

## NURSING FACILITY WAGE SURVEY FAQ

**Due 2/19/2021**

### **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 1, 2021. 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.

NF Wage Survey User Selection Screen

Please select appropriate user selection:

[Registered User](#)  
[First Time User \( Click here to Register \)](#)

Put in your email address and name to register.

NF Wage Survey Registration Screen

User's Email Address\* sara.benoit@dmass.virginia.gov

User's First Name\* SARA

User's Last Name\* BENOIT

Submit Reset

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](mailto: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.



#### 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 <span>Organize</span>	
Project Title	
<a href="#">Nursing Facility Wage Survey</a>	

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 or disable fields.

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

Nursing Facility Wage Survey		
1		facility

+ Add new

**Q12** How can I see last year's survey?

**A12** Please contact Sara at [Sara.Benoit@dmas.virginia.gov](mailto:Sara.Benoit@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](mailto: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.

Please remember to print a copy of this survey for your records. [Add signature](#)

\* must provide value

Use this section to write any notes.

Please remember to print a copy of this survey for your records after you click submit.

Form Status

Complete? Incomplete

Save & Exit Form Save & Stay

-- Cancel --

Please contact Sara at [Sara.Benoit@dmas.virginia.gov](mailto:Sara.Benoit@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 Sara at [Sara.Benoit@dmas.virginia.gov](mailto:Sara.Benoit@dmas.virginia.gov).

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

**A17** Please contact Sara at [Sara.Benoit@dmas.virginia.gov](mailto:Sara.Benoit@dmas.virginia.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?

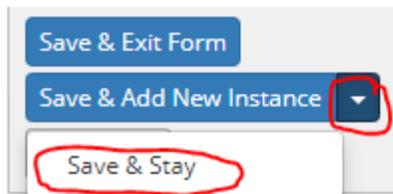
**A18** Login to REDCap and click on the survey status button to reopen the survey. Make changes where need and recertify that the information in the survey is correct. Click on the save and submit button to submit the changes to DMAS.

**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".



**NOTE: Some fields are required!**

Your data was successfully saved, but you did not provide a value for some fields that require a value. Please enter a value for the fields on this page that are listed below.

Provide a value for...

- 1. CNA Employee Salary Cost
- 2. CNA Employee Benefit Cost
- 3. CNA Employee Hours Worked
- 4. CNA Employee Paid Leave Hours
- 5. CNA Outside Agency Personnel Cost
- 6. CNA Outside Agency Hours Purchased
- 7. CNA Corporate Agency and/or Related Party Personnel Cost
- 8. CNA Corporate Agency and/or Related Party Hours Purchased
- 9. LPN Employee Salary Cost
- 10. LPN Employee Benefit Cost
- 11. LPN Employee Hours Worked
- 12. LPN Employee Paid Leave Hours
- 13. LPN Outside Agency Personnel Cost
- 14. LPN Outside Agency Hours Purchased
- 15. LPN Corporate Agency and/or Related Party Personnel Cost
- 16. LPN Corporate Agency and/or Related Party Hours Purchased
- 17. RN Employee Salary Cost
- 18. RN Employee Benefit Cost
- 19. RN Employee Hours Worked
- 20. RN Employee Paid Leave Hours
- 21. RN Outside Agency Personnel Cost
- 22. RN Outside Agency Hours Purchased
- 23. RN Corporate Agency and/or Related Party Personnel Cost
- 24. RN Corporate Agency and/or Related Party Hours Purchased
- 25. Non-Nursing Employee Salary Cost
- 26. Non-Nursing Employee Benefit Cost
- 27. Non-Nursing Employee Hours Worked
- 28. Non-Nursing Employee Paid Leave Hours
- 29. Non-Nursing Outside Agency Personnel Cost
- 30. Non-Nursing Outside Agency Hours Purchased
- 31. Non-Nursing Corporate Agency and/or Related Party Personnel Cost
- 32. Non-Nursing Corporate Agency and/or Related Party Hours Purchased

Okay 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".

The screenshot shows a survey form submission interface. At the top, there is a yellow header labeled "Form Status". Below this is a green header labeled "Complete?". Underneath the green header, there is a dropdown menu with "Complete" selected, which is circled in red. Below the dropdown menu, there are two blue buttons: "Save & Exit Form" and "Save & ...". The "Save & Exit Form" button is also circled in red. Below these buttons is a grey button labeled "-- Cancel --".