Disability Waiver Rates System Cost Reporting
Family Providers

DWRS Cost Reporting Team
Disability Services Division
Minnesota Department of Human Services
Agenda

• Announcements

• Brief history of DWRS cost reporting

• The what of cost reporting

• The how of cost reporting

• DWRS cost reporting website demonstration

• DWRS cost reporting platform demonstration
• Put your questions into the Q&A function, we will be tracking them for future webinars.

• Sign-in to the cost reporting platform as soon as possible to make sure you don’t have any issues accessing things.

• This presentation has been formatted to act as notes. Save it in your files to use when you report.

• Your feedback is welcome. As we all go through our first year of cost reporting, we are learning what works.

• When emailing questions and feedback, please give us at least three business days to respond.
We’ve heard loud and clear from family providers. You have questions and need guidance. This webinar is our first step in providing more information and feedback for family providers as you start reporting your costs. Some frequent questions we’ll clarify during our presentation today:

• It’s just me providing support, do I have to do this?
• I’m the license holder, how do I report my wages?
• I haven’t tracked my costs, how can I report them?
• Do I have to do this online?
• Is it my year to report? How will I know?
• Are you going to cut my rates?
Brief history of DWRS cost reporting

Legislature Passed in 2017
During session, the Legislature passed the originating language to authorize DWRS Cost Reporting

Program Development 2018-2019
• DHS contracted with Burns and Associates to create cost reporting criteria
• Stakeholder engagement with DWRS Advisory Committee and CFO working group

Platform Development 2018-2021
MN.IT development of a streamlined cost reporting platform developed in two parts:
• Data structure and storage
• User interface reporting platform

Provider reporting 2021 and beyond
• Providers notified in March
• Deadline of August 31
• Report due to legislature February 2022

Provider Pilot Summer 2019
The what of cost reporting
What is Cost Reporting?

• The reporting of the actual costs of providing services by the established cost centers such as wages, program administration, or facilities.
  • This means that we are looking for the costs you had as the provider. We are not looking to have your costs align with framework values.

• The purpose of this report is to collect cost data that will inform future DWRS rate formulas.

• The ongoing collection of this data will inform policy makers of the cost drivers and will allow for DWRS to set rates that allow services to be appropriately funded, encourage provider viability, and help ensure service access to HCBS waiver recipients.
What Cost Reporting is NOT

• An effort to collect only your direct costs and change your rate. This is aggregate reporting for all providers.
  
  • 500+ providers will report every year.

• No automatic changes to rate will occur. Any changes to the frameworks would have to be made by the legislature.

• An audit of your business or home.
  
  • There is an auditing component to cost reporting, but only includes information reported as part of cost reporting.
What to use to report

- A company’s official bookkeeping records should be used when available. Depending on leadership decisions this may be certified or uncertified records.

- If you do not keep records of costs and wages, use trackable documentation to prove the incurred costs/payments. Things like credit card or bank statements should be used and saved in your records.
  - DHS suggests starting to track payments today for preparation of future reporting.

- To understand billed units and revenues, remittance payment notifications in the MN-ITS system should be available.
  - DHS suggest starting to track billing if you are not currently doing so.
What to include in your cost report

• Your actual costs of providing services.
  • We aren’t looking for averages or framework values. Please report your actual costs.

• Notes that add clarity
  • If you think a cost you report requires further explanation, there is a option to enter notes on every page. Don’t hesitate to leave us a note!

• Only costs that you had.
  • For example, if you didn’t have any benefit costs as the employer, then no benefit costs should be reported.
What NOT to include in your report

• Any room and board costs. This includes any costs for:
  • Your home; mortgage, rent, H.S.A. dues
  • Maintenance of your home; taxes, lawn service, etc.
  • Groceries or restaurant bills, including cost of food at outings

• Medical supplies that are paid for by medical assistance or insurance

• Any personal costs or items for yourself or your family
DHS aims to keep cost reporting as simple as possible, though some reporting must be specific in order to continue to evaluate the current cost assumptions in DWRS rate calculation.

"Be no more complex than necessary"
# Annual Reporting Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>By March 31</td>
<td>Notify providers mandated to report that year</td>
</tr>
<tr>
<td>June 1</td>
<td>90-day Notice of reporting deadline</td>
</tr>
<tr>
<td>August 31</td>
<td>Reporting Deadline</td>
</tr>
<tr>
<td>Sept 1</td>
<td>Send out first notice of non-compliance; for providers who haven’t submitted reports by August 31</td>
</tr>
<tr>
<td>Oct 1</td>
<td>Send out second notice of non-compliance; for provider who haven’t submitted by September 30 (30 days late)</td>
</tr>
<tr>
<td>Nov 1</td>
<td>Send out third notice of non-compliance; for providers who haven’t submitted by 10/31 (60 days late)</td>
</tr>
<tr>
<td>Dec 1</td>
<td>Send out notification of stop payment for non-compliance (90 days late)</td>
</tr>
</tbody>
</table>
The how of the cost reporting system
If it is your year to report, your authorized agent will have received multiple notification emails as well as user log-in information. The most recent would have been on July 8th, 2021. Make sure to check all of your SPAM folders.

