



Home Care Cost Report August Outreach Session



August 26, 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	10 minutes
Web-based Tool Items	KPMG	20 minutes
Q&A Period	DOH/KPMG	10 minutes
		Total Time: 45 minutes

Timeline

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

* The mid-September date for the audit process workshop is tentative and subject to change.

** The October outreach session date can be made earlier if necessary.

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

Technical Items

Technical Items

Important Information

- The Home Care Cost Report is due on **October 31st, 2020**.

- If a Certified Home Health Agency (CHHA), Licensed Home Care Services Agency (LHCSA), or Fiscal Intermediary (FI) was operational in calendar year 2019, they are required to complete the Home Care Cost Report.
 - This statement still applies even if the agency is currently non-operational in 2020 or if the agency was operational for only part of calendar year 2019.

- As a reminder, the following providers are not required to complete the Home Care Cost Report:
 - Assisted Living Program (ALP) only agencies
 - Private pay only agencies
 - Hospital-based CHHAs or LHCSAs
 - Private duty nursing only agencies
 - Agencies receiving no Medicaid reimbursement (through FFS or MLTC)
 - LHCSAs who contract with CHHAs and provide no other Home Care services
 - CHHAs who provide ONLY Hospice services
 - **PACE program only facilities**
 - **NHTD and TBI program only facilities**

Technical Items

Allocation Methodology

Allocation Methodology Guidance

- The Department of Health has prescribed the Total Operating Expenses allocation methodology to allocate information within the Home Care Cost Report.
 - If a provider is unable to use this approach, they can explicitly document the allocation methodology they used (e.g., Hours of Service, Square Feet Occupied, Time Study).
 - Note that this information will be reviewed by KPMG during the audit process.

Technical Items

General Items

Reporting Managed Care and Contracting Information

- Information being submitted in the Home Care Cost Report for the provision of services should include both fee-for-service and managed care data.

- The only location in the cost report where managed care information should be specifically broken out can be seen below:
 - **Schedule 5a.1, 5a.2, 5b, and 5c (Service Statistics)**: This schedule breaks out the information by payor type. Medicaid managed care is one of the columns that requires information to be reported (along with Medicaid fee-for-service, Dual-eligible, Medicare, Private pay, and Other).

- Please also note that services provided through a contract with an MCO/MLTC are not considered “contracted services” for the purposes of the Home Care Cost Report. The MCO/MLTC is considered to be acting as an Agent for the state.
 - **Question G.10 and G.10a of the General Questionnaire**: When asked to report any “contracting relationships with other agencies for the delivery of services,” note that you should only report contracts that you have with other home care service providers. MLTC contracts should not be reported in this location.
 - **Schedule 9a and 9b (Contracted Staff)**: This schedule requires information to be reported for contracted staff. Information in this schedule should not be reported based on contracts with an MLTC.

- Examples of these contracting relationships can be seen on the subsequent slides.

