

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Adult Care Cost Report Training

By Susan Kesler

**Office of the
Controller**

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I. Some Basics

- * **Cost reports are due on odd numbered years: 2025, 2027, 2029 etc.**
- * **The due date is September 30 of that odd number year**
- * **Cost report should be based on facilities most recently closed fiscal/accounting year end**
- * **For homes with 7 beds or more, Agreed Upon Procedures (AUPs) will be required whenever a cost report is due (2025, 2027, 2029 etc.)**

I. Some Basics

- * **Yes, Mental Health homes under Chapter 122C with 6 beds or less are still required to file a cost report or exemption when it is due.**
 - * **Not required to send audited reports**
- * **Yes, dually licensed Nursing Homes also still required to file a cost report or exemption when it is due**
- * **IF facility has zero (0) residents receiving State/County Special Assistance funds, an Exemption form still must be submitted!!!!!!!!!!**

I. Some Basics

- * **Family Care Homes, licensed as FCL-000-000, by the Division of Health Service Regulation ARE NOT required to do this cost report. FCL-000-000 is not be an allowable license to get into the cost report program**
- * **A cost report or exemption must be filed EVERY cost reporting cycle or risk suspension of admissions (SOA)**

II. Chart of Accounts

* Reporting Period

- * **Nursing Homes – use the same reporting period as their most recently completed Medicare cost report.**

- * **All other homes – the most recently completed fiscal/accounting year end. A few examples:**
 - * **Oct 1, 2023 through Sep 30, 2024**
 - * **Jan 1 through Dec 31, 2024**
 - * **Apr 1, 2024 through Mar 31, 2025**
 - * **Jul 1, 2024 through Jun 30, 2025**

II. Chart of Accounts

- * **Can be found on the NCDHHS Office of the Controller's web site.**
- * **It contains all the line item expenses in the cost report and gives examples of the expenses that go on each line**
- * **Homes with both HA and SCU beds need to capture revenue & expenses separately**
 - * **Not required for nursing homes with both HA and SCU beds**

II. Chart of Accounts



- * **For any employee working in more than one cost center (example dietary & housekeeping) a timesheet or percentage can be used to split out time between cost centers. Reminder salary, taxes and benefits would also need to follow those hours between cost centers.**
- * **Need to keep up with contract hours also. Contract with a service to do housekeeping? How many hours of work did the contract cover?**
- * **No change for PCS expenses, a one-line total on the Miscellaneous Line of the cost center is all that can be entered**

III. Cost Report Program

1. **Web-based program will be used again this reporting cycle. This program must be used to submit either a cost report or exemption. Paper of either the report or exemption are no longer accepted.**

2. **On the Office of the Controller's webpage**
 - a) **www.ncdhhs.gov/about/administrative-offices/office-controller/adult-care-facilities**
 - b) **Click '2024-2025 Cost Report-AUPs' link**
 - c) **Use the browsers of Google Chrome or Microsoft Edge. The program doesn't work well if other browsers are used.**

3. **The program is ready and available to start keying information into right now. Go on and key in your exemption now while you are thinking about it. Beat the rush. Why wait?**

III. Cost Report Program

Here is the log in page. The Username will be the license given to the facility by the Division of Health Service Regulation: MHL-000-000; HAL-000-000; NH0000

The password to start this cost reporting cycle will be #FirstLogin1



Adult Care Web App

Login

Username

Password

Remember My Login

[Forgot Password](#)

III. Cost Report Program

During the rollover process, passwords and security question were erased. They will need to be set up again. Use the temporary password given and then the user will automatically be taken to the “Change Password” screen. Please create a new password.

Clicking “Forgot Password” will not work until the 5 security questions are answered after changing password happens.

Reminder – the password must be 10 characters in length. It must contain upper and lower-case letters, a number & special character.

III. Cost Report Program

Here is the "Change Password" screen



Adult Care Web App

Change Password

UserName

HAL-015-002

Current Password

New Password

Confirm Password

Update

III. Cost Report Program

Click Update. The user will be logged out. Go back to the Login screen. Log back in to the program using the new password.

At any point if a user gets locked out or needs their password reset, please contact Rate Setting staff member.

