Overview: Alaska Department of Health is conducting a rate study for Long Term Services and Supports (LTSS) Services. As part of the LTSS rate study process, Guidehouse has created and distributed the following three cost and wage surveys to providers to gather provider specific information, costs and specifics related to service delivery.

- LTSS General Provider Cost and Wage Survey: AK LTSS Provider Cost and Wage Survey_General_10.11.2024.xlsx
- LTSS Meals Provider Cost and Wage Survey: AK LTSS Meals Provider Cost and Wage Survey_10.11.2024.xlsx
- LTSS Care Coordination Provider Cost and Wage Survey: AK LTSS Care Coordination Provider Cost and Wage Survey_10.28.2024.xlsx

This Frequently Asked Questions (FAQ) document was updated on Wednesday, December 4, 2024, and contains all the questions asked so far regarding the surveys. If you have any further questions, please email them to AKratestudy_LTSS@guidehouse.com. Please note that the survey is due for submission on Friday, December 13, 2024.

We appreciate you taking the time to fill out the survey.

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General

1. **How do I access the survey?**
   Date Added / Revised: November 13, 2024
   The LTSS General Provider Cost and Wage Survey and the LTSS Meals Provider Cost and Wage Survey were sent to providers on October 11, 2024. The LTSS Care Coordination Provider Cost and Wage Survey was sent to providers on October 28, 2024. If you did not receive a copy, please email **AKRateStudy_LTSS@guidehouse.com** and a copy will be sent to you.

2. **How will data collected through the survey be shared?**
   Date Added / Revised: November 13, 2024
   Data collected through the survey will be shared with the state, provider workgroups, and other stakeholders through aggregated, de-identified analysis. No provider specific data will be shared.

3. **I am a new provider and have only provided a few months of service in the most recent fiscal year. These costs/revenues don't accurately capture long term data for our operation costs. How should we indicate this?**
   Date Added / Revised: November 15, 2024
   Please report each section to the best of your ability. You can indicate the nascent nature of your operation, time in business, and information that would help us to contextualize your data in the [6. Additional Feedback] tab.

4. **Is Guidehouse exploring alternate rate methodologies?**
   Date Added / Revised: November 15, 2024
   Yes, the first stage of this work will use provider survey data and other publicly available data to create cost-informed rate models. The second stage of this work will be to evaluate and review other rate methodologies that may be appropriate for LTSS services.

5. **For providers that serve across multiple states, should the revenue in [1. Organizational Information] and costs in [2. Total Costs] be reported for Alaska or for all states served?**
   Date Added / Revised: November 15, 2024
   Revenue and costs should only be reported for services delivered in Alaska.

6. **Which time period should I use in each tab?**
   Date Added / Revised: November 15, 2024
   The requested time period for each tab can be found in cell 5A and is **GREEN** font.

7. **We've had/anticipate a significant change in services/costs recently that would not be captured by historical data. Is there a way to report those changes and impacts?**
   Date Added / Revised: November 15, 2024
   Any information that you feel will help Guidehouse to better understand and contextualize your data can be reported in the [6. Additional Feedback] tab.

Section 1: Wages

8. Is there a job list that can be reviewed prior to completing this section?
Date Added / Revised: November 15, 2024
The [Staff Types] tab at the far right of the workbook includes a list of the staff types used in the [3. Wages] tab drop down menu.

9. I don't see administrative positions in the job type drop down list. How should I report these wages?
Date Added / Revised: November 15, 2024
Only direct service staff and supervisory roles need to be reported in the [3. Wages] tab. Administrative salaries and wages are captured in [2. Total Costs] in aggregate.

10. We cannot perform that task of filling out the Wages tab using the staff titles listed. Those titles are not part of the billing process, so we don't know how to apply them. We can only determine services based on credentials, not titles. Are we allowed to change the listed titles and how should we go about reporting this information?
Date Added / Revised: November 15, 2024
In the [3. Wages] tab there are the blue "(Specify)" boxes for you to enter any staff types/credentials that are not in the current list. However, we would encourage and appreciate providers combining and cross-walking staff types where it is reasonable.