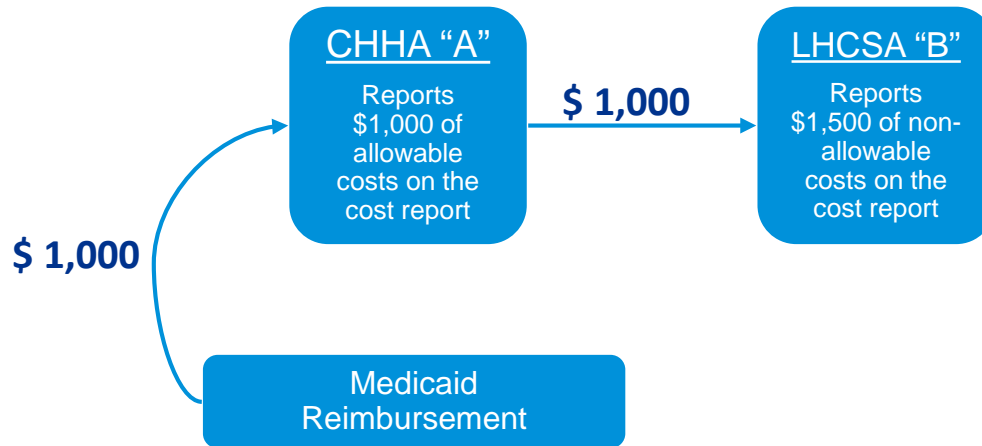
Contracting Relationships

CHHA and LHCSA Contracting

- Many agencies have contracting relationships with other agencies to perform direct care services.
 - **Current Scenario:**
 - There are instances where a CHHA will contract out the delivery of HHA services to a LHCSA.
 - Only one agency will be directly reimbursed for their costs by Medicaid.
 - **Guidance:**
 - Only the agency contracting out the services should report the associated costs as allowable on the Home Care Cost Report.
 - The agency acting as a subcontractor **should not** report these services as allowable.
 - Instead, for all LHCSA schedules that require the reporting of information by service type, there is a line item for “Other non-allowable services.” Any costs related to a LHCSA performing HHA services as part of a contract with a CHHA should be reported in this line.

Contracting Relationships Continued

Contracting Example



Scenario:

- The below scenario depicts a contracting relationship:
 - CHHA "A" is an agency which contracts with LHCSA "B"
 - As a subcontractor, LHCSA "B" performs HHA services on behalf of CHHA "A"
 - For these services, LHCSA "B" incurs \$1,500 worth of costs
 - For these same services, CHHA "A" pays LHCSA "B" \$1,000

Correct Reporting Methodology:

- CHHA "A" should report \$1,000 of allowable costs on the Home Care Cost Report.
- LHCSA "B" should report \$1,500 of non-allowable costs in the "Other non-allowable services" line on the Home Care Cost Report.

Reimbursement:

- As the contracting agency that is reporting the costs as allowable, CHHA "A" will be reimbursed through Medicaid.
- As the subcontracting agency, LHCSA "B" will be reimbursed directly by CHHA "A" for these costs. LHCSA "B" **will not** receive Medicaid reimbursement.

Contracting Relationships (continued)

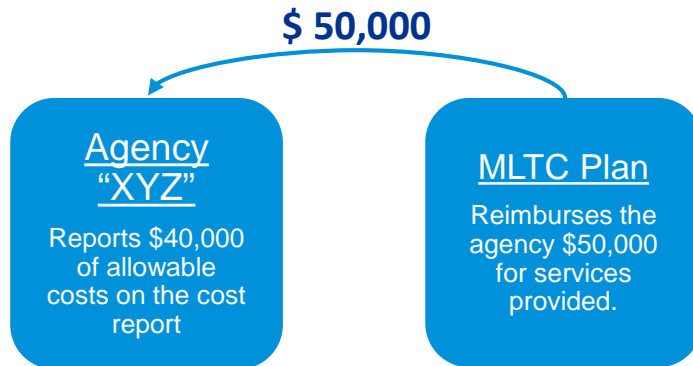
CHHA "A" Reporting										
CHHA Name	CHHA A									
CHHA Operating Certificate	54321									
Schedule 3a: CHHA Costs & Expenses by Service Type	Total Entity Costs (002 + 003)	Non-Allowable Costs (Adjustment to Expense)	Allowable Costs (Sum of columns 004 through 010)	Program Administration	Program Aide (Direct Care)	Program RN Supervision/ Assessment (Direct Care)	Program Staff Training	Transportation	Contracted Purchased Services	Other
	001	002	003	004	005	006	007	008	009	010
Direct Care										
Home Health Aide	001								\$ 1,000.00	
Home Health Physical Therapy	002									
Home Health Occupational Therapy	003									
Home Health Registered Nurse	004									
Home Health Medical Social Services	005									
Home Health Nutrition	006									
Home Health Speech Therapy	007									
Home Health Respiratory Therapy	008									
Home Social & Environmental Support	009									
Home Health Sign Language/Oral Interpreter	010									
PC: Level I	011									
PC: Level II	012									
PC: Level II - Hard to Serve	013									
Live-In	014									
Nursing Supervision	015									
Nursing Assessment	016									
Shared Aide: Level I	017									
Shared Aide: Level II	018									
GRAND TOTAL	019									

