

NURSING FACILITY WAGE SURVEY FAQ

Due 2/16/2024

Survey Participation

- Q1** Do new facilities need to submit a wage survey?
A1 Yes, please list the number of days the facility has been in operation in the notes section at the end of the survey.
- Q2** Change of Ownership COO: I am selling one or more nursing facilities; do I have to participate in the wage survey?
A2 The seller is responsible for providing the new owner with the necessary information to submit the Nursing Facility Wage Survey and answering questions.
- Q3** Change of Ownership COO: I am buying one or more nursing facilities; do I have to participate in the wage survey?
A3 Yes, the new owner is responsible for obtaining the necessary information from the seller to complete the nursing facility wage survey. The new owner must submit data for the full calendar year (12 months).
- Q4** Why is it important for me to do the wage survey?
A4 The Nursing Facility Wage Survey measures each facility's growth. It is important that the data used to calculate nursing facility inflation for rate setting is accurate and complete.

Classifying Employees and Costs

- Q5** I have a nurse that does direct patient care and works in dietary. How do I report that nurse's salary and benefit information?
A5 Allot the nurse's salary and benefit costs according to how the employee spent their time. For example, if a nurse spends their time in dietary that time would be classified as non-nursing because it is an indirect cost. Employee costs can only be reported once. Please see equation below.
Employee Cost = (CNA cost) + (LPN cost) + (RN cost) + (non-nursing cost) + (Therapist Cost)
Note: Providers must use a cost allotment method that is accepted by Medicaid cost reporting.
- Q6** For employee benefits cost such as health insurance and retirement accounts, do I report the total cost or just the employer paid portion?
A6 Costs that are paid by the employee should not be reported. Health insurance premiums paid by the employee or mandatory contributions to a retirement account are not facility costs.
- Q7** I contract certain services such as cleaning and dietary and pay a per diem rate instead of salary and benefits. I don't know the actual salary and benefit costs associated with these employees. How do I report these costs?
A7 Make sure the cost allotment process used last year to report these costs are acceptable for nursing facility cost reporting. If the cost allotment process is acceptable, then use the same

process to report the costs in the present year. It is important that costs are reported uniformly each year. If you don't know how the costs were reported last year or have changed the cost allotment process, please make a note in the comments section.

- Q8** How should severance pay be reported?
A8 Severance pay should not be reported in the wage survey.
- Q9** How do I report Volunteers?
A9 Do not include volunteers as part of the wage survey.

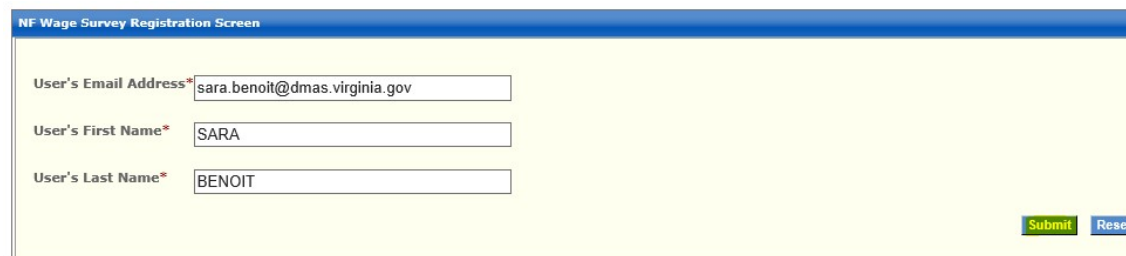
Using REDCap Software

- Q10** Why do I have to register for the Nursing Facility Wage Survey?
A10 DMAS is using REDCap to conduct the Nursing Facility Wage Survey for January 2024. REDCap Survey software requires that survey participants register prior to completing the survey. After successful registration, REDCap will offer a tutorial to teach you how to use the software and the opportunity to set up a security question to retrieve lost or forgotten passwords. DMAS recommends that you review the tutorial videos and set up a security question.
- Q11** How do I register for REDCap and submit this year's Nursing Facility Wage Survey?
A11 Providers are required to Register for REDCap as a new user each year. To Register for REDCap please follow the steps below. You will receive a registration email from a "do not reply" email address. If you do not get an email within a few minutes, please check your spam folder or speak with your facility's IT department to determine if the email was blocked by a firewall.
Register as a REDCap user.



