for the expense information related to Community Support Services. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
  - *Admin Staffing*
  - *Program Staffing*
  - *Direct Staffing*
  - *Expenses*

101. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received Community Support Services during the cost reporting period.*

102. Do I report the total hours worked by the DSPs during the cost report period in the "Direct Service Productivity in Work Week" section?

- *No. We are asking you to populate this section with the average number of hours during a "typical week" that the DSPs spend performing the various activities listed, not the total hours of all DSPs during the cost report period.*

Crisis Response Tab - Service Specific Tab for Crisis Response Services

103. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers this service. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

104. This tab does not ask for the expense information related to Crisis Response Services. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
    - *Admin Staffing*
    - *Program Staffing*
    - *Direct Staffing*
    - *Expenses*

105. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received billable Crisis Response Services from your organization.*

106. Updated 09/09/22: How do I report expenses and service delivery information related to Crisis services related to an existing service?

- *If the crisis service is connected to the service, such as Residential Habilitation, and is billed as Residential Habilitation or as an Enhanced Rate for that service, then please report the expenses and service delivery information with that service specific information. If the services are billed by your organization under Crisis Response services using the 15-minute billing code, then you will report the information as Crisis Response.*

Specialty Tab - Service Specific Tab for Specialty Services

107. This tab has a lot of detailed information I may not have the data readily available for. How do I complete this information and what will it be used for?

- *We understand there is a lot of detail being requested on this tab and that data may not be readily available to provide an accurate answer. We are asking you to do your best to provide an educated response to how your services are delivered. This information will provide us with information related to how your organization delivers these services. The service delivery information will be used to evaluate rates when rate recommendations are provided to the Department. Having some information available, based on the general knowledge of your operations, will assist with this analysis.*

108. This tab does not ask for the expense information related to Specialty Services. How will I identify the expenses of providing this service?

- *We are asking that all expense information for the services be reported on the following tabs, using the guidance provided:*
    - *Admin Staffing*
    - *Program Staffing*
    - *Direct Staffing*
    - *Expenses*

109. The first question on this tab asks about the number of individuals who received the service from our organization. Is this an average count or total number of individuals?

- *Please respond with the total number of individuals who received Specialty Services during the cost reporting period.*

110. Do I report the total hours worked by the DSPs during the cost report period in the “Direct Service Productivity in Work Week” section?

- *No. We are asking you to populate this section with the average number of hours during a “typical week” that the DSPs spend performing the various activities listed, not the total hours of all DSPs during the cost report period.*