Contracting Relationships (continued)

LHCSA "B" Schedule Reporting										
LHCSA Name	LHCSA B									
LHCSA County	Albany									
Schedule 3b: LHCSA Costs & Expenses by Service Type	Total Entity Costs (002 + 003)	Non-Allowable Costs (Adjustment to Expense)	Allowable Costs (Sum of columns 004 through 010)	Program Administration	Program Aide (Direct Care)	Program RN Supervision/ Assessment (Direct Care)	Program Staff Training	Transportation	Contracted Purchased Services	Other
	001	002	003	004	005	006	007	008	009	010
Direct Care										
PC: Level I	001									
PC: Level II	002									
PC: Level II - Hard to Serve	003									
Live-In	004									
Nursing Supervision	005									
Nursing Assessment	006									
Shared Aide: Level I	007									
Shared Aide: Level II	008									
Other non-allowable services	009				\$ 1,500.00					
GRAND TOTAL	010									

Contracting Relationships Continued

Contracting Example



Scenario:

- The below scenario depicts a contracting relationship:
 - Agency "XYZ" has a contract with a Managed Long Term Care (MLTC) plan to perform Home Health Aide direct care services.
 - The MLTC plan pays Agency "XYZ" \$50,000 for the services.
 - Agency "XYZ" incurs \$40,000 worth of costs for the services.

Correct Reporting Methodology:

- Agency "XYZ" should report \$40,000 worth of allowable costs for the direct care services provided.
- These costs should not be reported in the "Contracted Purchased Services" column because these services are reimbursed by a Medicaid payor, rather than through an agreement with a separate agency.

Reimbursement:

- Agency "XYZ" is reimbursed by the MLTC Plan in the amount of \$50,000 for the direct care services performed.

Contracting Relationships (continued)

Agency "XYZ" Reporting										
CHHA Name	CHHA A									
CHHA Operating Certificate	54321									
Schedule 3a: CHHA Costs & Expenses by Service Type	Total Entity Costs (002 + 003)	Non-Allowable Costs (Adjustment to Expense)	Allowable Costs (Sum of columns 004 through 010)	Program Administration	Program Aide (Direct Care)	Program RN Supervision/ Assessment (Direct Care)	Program Staff Training	Transportation	Contracted Purchased Services	Other
	001	002	003	004	005	006	007	008	009	010
Direct Care										
Home Health Aide	001				\$ 40,000.00					
Home Health Physical Therapy	002									
Home Health Occupational Therapy	003									
Home Health Registered Nurse	004									
Home Health Medical Social Services	005									
Home Health Nutrition	006									
Home Health Speech Therapy	007									
Home Health Respiratory Therapy	008									
Home Social & Environmental Support	009									
Home Health Sign Language/Oral Interpreter	010									
PC: Level I	011									
PC: Level II	012									
PC: Level II - Hard to Serve	013									
Live-In	014									
Nursing Supervision	015									
Nursing Assessment	016									
Shared Aide: Level I	017									
Shared Aide: Level II	018									
GRAND TOTAL	019									

Web-based Tool Items

Web-based Tool Items

Tool Updates

Standard Hours Per Week

- As a reminder, the Reporting Hierarchy section of the Web-based Tool was updated to split the Standard Hours Per Week column into the following two columns for Questions I.4, I.5, and I.6:
 - Direct Care Standard Hours Per Week
 - Program Administration Standard Hours Per Week

- For those providers that had already submitted the Reporting Hierarchy and General Questionnaire tab at the time of this update, KPMG unlocked the Web-based Tool so they could go back in to make the necessary edits and then resubmit this tab.
 - After running a report from the Web-based Tool, we have noted that there are a number of providers that have not made the edits and resubmitted the Reporting Hierarchy and General Questionnaire tab.
 - Please resubmit this information in order to continue working on the Cost Report Schedules tab.

