

## **REIMBURSEMENT RATE REVIEW POLICY**

**POLICY:** The Alliance and a service provider shall re-evaluate contract reimbursement rates on an annual basis pursuant to the Florida Department of Elder Affairs (DOEA) Notice of Policy Clarification #: 092815-1-PC-SCBS. Each provider's rates will be reviewed and approved by the Alliance as required by the Alliance's contract with the Florida Department of Elder Affairs ("DOEA") and in accordance with the policy adopted by the Alliance's Board. An adjustment to a provider's reimbursement rates pursuant to this policy will not necessarily result in a change in contracted funds allocated to the provider.

### **SERVICE COST REPORTS:**

The Alliance shall require service providers to annually submit to the Alliance service cost reports, due no later than ninety (90) calendar days after the contract year ends. The service cost reports shall reflect actual costs of providing each service by program for the preceding contract year.

### **REQUESTING A CHANGE IN REIMBURSEMENT RATES:**

If a service provider desires to request a change in its reimbursement rates for a new contract year, the service provider shall make a request in writing to the Alliance no later than March 15 for General Revenue contracts and September 15 for Older Americans Act contracts of each year identifying the specific unit rates the service provider seeks to change and the proposed adjustment to such rates. The request must be accompanied by:

- (a) a unit cost methodology report with line item budget projections for the new contract year showing any anticipated changes to the costs incurred as reflected in the most recent service cost report; and
- (b) any other information the service provider believes should be considered in renegotiating rates including supporting documents for line item increases, information relating to sustainability of services and current market conditions.

The service provider's written request for rate adjustment and all supporting information shall be submitted to the Alliance no later than the due date specified in the paragraph above.

The service provider's written request for rate adjustment shall also include specific information regarding the extent to which the requested rate adjustment, if approved, will affect the availability of client services (positively or negatively), e.g. accommodating the increase through attrition by reducing the number of clients served during the contract year. This plan will provide the Alliance with the information needed to respond to any questions from clients, family members, DOEA or other interested person should the requested rate adjustment be approved and implemented pursuant to this policy.

The Alliance shall use the last service cost report, the last and new unit cost methodology reports, and other information submitted with a request for rate adjustment to re-evaluate the service provider's reimbursement rates based on relevant factors, including, but not limited to, sustainability, the respective consumer price index, and/or current market conditions. In evaluating any request for a rate adjustment, it is the intent of DOEA, as stated in its' NOTICE #: 092815-1-PC-SCBS and the Alliance that the quality of services provided to current program recipients will not be reduced.

After review of the service provider's written request for rate adjustment and supporting documentation, the Alliance may determine a need for dialogue with the service provider which, if needed, will take place within 30 calendar days following each submission deadline.

The Alliance's President/CEO shall provide written notice to each service provider, who requested a rate adjustment, of the Alliance's determination within 30 calendar days following each submission deadline. No adjustments shall be made to the rates of, and no notice shall be given to, any service provider who has not timely submitted to the Alliance a written request for a rate adjustment.

A service provider may appeal to the Alliance Board's Executive Committee the Alliance's decision as communicated by the Alliance's President/CEO by submitting a written appeal to the President/CEO within five (5) business days of receipt of the Alliance's determination on the service provider's request for rate adjustment. The Executive Committee shall meet to hear any timely submitted appeal and render a decision on the appeal within forty-five (45) calendar days of the receipt of an appeal. The information to be considered by the Executive Committee in any appeal shall be limited to that information timely submitted by the service provider to the Alliance with the service provider's request for a rate adjustment. The President/CEO's decision shall be final with respect to any determination on a requested rate adjustment that is not timely appealed. The Executive Committee's decision shall be final with respect to any determination that is timely appealed.

A one-time exception for the requirements of the March 15 deadline date for General Revenue contracts provides for an extension during the first year of this policy only to April 18, 2016. This onetime exception will reduce the time for which the Alliance's President/CEO shall provide written notice to each service provider who requested a rate adjustment. The one-time exception adjusts the Alliance's determination to within twenty-one (21) calendar days following the submission deadline. The one-time exception will also reduce the Executive Committee's time to review each appeal and render a decision on each appeal within thirty (30) calendar days of the receipt of an appeal.

Any rate adjustment made pursuant to this policy shall be effective on July 1 for General Revenue contracts or January 1 for Older Americans Act contracts or the date of execution of a new contract, whichever is later.

To the extent that the last day within a time frame for providing written notice or performing a task pursuant to this policy falls on a Saturday, Sunday or legal holiday during which the Alliance's offices are closed, the last day to provide written notice or perform such task shall be extended to the next business day during which the Alliance's offices are open.