Personal Care Services Cost Survey
Residential Assisted Living Facilities

Frequently Asked Questions

This document will continually be updated to address questions related to the completion of the cost survey. Please check back frequently.

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GENERAL FILING QUESTIONS

1. Am I required to attend the webinar(s)?
   a. No. The webinars are provided to assist providers with completing the cost survey to the best of their ability.

2. I do not and/or no longer provide these services. Am I required to complete the survey?
   a. Please complete the Title, Schedule 1, and Schedule 6. In Schedule 1, Question 1, select “No”. Return your cost survey to MSLC.

3. We have only been providing the services for two months. Do we still have to complete the survey?
   a. Please refer to Schedule 1, Question 3. This will provide you with instructions for submitting a survey when you don’t have a full 12-month fiscal period to report on.

4. I no longer am associated with this business and/or I am no longer in business. Am I required to complete the survey?
   a. Please e-mail Cale Coyle at ccoyle@mslc.com and describe your situation. Your e-mail will be used as your completed survey if it is deemed a survey is no longer required.

5. I am a Certified Family Home (CFH); am I supposed to participate in this cost survey?
   a. No. CFHs do not participate in this cost survey.

6. If I cannot attend the webinar(s), will they be available for download at a later date?
   a. Yes. The webinar(s) will be available for download within three business days after the date of the webinar. They can be accessed in the Residential Assisted Living Facility Folder at http://www.mslc.com/Idaho/Downloads.aspx.

7. I fear non-Medicaid providers will not complete the survey. How many responses will be considered statistically significant?
   a. Providers not serving Medicaid participants will not be included in the statistical sample and are not required to complete the survey per Idaho Administrative Code 16.03.10.037.04. Idaho Administrative Code specifies 100% of the Medicaid providers need to participate in the survey or they may be disenrolled as a Medicaid provider.

8. I have additional information relevant to the cost survey, but it is not captured anywhere. Where can I annotate this?
   a. Schedule 1, Question 12 is designed to incorporate this type of information.
9. Who are the intended parties to see the report?
   a. Myers and Stauffer will provide the State with the summary results after the completion of the cost survey.

10. Will the cost survey results be shared with the provider group anonymously after it is completed?
    a. Myers and Stauffer will provide the State with the summary results after the completion of the cost survey. The Department will release a report that provides aggregated results from the cost survey.

11. I’m confused by the reporting periods. Some schedules ask for 2016 data and other for 2017 data. What time period(s) are used for which schedule(s)?
    a. Schedules 1-3 and Schedule 5 utilize information from your most recently completed 12-month fiscal period ended in 2016. Schedule 4 utilizes direct-care wage information from the whole month of January 2017.

12. Are there going to be two cost reports? One for 2016 and one for Jan 2017?
    a. No. One single cost survey is submitted. Schedules 3 and 5 utilize information from your most recently completed 12-month fiscal period. Schedule 4 utilizes information from the whole month of January 2017.

13. As this cost survey will take quite a bit of time on the part of providers, will there be any sort of monetary compensation to providers for completing it?
    a. No, there will not be any sort of monetary compensation to providers for completing the survey. However, the results of the survey will allow the Department to evaluate the reimbursement rates paid for the services provided in these facilities.

14. We have multiple administrators for one campus; one administrator per building. Which administrator should be listed on the Title page?
    a. If you are submitting cost surveys for each building, put each building’s respective administrator on each cost survey. If you are submitting a combined campus survey, you can put both names.

15. I have additional information that will not fit on the survey. Do I add a tab to the excel survey or submit a document separately?
    a. If you need to attach any documents to give additional information, you can submit a separate document with your completed cost survey.
16. How long should it take to complete the survey?
   a. Unfortunately, there is not an average or estimated completion time due to the varying sizes of each provider’s operations.

17. What is the Department going to do with this data?
   a. The results of the survey will allow the Department to evaluate the reimbursement rates paid for the services provided by the agencies.

18. Quite a bit of time and effort is going into this survey. Are the results going to help the providers in the long run?
   a. The results of the survey will allow the Department to evaluate the reimbursement rates paid for the services provided by the agencies.

19. How do we modify or change cells that are not yellow?
   a. Non-yellow cells are locked and are not able to be manually altered. If you need these fields altered, please contact us as soon as possible.

20. Will the cost survey be an annual requirement?
   a. Not at this time. The cost survey is being conducted due to an identified access or quality issue.

21. Will the Department be able to extrapolate the regional differences in employee wages, employee-related expenditures, and program-related expenditures?
   a. The location of the provider submitting a completed cost survey will not be provided to the Department; however, if requested we could provide the regional findings to the Department.

22. What is Myers and Stauffer’s timeline for the review of the cost surveys?
   a. Surveys are due to Myers and Stauffer no later than March 17, 2017. We will review surveys during May and present the findings to the Department by May 19.