- ▶ **Please send an email with the username(s) that needs resetting**
- ▶ **Once reset, the reply will contain the new temp password**
- ▶ **Best to use copy & paste to get temp password into the system as it is a string of characters and used twice**
- ▶ **Then follow "Change Password" screen procedure listed above.**

III. Cost Report Program

When logging in, the user will have to answer 5 security question. Use the drop-down arrow to bring up **ALL 5** questions **FIRST**. Once all 5 questions are on the screen, then key in the answers.



Adult Care Web App

Security Questions

UserName

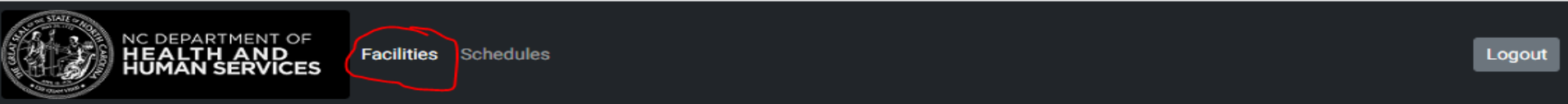
HAL-051-047

--Select Security question--

If the user gets a blank screen with the message "Please wait... authorizing," please contact Rate Setting staff. The username is "stuck" and will have to be "un-stuck" by the programmer.

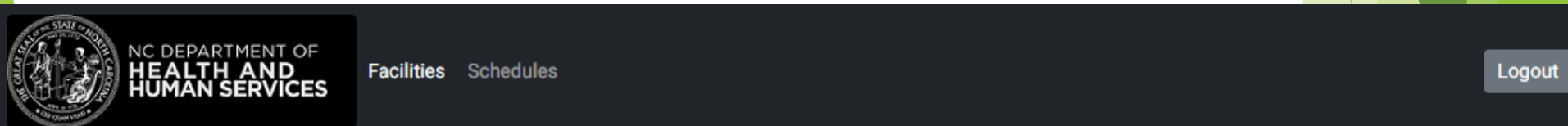
III. Cost Report Program

Now the user is in the program and the first screen will look like this. Click on Facilities.




Welcome to Adult Care Homes Web app!

This shows the cost report year(s) available. Prior year information will be read only. To enter data or review prior year cost reports, click on the paper pencil to go to Schedule A.



Facilities

License Id	Facility Id	Facility Name	Fiscal Year	Edit Facility
HAL-001-001	05000	Rose's Adult Care Home	2022-2023	

III. Cost Report Program

To print out forms, whether there is or isn't data in the schedules.

- Make sure to key the number of beds on line 13. That will bring up the correct schedules based on the size of the facility
- At the bottom of each screen click the Print button. Screens must be printed individually
- If facility has SCU beds, that button will need to be checked at the top of Schedule A

Bed Capacity Information

13. Licensed Bed Capacity	<input type="text" value="0"/>	17. Total Available
Bed Capacity Changed	<input type="radio"/> Yes <input checked="" type="radio"/> No	
# of Beds before Changed	<input type="text" value="0"/>	
First date Changed	<input type="text" value="mm/dd/yyyy"/>	
Second Date Changed	<input type="text" value="mm/dd/yyyy"/>	
Total of Available Bed Days	<input type="text" value="0"/>	
Total Resident Days	<input type="text" value="0"/>	
Total State/County SA Days	<input type="text" value="0"/>	

Next Step print

IV. Completing the Cost Report

Schedule A

- **Contains basic information**
 - **Mailing address, physical address of the home, phone number, contact person, Medicaid #, NPI #, etc. Most of this will be preloaded but please update any missing or outdated information (phone #, NPI #, etc.)**
 - **The General Information section of Sched A must be completed FIRST.**
 - **That includes keying in a valid email address into the “Contact Person Email” field. If this field is left blank, **NOTHING will be saved.****
 - **Make sure the dates in the From and To fields in the Home Information section are for **NO MORE THAN** a 12 month period and valid for this cost reporting cycle.**

IV. Completing the Cost Report

Schedule A

- Exemptions must now be submitted through the web-based program. Paper copies will no longer be accepted.
 - The General Information section including a Contact Person email field **MUST BE** completed first.
 - Only **AFTER** the General Information has been completed, then click the Exempted box.

