NURSING FACILITY WAGE SURVEY FAQ

Due 2/18/2022

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 8, 2022. 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.

Put in your email address and name to register.

You will receive an email. Click on the “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: sara.benoit@dmas.virginia.gov
Password: **********
Re-type password: **********
Submit

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 streamlined process for rapidly developing projects, you may create and design projects using 1) the online method by building your own 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 forget 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:** - select a security question -

**Provide answer to question:**

Please confirm your email address: sara.benoit@doms.virginia.gov

(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.

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Click on the Nursing Facility Wage Survey.

**REDCap**  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
|---
| Project Title
| Nursing Facility Wage Survey
Click on View/Edit Records.

Select a Record from the drop down menu.
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

<table>
<thead>
<tr>
<th>Data Collection Instrument</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Facility Wage Survey</td>
<td></td>
</tr>
</tbody>
</table>

To add additional facilities under one user, click on +Add new for each nursing facility. This step will be for nursing facility chains only.
Q12 How can I see last year’s survey?
A12 Please contact John at john.snouffer@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.

Please contact John at john.snouffer@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 John at john.snouffer@dmas.virginia.gov.

Q17  How can I update the information that DMAS has on file?
A17  Please contact John at john.snouffer@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”.

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 highlight 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”.

![Form Status](image)

- Complete
- Save & Exit Form
- Save & ...