New Mexico Department of Health
Developmental Disabilities Supports Division (DDSD)

HCBS Rate Study Kickoff Presentation
Rate Sub-Committee
September 26, 2018
Agenda

• Introductions

• Open Discussion
  • Communication Plan
  • “Providers, what do you want us to know?”

• Tool Development
  • Previous Survey Tools
  • Overview of Typical Tools and Data Collected
  • Provider Input for Tools

• Open Discussion-Feedback from Providers
  • Data Collection Timeline
  • Data Contingency
  • Training
  • Technical Assistance
  • Accessibility of Survey Tool
Introductions and Background
PCG Team

Nathan Grossman
Engagement Manager

Sarah Salisbury
Senior Consultant

Cathy Anderson
HCBS Final Rule Advisor

Barb Ramsey
HCBS Rate Advisor

Jaymi Cohen
Analyst
Public Consulting Group (PCG)

- Founded in 1986, PCG is headquartered in Boston, MA and employs more than 2,000 professionals in 60 offices.
- Diverse workforce providing both consulting and direct services.
- Projects covering states, counties, and local municipalities.
- Five Practice Areas:
The PCG Advantage

Person Centered Organization with long-term commitment to achieving greater self determination and community integration for people with disabilities

Successful track record of developing and implementing DD system and payment models

Strong reputation for producing quality work on time and on budget

Well qualified team with prior state leadership experience and extensive consulting experience
Open Discussion
Open Discussion - Communication Plan

What do you want PCG to know?

- We will listen and consider your positions
- We want to hear from you
- Our commitment to transparent communication
- We will bring the information to the state
- We will address every concern
Tool Development
Previous Survey Tools

What worked, what didn’t?
Overview of Typical Tools and Data

**Time Study**
- Completed by direct service staff/subcontractors and submitted electronically
- 15-minute increments during 14-day time study

**Cost Report**
- Completed by provider and submitted electronically
- Captures the following: revenue, personnel FTEs, salaries and benefits, and other expenses

**Staff Roster**
- Completed by provider and submitted electronically
- Captures provider staff and subcontractors, including titles, hours, salaries, and fringe benefits

**Market Research on Salaries**
- Completed by PCG to inform rate calculations
Provider Input: Cost Tool

- **Provider & Contact Information**
  - Requests general information on provider agency

- **Revenue**
  - Requests totals of revenue from different sources

- **Personnel**
  - Days off: total number of days off provided per FTE
  - Salaries, taxes and fringe should be provided for FTEs

- **Other Expenses**
  - List all other expenses by category not related to salary and fringe (e.g. mileage, supplies, etc.)

- **Attestation**
  - In the attestation section, provide the attester’s name, title, electronic signature and date of attestation

- **What is the best way to capture line item costs and revenue for each waiver on the cost report?**
  - Include costs and revenue for each waiver discretely
  - Use the % of overall budget to allocate costs and revenue across waivers

- **What is the best way to capture:**
  - Cost related to the implementation of the CMS Final Settings Rule;
  - Cost related to complying with the DOL Home Care Rule; and
  - Cost related to implementing an EVV system
Provider Input: Time Study

- **Provider & Contact Information**
  - Requests general information on provider agency and participant contact information

- **Participant Credentials**
  - Start date
  - Years of experience
  - Years of HCBS experience
  - Educational attainment
  - Credentials/licensure

- **Daily Activity**
  - Time (15 minute increments)
  - # individuals served
  - Location
  - County
  - Billable activities
  - Unbillable activities (data entry, no shows, billing, travel, other)
Provider Input: Personnel Roster

• **Provider & Contact Information**
  • Requests general information on provider agency

• **Roster Detail For Each Employee**
  • Name or ID
  • Employee or Subcontractor
  • Title (primary, secondary, actual)
  • # hours worked annually
  • % of time allocated to each waiver
  • Total salary
  • Total fringe benefits
  • Participating in time study
Tool Completion Options

Three options for tool completion:

1. Paper based & mail submission
2. Excel based and email submissions
3. Electronic survey
Feedback From Providers
## Data Collection Timeline

