

DHS Rate Review

2025 Cost and Wage Survey Training

Arkansas Department of Human Services

June 11, 2025



Agenda and Meeting Goals

Agenda

- Excel-based Survey Introduction and Background
- Demonstration of the Excel-based Survey
- Key FAQs
- Questions and Answers Session
- Next steps

Today's Meeting Goal

- Review the Excel-based Cost and Wage Survey in detail to ensure providers feel comfortable responding to the survey
- Briefly walk through key Frequently Asked Questions (FAQs)
- Answer any additional questions providers may have

This meeting is structured to be a focused, collaborative discussion.

Please use the chat box or “raise hand” function to share your comments, questions, and observations.



Survey Introduction and Background

Purpose of Project



The Arkansas Department of Human Services (DHS) is currently conducting a legislatively-mandated rate review for intellectual and developmental disability (I/DD) and behavioral health services included in the home and community-based services (HCBS) manual.

Project Goals:

- Conduct a comprehensive review of payment rates for included services
- Use an independent rate model (IRM) approach to develop payment rates that are consistent with efficiency, economy, quality of care, and access to care
- Base payment rates on transparent and clear payment assumptions

Any changes to payment rates resulting from this rate study will be subject to legislative approval

Cost and Wage Survey Overview

| | |
|---------------------------------|---|
| Purpose | Provide an understanding of the current costs and wages involved in HCBS service delivery, and inform payment rate assumptions |
| Who should complete the survey? | All providers delivering the HCBS under review. |
| Timing | Survey was released on Thursday, June 6 ; providers will have three weeks to complete the survey, due June 27 . Timing is driven by legislatively-mandated timeline for rate review. |
| Two Survey Tools | Full Excel-based survey: Providers with 20 or more members annually, and all providers who deliver Supported Living – Group Home. Therapeutic Community and Residential Community Program Reintegration providers will receive an additional separate ad hoc staffing data collection request. |
| | Abbreviated on-line survey: Providers with less than 20 annual members (excluding providers delivering the following services: Therapeutic Community, Residential Community Reintegration, Supported Living – Group Home) |
| Provider support | DHS has established a dedicated HCBS rate review webpage which will contain all survey materials and information: https://humanservices.arkansas.gov/newsroom/hcbs/hcbs-rate-review/ DHS' contractor Milliman will monitor a dedicated inbox for provider questions: DHS-HCBS-Rate-Review@milliman.com |

Cost and Wage Survey

Excel-based Survey



Direct Care Staff and Supervisor Staffing Information

- Differentiation between regular and contracted employees
- Count of FTEs categorized by predetermined provider groups
- Average base wages by staff type
- Turnover percentage



Additional Compensation for Regular Employees

- Overtime hours
- On-call and shift differential compensation
- Other lump-sum compensation, such as retention and sign-on bonuses



Productivity Information for Regular Employees

- Onboarding time for new hires and ongoing training for tenured employees
- Vacation and sick leave availability
- Provision for paid holidays



Organizational Costs

- Total cost structure for HCBS programs broken out by major cost categories



Service-Specific Information

- Service-specific information regarding staffing, billable/non-billable time, location, and travel requirements
- Additional information requested for organizations providing supportive living services

Note: Requested data is based on the organization's most recent fiscal period, unless otherwise indicated as of a point in time (e.g., May 1, 2025).

Live Demonstration of Excel-based Survey

Excel-based survey to be shared “live”

Key FAQs

Key FAQs

- **When is the survey due?**

June 27, 2025

- **Where can I get a copy of the survey?**

The Excel-based survey and all supporting materials can be downloaded from the DHS website and scrolling to the “Provider Cost and Wage Survey” section:

<https://humanservices.arkansas.gov/newsroom/hcbs/hcbs-rate-review/>

- **If we work with multiple PASSEs, do we need to complete one survey for each contract?**

No, providers only need to submit one survey for all HCBS provided. More than one Billing NPI or Provider ID can be reported in the workbook.

- **How do I submit the survey and what format?**

After downloading and completing the survey, attach the completed survey file to a standard email and send to DHS-HCBS-Rate-Review@milliman.com. Please ensure the completed survey has your organization’s name included in the file name.

Key FAQs (Continued)

- **Who should complete the survey?**

All providers delivering I/DD and behavioral health services included in DHS' [HCBS manual](#) are being ask to complete the survey.

- **Why is my participation important?**

The data submitted by providers will offer crucial insights into the delivery of the HCBS under review. This data informs the payment rate assumptions used to calculate payment rates, which will form the basis of the minimum fee schedule anticipated to be effective in 2026 (subject to legislative approval).

- **I have questions on the survey, can somebody please call me to discuss?**

Please review all instructions and training materials. If you still have questions after reviewing the supporting materials, please email Milliman at DHS-HCBS-Rate-Review@milliman.com for additional support.

- **How long does it take to complete the survey?**

The time spent completing the survey can vary depending on several factors, such as the number of services you need to report data for and related provider accounting systems.

Questions and Answers



Next Steps

Next Steps

- If not already done so, please begin reaching out across your organization as needed for the data to complete the survey
- Visit DHS' website to review project information and download survey training materials. A recording of today's training and related PowerPoint will also be made available
<https://humanservices.arkansas.gov/newsroom/hcbs/hcbs-rate-review/>
- Check DHS' website for updates to the FAQs and other crucial information that becomes available
- Email DHS-HCBS-Rate-Review@milliman.com for additional support if you have a question that is not addressed in the training materials or FAQs
- Submit the completed survey by the due date of **June 27, 2025**



Your completion of the survey is critical to support assumptions underlying the legislatively-required rate review!



Thank you