

FAQ – FREQUENTLY ASKED QUESTIONS WITH EXAMPLE SCENARIOS

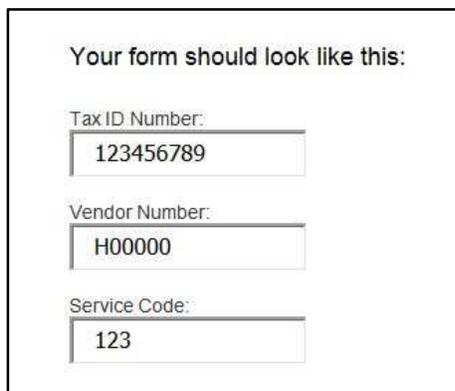
AUTHENTICATION

1. I don't know what information to use to complete the form.

Please consult your program documentation to gather the three items required: Tax ID Number, Vendor Number, and Service Code. Only programs that have received ABX funding rate increases are required to participate in the survey.

If you still need assistance, please click the "Contact Us" on the top of your screen. Provide the information required we will look up your information and contact you with instructions.

2. My authentication has failed. I have completed the form to look like the sample below. What should I do?



Your form should look like this:

Tax ID Number:	123456789
Vendor Number:	H00000
Service Code:	123

Please make sure you are using one of your valid Tax ID numbers for a program that has received ABX funding. Only those programs are required to participate in the survey. Your Tax ID must be 9 digits. Your vendor number must be 6 digits, and your service code must be 3 digits. The vendor number will start with one or two letters and be six characters in length. The characters following the letter(s) will be numbers. Please review your program documentation to confirm this information. Some vendor numbers are missing from the database due to our original data query for setting up the online portal. If you still cannot complete the authorization process, please contact your primary (vendoring) Regional Center. The Regional Center will be able to add your missing surveys to the portal, and then you will be able to complete the authentication process.

3. What if I have more than one Tax ID Number? How many portal accounts do I have to have? How do I authenticate?

There will be one (1) portal account for each Tax ID number. For example if all of your programs have the same Tax ID number then you will only have one (1) portal account. If you have more than one Tax ID number for your programs, then you will have a portal account for each Tax ID number. For example,

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if you have three (3) Tax ID numbers, then you will have three (3) portal accounts. Be sure to use the matching information for the program, meaning, the Tax ID Number, Vendor Number and Service Code should be associated together. For example:

First program:

Tax ID Number = 123456789
Vendor # = H12345
Service Code = 915
Vendor # = V52132
Service Code = 056

Second program:

Tax ID Number = 987654321
Vendor # = V54321
Service Code = 845

4. I have multiple programs under a single Tax ID Number. Do I need to authenticate each program?

No, if you have only one Tax ID Number, but multiple vendor numbers associated with that Tax ID Number, you only need to complete the authentication process a **SINGLE time**. All of your surveys will be found together in one survey portal account.

5. If there are multiple vendor numbers under one Tax ID are we required to complete a survey for each vendor number?

Yes. The Tax ID is the number that links together all of your programs and surveys. All surveys under that Tax ID will display in one portal account after you complete registration. You must complete one survey for each "triplet", which is 1 Tax ID + 1 Vendor # + 1 Service Code.

6. I have one vendor number, but multiple service sub-codes. What happens in this case?

You are only required to complete one authentication step. You will complete ONE SURVEY per vendor number and service code, regardless of the number of service sub-codes.

7. I am a freelancer service provider that does work for multiple regional centers. How do I know what vendor number and service code to use to authenticate?

Each of your programs was initially vendored under a single Regional Center using your Tax ID, vendor number and service code. A survey must be completed for each program regardless of which Regional Centers were the vendoring Centers for your programs. Gather a list of all your programs that shows the Tax ID, vendor number, and service Code. For each different Tax ID, you will need to set up a portal account. If you have multiple vendor numbers under a SINGLE Tax ID, just use one of them for the authentication process. Some programs are missing from the database, so if your authentication step fails, try another vendor number and service code for that same Tax ID. When you log in to your account, all programs under each Tax ID should appear. If some are missing, or some show up that don't belong, please contact one of your primary Regional Centers for assistance.