The screenshot shows a web interface titled "NF Wage Survey User Selection Screen". Below the title, it says "Please select appropriate user selection:". There are two radio button options: "Registered User" and "First Time User (Click here to Register)". The "First Time User" option is highlighted with a yellow background.

Put in your email address and name to register.



The screenshot shows a web interface titled "NF Wage Survey Registration Screen". It contains three input fields: "User's Email Address*" with the value "sara.benoit@dmass.virginia.gov", "User's First Name*" with the value "SARA", and "User's Last Name*" with the value "BENOIT". At the bottom right, there are "Submit" and "Reset" buttons.

You will receive an email. Click on the "Set your new REDCap password".

REDCap access granted Inbox x



donotreply@dmas.virginia.gov
to me ▾

1:43 PM (0 minutes ago) ☆ ↶ ⋮

[This message was automatically generated by REDCap]

A REDCap account has been created for you in which your REDCap username is "sara.benoit@dmas.virginia.gov". Click the link below to set your new password and log in.

[Set your new REDCap password](#)

Set your password.



Set Your Password

Your password has not been set yet or has been reset. You will need to set your password here to whatever value you wish. Please enter your desired password below and click the 'Submit' button. Once your password has been set, you may use it with your username whenever you log in to REDCap. Please make sure that you write down or remember your new password for future use. **The new password entered must be AT LEAST 9 CHARACTERS IN LENGTH and must consist of AT LEAST one lower-case letter, one upper-case letter, and one number.**

| | |
|-------------------|--|
| Username: | <input type="text" value="sara.benoit@dmas.virginia.gov"/> |
| Password: | <input type="password" value="....."/> |
| Re-type password: | <input type="password" value="....."/> |

Click on My Projects.



Home

My Projects

Help & FAQ

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Welcome to REDCap!

REDCap is a mature, secure web application for building and managing online surveys and databases. Using REDCap's stream-lined process for rapidly developing projects, you may create and design projects using 1) the online method from your web browser using the Online Designer; and/or 2) the offline method by constructing a 'data dictionary' template file in Microsoft Excel, which can be later uploaded into REDCap. Both surveys and databases (or a mixture of the two) can be built using these methods.

REDCap provides automated export procedures for seamless data downloads to Excel and common statistical packages (SPSS, SAS, Stata, R), as well as a built-in project calendar, a scheduling module, ad hoc reporting tools, and advanced features, such as branching logic, file uploading, and calculated fields.

Learn more about REDCap by watching a [brief summary video \(4 min\)](#). If you would like to view other quick video tutorials of REDCap in action and an overview of its features, please see the [Training Resources](#) page.

NOTICE: If you are collecting data for the purposes of human subjects research, review and approval of the project is required by your Institutional Review Board.

If you require assistance or have any questions about REDCap, please contact [DMAS Survey Administrator](#).

Set up your recovery question.

Set Up Password Recovery Question ✕

To help you easily and quickly recover your REDCap password (in case you forget it in the future), we need you to select a security question of your choice below and then provide an answer for it. Once you have filled out this information, if you forget your password, you can click the "Forgot Your Password?" link on the REDCap login screen, and it will ask you to provide a correct answer to your security question (the one you will select below). In such a case, it will send a new temporary password to the email address associated with your REDCap account. Setting up your password recovery question below will prevent you from having to wait on a REDCap administrator to reset it manually if you ever forgot your password.

NOTICE: It is highly recommended that you set your password recovery question now, or else you might get accidentally locked out of your REDCap account.