23. As the cost surveys are being reviewed and validated, should providers expect possible follow-up questions from Myers and Stauffer?
   a. Yes, we will be contacting providers if we find inconsistencies throughout our review. It is highly likely that not all providers will be contacted.
   b. We will contact providers as the surveys are received to confirm our receipt of their cost survey(s). If you do not receive a confirmation receipt from us within two business days of submitting your cost survey, please call us at (800) 336-7721.
24. Where should time spent completing this cost survey be reported?

a. Current time spent completing this cost survey cannot be reported on this cost survey. The costs being surveyed are the provider’s most recently completed 12-month fiscal period.
**Schedule 2 – Data Sources and Expenses**

25. What if a facility doesn’t have an income statement, trial balance, and they’re not willing to submit their taxes? Will their survey be accepted? The survey doesn’t say you MUST send one of those supporting documents.

   a. We encourage the providers to submit this data, and if they felt better submitting a PII redacted tax return, we would be fine with that. What we are interested in is the actual expenses incurred.

26. Is the submitted financial data and documentation confidential?

   a. Yes. We will present the summary results of the cost survey to the Department; however, we will not specifically identify your financial data related to your agency name or other specific distinguishing information.
**Schedule 3 – Schedule of Expenses**

27. I conducted a large training in 2016. Can I prorate the expense for January 2017?
   
   a. If the training occurred within your most recently completed fiscal year, those expenses will be captured in this cost survey.

28. My employee benefit expenses are not separated between direct care, PRE, and G&A. How do I allocate a certain portion of G&A employee benefits?
   
   a. A suggested methodology to determine the benefits between the cost areas is:

   \[
   \text{G&A Wages} / \text{Total Wages} = \text{G&A Wage} \% \\
   \text{G&A Wage} \% \times \text{Total Benefit Expense} = \text{G&A Benefit Expense}
   \]

   This method applies to Direct Care Wages and Indirect-PRE Wages as well.

29. Do we need to report revenues outside of RALF services?
   
   a. We are not asking for revenues, only expenses. The reason we are asking for expenses for non-RALF services is because you are sending in supporting financial records so we need to trace total expenses on the survey to your records.

30. All of our direct caregivers are not employees. These services are provided by a contracted company. Would I report these caregivers under Contract Staff?
   

31. Would perks or bonuses paid to direct hands-on caregivers, but are not required for certification be listed in Section 3F?
   
   a. If a bonus is paid to direct hands-on caregivers, the amount will be reported in the direct hand on caregiver wage section. This is located on Schedule 3, Section I – Direct Hands-On Client Care; Section A1. Wages – Direct Hands-On Caregivers (wages, bonuses, commissions, overtime).

32. If Schedule 3, line 3, Universal Worker is used, how will the costs be allocated among the services listed on lines 1 - 2?
   
   a. We will not allocate the amount reported as Universal Worker because we are calculating total costs of direct hands-on caregivers. If we had to, we could allocate it between the lines based on units. However, we are getting the average hourly pay rate from Schedule 4.
33. What could other expenses be on Schedule 3, line 15?
   a. Examples could include items such as tuition reimbursement, or any other employee benefit to direct care staff that we do not have a detailed line description for.

34. On the employee benefits section are the payroll taxes only what was been paid by the employer?
   a. Yes, that is correct. Only the employer paid payroll tax liability is an expense to the company. Employee payroll withholding is not an employer expense.

35. Would a bookkeeping/billing office be reported on Schedule 3, line 82, home office costs?
   a. If the service is provided by an internal employee, you would report the wage in Schedule 3, Section F. If the expense is an outside consultant, you would report the expense on Schedule 3, Section H, under G&A.

36. What if the bookkeeping/billing office is provided by an employee located at a different location?
   a. You would calculate that employee’s time and benefits that relate to time spent working for the agency and add to the cost survey. Be sure to exclude those wages and benefits on the survey prepared for the location at which that employee is physically located.

37. Where should Management Fees be reported on Schedule 3?
   a. Schedule 3, Line 82, home office costs.
   b. If the management fees are from a related party home office, then the management fees need to be replaced with actual home office cost allocable to your agency. Management fees from a corporate office are usually an estimate. As a result, the estimated fees need to be replaced with actual cost.
   c. If the management fees are paid to a management company that is not a related party to your agency (i.e., not part of a chain operation), then you may report the management fee charged to your agency on Schedule 3.

38. Do we only allocate space if the administrator and/or owner lives in the building or on the campus?
   a. No. Allocate the space related to your administrative staff’s office(s) within the building. These overhead costs can be included with your A&G costs and apportioned using square footage.
39. Do we allocate a floor percentage for administrative offices outside the RALF building(s)?
   a. No. Allocate the space related to your administrative staff’s office(s) within the building. These overhead costs can be included with your A&G costs and apportioned using square footage. For any administrative offices located outside the RALF building(s), you can add the expense to the A&G section of Schedule 3. To determine the amount related to the building(s) reported on the survey, suggested methodologies are noted on Schedule 2, Question 4. This would be an example of a shared overhead allocation.