REGISTRATION

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1. What email address do I use to register?

Please use the email address that you have on file with the Regional Center. It should be the email address that is associated with your program. If you have not provided an email address to the Regional Center, please use an email that can be used to contact you about the completion of your survey.

2. What if I have more than one program and have to register multiple times? What email address do I use for each registration?

You can use the **SAME EMAIL ADDRESS** for each Registration process. **HOWEVER**, you must choose a **DIFFERENT PASSWORD** for each registration. Please write down and remember which password you have used for each survey account. You will be unable to reset your passwords yourself.

3. How do I select a password?

A secure password is required, and has the following format:

- At least 8 characters in length
- At least 1 capital letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (note: you **cannot use the # sign** as your symbol)

Do not use a basic word like “test” or “password” or your name. The password will be more secure if you use a mixed format like this: Ynrwh67&

Make sure both the Password and Confirm Password fields have matching information.

4. What if I have forgotten my password?

You will not be able to reset your password yourself. Please send an email to abxsurveyhelpdesk@oigcompliancencow.com. Tell us your Vendor Number and email address that you used to Register. Please **DO NOT** send your Tax ID Number in your email.

LOGIN

1. How do I login to complete the survey?

After you complete the registration process, you can use your email address (this is your username) and the password that you selected to login to your survey account.

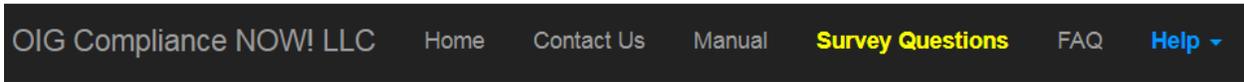
The login page is here: <https://www.evoconportal.com/CADDs/login.php>

For your convenience, you can also login and complete the survey on your smart phone or tablet.

2. Now that I am logged in, what is the next step?

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You will begin to complete your survey(s). You can get more instructions from the manual which is located in the survey portal. Click on the MANUAL link in the tool bar here:



COMPLETING THE SURVEY

1. I have multiple vendor numbers and services codes for one Tax ID, but I am not seeing all of them in the survey table after I login to my account. How do I get the missing vendor numbers to show on the Home page?

Some vendor numbers are missing from the database due to our original data query for setting up the online portal. If some of your vendor numbers are missing, please contact your primary (vendoring) Regional Center. The Center will be able to add your missing surveys to the portal.

2. My survey table shows vendor numbers that should be under a different Tax ID. How do I get this information changed?

Please contact your vendoring Regional Center. The Center will add the survey under the correct Tax ID and will deactivate the survey that is not correct.

3. Am I required to take the survey?

All service providers with programs eligible for rate increases are required to participate in the survey project. If your program was eligible, but you did not receive any monies, you are still required to complete the survey. There will be a section where you can indicate that no monies or authorizations were received; in this case, the survey will be automatically completed. However, you must register for a survey account and complete the survey section about no payments. If you do not know which of your programs is required to participate, please contact your vendoring Regional Center for guidance.

4. Some of the programs on my Home page did not receive ABX funding. What do I do?

Click on the green button to access the survey. You will be able to indicate that no funding was received in this section:

No ABX2-1 Rate Increase Payment

i By checking one of the boxes below, I certify that no payment was received from the regional center related to the ABX2-1 Rate Increase.