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Anticipated Start Date</th>
<th>Anticipated End Date</th>
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</thead>
<tbody>
<tr>
<td>Provider Notification and Training</td>
<td>10/15/18</td>
<td>11/9/18</td>
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<td>Cost Instrument and Time Study Facilitation</td>
<td>11/12/18</td>
<td>1/18/19</td>
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<tr>
<td>Data Verification and Analysis</td>
<td>1/22/19</td>
<td>3/15/19</td>
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<td>Analysis and Recommendations</td>
<td>3/18/19</td>
<td>6/28/19</td>
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## Data Contingency

### Data Collection Matrix and Contingency Plan

<table>
<thead>
<tr>
<th>Data Requirement</th>
<th>Source</th>
<th>Contingency Focus</th>
<th>Group Benchmark</th>
<th>Industry Standard</th>
<th>Benchmark</th>
<th>Previous PCG Rate Setting</th>
<th>Other State Contacts</th>
<th>Contingency Focus</th>
<th>Group Benchmark</th>
<th>Industry Standard</th>
<th>Benchmark</th>
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<tbody>
<tr>
<td>a. The market salaries of each discipline</td>
<td>Bureau of Labor Statistics</td>
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<td>b. Employee related costs</td>
<td>Cost Report</td>
<td>Industry Standard</td>
<td>Benchmark</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
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<td>c. Employee duties that reduce employee’s billable or productive time</td>
<td>Time Study</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Industry Standard</td>
<td>Benchmark</td>
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<td>d. Administrative staff costs</td>
<td>Time Study/Cost Report</td>
<td>Industry Standard</td>
<td>Benchmark</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
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<td>e. Productivity</td>
<td>Time Study</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Industry Standard</td>
<td>Benchmark</td>
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<td>f. Other Administration/indirect costs</td>
<td>Cost Report</td>
<td>Industry Standard</td>
<td>Benchmark</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
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<td>g. Percent of billable/productive time</td>
<td>Time Study</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Industry Standard</td>
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<td>h. Administrators employed</td>
<td>Published Rate Research</td>
<td>Previous PCG Rate Setting</td>
<td>Other State Contacts</td>
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<td>i. Acuity and level of care</td>
<td>TBD</td>
<td>Industry Standard</td>
<td>Benchmark</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
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<td>j. Results of the information gathered from the DD and MF providers and Mi Vi vendors.</td>
<td>Time Study/Cost Report</td>
<td>Cost Report</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
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<td>k. Cost related to the implementation of the CMS Final Settings Rule</td>
<td>TBD</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Cost Report</td>
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<td>l. Cost related to complying with the DOL Home Care Rule</td>
<td>TBD</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Cost Report</td>
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<td>m. Cost related to implementing an EVV system</td>
<td>TBD</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Cost Report</td>
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<td>n. Rate Calculations</td>
<td>Time Study/Cost Report/Program Data</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Industry Standard</td>
<td>Benchmark</td>
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<td>o. Develop fiscal impact report</td>
<td>Time Study/Cost Report/Program Data</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
<td>Industry Standard</td>
<td>Benchmark</td>
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<td>p. Propose methodology to address increased costs/inflation costs in providing services in subsequent years after the rate study</td>
<td>Cost Adjustment Research (e.g. CPI)</td>
<td>Industry Standard</td>
<td>Benchmark</td>
<td>Contingency Focus</td>
<td>Group Benchmark</td>
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Training and Technical Assistance

Training
• PCG will conduct 3 live training webinars and provide 1 recorded training webinar
• PCG will provide comprehensive training documents for the data collection tools
• Training dates will be announced soon

Technical Assistance
• Dedicated phone line and email inbox for providers
• Our team of analysts continuously monitor the phone line and inbox
• Response times are less than 1 business day

Tool Accessibility Considerations?
Next Steps and Contact Info
Next Steps

• Send developed tools to the State and Rate Study Sub-Committee members for feedback and input
• Determine list of peer states for best practice research
• Provide 3 live, webinar training sessions and 1 recorded webinar training
• Release tool and provide technical assistance
Contact Us

Helpline
1-844-225-3658

Dedicated Email Address
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