●
SCHEDULE A

To modify Exemption reason [Click Here](#)

Year	FID	Facility	License
<input type="text" value="2022-2023"/>	<input type="text" value="05000"/>	<input type="text" value="Rose's Adult Care Home"/>	<input type="text" value="HAL-001-001"/>
Special care unit :	<input type="radio"/> Yes <input checked="" type="radio"/> No	Reporting Basis :	<input checked="" type="radio"/> Cash <input type="radio"/> Accrual
Consolidated Report	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="checkbox"/> Comments <input checked="" type="checkbox"/> Schedules	<input type="checkbox"/> Exempted
#of homes	Page	of	Group ID#
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>

IV. Completing the Cost Report

Exemption Screen

- The Exemption screen shows the valid reasons for being exempt from submitting the cost report. Choose 1. Only use the last reason if the owner has owned the facility for less than 6 months of the cost reporting period.
- Click Save
- If the Contact Person Email field was left blank on Sched A when the Exempted button was clicked, this will not be saved.
- Scroll to the bottom on Schedule A and click Submit

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE CONTROLLER
2021-2022 ADULT CARE COST REPORT
EXEMPTION FORM

The Exemption Reason is saved. Close to return to Schedule A form.

Please check the appropriate statement below

We are exempt from the 2021-2022 cost report requirement mandated by G.S. 131 D-4.1-4.3 because our facility did not receive any funds through the State/County Special Assistance for Adults Program.

We are exempt from the 2021-2022 Cost Report requirements mandated by G.S. 131 D-4.1-4.3 because our facility is refunding all funds received through the State/County Special Assistance for Adults Program.

We are exempt from the 2021-2022 Cost Reporting requirements mandated by G.S. 131 D-4.1-4.3 because the facility's current owner

on

The facility's fiscal/accounting year began on:

and ends on:

Cancel Save

IV. Completing the Cost Report

Schedule A

- **Click the appropriate type of organization under Tax Information**
- **Enter the number of months and accounting/fiscal year. This number should **NEVER** be greater than 12!**
- **Line 13 -Input licensed bed capacity given by DHSR. If home has SCU beds indicate the # of SCU beds and the # of other beds**
- **Give total # of Resident days and SA Days**

IV. Completing the Cost Report

Schedule A

- **Most common errors:**

- **Reminder if using any accounting/fiscal year that includes Feb/2024, that makes it a leap year. So, the # of days would be 366 instead of 365.**
- **Line 17 (Total Licensed Beds)– program calculated by taking the number of beds listed in Line 13 times # of days based on the dates entered under Home Information. (example 3 * 366 = 1,098)**
- **Total Available Beds – 9 times out of 10 should be the same number as shown on line 17. Only should be different if a bed(s) was unusable.**

IV. Completing the Cost Report

Schedule A

- **Most common errors:**
 - **Total Resident Days – how many days were all the usable beds full? For home licensed for 3 beds, all three beds were full all year = 1,098 (3 x 366). Only 2 beds were full all year long = 732 (2 x 366). This would be for all residents, private pay and those receiving SA.**
 - **Difference between Total Available & Total Resident Days – For Available a bed couldn't be filled because of damage to a room/bed. For Resident, a bed was usable but was empty/not being used.**

IV. Completing the Cost Report

Schedule A

- **Most common errors:**
 - **Total State/County SA Days– how many residents received SA? For a 3-bed home – all residents received SA 1,098... 2 residents received SA, 1 was private pay 732 (2 x 366).**

Summary

- **Total Licensed & Total Available = number of beds times 365 (or 366).**
- **Total Resident & Total SA = number of residents in the home all year times 365 (or 366).**

IV. Completing the Cost Report

Schedule A

- **Most common errors:**
 - **Common theme last cycle. The system calculates days for line 17, will automatically show the same number of days for the other lines: Total Available, Total Resident and Total State/County SA Days. The user is required/should update the number of days to actual counts for these three lines. Far too many facilities showed they were full all year long. Have a hard time believing that to be true. Please do better this cycle. It makes a difference in the reports that rely on this information.**

IV. Completing the Cost Report

- **Reminder**



- **If the information given on bed days, resident days or SA days don't make sense, the cost report will be returned to the user to make corrections. The Office of the Controller can no longer make corrections for the user!**
- **Make sure contact name, phone # and email address information on Sched A is correct as that is who will be contacted to make corrections. The email address is a required field. Nothing will be saved if the email address is left blank.**

