Stakeholder	Date Contacted	Theme	Notes	Response
Provider	9/13/2018	Administrative	Provider asked for the location of the meeting with PCG	Location: 5400 Gibson Blvd SE, Albuquerque, New Mexico
Provider	9/25/2018	Administrative	Provider asked for the location of the meeting with PCG	Location: 5400 Gibson Blvd SE, Albuquerque, New Mexico
Provider	10/1/2018		Provider thanked PCG for the slide deck	N/A
Rate Study Subcommittee Member; Provider	10/5/2018	Rate Feedback	Provider sent considerations for rates and tools regarding bundling services, CCSI In-Home Services, Non-ambulatory stipend, shortages of PTs, Ots, SLPs, group services, staffing	PCG incorporated feedback into tool matrix
Rate Study Subcommittee Member; Provider	10/17/2018	Subcommittee	Provider asked if Case Management feedback should be filtered through her	PCG prefers that feedback is filtered through subcommittee members but anyone can reach out to the email or phone line
Provider	10/19/2018	Tool Feedback	Provider sent feedback for drop down titles on tools	PCG incorporated feedback into tool matrix
Rate Study Subcommittee Member; Provider	10/23/2018	Tool Feedback	Provider asked if they could share draft tools with ADDDCP	The draft tools can be shared but final will be an updated version based on feedback
Rate Study Subcommittee Member; Provider	10/23/2018	Tool feedback	Provider offered feedback on the meeting minutes and gave an explanation on data provided	PCG amended meeting minutes
Provider	10/23/2018	Administrative	Provider asked if rate study was mandatory	The rate study is not mandatory; however, participation is highly encouraged
Rate Study Subcommittee Member; Provider	10/23/2018	Tool Feedback	Provider sent rate/tool considerations around family living, stipend, concerns about people moving away from DD waiver	PCG incorporated feedback into tool matrix
Rate Study Subcommittee Member; Provider	10/23/2018	Tool Feedback	Provider sent feedback for drop down titles on tools	PCG incorporated feedback into tool matrix
DDSD	10/23/2018	Tool Feedback	Provider sent feedback for drop down titles on tools	PCG incorporated feedback into tool matrix
DDSD	10/23/2018	Tool Feedback	Provider sent feedback for tools from a case management perspective	PCG incorporated feedback into tool matrix
Provider	10/24/2018	Tool Feedback	Provider provided feedback on tools	PCG incorporated feedback into tool matrix
Provider	10/24/2018	Administrative	Provider provided feedback on minutes	PCG updated the meeting minutes
DDSD	10/24/2018	Data Request	DDSD employee sent article regarding PT utilization	PCG saved article to shared folder
Rate Study Subcommittee Member; Provider	10/24/2018	Tool Feedback	Provider sent feedback for tools specifically related to subcare	PCG incorporated feedback into tool matrix
DDSD	10/24/2018	Tool Feedback	Provider sent feedback on tools regarding billable activities for case managemeng	PCG incorporated feedback into tool matrix
Rate Study Subcommittee Member; Provider	10/24/2018	Tool Feedback	Provider sent feedback on tools for Behavior Support Consultation services	PCG incorporated feedback into tool matrix
HSD	10/24/2018	Tool Feedback	HSD sent feedback on tools	PCG incorporated feedback into tool matrix
DDSD	10/24/2018	Tool Feedback	DDSD sent feedback on tools related to drop down titles	PCG incorporated feedback into tool matrix
DDSD	10/25/2018	Tool Feedback	DDSD sent feedback on tools, specifically changes for Mi Via waiver	PCG incorporated feedback into tool matrix
Rate Study Subcommittee Member; Provider	10/25/2018	Tool Feedback	Provider sent feedback on tools. Provider also asked for more instructions/trainings on the tools so that providers use consistent methodology	PCG incorporated feedback into tool matrix. PCG added four additional TA webex sessions to help providers fill out tools.