Select a question:

Provide answer to question: (not case sensitive)

Please confirm your email address:
(If you attempt to recover your password, your new password will be sent to this email address.)

Save

[Not now. Remind me again in 2 days.](#)

Click on the Nursing Facility Wage Survey.

 [Home](#) [My Projects](#) [Help & FAQ](#) [Training Videos](#) [Send-It](#)

Listed below are the REDCap projects to which you currently have access. Click the project

| My Projects Organize | |
|--|--|
| Project Title | |
| Nursing Facility Wage Survey | |

Click on View/Edit Records.

REDCap™

Logged in as
sara.benoit@dmas.virginia.gov
Log out

My Projects
Project Home
Project Setup
Project status: **Development**

Data Collection

Record Status Dashboard
- View data collection status of all records

View / Edit Records
- View or edit existing records

Show data collection instruments ▾

Applications

Field Comment Log

Help & Information

Help & FAQ
Video Tutorials
Suggest a New Feature

Contact REDCap administrator

Nursing Facility Wage Survey

Project Home Project Setup

Project status: Development

Main project settings

Not started

Disable Use surveys in
Enable Use longitudinal

Modify project title, purpose

Design your data collection

Not started

Add or edit fields on your data collection (either using the Online Designer method), You may then enable

Go to Online Designer

You may also browse for projects

Have you checked the [Checklist](#)?

Enable optional modules

Optional

Modify Repeatable in
Disable Auto-number
Enable Scheduling method

Select a Record from the drop down menu.

View / Edit Records

You may view an existing record/response by selecting it from the drop-down lists below. To create a new record/response, button below.

| | |
|---------------------------------|-----------------------|
| Total records: 23 / In group: 1 | |
| Choose an existing Record ID | -- select record -- ▾ |

Click on the status button.

Nursing Facility Wage Survey

Record Home Page

The grid below displays the form-by-form progress of data entered for the currently selected record. You may click on the colored status icons to access that form/event.

Record ID **NFWS_6135**

NFWS_6135

|  Data Collection Instrument | Status |
|--|---|
| Nursing Facility Wage Survey |  |

To add additional facilities under one user, click on +Add new for each nursing facility. This step will be for nursing facility chains only.

Repeating Instruments

The screenshot shows a table with the following content:

| Nursing Facility Wage Survey | | |
|------------------------------|--|----------|
| 1 | | facility |
| + Add new | | |

Q12 How can I see last year's survey?

A12 Please contact Lorraine at Lorraine.Bishop@dmas.virginia.gov to request last year's survey.

Q13 Is REDCap Secure?

A13 Yes, REDCap is secure and is HIPPA compliant.

Q14 I forgot my username and password, how can I get into my account?

A14 You can reset your password using the "forgot your password" link next to the login button. Several unsuccessful attempts to login to your account will cause your account to get locked. If you are locked out of your account or are having difficulties getting into your account, please contact Sanjay at Sanjay.Mulay@dmas.virginia.gov or 804-786-9105.

Q15 I submitted the wage survey, but I am getting email notifications saying that I have a missing survey. What should I do?

A15 Email notifications are generated according to NPI and email address. If the NPI used to submit the survey is different than what DMAS has on file, a notification will be generated. Also, surveys must have a "Complete" status to be counted. Surveys in the "Incomplete" or "Unverified" status will receive reminder and late notice emails.

The screenshot shows a form with the following elements:

- Text: "Please remember to print a copy of this survey for your records." with a speech bubble icon.
- Text: "* must provide value" in red.
- Text: "Use this section to write any notes." followed by a large text area.
- Text: "Please remember to print a copy of this survey for your records after you click submit." with a speech bubble icon.
- Text: "Form Status" in a yellow bar.
- Text: "Complete?" in a green bar, followed by a dropdown menu currently set to "Incomplete".
- Buttons: "Save & Exit Form", "Save & Stay", and "-- Cancel --".