1. No payment received

2. No authorizations

Other (please describe in text box below)

Other

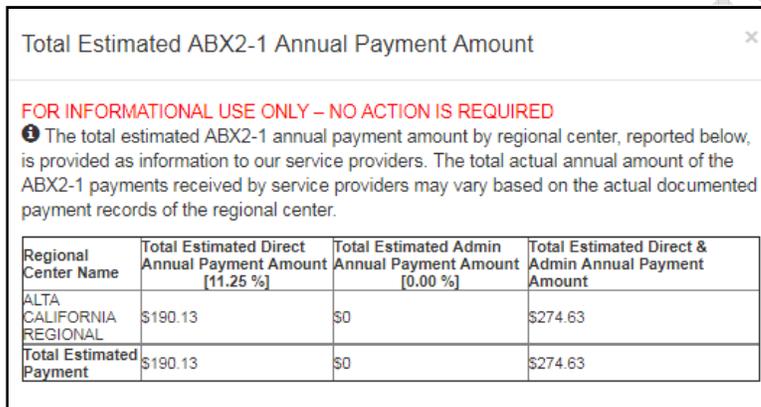
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5. One of the programs on my Home page is no longer active. What do I do?

Even if the program is no longer active, you must complete the survey for the program because you have received ABX funding during the survey period. Also, please contact your vendoring Regional Center so they can inactivate your program.

6. I am unsure how to use the Expand button and information in the table.

This information is provided as an ESTIMATE of monies that have been received annually by your program from one or more Regional Centers. It is for INFORMATIONAL USE only and is not needed to complete your survey. Please do not contact the Regional Center, since these are only estimated amounts.



Total Estimated ABX2-1 Annual Payment Amount

FOR INFORMATIONAL USE ONLY – NO ACTION IS REQUIRED

i The total estimated ABX2-1 annual payment amount by regional center, reported below, is provided as information to our service providers. The total actual annual amount of the ABX2-1 payments received by service providers may vary based on the actual documented payment records of the regional center.

Regional Center Name	Total Estimated Direct Annual Payment Amount [11.25 %]	Total Estimated Admin Annual Payment Amount [0.00 %]	Total Estimated Direct & Admin Annual Payment Amount
ALTA CALIFORNIA REGIONAL	\$190.13	\$0	\$274.63
Total Estimated Payment	\$190.13	\$0	\$274.63

7. How can I display the survey in another language?

Use the drop down at the top of the survey page to select the language you desire. The survey fields will display in that language.

8. I am unable to see English as a language option.

If you change the Select Language to something other than English, when you open the drop down box again, English will be listed as the FIRST language option; it is not listed alphabetically.

9. Can I complete the survey in another language?

No, you must complete the survey in English.

10. What if my Vendor Contact information that is displayed is not correct?

You can edit this information, so please make any changes. The Regional Center will be notified of any changes and may contact you to discuss.

11. What if I do not have any data for March 2017? What do I use for the Reporting Month and Year?

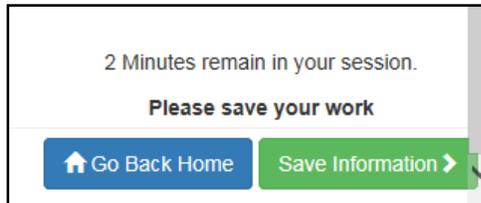
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You can use any month starting in July 2016, up through the time you complete the survey. Select the desired date using the drop down menu.

12. How do I save my form?

Click on the green button for SAVE INFORMATION in the bottom right corner of the screen.

13. A countdown timer has appeared on my screen. What should I do?



You must click the green Save Information button to save your work, or you will be logged out of the portal.

14. What happens if the system logged me out? How long do I have to complete the survey after I am logged in?

The system will log you out of your account after 30 minutes if you do not save your information during that time. Please press the green SAVE INFORMATION button at least once every 30 minutes. If you are logged out, please return to the Login page and login again using your email address and password.

15. What is the deadline for completing my survey(s)?

The deadline is October 1, 2017. Any provider who received rate increases that does not complete and return this survey by October 1, 2017, will forfeit the rate increases. We are asking providers to complete their surveys by **September 15, 2017** to ensure that everyone meets the deadline.