Where you can combine staff types from your list to what is in the current staff type list in the survey we would appreciate it. For any direct care staff types/credentials that you are not able to crosswalk to the available titles, please enter them into the "(Specify)" boxes in Column C.

11. For the regular hours, do I only count hours worked, or do I also include paid-time off and holiday pay hours?
Date Added / Revised: November 15, 2024
Yes, you can include paid-time off and paid holiday hours within the regular hours paid, Column AH on the [3. Wages] tab.

12. Our Clinical Supervisor is also a LPC and spends 50% of their time providing direct care and 50% of their time providing clinical supervision. How do we account for direct care time and her clinical supervision time in the wages tab?
Date Added / Revised: November 5, 2024

Please list the Clinical Supervisor information within the [3. Wages] tab. We understand that some supervisory staff also provide direct care, but the purpose of the wages tab is to inform us of what your current staffing looks like. You would record 1 full time equivalent (FTE) in the Clinical Supervisor line with the corresponding wage. We understand that staff can perform multiple jobs such as administrative, direct client care and supervision. The wages tab is intended to reflect the hourly wages for those that are providing direct care.

13. Our organization pays some job types a salary rather than an hourly wage. How should this be reported?
Date Added / Revised: November 15, 2024
Total regular pay can be reported in Total Regular Paid (Column AJ) of [3. Wages]. If the employees for that row work a standard 40-hr work week, report 520 hours in Total Regular

Hours (Column AG). If the employees average a different number of hours per week, report using the formula (average weekly hours)*(13).

14. If my organization offers the same wage for a specific job title across all geographic regions in the State, do I need to report the same wage in separate rows for each borough and/or census area?

Date Added / Revised: December 4, 2024

No, your organization can report the wage for this job title in one row and select the 'All' option in Column D, “Location (Borough/Census Area)” within [3. Wages] tab.

Section 2: Provider Information

15. How do we define revenue?

Date Added / Revised: November 15, 2024

We want you to enter the final amount received for each revenue category. We have split out revenue by Medicaid, Medicare, Grants, Supplemental Security Income (SSI), Private Pay/Commercial, Office of Indians Affairs, and any other source of revenue you may receive. We want you to populate the revenue section with the end amount that you receive for each revenue category. For example, for Medicaid, if the full charge is $750 but Medicaid only pays $521, we would want you to enter the final amount that you receive which in this case would be the $521 into the revenue lines.

Section 3: Total Costs

16. I am in private practice and do not pay myself an hourly wage or salary. I collect what is left over after expenses are paid. How should I best reflect this in the survey?

Date Added / Revised: November 15, 2024

If you do not pay yourself a specific salary or wage that is fine. The [3. Wages] tab might not apply to your organization. However, the amount that you pay yourself after your expenses can be broken out on the [2. Total Costs] tab. The income that you receive after your expenses can be broken out on lines 1-5 on the [2. Total Cost] based on your allocated amount of time spent between providing direct care services, administrative time, and program support time.

17. For health insurance, I am not eligible for a group policy, so I get mine through the Marketplace. Should I be reporting those premiums in [2. Total Cost] section 2?

Date Added / Revised: November 15, 2024

Yes, any benefit related costs would be entered into this section of the Total Cost tab.

18. Workers’ compensation is listed in the tooltips for lines 9 and 12. Which line is correct?

Date Added / Revised: November 15, 2024

Please include all workers compensation costs in line 9, “Total Employee Payroll Taxes.”

19. Should IT expenses be capitalized and depreciated over time, or reported in full if it was incurred during the reporting period?

Date Added / Revised: November 15, 2024

For significant purchases of Information Technology (IT) equipment beyond normal activity, providers should capitalize expenses over the life of the equipment consistent with how they are reported in other financial documentation.