IV. Completing the Cost Report

Schedule B

- **Revenue Information**
 - **Revenue related to Special Assistance (SA) residents**
 - **Revenue related to private pay residents**
 - **Revenue related to non-residents**
- **Net Profit or Loss**



IV. Completing the Cost Report

Schedule B

- **Reminder:**
 - **11a – 100% Private Pay – funds received from non-SA residents to pay for residential services**
 - **The difference between Line 11 and 11a:**
 - **Line 11 should be used for insurance, SSI, social security payments**
 - **Line 11a should be used for any cash/check payments received, not related to insurance**



IV. Completing the Cost Report

Schedule B

- **Reminder:**
 - **15a – SA Financial Asst – could also include grant \$ given by General Assembly.**



Non Resident related Revenue		Adult Care Homes
15	Receipts from other Sources	<input type="text" value="0"/>
15.a	SA Financial Assistance:	<input type="text" value="0"/>
16	Less Refunds:	<input type="text" value="0"/>
17	Total non-resident Revenues:	<input type="text" value="0"/>
18	Total Revenues	<input type="text" value="0"/>

[Net Profit Or Loss](#)

[print](#) | [Go to previous step](#) | [Go to next step](#)

IV. Completing the Cost Report



Schedule B

- The line numbers on Sched B match up to the same numbers on the Access version of the program
- Click on the “Net Profit and Loss” button after Sched C information has been keyed to see the profit or loss
- Click “Print” to print Sched B
- Click “Go to previous step” takes user back to Sched A
- Click “Go to next step” takes user on to Sched C1 or Sched C-Direct
- Once Sched C information is entered the user should go back to Sched B and click the “Net Profit and Loss” button. If the calculated field of Line 20 is blank, check Sched B and/or Sched C for a field that was left blank. All fields on Sched B & C must have a number, even if that number is zero.

IV. Completing the Cost Report

Schedule C1 – for 6 beds or less

- **PCS section is the first cost center: Personal Care Services**
- **The Miscellaneous line 13, is the only line where data can be keyed**
- **All other cost centers need to be completed with both hours paid, unpaid and total expenditures.**
 - **Line numbers here also match up to Access program line numbers**
 - **Reminder – every field on this schedule must have a number in it, even if the number is zero.**



IV. Completing the Cost Report

Schedule C-Direct and C-Ind/Oth – 7+ beds

- **PCS section is made up of 3 cost centers: Personal Care, Health Services, Initial/Orientation Aide Training**
- **Data can only be keyed on the Miscellaneous lines (59, 72 & 88)**
- **All other cost centers need to be completed with both hours paid, unpaid and total expenditures.**
- **Line numbers here again match up to Access program line numbers.**
- **Reminder – every field on this schedule must have a number in it, even if the number is zero.**



IV. Completing the Cost Report

Schedule D

- **Related Party Transactions**
 - **Nursing Homes are exempt from reporting**
 - **Related party - meaning the home is associated or affiliated with an organization or individual furnishing the services, facility or supplies.**
 - **The cost report expense line item where this happens needs to be listed on Sch D along with the expense.**
 - **If expense is related to PCS use the Miscellaneous line (13, 59, 72 or 88) as that is where the expense has been keyed.**

IV. Completing the Cost Report

Schedule D

- Click on “Add Line Item” to add a related party expense and/or adjustment.
- The Relationship field **cannot be left blank.**
- Reminder, for SCU facilities, if there is an adjustment, that adjustment amount can be shown between regular beds and SCU beds.

Schedule D SCU

Schedule D Related Party Transactions

Add Line Item

Line Item	Related Party Name	Relationship	Other	Expense Amount	SCU Expense Amount	Paid Hours	SCU Paid Hours	Line Item Description	Cost Center	Related Party Adjustments	SCU Related Party Adjustments
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Previous Step

Go to next step

IV. Completing the Cost Report

Schedule E

- **Only used by homes with Special Care Unit (SCU) beds**
- **Allocation Method**
 - **Explains how expense allocated between SCU beds and non SCU beds within the home**
 - **Allocation bases are: Direct, Resident Days, Square Footage or Other. If other is used, an explanation is required**
 - **These are the only bases allowed**
 - **Other could mean a combination of Direct, Resident Days and/or Square Footage**