If you are still unsure if it is your year, reach out to the cost reporting team with information about your organization like name, NPI/UMPI, authorized agent name.

*Please note that all communication about cost reporting goes through your authorized agent. If you are unclear who your authorized agent is, reach out to your licenser. For family providers, this is usually the license holder.
For security reasons, the system requires every provider to have two types of users, Authorized Agents and Provider Users.

For family providers, a single person might act as both the authorized agent and the provider user. The authorized agent should create a secondary provider user account for themselves, so they can fill out the report. Every organization must have one authorized agent account and at least one provider user account, even when they are the same person (Dual-role user). This is because the authorized agent cannot enter cost report information using their authorized agent account.

*Quick tip:* if you are in the cost report and cannot fill out or save information, you are likely signed in as the authorized agent user. Check your sign-in and switch accounts if necessary.
Jenna is a family residential provider and is doing her cost reporting. Her email is jenna@example.org. Below are her two sign-ins to complete her report.

<table>
<thead>
<tr>
<th>Authorized Agent (received from DHS)</th>
<th>Provider User (created in the system)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username: <a href="mailto:admin.jenna@example.org">admin.jenna@example.org</a></td>
<td>Username: <a href="mailto:jenna@example.org">jenna@example.org</a></td>
</tr>
<tr>
<td>Password: set by Jenna on first sign-in</td>
<td>Password: set by Jenna on first sign-in</td>
</tr>
</tbody>
</table>

Jenna needs to keep records of both log-ins for her records. She will need both of these accounts in the future.
Create Table Case Example; Dual User Correspondence.

As a dual user, you will get different types of correspondence from DHS and the cost reporting system. We suggest you save these critical ones in a folder so you can always access them if you need to.

<table>
<thead>
<tr>
<th>Authorized Agents Email</th>
<th>Date</th>
<th>Provider Users Email</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Notification of Reporting”</td>
<td>March 31</td>
<td>“User Login for DWRS Cost Reporting”</td>
<td>When user account is created*</td>
</tr>
<tr>
<td>“User Login for DWRS Cost Reporting”</td>
<td>March 31</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Account is created by the Authorized Agent
## User type roles

<table>
<thead>
<tr>
<th>Authorized Agent</th>
<th>Provider User</th>
</tr>
</thead>
</table>
| • Create contacts/users in the system  
  • On the ‘Contacts’ page  
  • Manage users in the system  
  • Deactivate users  
  • Add new users as necessary  
  • Review and submit the cost report  
  • Including validating the attestation of true reporting. | • Enter provider and cost information into the system on the following pages as applicable:  
  • Provider information*  
  • Revenues*  
  • Salaries and wages*  
  • Other benefits  
  • Client and programming support  
  • Day facilities  
  • Vehicles costs and usage  
  • General and administrative*  
  • Questionnaire* |
Where is my log-in information?

• If it is your year to report, your authorized agent would have received their log-in information, including username and temporary password, on March 31st, 2021.
  
  • If you have lost your log-in information and need it resent, or are unsure if you ever received it, please send an email to the cost reporting team. Include your organization name, NPI/UMPI, and authorized agent name. Please state the purpose of your request in the body of the email.

• For all other users, log-in information will be sent when the account is created. Please give the system up to 24 hours to send out the email. If you or your staff still hasn’t received an email after that time, please email the cost reporting team.

August 6, 2021
Basic cost reporting rule

There are ten pages in the cost reporting manual to outline what costs to report, and how to report your costs. That can be overwhelming. In the slides that follow, we will look at each page and whether it is likely to apply to a family residential setting.

One thing to know about cost reporting is there are two steps to reporting every cost:

1. Enter the requested cost.
2. Allocate that cost to the service/bucket it is associated with.
• For every cost reported, those dollars need to be assigned to the services they support. This is called cost allocation.

• If you are only providing one type of service, which is the case for many family providers, all allocations should be in a single category which will make this part of reporting easier.
  • The reporting platform will only show service groupings that have revenues in them. So if you only have revenues for residential services, you will only see residential services.

• DWRS cost reporting does not require a specific way to allocate, but does require you report on how you allocated.
• Due to the specificity of the DWRS frameworks, direct care wage allocations are more complex than other pages.

• DHS suggests that more analysis is done to correctly report the time and supports direct care workers are providing. If you are not currently tracking hours worked by any staff, including yourself, in your home you should use the time tracking document on the website to get a better understanding of what work is being done.

• Don’t forget to attribute time to non-billable work in program support if workers have that as part of their work time.
Cost reporting pages for family providers

<table>
<thead>
<tr>
<th>Required Pages</th>
<th>Possible Pages</th>
<th>Unlikely Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider information</td>
<td>Client and programming supports</td>
<td>Administrative wages/benefits</td>
</tr>
<tr>
<td>Revenues</td>
<td>Transportation</td>
<td>Other benefits</td>
</tr>
<tr>
<td>Direct Care wages/benefits</td>
<td>Vehicles</td>
<td>Day Facilities</td>
</tr>
<tr>
<td>General administrative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct care worker questionnaire</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

August 6, 2021
• Enter general business information and NPI/UMPI

• If the name of your organization is different than listed, you can update it on this page.