Provider	10/25/2018	Tool Feedback	Provider sent feedback on tools from case management perspective	PCG incorporated feedback into tool matrix
Provider	10/25/2018	Tool Feedback	Provider sent feedback on tools from case management perspective and suggested further breakdown of case manager activities as per DD waiver standards	PCG incorporated feedback into tool matrix
Provider	10/25/2018	Tool Feedback	Provider sent feedback on tools, specifically suggesting adding more service activities	PCG incorporated feedback into tool matrix
Rate Study Subcommittee Member; Provider	10/25/2018	Tool Feedback	Provider sent feedback on tools	PCG incorporated feedback into tool matrix
DDSD	10/25/2018	Tool Feedback	Provider sent feedback on tools, specifically related to the Medically Fragile waiver	PCG incorporated feedback into tool matrix
DDSD	10/25/2018	Tool Feedback	Provider sent feedback on tools, specifically related to the Medically Fragile waiver	PCG incorporated feedback into tool matrix
Provider	10/26/2018	Administrative	Provider asked about RSVPing for tool training	PCG prefers that all individuals RSVP for tool training for an accurate count of attendees
Provider	10/26/2018	Tool Feedback	Provider sent feedback on tools, specifically related to case management services	PCG incorporated feedback into tool matrix
DDSD	10/30/2018	Data Request	DDSD sent documents regarding incentive counties, JCM crosswalk	PCG saved documents to shared folder
DDSD	10/30/2018	Data Request	DDSD sent PCG more information to help clarify comments that came in regarding DD waiver requirements	PCG saved documents to shared folder
Provider	10/31/2018	Cost Report	Provider asked about where to capture technology as an expense	Technology should be reported on the cost report "Other Expenses"
Provider	11/1/2018	Administrative	Provider asked about tool trainings	PCG sent the provider additional dates for trainings
Provider	11/1/2018	Administrative	Provider asked when rate study is due	Personnel roster and Cost Report are due January 28th, 2019
Provider	11/1/2018	Administrative	Provider asked to be added to the distribution list	PCG confirmed that the provider is on the distribution list

Provider	11/1/2018	Administrative	Provider asked for slide decks	PCG made all training materials available by email and posted to DDSD website
Rate Study Subcommittee Member; Provider	11/1/2018	Administrative	Rate study subcommittee member emailed to ask if he is on the distribution list	PCG confirmed that he is on the distribution list
Provider	11/2/2018	Tool Trainings	Provider emailed 9 questions during the trainings.	PCG answered all questions in the trainings and recorded them in the first FAQ document
Provider	11/2/2018	Tool Feedback	Provider sent feedback on tools, specifically related to dropdown titles. Provider asked if direct support supervisors should participate in time study	PCG incorporated feedback into tool matrix. Yes, direct support professionals would participate in the time study although it's on hold
Provider	11/2/2018	Tool Questions	Provider asked if they should use FY17 financials for cost report.	Providers should use FY17 or calendar year 2017 for their cost report.
Rate Study Subcommittee Member; Provider	11/2/2018	Time Study Concerns	Provider forwarded concerns about all staff completing the rate study tools because of the time commitment/burden. The provider does not think time study is the best way forward	PCG discussed this feedback with DDSD and explored other options with the rate study subcommittee and DDSD, such as a survey, modified time study, BLS data
Provider	11/2/2018	Tool Trainings	Provider asked for recorded trainings	PCG sent communication that includes all trainings, instructions, and tools
Provider	11/6/2018	Administrative	Provider asked when rate study and cost report forms would be sent out	Personnel roster and Cost Report were sent out on 12/4/18
Provider	11/6/2018	Time Study	Provider asked about 10 hours of recordable time and expanding time study	Providers should continue recording time onto the next day of the time study if they work over 10 hours in a day. PCG addressed this question in the trainings.
Provider	11/13/2018	Cost Report/Personnel Roster	Provider asked if they should fill out a separate cost report/personnel roster from another provider within the same organization. The provider also asked what financials to include	PCG told the provider to submit a separate report from the other provider. Because this provider is part of a much larger organization, PCG told them which level of financials to include
Provider	11/14/2018	Time Study	Provider asked how to record working with a group of participants with different funding levels	The time study is currently on hold. If the time study moves forward we will address this in the training.