Please contact Lorraine at Lorraine.Bishop@dmas.virginia.gov to update the email on file or confirm survey submissions.

Q16 How can I learn how to use REDCap?

A16 REDCap will offer tutorial videos to help orient you to the software. If you have additional questions, please contact Lorraine at Lorraine.Bishop@dmavirginia.gov.

Q17 How can I update the information that DMAS has on file?

A17 Please contact Lorraine at Lorraine.Bishop@dmavirginia.gov to update your facility's contact information.

Q18 How do I correct something in the wage survey after I have submitted my survey data?

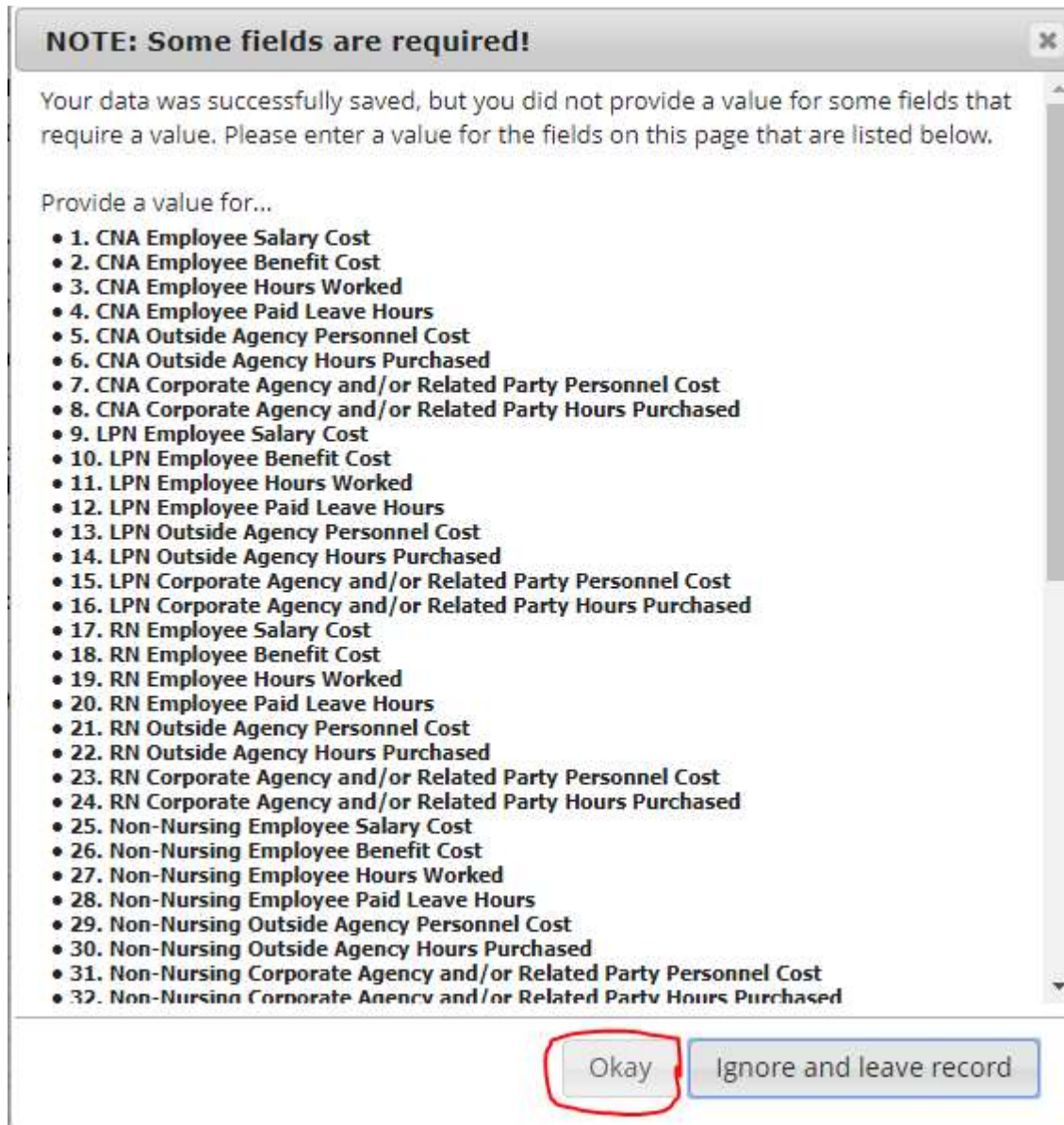
A18 Login to REDCap and click on the survey status button to reopen the survey. Make changes where need and recertify that the information in the survey is correct. Click on the save and submit button to submit the changes to DMAS.

