

NM HCBS Cost Report and Personnel Roster Tool Training Questions and Answers

Contact Info

Q: Who do I contact if I have further questions?

A: Please contact PCG if you have any further questions. We would be happy to assist you individually. You can either e-mail us at NMHCBSRateStudy@pcgus.com or call our Toll-Free Help Line: 1-(844)-225-3658

Participation

Q: Are we required to participate?

A: No, you are not required to participate, but it is in your best interest to participate so that we can gather the most accurate data for this study to support the programs in the best way possible.

Accessibility

Q: Can we convert it to a google sheet?

A: While we understand this might be easier for some providers, it would be very difficult to convert the information back and forth between Google and Excel. While the two are compatible, a few features do not work. So, please maintain the original Excel version provided.

Q: Would you accept a CSV file in place of an excel workbook?

A: We prefer that all tools be returned in the Excel workbook provided.

Q: How do you sign electronically?

A: You can sign electronically by typing your name into the correct area in the Excel spreadsheet.

Q: How will providers receive the workbook sheets?

A: Providers will receive the workbook via e-mail.

Subcontractors and Part-Time Employees

Q: For the averaging of Full Time employees with benefits, how do we look to separate the Part time who receive no or very limited benefits? I believe most agencies have a large amount of part time and if we are not able to separate this, it could really distort the averages

A: The number of hours each employee works is captured on the personnel roster.

Q: For total hours worked, how will we complete that for sub-contract positions that are not paid based on hour worked and that information is not tracked?

A: In this case, an estimated or budgeted amount for the year will suffice.

Submission

Q: Can the agency submit the cost report prior to the deadline or other tools?

A: Yes, each tool can be submitted as soon as they are ready prior to January 28th, 2019.

Q: The personnel roster is just for the staff related to the DD waiver? Not our entire agency staff.

A: Correct. We are only interested in seeing the staff related to services under the DD, MF and Mi Via waivers.

Financial Information

Q: If we are a DD waiver provider and also provide services through state general funds, do we report both sources of revenue together?

A: The program total field should include all funds, including state general funds. The revenue should then be allocated to each specific waiver in the fields provided.

Q: If we are a new agency and don't have a full year's data on our expenses, should we just pro-rate what that might be?

A: We do not need cost reports if a provider does not have a full year of data available.

Q: Under other expenses, where do we capture depreciation?

A: Thank you for this question. We have added a depreciation field to the cost tool.

Q: How will administrative costs be calculated into this rate study?

A: These costs are captured in the cost report tool.

Q: We are experiencing high levels of vacancies- that will hurt us/ lower the "cost", no?

A: Thank you for this question. We have added a section to capture FTEs and vacancies.

Q: Is the Personnel Roster only for those who are currently working even though we are using 2017 to reflect costs?

A: Yes, the personnel roster is only for those who are currently working even though the cost report tool reflects 2017 costs.

Other

Q: Can we allocate by number of waiver/nonwaiver clients, for instance, as a percentage?

A: Yes, this is an acceptable allocation method.

Q: What if our office is in Colorado, not New Mexico?

A: Out of state providers should record all categories as requested except the "County" field which can be left blank.

Q: Does transportation cover staff mileage reimbursement?

A: Mileage reimbursement should be tracked in the "Mileage" category. The "Transportation" category should be used for client transportation, bus passes, or owned-transportation vehicles.

Q: Why not base costs on the staffing levels specified as guidelines in the standards?

A: We create models based on guidelines and standards as well as the actual data reported to inform the rate setting process.