IV. Completing the Cost Report

Schedule E

Schedule E

Basis of allocation between Special care and Adult care Beds

Total square footage of Special Care Unit	<input type="text"/>	Total square footage of Adult care bed units	<input type="text"/>				
Total Square foot of all others	<input type="text"/>	Total square footage of SNF/ICF bed unit	<input type="text"/>	Total Square footage of Facility	<input type="text"/>		
SCU Sq ft:	<input type="text"/>	Adult Care Sq ft:	<input type="text"/>	SCU Res days	<input type="text"/>	Adult Care Res days	<input type="text"/>

Add Line Item

Cost Center

Allocation

Comment

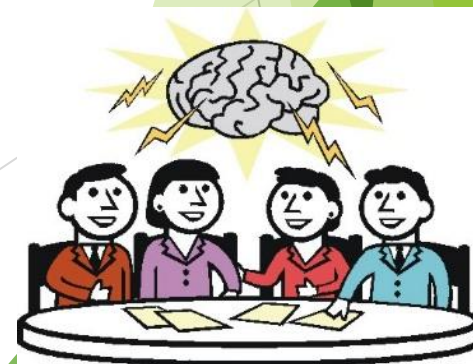
Previous Step

Go to next step

Improvement added to this screen in that lines entered in error can now be deleted and re-entered.

V. Cost Modeling

- ☑ A brief history
 - ☑ Department staff along with industry associations and provider groups produced a Cost Model methodology. It was approved and published in December 2004. The current SCU rate was set based on the committee findings.
 - ☑ Specific criteria also needs to be applied to facilities selected for the modeling process.
- ☑ Cost Model Criteria
 - ☑ Geographical and Urban/rural representation
 - ☑ Mixture of both private pay & public funding
 - ☑ Occupancy rate at a minimum of 80%
 - ☑ Include SCUs within facilities and those that are stand-alone



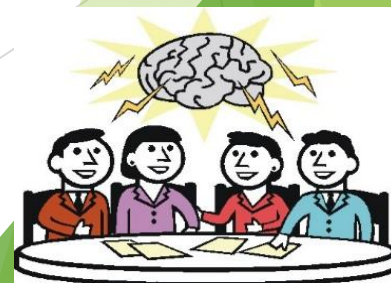
V. Cost Modeling

- ☑ **Cost Model Criteria continued**
 - ☑ **Representation from the following size categories:
31-60 beds, 61-90 beds and 91+ beds**
 - ☑ **Must have been in business (by the same owner)
for at least a year**
 - ☑ **Minimum of 3 facilities per group**
 - ☑ **No disproportionately high indirect cost ratios
compared to direct cost**
 - ☑ **No history of penalties and fines**
 - ☑ **Facilities meeting above criteria are
reviewed/approved by industry representatives as
efficient and respected facilities with a good
reputation for serving residents**



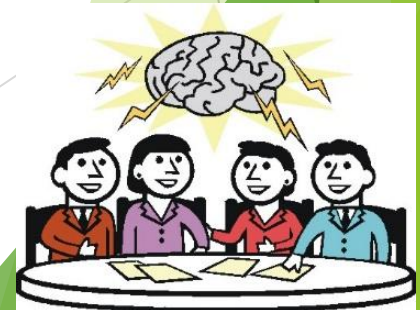
V. Cost Modeling

- ☑ Per letter dated Nov 21, 2016 by the Division of Aging and Adult Services, “Cost modeling will also be performed every two years.” and “Facilities chosen for cost modeling will be required to submit additional information.”
- ☑ The cost model is based off the cost report expenses except for labor. A small additional step of mapping out FTEs to specific position titles is needed. Then in the cost model, salary and benefit costs from the U.S. Department of Labor are substituted in for the listed positions.
- ☑ Hoping to make things easier, the cost model step was added into the cost report program. Now ALL HAL licensed facilities with 31+ beds will participate.