Q19 How often should I save my survey in REDCap?

A19 DMAS recommends that you save your survey in REDCap often to prevent the survey from timing out and potential data loss. The survey will time out after 30 minutes.

Q20 How do I save my survey while I am entering data?

A20 Locate the blue box at the top right hand corner of your screen and click on the down arrow. Then click on "Save & Stay", then Okay from the Pop-Up. Do not click "Ignore and Leave Record".



- Q21** What do I do when I get an alert pop-up from the survey?
- A21** Review the value you entered and the suggested range for the question. Close the pop-up and make changes as needed. If the value you entered is correct, REDCap will not prevent you from completing the survey but will highlighted the value in red.
- Q22** Will my REDCap session expire after a period of inactivity?

A22 Yes, your survey will time out after 30 minutes. Make sure to save your survey frequently to prevent data loss.

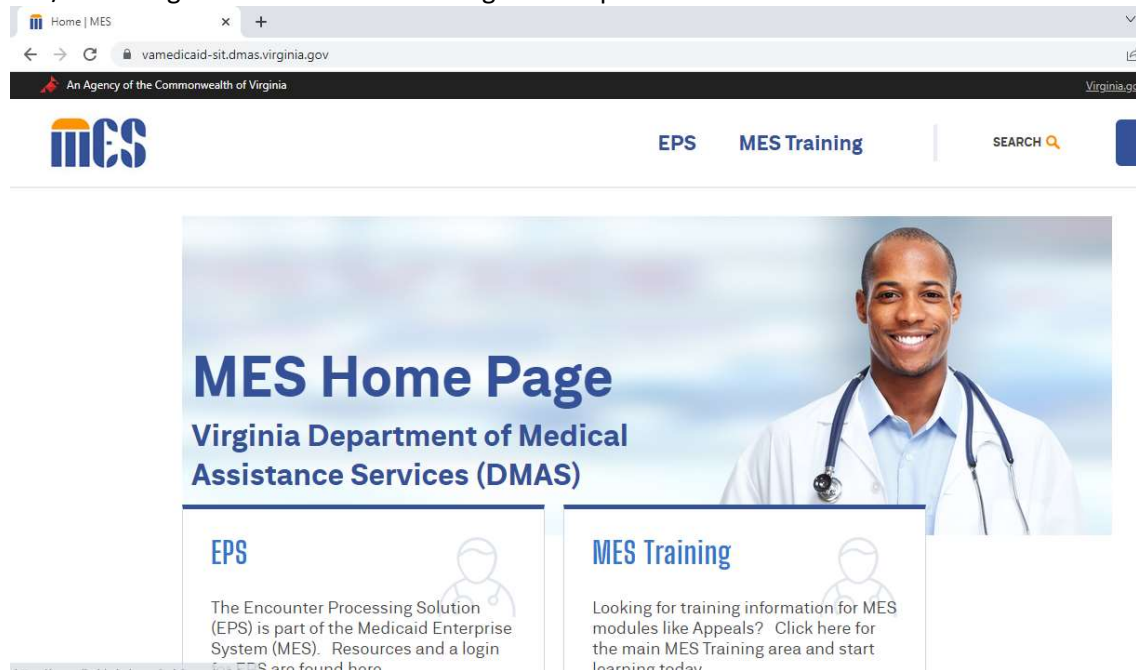
Q23 How do I submit my survey?

