

Home Care Cost Report – Outreach Program Details

As part of the upcoming relaunch of the Home Care Cost Report process, DOH and KPMG have developed the expected outreach program that will occur throughout the cost report submission and audit periods.

The below table outlines a description of the outreach items as well as the expected date and timing for each.

Outreach item	Description	Date	Expected timing
Home Care Cost Report Relaunch Session	– In advance of launching the Home Care Cost Report process, DOH and KPMG will conduct a virtual relaunch session. – This session will include discussion regarding logistical details for the relaunch, provider expectations, and information about the initial outreach session and future monthly outreach sessions.	May 27 th , 2020	30 - 60 minutes
Home Care Cost Report Initial Statewide Outreach Session	– Shortly following the Home Care Cost Report Relaunch Session, DOH and KPMG will conduct the Initial Statewide Outreach Session. – This virtual session will be similar to the live outreach sessions that DOH and KPMG conducted before the COVID-19 related delay and will cover the following: - o Revised timeline - o Overview of the cost report process - o Key information - o KPMG’s role - o Web-based Tool introduction and walkthrough - o Cost report schedules walkthrough - o Audit process overview - o Next steps	June 2 nd , 2020	120 minutes
Providers receive login credentials for the Home Care Cost Report Web-based Tool	– Following the Initial Statewide Outreach Session, home care agencies will receive their Web-based tool login credentials. – Credentials will be sent out via email, which will also include details about how the Tool should be completed and the process for reaching out to KPMG if there are issues with the credentials.	June 3 rd , 2020	Not applicable

Outreach item	Description	Date	Expected timing
Web-based Tool Walkthrough Videos	– Before or shortly after the launch of the Tool, KPMG will record videos of technical walkthroughs of the Tool’s functionality. These videos will include the following areas: ○ Logging in, reviewing instructions, and navigating FAQs ○ Schedule walkthroughs ○ Walkthrough of steps to finalize and submit the cost report, including how to print versions directly from the Tool – These videos will be posted directly in the Web-based Tool for providers to view at their convenience.	Early June 2020	3-5 minutes per video
Monthly Statewide Provider Outreach Sessions	– Provider outreach sessions will be held 1-2 times per month to communicate updates, address questions, and discuss specific components of the cost report and/or Web-based Tool. – Agencies can expect the following to be addressed during these sessions: ○ Questions submitted since the previous monthly session. ○ Discussion of cost report schedule components that require further explanation. ○ Guidance for connecting the schedules to supporting documentation and audit procedures.	June, July, August, September, and October of 2020	60 - 90 minutes
Audit Kick-off Webinar	– Shortly before the audit kick-off, KPMG will host a webinar providing a walkthrough of the audit process, KPMG and provider expectations, and the expected timing of activities.	Mid-August 2020	90 minutes
Lessons Learned Webinar	– After the conclusion of the KPMG audit process, a lessons learned webinar will be held to discuss the following: ○ Successes and opportunities for improvement for the cost report submission and audit process ○ Future year suggestions	January 2021	60 - 90 minutes



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

May 20, 2020

Dear Administrator:

In response to the COVID-19 pandemic and the resulting delays to the launch of the Home Care Cost Report, the Department of Health (DOH) has worked with KPMG and the Associations to develop a go forward plan for the relaunch of the cost report submission and audit process. This plan was developed in an effort to be sensitive to the current environment home care providers are operating in, while also taking into consideration the importance of setting 2021 rates in a timely manner.

Please note that the Home Care Cost Report is still required to be submitted using 2019 cost report year data. In addition, the Home Care Cost Report is required to be submitted by Certified Home Health Agencies (CHHA), Licensed Home Care Services Agencies (LHCSA), and Fiscal Intermediaries (FI) operating in New York State that receive Medicaid reimbursement related to Personal Care, Consumer Directed Personal Assistance Services (CDPAS), and CHHA funding streams. Examples of providers that are not required to complete the Home Care Cost Report include Assisted Living Program (ALP) only agencies, private pay only agencies, and hospital-based CHHAs.

In an effort to provide additional flexibility, the Home Care Cost Report submission period will take place from the beginning of June through October 2020. DOH has worked with KPMG to develop an extensive outreach program that provides hands-on support to providers throughout the entirety of the cost report submission and audit process. A document has been sent in conjunction with this DAL to provide further details regarding the outreach program.

The following outlines key next steps in relaunching the cost report process over the next few weeks. Please note that the May 27, 2020 and June 2, 2020 sessions listed below will be available via telephone dial-in and WebEx conferencing. Providers are encouraged to use the below WebEx links to access the presentation materials that will be shown during these sessions.

1. Home Care Cost Report Relaunch Session

- **Date**: May 27, 2020
- **Time**: 2:00 PM
- **Dial-in Number**: 888-780-9651
- **Dial-in Passcode**: 8974716
- **WebEx Link**: <https://e-meetings.verizonbusiness.com/nc/join.php?i=PWXW1353805&p=8974716&t=c>
- **Expected Timing**: 30 – 60 minutes
- **Details**: Discussion of timing and logistical details for the relaunch, provider expectations, and information about the initial statewide outreach session and future monthly outreach sessions. A recording will also be available in the event providers are not able to attend the live session.

2. Home Care Cost Report Initial Statewide Outreach Session

- **Date**: June 2, 2020
- **Time**: 2:00 PM
- **Dial-in Number**: 888-780-9651
- **Dial-in Passcode**: 8974716
- **WebEx Link**: <https://e-meetings.verizonbusiness.com/join.php?i=PWXW1353839&p=8974716&t=c>
- **Expected Timing**: 120 minutes
- **Details**: This virtual session will be similar to the live outreach sessions that DOH and KPMG conducted before the COVID-19 related delay. The session will provide an overview of the cost report process as well as a walkthrough of the cost report schedules and Web-based Tool components. A recording will also be available in the event providers are not able to attend the live session.

3. Receiving login credentials for the Home Care Cost Report Web-based Tool

- **Date**: June 3, 2020
- **Details**: Credentials to access the Home Care Cost Report tool will be sent out via email. The email will also include details about how the Tool should be completed and the process for reaching out to KPMG if there are issues with the login credentials.

Upcoming communications: Please anticipate to receive communications from the following email addresses during the cost report process:

- DOH Home Care Cost Report mailbox: Homecare.reports@health.ny.gov
- KPMG Home Care Cost Report audit mailbox: us-advrisknyshc@kpmg.com
- Cost Report login details and any other communications directly from the Tool: no-reply@avii.com

We look forward to working closely with and supporting you during the Home Care Cost Report submission and audit process.

Sincerely,



Ann Foster
Deputy Director
Division of Finance and Rate Setting
Office of Health Insurance Programs