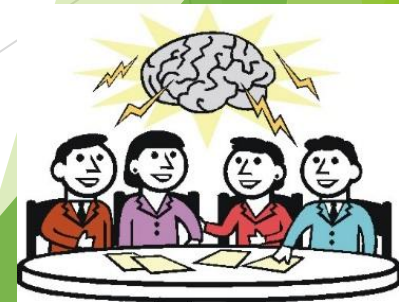
V. Schedule F

- ☑ **Schedule F - Cost Modeling**
 - ☑ This schedule will only come up for those facilities with a HAL license **AND** are licensed for 31 or more beds.
 - ☑ This schedule will not come up if the HAL facility is licensed for 30 beds or less
 - ☑ This schedule will not come up for facilities with a MHL or NH license!
 - ☑ Schedule F should be filled out last, only after Schedules A, B, C, D, and E (if applicable) are done.
 - ☑ A procedure was added to the AUPs to validate the position titles listed on Schedule F against the job descriptions of the facility.



V. Schedule F

- ☑ **Schedule F - Cost Modeling**
 - ☑ On Sched C-Direct and C-Indirect the hours listed on “Salaries and Wages” and “Casual Labor” lines are in total hours for the whole cost center no matter what kind of job is being performed. Whether it be supervision, administrative, manual task, etc.
 - ☑ On Sched F those total hours need to be broken down to the individual positions working in each cost center.
 - ☑ A list of positions and their basic descriptions, per the U.S. Department of Labor, can be found on the Office of the Controller’s webpage. These descriptions need to be matched up to the positions within the facility as closely as possible.



V. Schedule F

Schedule F



Hello

Add Line Item

Position	Cost Center	Adult Care Paid Hours	SCU Paid Hours	Adult Care Unpaid Hours	SCU Unpaid Hours
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Previous Step Finish

Click on "Add Line Item"

Add Schedule F

Position

Cost Center

SCU Paid Hours

Paid Hours

Unpaid Hours

SCU Unpaid Hours

Cancel Continue

V. Schedule F

- ☑ **Completing - Schedule F - Cost Modeling**
 - ☑ Click on the “Position” down arrow to bring up the list of position names. Use the one that best fits the job(s) being performed within each cost center.
 - ☑ Use the “Cost Center” drop-down arrow to pick the cost center where that job is being done.
 - ☑ Based on the cost center picked, the program automatically pulls up the total hours keyed on Sched C for that cost center. Change the hours (or leave the same) to fit the position chosen above.
 - ☐ For example: in the Housekeeping Cost Center there are a total of 5 maids that work for the facility. Each individual maid does not need to be listed on Sched F. The total hours for all 5 maids need to be combined and listed on one line for “Maids & Housekeeping Cleaners”.
 - ☐ For facilities with SCU beds the paid hours and/or unpaid hours for each position needs to be broken out between the time working the regular ACH beds and time working the SCU beds

V. Schedule F

- ☑ **Completing - Schedule F - Cost Modeling**
 - ☑ There can be more than one position that works in each cost center, so please list each position.
 - ☐ For example: in the Admin Cost Center there are 3 different positions working. There is a “Bookkeeping, Accounting & Auditing Clerks”, “General & Operations Managers” and “Payroll & Timekeeping Clerk”. Say the total hours keyed on Sched C-Indirect for the Admin Cost center was 4,050 hrs. Then 4,050 hours needs to broken down between the 3 positions.
 - ☑ **Important Note:** Sched F will not let you submit the cost report until all hours are allocated.
 - ☐ That’s why it is best to do Sched F after Sched A, B, (specifically) Sched C-Direct and C-Indirect, D and E (if applicable) are done. You are strongly encourage to have a printed copy of the cost report in front of you as you fill Sched F out.
 - ☐ An error message will come up saying the hours don’t match.

VI. Agreed Upon Procedures (AUPs)

- **Per GS 131D-4.2 adult care homes are required to submit audited reports.**
- **AUPs are used to satisfy the audit requirement and generally are less expensive**
 - **Because they only look at specific cost report related info and are not a full audit with an opinion**
- **AUPs must be done by an outside, independent accountant or CPA**



VI. Agreed Upon Procedures (AUPs)

- **Based on changes made to the General Statute - Homes with 7 beds or more need to submit AUPs every time a cost report is due.**
- **Homes with 6 beds or less are not required to submit AUP; cost report yes, AUPs no.**
- **AUP workpapers are available online at the Office of the Controller's website**