Provider	11/14/2018	Cost Report/Personnel Roster	Provider asked where to find the cost tool and personnel roster	PCG sent communication that includes all trainings, instructions, and tools
Rate Study Subcommittee Member; Provider	11/14/2018	Administrative	Provider sent a formal request from CMAAC to meet with DDSD and PCG	PCG met with this group
Rate Study Subcommittee Member; Provider	11/16/2018	Focus Groups	Provider sent feedback about lack of therapy services and requested a focus group meeting	PCG and DDSD decided to move forward with focus groups at the end of January
Rate Study Subcommittee Member; Provider	11/16/2018	Tool Feedback	Provider sent feedback on time study	PCG incorporated feedback into tool decision matrix
Provider	11/19/2018	Tool Trainings	Provider asked for recorded trainings	PCG sent communication that includes all trainings, instructions, and tools
Provider	11/19/2018	Time Study	Provider asked about time study delay	The time study is currently on hold. PCG will keep all stakeholders updated with a decision moving forward
Provider	11/19/2018	Time Study	Provider asked about time study delay	The time study is currently on hold. PCG will keep all stakeholders updated with a decision moving forward
Provider	11/20/2018	Tool Trainings	Provider asked for assistance with tools	PCG sent communication that includes all trainings, instructions, and tools. In addition, PCG is holding 3 Technical Assistance WebEx sessions to help providers fill out the tools.
Provider	11/20/2018	Tools	Provider asked for the communication and tools sent out	PCG sent communication that includes all trainings, instructions, and tools
Provider	11/27/2018	Tools	N/A	PCG emailed the communication, trainings, instructions, and tools after phone conversation
Rate Study Subcommittee Member; Provider	12/3/2018	Time Study	Provider sent feedback regarding billable time, time studies, and requested an individual meeting with PCG	PCG spoke with provider on the phone and recorded all concerns. PCG/DDSD are moving forward with focus groups to meet with different groups and hear more concerns and nuances
Provider	12/4/2018	Tools	Provider asked for clarification about which agencies should fill out tools	All agencies that provide waiver services are encouraged to fill out the tools
Provider	12/5/2018	Time Study	Provider asked about time study delay	The time study is currently on hold. PCG will keep all stakeholders updated with a decision moving forward
Rate Study Subcommittee Member; Provider	12/10/2018	Time Study	Provider asked for more information regarding subcommittee survey questions	PCG clarified the various options: time study, survey, BLS data
Rate Study Subcommittee Member; Provider	12/13/2018	Time Study; Communication	Provider voiced concerns regarding the rate study process thus far. Provider asked for in-person trainings and suggested a desk audit in place of the time study. Provider suggested that PCG or DDSD query providers to ask if they will participate in time study	PCG will be conducting in-person trainings and DDSD crafted a survey to ask providers if they will participate in the time study
Rate Study Subcommittee Member; Provider	12/13/2018	Data Request	Provider sent rate study considerations	No follow-up required. PCG recorded these considerations

Rate Study Subcommittee Member; Provider	12/14/2018	Personnel Roster/Cost Report	Provider asked specific questions regarding definitions for personnel roster and cost tool	All definitions can be found in the instructions and recorded trainings. PCG also scheduled technical assistance WebEx trainings to help providers fill out the tools and answer any questions.