• If you do not have an FEIN or report under your SSN, DHS has entered in a placeholder value in the system. This number is not something you need to change or update. We will track your costs by NPI/UMPI in our analysis.

Note: cost reporting requests are attached to an FEIN. If you have multiple NPIs under the requested FEIN must be included in the report. Do not include locations or NPIs under different FEINs or organizations.
• Enter all revenues for DWRS services for the entire year. This is the daily rate multiplied by the number of days (units) the person was in your home for the year for every person you serve.
  • Example: $200 daily rate x 345 days of service = $69,000 revenues for one person

• **Do not include** non-service revenues, or housing support revenues.

• Complete this page before attempting to proceed to the other areas of the cost report, as selections on this page will affect the selections on drop down menus in other areas of the report.

• When ‘Create New Revenue’ button is clicked, the entry will move to a table below the button. The information entered can be edited, viewed or deleted by clicking the buttons to the right of the entry.
• This page includes all staff and staff time that is provided as direct care to individuals. This includes work done by the license holder and their family members as well.

• If you have not tracked what you paid staff over the year, please use any banking or time records to determine how much has been paid. For example, if you are paying a lump sum per day to a person, you can review calendars to determine how many days that person worked.

• You will need to also enter additional information about benefits and payroll, and allocations must be entered for each employee type by selecting the buttons to the right.
  • If you did not pay for benefits and/or withhold taxes from wages, you can leave those fields blank. You will still need to enter in the allocations of the workers time.

• To determine if you worker is an employee or contractor, this is determined by how a person’s taxes are reported. A person with a w-2 is an employee, a person with a 1099 or other tax documentation is typically a contractor.
If you have not tracked what you, the license holder, have worked or been paid over the year, we suggest you take two different steps to determine your pay and hours.

1. Track your time over a week using the time tracking document and then average that out over a year.
   - Average hours per week * 52 = total annual hours worked
   - Don’t forget to track any time working on administrative tasks too!

2. Determine what your income was, by completing the rest of the cost report first. Whatever revenue was left, would be your annual income.
   - Total revenues-(direct care wages + administrative costs + other costs)= your income

Note: repeat a similar process if other family members, including spouses, were working without tracking hours and pay. Please keep in mind that their time and support is considered work as well.
• Include any administrative costs you may have had during the course of the year such as:
  • License cost
  • Office or computer materials

• Program administrative costs are for cost specific to providing services in your home like
  • Special computer program to manage medications
  • Cell phone for staff to use on shift

**Do not** include residential facilities or facility costs related to the provision of services.
Client programming and support costs

- Costs related to programming and support for people who receive services, that may include:
  - Tickets to outings
  - Special supplies used in your home (non-medical)
- Do not include costs that cannot be connected directly to the provision of DWRS services or are food.

Transportation Costs

Include non-wage costs related to travel and transportation such as maintenance costs for vehicles or mileage paid to staff to bring people into the community.

Vehicle cost and usage

Include all vehicles owned or leased that are used to transport people as part of the supports or administration.

Do not include vehicles that are not associated with DWRS services or administration.
The next webinar will be to answer the frequently asked questions. It will be at 10am on July 29, 2021. Sign up in trainlink.

Please put your questions in the chat

August 6, 2021
Family Provider Overview Webinar: A webinar focused on the reporting needs of Family Residential, formerly Family Foster Care, providers.

- July 22nd: 11:30-1pm
- August 11th: 2-3:30pm

All Provider Office Hours: An webinar to submit and hear responses to frequently asked questions from providers

- July 29: 10-11am
- August 16: 11-12pm

Introductory Webinar: A presentation focused on the overview of cost reporting system and policies

- August 5th: 1-2:30pm
Let’s review the DWRS cost reporting website

The DWRS cost reporting website has a lot of useful content ready for you, with more being posted in coming weeks. Including:

• Link to the manual
• Excel-based cost report for working offline
• A list of FAQs and responses; and
• Provider tool kit (some documents still in development)

The DWRS cost reporting website (link)
Welcome to Disability Waiver Rates System (DWRS) Cost Reporting!

Your user name and temporary password are below. You will be required to change your password and set up a security question on your initial login. Your password must be at least 8 characters long and contain a combination of 3 of the 4 character types: lower or upper case letters, numbers, and special characters (e.g. @#$%).

User Name: peterprovider
Password: Xm505#0P

Click on the link to access the cost reporting system to change your password and set your security question. Please remember to bookmark this link for future access to the system.

Why am I receiving this notice?

This communication is to notify you that an account has been created for you in the DWRS cost reporting system. This account may have been created for you by your organization’s authorized agent or DHS. For more information about DWRS cost reporting, please visit the <link>

If you have questions about why you have received this email, please contact your organization’s authorized agent. If you are the authorized agent, please reference the ‘Notification of reporting requirements’ you received separately at this address.

August 6, 2021