20. **Is landscaping at a group home a program support or facility expense?**
    Date Added / Revised: November 15, 2024
    Landscaping is generally considered a facility expense and should be reported in line 48 for "Facility Janitorial / Landscaping / Repairs, etc." However, if the landscaping is essential to direct care, such as an activity space, those costs may be allocated between facility and program support sections as appropriate. Please use lines 39-41 to report these expenses and indicate the type of expense in the blue "Specify" box.

Section 4: Benefits

21. **We offer self-coverage, self+1, and family coverage. Should self+1 go under self or family, or be excluded from the report?**
    Date Added / Revised: November 15, 2024
    Self+1 can be excluded from the Benefits tab. Only provide information for self-coverage and family coverage under the benefits tab. For Self+1 please list in the additional information tab any key costs and the take up rate for this option.

Section 5: Service Delivery

22. **I am working on a service delivery tab (4A – 4L) and the completion indicator says "Incomplete." How do I make the tab complete?**
    Date Added / Revised: November 15, 2024
    Verify that all gold cells are filled. If a particular cell does not apply to your organization's delivery of that service or the line is not data that you can report, enter "N/A" or "0" into the cell.

23. **I tried to complete a service delivery tab (4A – 4L) but the cells are all grey. What do I do?**
    Date Added / Revised: November 15, 2024
    Verify that you have indicated "Y" for the service/authority combination in [4. Programs and Services] tab. This will unlock the required service delivery tab columns.

24. **Our organization does not track time in a way that we can distinguish client-facing delivery time from other activities. How should I report productivity?**
    Date Added / Revised: November 15, 2024
    We realize that some information requested is not tracked by all organizations. Guidehouse asks that you use your knowledge and experience to make the best estimate possible.

25. **Our organization does not track mileage or travel time. How should we report staff/client transportation?**
    Date Added / Revised: November 15, 2024
    We realize that some information requested is not tracked by all organizations. Guidehouse asks that you use your knowledge and experience to make the best estimate possible.

26. **In tab [4G. Group Home Habilitation], there are columns for different sizes of group homes by beds. Should I respond based on how many beds the home has, or how many the home is licensed for?**
Date Added / Revised: December 4, 2024
Please respond based on the number of beds for which each home is licensed. If your organization has multiple homes of the same size, please report the average across those homes.

27. **In tab [4J. Transportation], where do I include depreciation costs associated with loaning or leasing vehicles?**
Date Added / Revised: December 4, 2024
You can include depreciation costs associated with loaning or leasing vehicles in line 13, "Average monthly loan/lease payment per vehicle".

Section 6: Care Coordination – LTSS Care Coordination Survey only

28. **In tab [4. Care Coordination], how should I determine what qualifies as complex medical or behavioral needs?**
Date Added / Revised: November 15, 2024
Guidehouse has left this for the provider to determine based on your own experience. While this may not be a consistent definition amongst providers, we feel like this will best help us to understand your experience providing care.

29. **Care coordination services under the Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA) are billed annually. Do you also want those breakouts monthly in tab [4. Care Coordination]?**
Date Added / Revised: November 15, 2024
Please indicate monthly averages for all services, including TEFRA. If the information that your organization tracks is annual, please report the annual sum divided by twelve to arrive at a monthly average.

30. **Our staff is paid a salary and we do not track weekly hours for care coordinators. How should we report questions 14-17 regarding staff time commitment in tab [4. Care Coordination]?**
Date Added / Revised: December 4, 2024
We realize that some information requested is not tracked by all organizations. Guidehouse asks that you use your knowledge and experience to respond to questions 14-17.

31. **In tab [2. Total Costs], do I report only Care Coordination and/or Targeted Case Management service expenses, if my organization provides multiple services?**
Date Added / Revised: December 4, 2024
Yes, your organization should report only Care Coordination and/or Targeted Case Management expenses in the LTSS Care Coordination Survey even if your agency offers multiple services. The LTSS General Provider Cost and Wage Survey should capture all expenses for all other services provided by your organization that are in scope for the rate study.