

Delaware HCBS – Home Health & Personal Care Services Provider Rate Survey

The Division of Medicaid & Medical Assistance (DMMA), with support from Mercer, is conducting a review of payment rates for the following Home and Community Based Services (HCBS) — **Attendant Care, Companion, Homemaker, Home Health Aide, Respite, and Chore**. The purpose of this survey is to help DMMA and Mercer better understand the current provider costs to render the targeted services listed above. This survey **does not** include the services delivered under the Delaware Division of Developmental Disability Services (DDDS) Lifespan Waiver for Individuals with Intellectual and Developmental Disabilities.

Please complete the survey for your entire organization (including all locations in Delaware) for the calendar year (CY) 2023 period.

This survey is **one** component of this targeted Rate Review with DMMA, intended to collect current provider cost data and general feedback on the challenges of providing these services. We will use the information collected in this survey along with DMMA claims data, reflecting the payments from MCOs, recent legislative policies and department expectations, and other data obtained from publicly available sources to develop a benchmark rate range with which to evaluate current payment rates. The information collected for this survey will be used solely for the purposes of this rate study. Any information provided will remain confidential and proprietary and will only be shared through high level, redacted summaries.

We suggest reviewing the PDF version of the survey provided in the notification email to assure you have all of the information available while completing the survey, as you are not able to stop and save until the end of the survey. This should expedite the time it takes to complete the survey.

Please complete and submit the survey on or before Friday, May 24, 2024.

If there are any questions or need for assistance, please reach out via email to DMMA-DSPRateStudy@Mercer.com.

DMMA appreciates this valuable feedback. Thank you!

* Required

Provider Demographics

The first four questions of this section are optional due to concerns around anonymity and privacy. However, while this section is optional, we respectfully request you do include your contact information in the event we need to follow up to ensure we are appropriately interpreting your data.

1. Provider Name

2. Name of Individual Completing the Survey

3. Title/Position of Individual Completing the Survey

4. Email Address (Individual Completing the Survey)

5. Under which division(s) does your agency deliver services? Please check all that apply. If Other, please specify. *

- Division of Medicaid & Medical Assistance (DMMA)
- Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)
- Division of Developmental Disability Services (DDDS)
- Other

6. Which of the following licenses does your agency hold? Please select all that apply. *

- Personal Assistance Services Agencies (PASA)
- Skilled Home Health Agencies (HHAS)
- Home Health Agencies - Aide Only (HHAO)
- Other

General Information

7. On average, how many hours does a Direct Support Professionals (DSPs) staff person need to work per week to be considered full time in your agency? *

The value must be a number

8. Excluding self-directed staff, how many full-time (as defined by your agency) DSPs were employed (on average) in CY 2023 for all your Delaware agencies?

For purposes of the study, DSPs refer to individuals who provide direct care for the six Home Health and Personal Care services identified in the survey introduction. *

The value must be a number

9. Excluding self-directed staff, how many part-time (as defined by your agency) DSPs were employed (on average) in CY 2023 for all your Delaware agencies? *

The value must be a number

10. Does your provider agency offer health and other employee-related benefits? If Other, such as self-directed services, please specify. *

- Yes - for Full-Time Employees Only
- Yes - for Full-Time and Part-Time Employees
- No - We do not offer employee-related benefits
- Other

11. In CY 2023, what was the total estimated incurred costs of providing health and other employee-related expenses (ERE) for DSPs for all your Delaware agencies?

ERE is defined as: All costs associated with health insurance, workers' compensation, other employee benefits and state and federal taxes provided by the agency (excludes all training and certification costs). *

12. Approximately how many supervisors were employed (on average) in CY 2023 for all your Delaware agencies?

Supervisors are staff that oversee DSPs that provide services directly to members. *

13. In CY 2023, approximately what percentage of a DSP's working day is spent on non-billable activities for all your Delaware agencies?

Non-billable time refers to activities that are not billed for reimbursement but are part of daily job requirements. This may include activities such as staff meetings, documentation, and travel time. *

The value must be a number

14. In CY 2023, approximately how many **total hours** per **new employee** were spent on onboarding (i.e. training, HR onboarding, CPR certification, etc.) for all your Delaware agencies? *

The value must be a number

15. In CY 2023, approximately how many **total hours** per **existing employee** were spent on continued training and education for all your Delaware agencies? *

The value must be a number

16. For CY 2023, what was the average cost incurred by your agency per **DSP** for all trainings and certifications (excludes wages for training)?

Example: \$375 per employee per year (\$50 for CPR + \$200 for state mandated training + \$125 for agency required onboarding/training) *

The value must be a number

17. What is the average DSP staff to supervisor ratio for all services delivered?

Example: 1:5 would indicate 1 supervisor per 5 DSP staff members. *

The value must be a number

18. In CY 2023, what percentage of total expenses came from indirect related costs?

Indirect costs include expenses that are not service related and were incurred in support of all agency operations. Examples of indirect service costs include but are not limited to: administrator salary and benefits, office staff salaries and benefits, office supplies, rent for administrative office, property or liability insurance, accounting, licensure, background checks, EVV-related, health screenings, and legal services *

The value must be a number

19. On average, what proportion of members enrolled in your agency are under state funded services? *

The value must be a number

Service Specific Questions

20. Does your agency provide Self-Directed Attendant Care services?

For this study, Self-Directed Attendant Care services fall under these procedure codes: S5130 U2 *

- Yes
- Yes – but under a different billing code to the MCOs
- No

21. If you answered “Yes – but under a different billing code to the MCOs” in question 20, please list the bill code(s) that you use instead of the one listed above. *

22. What was the average staffing ratio for Self-Directed Attendant Care services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service.
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

