



## **BVC BLAST**

**April 20, 2022**

**MRC Changes**

**MRC Changes Effective April 5, 2022**

**From Memo Monday April 11, 2022**

DODD recognizes that the workforce crisis has had an unintended negative impact on some provider agencies that deliver homemaker/personal care (HPC) in congregate settings. When service hours delivered are lower than projected, a provider will see lower reimbursement because there were fewer hours of service delivered.

Reimbursement can also be negatively impacted by the rate calculation that the Monthly Rate Calculator (MRC) determines for the provider to bill. Although the math is complicated, DODD has confirmed through many examples that the impact is real and is often significant.

To address this issue, DODD staff met with county board and agency provider representatives and agreed to modify the MRC to help mitigate the financial impact on providers. The changes allow providers to use MRC to recalculate the daily rates so that they reflect the actual service hours delivered.

Below are several resource documents, including instructions on how to initiate the recalculation and tip sheets that might be helpful with this effort. If you have questions, please direct them to [MSSSupport@dodd.ohio.gov](mailto:MSSSupport@dodd.ohio.gov).

Moving forward, DODD is asking for county boards and providers to make any needed schedule changes in the Cost Projection Tool (CPT), so that future projections align with the service hours being delivered. This should help alleviate the current issue in future months, as the MRC relies on realistic projections of the number of hours that an agency can offer to successfully staff a site to meet the needs of the people who live there.

**Links below for MRC documentation:**

- [HPC daily billing rule 5123-9-31](#)
- [MRC Tutorial and Best Practices Guidelines](#)
- [MRC quick reference guide](#)
- [Procedures for Over-Under range](#)
- [MRC Tip Sheet](#)

As DODD had sent out the above memo, Blanchard Valley Center would like to provide some additional guidance to further clarify.

Providers may have noticed that our SSAs are requesting staffing patterns around the time of the annual plan meeting for the congregate settings. This is to ensure the waiver specialists are able to more accurately reflect the staffing in the homes so that the projections are in line with the services being provided. When providing staffing patterns, the preferred format is by day of the week, times each day, and staffing ratios, including which individuals are included in each time slot. (For example: Monday 7 am – 9 am 1:3 HPC for John, Mary, and Suzy; 1:1 HPC for Tom).

Providers should also consider the number of appointments or missed days each month by reviewing the previous year and informing the SSA what months would need more 1:1 hours added. The waiver specialists routinely add in 24 units per month of 1:1 time for day service absences, as well as uses a weekend day staffing pattern for known holidays such as Christmas and Thanksgiving when day services are generally closed.

Any changes in hours/staffing should be discussed with the SSA as soon as possible so that the MRC is able to be updated. This allows time for the SSA to complete any addendums and provide the information to the waiver specialist at waiver meeting, generally held Wednesday mornings.

Please note that providers have 30 days from the end of the month to inform the county board of any changes to the +/- 3% projected costs along with the necessary documentation indicating why the correction is needed. The county board then has 30

days to make those changes. Any changes being requested 60 days or more from the end of the month require state assistance and approval.

In the links provided above by DODD, the Best Practices Guidelines is very useful (this link is found on the MRC tutorial page in the top right corner). The video on that page can be helpful if you are new to MRC as it provides more in-depth information as well as examples.

As always, you are welcome to reach out to the waiver specialists at [waivercontact@blanchardvalley.org](mailto:waivercontact@blanchardvalley.org) for assistance in answering any questions you might have.