40. Line 82 on Schedule 3 asks for “Home Office” costs. What does this mean?
   a. If a provider is part of a large chain, this is the expense allocated to that facility based on the home office, or central office, records. Generally, if the corporation files Medicare cost reports for other operations, the expense related to the RALF facility should be calculated on the Medicare Home Office Cost Statement. The amount reported on the survey should be the actual expense incurred at the corporate office that relates to the facility being reported. It should not be the management fee charged to the facility.

41. Do we have to separate Universal Worker’s time between Direct Care Giver, Indirect - Program Related Expense, and A&G? Is there any benefit to doing so?
   a. Yes, the Universal Worker’s time should be separated between the three cost categories. A suggested methodology is to perform a time study in order to calculate the wages to be reported in each category, if not separately tracked. The reason for the separation refers back to the rules related to performing a cost study. IDAPA 16.03.10.04 identifies four cost categories. Each cost category should be properly reflected on the survey in order to produce the most accurate results according to our administrative rules.

42. My administrative staff also perform direct hands-on care. Should I split their wage expenses?
   a. Yes. We recommend a two-week time study to assist with allocating their wages/expenses between their multiple specialty areas.

43. Where do I report fines related to not implementing compliance with ACA?
   a. As a general rule, fines and penalties are not allowable expenses for reimbursement.

44. Why is CPR training a PRE, but tuition is an ERE?
   a. PRE expenditures are those expenses which are required by rule, but are not direct-care workers. ERE are benefits offered/paid to employees.
45. Are background checks PRE or G&A?
   a. Background checks, when required by Idaho Administrative Code, should be included within PRE. For all non-required background checks, they should be included within G&A.

46. Can I combine all my PRE wages onto one line?
   a. Yes, you can combine all the PRE wages onto one line as long as they are all PRE.

47. I have an expense account not already accounted for in Schedule 3. Where do I report these?
   a. Accounts not already accounted for in the survey can be added to the ‘Other’ lines in each section. Please ensure to classify them correctly between PRE and G&A.

48. The administrator has an office at each of the locations, as well as at the corporate building. For the administrative square footage calculation, do we include the corporate office space?
   a. No. Only include the administrative area square footage in the RALF facilities (Section V. The corporate space will be included in the corporate management costs allocated to each home.

49. We pay a single consistent wage to our employees; we do not separate Medicaid and non-Medicaid wages for these services. Can we use recent-historical time cards to determine a percentage of each and apply that to the total wages?
   a. Yes. If you do not separate wages for employees by insurer or services, then conducting a time study similar to the stated example is appropriate to determine allocation percentages.

50. What are Program Related Expenses (PRE)?
   a. Expenses reported in PRE are expenses related to requirements of Medicaid’s Idaho Administrative Code. The categories and descriptions were identified during the Department’s workgroup with the association and providers while building the cost survey.
**Schedule 4 – Direct Care Worker Hourly Employee Wages**

51. If we only have Contracted Direct Client Care Staff, should we ignore Schedule 4?
   a. Yes.

52. Where do I report regular wages for paperwork-time in preparation for the client’s direct hands-on care?
   a. For this schedule, only the direct hands-on wages should be reported. The time spent preparing paperwork for the client’s direct hands-on care is considered PRE.

53. Which Bureau of Labor Statistics (BLS) occupation code will be used for the direct caregiver wages?
   a. The Department will determine the BLS occupation code after completion of the cost survey.

54. Why are the wages and ERE for direct care staff being collected, as the Department will pick a BLS category code?
   a. Idaho Administrative Code 16.03.10.037.04.a requires the use of either a weighted average hourly rate, or an applicable BLS occupation code to calculate the direct wage related to providing services to clients. If the Department is not able to identify a comparable BLS occupation code, the reported direct care staff wages on Schedule 4 will be used to calculate the weighted average hourly wage.
   b. Idaho Administrative Code also requires the use of IRS employer costs and the BLS Mountain West Divisions report for employer costs to determine the employer related costs. We are still collecting data for employee benefit expenses actually incurred for analytical purposes.

55. BLS Mountain West Division comprises eight states (AZ, CO, ID, MT, NV, NM, UT, and WY); will an average be taken of those states for the ERE, or will it be Idaho specific?
   a. Idaho Administrative Code 16.03.10.037.04.a requires the use of the BLS Mountain West Divisions (not Idaho-specific) report for employer costs to determine the employer related costs. We do not modify BLS’ calculations.

56. How will providers be involved in the BLS occupation code and wage selection process with the Department?
   a. The Department will accept provider’s recommendations on the BLS occupation code with a detailed explanation of why that occupation code was selected. Please e-mail your recommendations with accompanying explanations to KayLee Leavitt with Idaho Medicaid at kaylee.leavitt@dhw.idaho.gov.
57. Can you supply instructions on how to submit a digital signature?
   a. Typing your name on the line will work for a digital signature.