23. What percentage of your self-directed staff is full time? *

24. How many members do you currently have enrolled in Self-Directed Attendant Care services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

25. What was the average hourly **base** wage for DSPs in CY 2023 for Self-Directed Attendant Care services? *

The value must be a number

26. What was the overall average hourly wage for DSPs in CY 2023 for Self-Directed Attendant Care services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

27. Please provide any additional comments you would like to share with DMMA regarding Self-Directed Attendant Care services. *

28. Does your agency provide Attendant Care services (excluding self-directed)?

For this study, Attendant Care services fall under these procedure codes: S5125 *

- Yes
- Yes – but under a different billing code to the MCOs
- No

29. If you answered “Yes – but under a different billing code to the MCOs” in question 28, please list the bill code(s) that you use instead of the one listed above. *

30. What was the average staffing ratio for Attendant Care services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

31. How many members do you currently have enrolled in Attendant Care services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

32. What was the average hourly **base** wage for DSPs in CY 2023 for Attendant Care services? *

The value must be a number

33. What was the overall average hourly wage for DSPs in CY 2023 for Attendant Care services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

34. Does your agency provide Companion services?

For this study, Attendant Care services fall under these procedure codes: S5135 *

- Yes
- Yes – but under a different billing code to the MCOs
- No

35. If you answered “Yes – but under a different billing code to the MCOs” in question 34, please list the bill code(s) that you use instead of the one listed above. *

36. What was the average staffing ratio for Companion services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

37. How many members do you have enrolled in Companion services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

38. What was the average hourly **base** wage for DSPs in CY 2023 for Companion services? *

The value must be a number

39. What was the overall average hourly wage for DSPs in CY 2023 for Companion services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

40. Does your agency provide Homemaker services?

For this study, Homemaker services fall under these procedure codes: S5130 *

- Yes
- Yes – but under a different billing code to the MCOs
- No

41. If you answered “Yes – but under a different billing code to the MCOs” in question 40, please list the bill code(s) that you use instead of the one listed above. *

42. What was the average staffing ratio for Homemaker services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

43. How many members do you have enrolled in Homemaker services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

44. What was the average hourly **base** wage for DSPs in CY 2023 for Homemaker services? *

The value must be a number

45. What was the overall average hourly wage for DSPs in CY 2023 for Homemaker services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

46. Does your agency provide Home Health Aide services?

For this study, Home Health Aide services fall under these procedure codes: G0156; G0156 U2 *

- Yes
- Yes – but under a different billing code to the MCOs
- No

47. If you answered “Yes – but under a different billing code to the MCOs” in question 46, please list the bill code(s) that you use instead of the one listed above. *

48. What was the average staffing ratio for Home Health Aide services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

49. How many members do you have enrolled in Home Health Aide services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

50. What was the average hourly **base** wage for DSPs in CY 2023 for Home Health Aide services? *

The value must be a number

51. What was the overall average hourly wage for DSPs in CY 2023 for Home Health Aide services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

52. Does your agency provide Self-Directed Respite services?

For this study, Self-Directed Respite services fall under these procedure codes: T1005 U2 *

- Yes
- Yes – but under a different billing code to the MCOs
- No

53. If you answered “Yes – but under a different billing code to the MCOs” in question 52, please list the bill code(s) that you use instead of the one listed above. *

54. What was the average staffing ratio for Self-Directed Respite services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

55. What percentage of your self-directed staff is full time? *

56. How many members do you have enrolled in Self-Directed Respite services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

57. What was the average hourly **base** wage for Self-Directed DSPs in CY 2023 for Self-Directed Respite services? *

The value must be a number

58. What was the overall average hourly wage for DSPs in CY 2023 for Self-Directed Respite services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

59. Please provide any additional comments you would like to share with DMMA regarding Self-Directed Respite services. *

60. Does your agency provide Respite services (excluding self-directed)?

For this study, Respite services fall under these procedure codes: S5150; S5150 U2; T1005; T1005 U1; T1005 U2; T1005 PC *

- Yes
- Yes – but under a different billing code to the MCOs
- No

61. If you answered “Yes – but under a different billing code to the MCOs” in question 60, please list the bill code(s) that you use instead of the one listed above. *

62. What was the average staffing ratio for Respite services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

63. How many members do you have enrolled in Respite services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

64. What was the average hourly **base** wage for DSPs in CY 2023 for Respite services? *

The value must be a number

65. What was the overall average hourly wage for DSPs in CY 2023 for Respite services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

66. Does your agency provide Chore services?

For this study, Chore services fall under these procedure codes: S5120 *

- Yes
- Yes – but under a different billing code to the MCOs
- No

67. If you answered “Yes – but under a different billing code to the MCOs” in question 66, please list the bill code(s) that you use instead of the one listed above. *

68. What was the average staffing ratio for Chore services in CY 2023, regardless of the waiver/program under which the member is enrolled?

Staffing ratio is the average number of DSPs to members receiving the service
Example: 1:5 would indicate 1 DSP per 5 members receiving services *

69. How many members do you have enrolled in Chore services, regardless of the waiver/program under which the member is enrolled? *

The value must be a number

70. What was the average hourly **base** wage for DSPs in CY 2023 for Chore services? *

The value must be a number

71. What was the overall average hourly wage for DSPs in CY 2023 for Chore services inclusive of any supplemental payments (e.g. bonuses, overtime, shift differentials, etc.)? *

The value must be a number

General Comments

72. Please list the top three concerns regarding your DSP workforce for the services your agency provides. (e.g. recruitment, retention, wages, etc.) *

73. Are there any additional comments you'd like to share with DMMA as it relates to DSP Medicaid reimbursement for these services? *

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