Provider	12/28/2018	Personnel Roster	Provider asked where guardians should be captured on personnel roster	Guardians should be reported on the cost report, not the personnel roster
Provider	1/3/2019	Multiple Allocation Method	1. Please resend the instructions for completion. 2. Are there definitions for what should be included in each category? For example, what is included in other operating expenses? 3. For facility expenses, we do not track MiVia Waiver separately. For example, at a day program we have both DD waiver clients and MiVia Waiver clients at the same facility and don't track costs separately. Is there a formula you want us to use to break that out? 4. What is the definition of provider days per employee? 5. I have the same question about breaking out MiVia for the personnel section as I do for the other expenses section. 6. Is other revenue fund raising and development? 7. Is there a sample completed form?	1. The definitions for what to include in each category can be found in the instructions. If you have any questions after looking them over please let us know. We will also be holding WebEx trainings to go over some of these specific questions so we will keep you updated as we finalize those dates. Other Operating Expenses: Please enter any other costs that were incurred that are not included in the above categories. 2. We provided an explanation of cost allocation methodologies in the instructions. Below is more detail for the multiple allocation based method: a. **FTE Supported Basis: The percent of total FTEs (employees) dedicated to a waiver can be used as an allocation basis.** **b. Salary Supported Allocation: A percent of total salaries can be applied to the waiver and be used as the allocation basis.** **c. Timesheet Supported Allocation: A percent of total work time dedicated to a waiver can be used as an allocation basis.** **d. Client Supported Allocation: A percent of total clients served or total service units under a designated waiver can be used as an allocation basis.** **e. Square Footage Supported Allocation: A percent of total square footage dedicated to a waiver can be used as an allocation basis.** 3. You should be capturing the average hours per employee at your organization for holiday hours, vacation hours, sick hours, and training hours (ex. If your organization has 10 employees, five of which receive 80 vacation hours and five of which receive 100 vacation hours, you would enter 90 vacation hours). 4. We provided an explanation of cost allocation methodologies in the instructions. Below is more detail for the multiple allocation based method: a. **FTE Supported Basis: The percent of total FTEs (employees) dedicated to a waiver can be used as an allocation basis.** **b. Salary Supported Allocation: A percent of total salaries can be applied to the waiver and be used as the allocation basis.** **c. Timesheet Supported Allocation: A percent of total work time dedicated to a waiver can be**
Rate Study Subcommittee Member; Provider	1/3/2019	Focus Groups	Provider suggested that BLS data in combination with proxy document he compiled would best capture appropriate rates. Provider also asked for a focus group	PCG/DDSD will be moving forward with focus groups.
Rate Study Subcommittee Member; Provider	1/3/2019	Focus Groups	Provider sent real life example of rate study implications	PCG/DDSD will be moving forward with focus groups to better understand concerns raised.
Provider	1/3/2019	Tools	Provider asked about secure portal for uploading tools	We ask that you send the completed tools and back-up documentation by email to NMHCBSRateStudy@pcgus.com. All completed tools and back-up documentation are stored securely to ensure confidentiality and security of information.
Rate Study Subcommittee Member; Provider	1/3/2019	Rate Feedback	Provider sent concerns involved with service provisions within various waiver structures	PCG recorded these concerns and will address this in the focus groups
Rate Study Subcommittee Member; Provider	1/4/2019	Focus Groups	Provider asked about having a private meeting to discuss data	PCG/DDSD will not be holding private meetings; however, focus groups will be scheduled for the end of January
Provider	1/4/2019	Administrative	Provider asked to be added to the email distribution list	Provider is not on the subcommittee and will not be added to the distribution list. However, provider is on the DDSD list serv and will receive emails through that channel.
Rate Study Subcommittee Member; Provider	1/5/2019	Tools	Provider stated they could not put agency name in the first field	PCG sent a screenshot of the agency name dropdown and sent instructions.
Provider	1/7/2019	Tools	Provider asked if data in personnel roster should match cost report	Response: The numbers may be different. The Cost report is a snapshot of fiscal year 2017, whereas the personnel roster captures all active employees. These two reports will be used for different information, so its ok there isn't 100% overlap.

Rate Study Subcommittee Member; Provider	1/7/2019	Tool Questions	Why does the date at the top not stay in date format and is being entered into different numbers? What goes under Other Operating expenses? Is that everything that doesn't have a category on the report? Do you guys have a date on the webinar for the QA for the cost study yet?	The date problem is a known issue and was a technical error on our part. The numbers do correspond to a specific date that we're happy to fix on the back-end so you don't need to fill out a new sheet. I'm also happy to send you a new version with the issue corrected if you'd prefer? As to your second question, yes, any expenses that do not have an independent category may be lumped into the Other Operating expenses section. We've also been working with DDSD to get the webinars scheduled and invites should be going out soon from them if you haven't already received it. If you have any further questions, please feel free to let us know.
Provider	1/7/2019	Multiple Allocation Method	As we don't track anything separately for MiVia either via time sheets, by FTE's etc. My plan would be to allocate cost based on the percentage of Mi Via revenue compared to our total waiver revenue. For example if our total Mi Via revenue is 10% of our total waiver revenue, I'll allocate 10% of costs. Does that work?	If it is not possible for you to use one of the cost allocation methods described in the previous email, allocating costs based on the percentage of revenue as you described is fine. Please just make a note of that in the comments field.