A23 Select "Complete" from the drop down menu. Then, click "Save and Exit Form".



Q24 How do I access the RedCap Survey for this year?

A24 Providers must log into PRSS and access the provider portal; then, click on the NFWS link. If you need access, please follow up with your PAH or Delegated Admin associated with your NPI/tax id to get access. Please see navigation steps below.





Log in

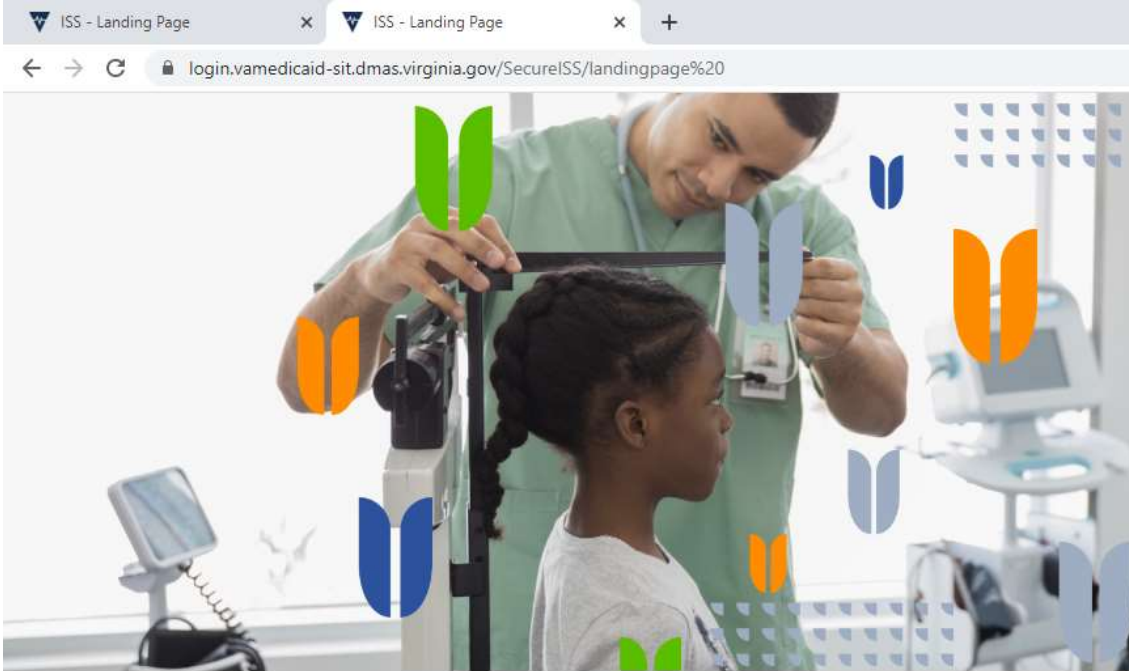
Username

Password

Forgot password? [Reset password](#)

[Having trouble logging in?](#)





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Provider Portal | PROVIDER PORTAL HOME | APPEALS | CLAIMS | EDOC | ELIGIBILITY | LONG TERM CARE | MAINTENANCE | PAYMENT HISTORY | RESOURCES

DMAS PRESCRIBER ID - ADMIN | NPI 1699725143

VIEW MESSAGES NOW
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Verify Eligibility

Search for a Claim

- Medicaid FAQ
- Procedure Fee Files Codes
- CMS Website
- DMAS Website
- List of Updates and to Provider Manuals
- Appeals Information
- Hospital Presumptiv
- Newborn/Newborn
- HIPP Registration
- NFWS Registration