VI. Agreed Upon Procedures (AUPs)

- **AUPs remain consistent but have been updated. They do include a procedure concerning the Sched F for HAL facilities**
- **ONLY AUP-related questions should be addressed via email to AUP.Questions@dhhs.nc.gov**
 - **Cost Report or program issues should be directed to Susan or Yashaciqa! Never to the above email address**
- **If an alternative procedure is needed, it must be approved by NCDHHS. Please email the address listed above with the request**
- **Please submit AUP writeup, not procedure worksheet**

VII. Sending in Cost Report

- ❑ The size of the facility will determine where the Submit to OoC button is.
 - ❑ 6 beds or less will see it on Sched D
 - ❑ 7 to 30 beds with SCU beds, it will be on Sched E. Without SCU beds, it will be on Sched D.
 - ❑ 31 + beds will see it on Sched F
- ❑ For any facility with 7+ beds where the AUP is required, once the Submit to OoC button is clicked, that is when you will see the screen to fill in the information for the Accountant/CPA who did the AUP.
- ❑ The list of CPAs and Accountants will include the information entered last cost reporting cycle. If any information has changed or needs updating, the user will need to click New and re-enter the correct information.

This Facility is required to have agreed upon procedure this year ✕

Prepared By Accountant CPA New1

Select Accountant/CPA

Name

Street

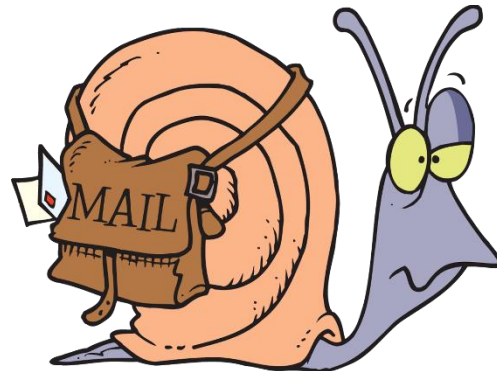
City State Zip

Phone

Email

VII. Sending in Cost Report

- ❑ Submitting the Cost Report and Exemption Form
 - ❑ Must use web-based program, paper copies no longer accepted.
 - ❑ For home with 7 beds or more, a signed copy of their AUP must be submitted separately. Prefer them to be sent by email.
- ❑ If you want verification the cost report has been received and processed, send an email. It is easy to hit reply, type “processed” and hit send. Faxed and AUPs sent through USPS will not receive notifications of receipt.



Email submission is the preferred method

VII. Sending in Cost Report

Submitting the Cost Report

- ❑ The last schedule completed, depending on the size of the facility, is Sched D, E or F. That is where the "Submit to OoC" button is selected to submit the cost report to the Office of the Controller (OOC).
- ❑ Once the "Submit" button has been pressed, the cost report file will change to read only. No changes can be made at this point.
- ❑ Upon review, if an error is found that needs correcting, OOC will return (open) the report to the facility to make the correction. The user can also request OOC to open a report if they should find an error themselves.

VII. Sending in Cost Report

Submitting the Cost Report

- ❑ **The contact information on Sched A will be used. Email address will be tried first, so who does OOC need to contact about cost report questions/issues and to make the needed corrections? That person's email is the one that should be on Sched A. Phone number will be used as last resort.**
 - ❑ **OOC can't help if our emails go into your spam folders. Please check or clean out your spam folders.**
- ❑ **The user will need to log back into the program, make the correction and submit again.**
- ❑ **The OOC no longer has access to or is able to make corrections for the user.**

VIII. Reminders



- **Please call if you don't understand how to figure days for Schedule A.**
- **Cost Reports/Exemptions are due September 30, 2025**
- **Cost Report is not considered complete until all required information has been received.**

VIII. Reminders



- ✓ **Strongly recommend AUPs be submitted electronically**
- ✓ **AUPs must be signed and dates of the AUP must match the cost report dates!**
- ✓ **Remember Feb/2024 had 29 days instead of 28. If the cost report dates include that month, make sure to count that extra day in your bed count numbers.**

Final Reminders

✓ **Please check the web site often!**

✓ **The web site address is:**

<https://www.ncdhhs.gov/about/administrative-offices/office-controller/adult-care-facilities>

New information will be posted here as soon as it is available.