- When making the edits, please be sure to note the following:
 - Use the 'Edit' button feature in the Actions column for each row. You do not need to add a new row.
 - After making the necessary edits to the Direct Care and Program Administration Standard Hours Per Week columns, press 'Save' to allow the information to save properly for each entity.
 - DO NOT press the 'Delete' button for any row if you do not want to remove the entity. This will cause all information for that entity to be deleted (in the Reporting Hierarchy and General Questionnaire tab as well as the cost report schedules themselves).

- If you have any questions regarding the above instructions, please email us at us-advrisknyshc@kpmg.com.

Web-based Tool Items

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

- 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.

Web-based Tool Items

Available Resources

Resources within the Web-based Tool

- In the Web-based Tool, you have access to the following resources within the Instructions Tab:
 - Cost Report Instructions (Both in the Instructions Tab and as a PDF download)
 - PDF presentations and recordings of previous outreach sessions
 - Tutorial videos for the various components of the Web-based Tool
 - An Excel template of the cost report schedules

The screenshot displays the user interface of the Web-based Tool. At the top, there is a navigation bar with the following tabs: **Instructions** (highlighted), Frequently Asked Questions (FAQ), Reporting Hierarchy and General Questionnaire, Cost Report Schedules, Cost Report Submission, Communications, Contact Information, Audit/ Questions, Engagement Status, and Reporting. The main content area is titled "Instructions" and contains a list of expandable items: Introduction, Completion of Cost Report, Completion of Web-based Tool, and Completion of Audit Process. On the right side, there is a "Useful Links" sidebar with the following sections:

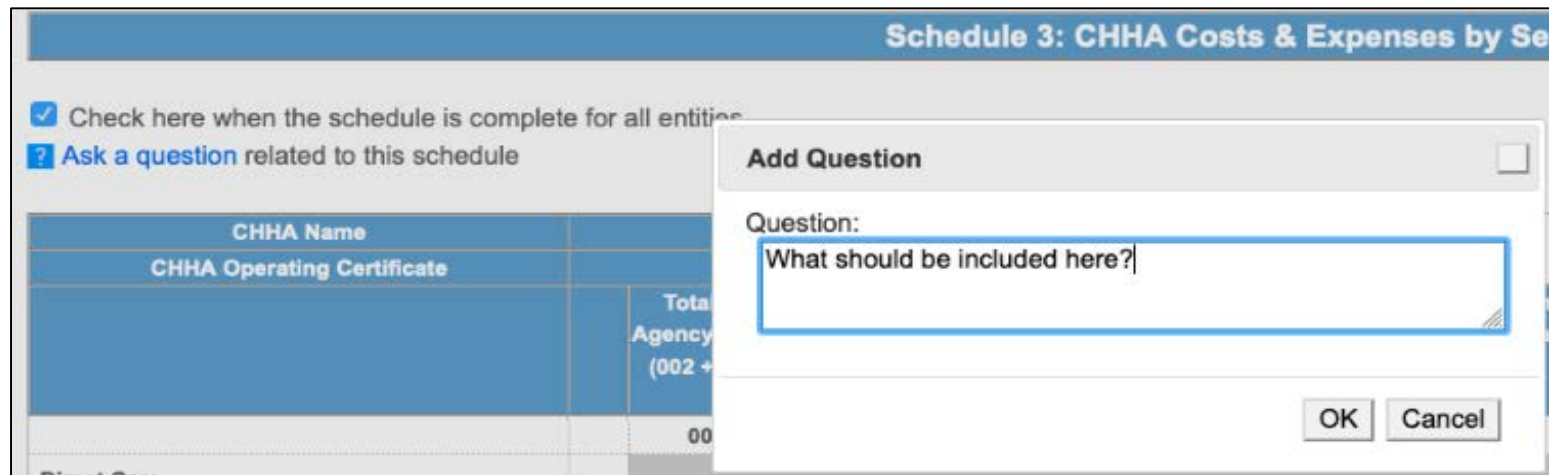
- 5/27 Relaunch Session**
 - Relaunch Session PDF
 - Relaunch Session Video
- 6/2 Initial Statewide Outreach Session**
 - Outreach Session PDF
 - Outreach Session Video
- 6/24 Monthly Outreach Session**
 - Outreach Session PDF
 - Outreach Session Video
- 7/29 Monthly Outreach Session**
 - Outreach Session PDF
 - Outreach Session Video
- Tutorial Videos**
 - Instructions Tab Video
 - FAQ Tab Video
 - Reporting Hierarchy and General Questionnaire Tab
 - Cost Report Schedules Tab
 - Cost Report Submission Tab