16. I am confused about where to get the information to answer the questions about number of staff and wage information.

We recommend that you use your Human Resources and payroll systems to gather this information. You must include data for staff during the service month even if those staff are no longer working in your organization. Please contact your vendoring Regional Center if you have additional questions.

17. Questions #2-11 are based on the number of direct care or supervisory staff that provide 75% of time to consumers. If that is accurate, and question #1 is "0", then is question #2 also "0"?

Yes, this is correct. If question #1 is zero, then question #2 will be 0%. Question #3 will also be zero. You must answer each question.

18. For Average Direct Care staff, under question #3, what is applicable when calculating Salary, Wage, and Benefits costs? Does this include payroll taxes, workers comp, overtime, sick pay, and the additional Futa Charge (Per California)?

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You should include all payments, including salaries/wages as well as all payroll related costs including taxes, social security, worker’s compensation, etc. Additionally, you should include the cost of all benefits such as health insurance, retirement, savings plan, etc.

19. I am an Independent Consultant. I don’t think questions #1-6 apply to me.

The questions are asking whether your staff provided DIRECT services to consumers. If you personally have provided direct services as a consultant, then you are required to answer some of those questions. If you acted in a Management capacity, you would answer questions 4-6, and would answer questions 1-3 with the values of zero or 0% for those questions, since they do not apply. If you have additional questions, please contact your vendoring Regional Center for assistance.

20. How do I enter my answers for Questions 10 and 11? They seem to be blank.

You must click on the [+] link to expand these questions to view the answer choices:

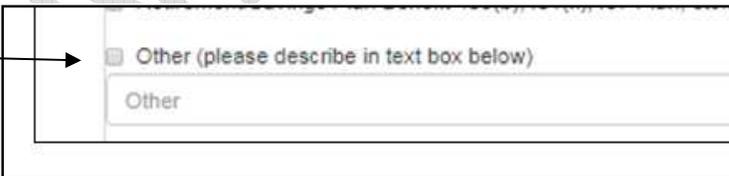
10. Provide the type of salary or benefit increases provided to the employees who spend a minimum of 75% of their time providing direct services to consumers, pursuant to WIC, Section 4691.10(b)(1)(A):

Click on the collapsible panel to open and close it.

➔ **[+] Click here to expand / collapse question 10**

21. What if the choices for questions 10 and 11 don’t include the exact options for my program?

Each question has several “OTHER” boxes at the end that you can use to enter your own answers:



The image shows a screenshot of a form element. It consists of a label 'Other (please describe in text box below)' and a text input field below it. The input field contains the word 'Other'. An arrow points from the left towards the label.

22. Question #2 has a drop down choice menu. What if none of the 4 choices is accurate for our program?

If your answer for question #2 is 0% or anything less than 75%, this means that you do NOT have to include that employee in the survey. The survey should only contain data for employees or managers who provided 75% or greater direct services. See question #23 below for more details.

23. My staff and managers provide services across MULTIPLE programs each day/week/month. How do I calculate the time spent on each program to know if the employee needs to be included in

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responses to questions 1 and 4? How do I calculate how much time was spent to answer questions 2 and 5? How do I calculate the payment amounts?

For employees that support multiple programs, which is very common, you must look at the number of hours that are spent by each employee on each program, and then the type of work they were doing.

Let's look at a scenario with one person who is split across 2 programs at 50% each in terms of time. Remember, you must look at time spent during the ENTIRE MONTH that you have selected for your survey period.

Joe Smith: 50% on program 1 (H12345), 50% on program 2 (V98765), during the whole month of March 2017. Joe worked 40 hours per week, or 160 hours for the month.

This becomes your baseline. So Joe worked 80 hours on H12345 and 80 hours on V98765 during the month of March.

Next, you have to look at what kind of work Joe was doing for each program. Since Joe is a staff member, you need to determine if he spent time providing direct services for at least 75% of the time. If so, he will need to be included in the survey answers for questions 1-3.