Provider	1/9/2019	Personnel Roster Dates	On the Personnel Roster spreadsheet, there are 120 available lines. The sheet does not appear to allow adding lines but I was able to copy and insert a new sheet. We have over 200 employees. So I assume we simply need to use multiple sheets? Is that correct? Of course, that means that the totals on each sheet will need to be added together at some point to get an actual total. If there is a way of adding lines to the sheet that I've been unable to find, please advise.	PCG unlocked the spreadsheet, added rows, and re-sent to the provider.
Provider	1/9/2019	Personnel Roster Dates	Our agency is in the process of completing the rate study documents to submit to you for the New Mexico HCBS Rate Study. We have encountered two issues with the Cost Report Excel spreadsheet that we wanted to bring to your attention. 1.When we bring up the drop down menu for the 12 Month Period Start and select a date, the cell does not pull a date but instead places a number in this cell. For instance, we selected 7/1/16 for our 12 month period start date and the cell now shows 42,552 not a date. The same for the end date, we selected 7/1/17 and the cell shows 42,917. 2.The second issue we encountered is in cell G 39. The total Paid Non-working hours cell is not calculating correctly therefore it is not bring over our total paid non-working hours to the total's cell.	Thank you for bringing these two issues to our attention. These errors have been corrected and we do have a fixed version available. I've attached it here. If you have already started on your cost report and don't wish to start over then we're able to fix the two issues quickly once you submit the form. The numbers do correspond to a specific date, which we'll be able to convert after the fact. The formula in cell G39 (and sub-formulas in relation to this) is also able to be fixed on the back-end and will include the correct total entered in the primary cells. Please note that per training instructions, column G is the sum total of columns D, E, and F. Column C is calculated separately. If you have any further questions, please feel free to let us know.
Provider	1/9/2019	Other Revenue on Cost Report	I would like to get clarification on what I should be recording as "Other Revenue". Tresco, Inc. is a large corporation that does business areas other than "Adult Services". We also provide 2 different types of children's services and obtain contracts through Source America to provide a work force to execute for those contracts in the areas of grounds and custodial, maintenance, ect. When I just look at the Cost Report and it asks for "other revenue" do I just put any additional revenue adult services gets or do I list the entire companies revenues. I ask this because then when I look at the Personnel Roster it is only wanting the personnel that either primarily function in HCBS services or meet the Administrative positions. I doesn't require I list the other 200 or so employees at Tresco that operate in our other business areas. With all that being said if I list total company revenue but don't list total personnel it will show a disparity so I think I should only list revenue associated with the Adult Services business. Am I correct?	Thank you for reaching out. Under "Other Revenue" we ask that you record all other revenue for all services that Tresco, Inc provides, not just HCBS services. We then ask for that revenue by waiver. We are looking to see what percentage of total revenue comes from the three waivers. It's fine if it does not match up to the personnel roster.

Provider	1/10/2019	Tools	If the financial data is for about 5 clients in one relatively small service (respite) in 2017, but my current staffing/ time allocation/ finances is significantly different because we are building a new service (with no financial reimbursement/ support), is our agency information going to be valid/ useful enough to justify the burden?	
Provider	1/10/2019	Multiple Allocation Method	As we don't track anything separately for MiVia either via time sheets, by FTE's etc. My plan would be to allocate cost based on the percentage of Mi Via revenue compared to our total waiver revenue. For example if our total Mi Via revenue is 10% of our total waiver revenue, I'll allocate 10% of costs. Does that work?	If it is not possible for you to use one of the cost allocation methods described in the previous email, allocating costs based on the percentage of revenue as you described is fine. Please just make a note of that in the comments field.
Provider	1/14/2019	Cost Tool	I'm working on the cost tool for the NM DDW rate study and I have a question about the revenue section. We are paid a rate that includes GRT but I'm assuming that we report the number without GRT as revenue, but I just want to be sure. Is that correct? Also, is there a way to report the unpaid work that we do in relation to our clients?	