If required cost report is not submitted

- **Per GS 131D-4.2 (g) – if a facility fails to submit a cost report by the due date the Office of the Controller will notify Division of Health Service Regulation and the Division will suspend admission to the facility**
- **If a facility continues to refuse to submit a cost report the statute also allows for licenses to be suspended or even revoked.**
- **As soon as the late cost report with all required documentation is received DHSR is notified and the suspend admissions is lifted.**

Lessons Learned from 2023 Cycle

- **Best browsers to use to bring up the program are Google Chrome or Microsoft Edge.**
- **If you get the blank screen with the message, “Please wait... authorizing”, email Rate Setting staff with the username that is stuck. You will be notified by return email when you can try again.**
- **To have passwords reset, please email Rate Setting staff the username(s) to be reset.**
 - **Reply email will contain the new password(s)**
 - **Use copy and paste to get the string of characters into the program, as this is used twice**
 - **Start the highlight for the copy at the back end of the password & copy to the front.**
- **Each individual licensed HAL, NH, and MHL username must be logged into, to submit a cost report or exemption.**

Lessons Learned from 2023 Cycle

- The answers for the 5 security questions were deleted during the rollover and need to be answered. Please follow these steps:
 - Use dropdown arrow, bring up 1st question, **DO NOT ANSWER IT YET!!!**
 - Use dropdown arrow, bring up 2nd question, **DO NOT ANSWER IT YET!!!**
 - Use dropdown arrow, bring up 3rd question, **DO NOT ANSWER IT YET!!!**
 - Use dropdown arrow, bring up 4th question, **DO NOT ANSWER IT YET!!!**
 - Use dropdown arrow, bring up 5th question, now answer this question and the 4 others above.
 - Following these steps seems to prevent the “Please wait... authorizing” issue
- The cost report program will time out after about 20 to 30 minutes. Best to log out, close browser all the way down. Bring up a new browser page and log back in.

Lessons Learned from 2023 Cycle

- **Issues that may cause the program not to save:**
 - **The Contact Person Email field was left blank**
 - **Dates not valid for cost reporting cycle**
 - **The dates must be 12 months or less**
 - **The number in the Medicaid Provider number field on Sched A should be less than 11 digits.**
 - **Program timing out**
- **Every field on Sched B, C1, C-Direct and C-Indirect must have a number in it!! Even if that number is zero. Blank fields will cause the total buttons not to calculate, including the Net Profit or Loss button on Sched B.**
- **On Sched C1, C-Direct and C-Indirect, every Salaries & Wages, Casual Labor and Contract Services line has an open Paid Hours column. If there is an expense on any of these lines, **THERE MUST BE HOURS KEYED**. As hours must be keyed there it will also be included on Sched F should the facility have over 31 beds.**

Hot Button Issues

- If information is missing, our office will call or email to get the information
- Susan Kesler & Susan Sibbett... same person. Both emails will work and get your information to me. Susan.Kesler@dhhs.nc.gov or Susan.Sibbett@dhhs.nc.gov. Please note: Kesler has 1 S and Sibbett has 2 Bs & 2 Ts.
- As soon as Cost Report information and program are released, cost reports can be submitted. Why wait until 9/30? Beat the rush, submit early. Especially for facilities filing an exemption or with 9/30 and 12/31 yearends.
 - Forewarning – OOC will not be as flexible with extensions. First delinquent list **will be sent by Oct 31.**
- And again, if you want verification a cost report has been received and processed, send an email!
- My backup person is Yashaciqa Davis. Her email address is Yashaciqa.Davis@dhhs.nc.gov

Questions

I Have A Question



I Have A Question

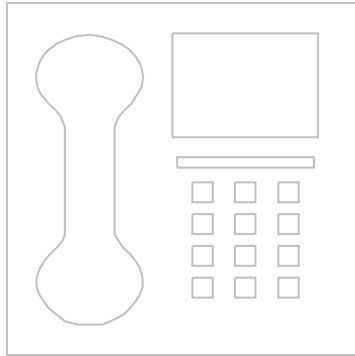


I Have A Question



Contact Info

Points of contact:



Susan Kesler – 919.855.3680

susan.kesler@dhhs.nc.gov

Fax number is 919.715.3095

Yashaciqa Davis – 919.527.7175

Yashaciqa.davis@dhhs.nc.gov

<https://www.ncdhhs.gov/about/administrative-offices/office-controller/adult-care-facilities>