So, for program H12345, if Joe spent 60 of the 80 hours providing direct services, then the calculation would be: $60/80 = 0.75 \times 100 = 75\%$. This means he spent 75% of his time providing direct services for H12345, and he needs to be included in the answers to questions 1-3, like this:

Question 1: 1

Question 2: 75-84%

Question 3: Include his pay for March including wage, bonus, benefits, etc.

You can then finish the rest of the survey questions for H12345, using the same approach to figuring out the time spent by other staff members like Joe. If there is more than 1 employee in your answers, you must use the AVERAGE numbers, meaning, the average time spent for question 2 and the average pay for question 3.

Now, when you complete the next survey for program V98765, you know that Joe spent 80 out of 80 hours providing direct services for the month of March 2017. The math is: $80/80 \times 100 = 100\%$. So, for this survey, Joe must be included in questions 1-3.

Question 1: 1

Question 2: 100%

Question 3: Include his pay for March including wage, bonus, benefits, etc.

Start by making a list of your staff and managers, and the programs that they supported during the MONTH. For each program, calculate the number of hours spent by each person on each program.

See the example below:

Mike Jones (full time, staff)

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H12345/SC123 - Hrs per month: 20 (20 direct)
V98765/SC065 - Hrs per month: 140 (50 direct)
Total hours per month: 160

Betty Allen (part time, staff)
H12345/ SC123 – Hours per month: 10 (10 direct)
V98765/SC065 – Hours per month: 40 (30 direct)
Total hours per month: 50

Mike's calculations:
H12345: $20/20 \times 100 = 100\%$ direct
V98765: $50/140 \times 100 = 35.7\%$ direct

Betty's calculations:
H12345: $10/10 \times 100 = 100\%$ direct
V98765: $30/40 \times 100 = 75\%$ direct

Results:

Mike is included for H12345
Mike is NOT included for V98765

Betty is included for H12345
Betty is included for V98765

Payment calculations for H12345

Mike's monthly pay: \$3000
His pay for H12345 work was \$375 (20 hrs)
Betty's monthly pay: \$600
Her pay for H12345 work was \$120 (10 hrs)
Her pay for V98765 work was \$480

Mike's pay is included in Question 3 for the H12345 survey. Betty's pay is included for BOTH programs. This means that you will have to AVERAGE the pay for both Mike and Betty for question 3 for the survey for H12345.

H12345 survey:

Question 1: 2 (Mike and Betty)
Question 2: 100% (both are at 100%)
Question 3: $(375 + 120) / 2 = \$247.50$

For survey V98765, you would only include Betty's numbers in your answers, since Mike would NOT be included.

Question 1: 1 (only Betty)
Question 2: 75%
Question 3: \$480

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We recommend that you create an Excel spreadsheet that contains columns for all this data so that you can use formulas to assist with your calculations. If you need assistance, please contact your Regional Center.

24. My calculations show that no employees or supervisors have provided direct services in an amount greater than 75%. What do I do?

First, please confirm that your program is required to complete a survey by contacting your Regional Center. If it is, and if you have followed the example given in #23, and no employees have provided direct services >75%, then your answers to questions 1-7 will be zero or 0%. Put “none” as the answer to questions 7 and 8. For questions 10 and 11, check one of the OTHER boxes and enter “none” in the text box. You must enter some answer for each question for the survey to be completed. Check the box at the bottom to complete the survey. You will be contacted by DDS directly if there are any questions.