Web-based Tool Items

Available Resources

Asking questions in the Web-based Tool

- Please note that there is an “Ask a question” icon at the top of each schedule.
 - If any questions arise during the cost report submission process that require an answer from DOH or KPMG, you may enter them in the designated text box that appears after clicking the icon.
 - A repository of your questions with answers will be kept in Provider Questions section of the Audit/Questions tab.
 - Note that once KPMG provides a response within the Web-based Tool, you should receive a notification via email.
 - If you notice that there is a KPMG response to one of your previously asked questions, but you did not receive a notification via email, please send a note to us-advrisknyshc@kpmg.com detailing the issue.



Web-based Tool Items

Tool Updates and Audit Related Items

Web-based Tool Updates

- As a result of the work conducted since the launch of the Home Care Cost Report submission process as well as interaction with the provider community, we have noted a few areas within the Web-based Tool that can be adjusted to help ensure a more seamless audit process for providers. These updates will also provide for more consistent reporting and more accurate data gathering.
- There will be an additional tab placed in between the Cost Report Schedules and Cost Report Submission tab consisting of targeted questions that will reduce the need for some of the back-and-forth communication between KPMG and providers during the audit process.
 - This tab may be completed while you are working on the schedules and/or after you complete the schedules, but it will be required to be completed as part of your official cost report submission in advance of the October 31st, 2020 deadline.
- There will also be some updates made to the questions that appear within each schedule in an effort to drive enhanced data accuracy and consistency. These edits will come in the form of the format/text updates (e.g., multiple choice) as well as the deletion of some questions that are no longer applicable.

Note: When these updates are deployed within the Web-based Tool, KPMG will upload tutorial videos to the Instructions tab detailing everything providers need to know about the modified questions and process.

Web-based Tool Items

Tool Updates and Audit Related Items (cont.)

Allocation Methodology

- As mentioned earlier in this presentation, providers will be asked to indicate the allocation methodology that they used for the various categories within the Home Care Cost Report.
 - This allocation methodology indication will come in the form of a response to a question within the tab that will be added to the Web-based Tool.
 - Further information will be communicated during the audit process workshop, but providers should begin preparing the following for submission:
 - A cross walk file for each schedule that details the steps taken to allocate the agency information across the various entities operated within that agency. KPMG will not be reviewing agency level information only to figure out how the information was allocated to the various entities.
 - This crosswalk can come in the form of an Excel file and must detail the following:
 - Allocation methodology used for the schedule
 - A step down of how the agency level information translates to the figures entered for each entity. The file must show how you went from Step A (Agency) to Step B (Entity).

Supporting Documentation

- Although more information will be provided during the audit process workshop, we would like to include a few important pieces of information to keep in mind while you are completing the cost report.
 - You will be asked to upload the supporting documents used to complete the schedules to a Secure File Transfer Protocol (SFTP) site. These documents include the files included within the first question of each of the schedules as well as any other documents that may be requested through the audit process.
 - Please also be prepared to upload your documents to the SFTP site in a WinZip folder to minimize the number of SFTP individual uploads.
 - For each document uploaded, you must use the following naming convention when uploading documents to the SFTP site:
 - “Schedule #_Document Type”
 - Example: “Schedule 3a_General Ledger”
 - Example: “Schedule 3a_General Ledger Crosswalk”

Q&A Period

Thank You



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