25. Am I obligated to report on the additional increase to our rate not attached to the pass through?

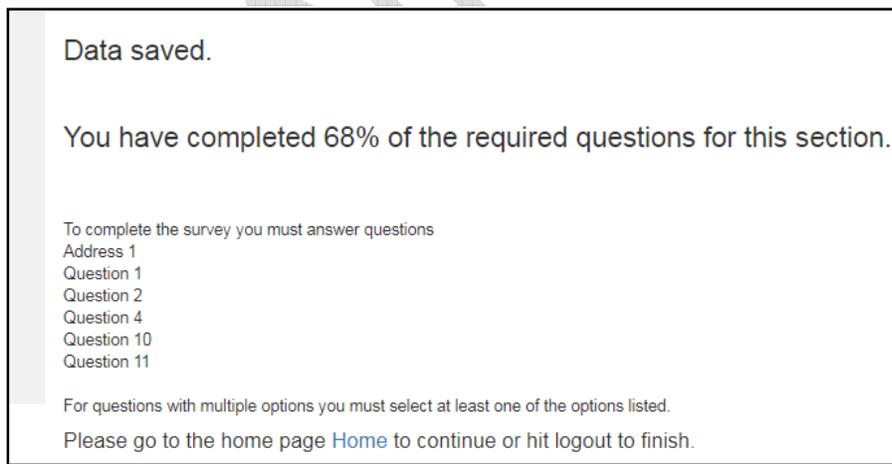
No, you should not report on any other rate increases that your program may have received. You are only required to report on the use of the rate increase for those programs that were eligible for the ABX2-1 rate increase funding.

26. Why do I need to check the certification box at the bottom each time I save the form?

The survey portal saves all data entered in the form each time you save it. You must certify with every save that you are providing correct information on the survey.

27. I have saved my information. How do I know if my survey is completed?

Each time you save your survey form, you will see a save screen as follows:

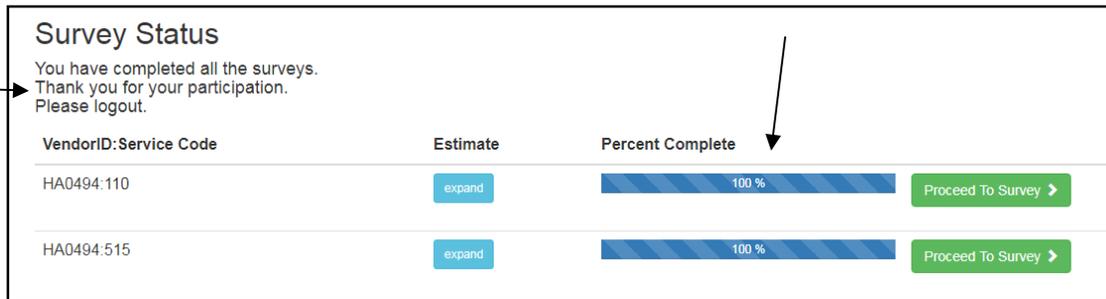


The message will indicate what questions must be answered to complete 100% of your form.

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28. How do I know when my surveys are completed?

When all surveys have been completed, you will see changes in the table on the Home page. A message under Survey Status will appear stating that all surveys are completed, and all Percent Complete bars will be at 100%. At this time, you can logout.

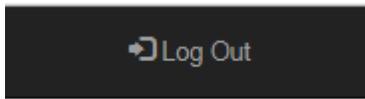


The screenshot shows a 'Survey Status' section with a message: 'You have completed all the surveys. Thank you for your participation. Please logout.' Below this is a table with columns: VendorID:Service Code, Estimate, Percent Complete, and a 'Proceed To Survey' button. Two rows are shown, both with 100% completion.

VendorID:Service Code	Estimate	Percent Complete	
HA0494:110	expand	100 %	Proceed To Survey >
HA0494:515	expand	100 %	Proceed To Survey >

29. How do I logout of the survey portal?

Click the link for LOG OUT at the top right of the page.



30. I still need more help. What can I do?

For assistance at any time, send an email to abxsurveyhelpdesk@oigcompliancencow.com. You can call us at (607) 218-4167. Please leave a message and someone will call you back.

You can also view a recorded webinar. See the link for "On Demand Webinar" under the Help link at the top of the page.

