

CCIS DESK GUIDE
2009 MARKET RATE SURVEY AND
FISCAL YEAR 2009-2010 PROVIDER AGREEMENT, APPENDIX C-1

1. Prepare envelopes for mailing with mailing labels.
2. Print the pre-populated Market Rate Survey/Appendix C-1 forms for each provider location
 - Option 1 CCIS agencies can access their forms using the following site:
\\Pwcdhbgfps01\ocdel\SUBSIDY\Syssup\Subsidy\FY09-10 MRS_Appendix C-1; copy and paste this link into your Internet web browser and click Go to view the files for each Office
 - Option 2 CCIS agencies will receive their forms directly from OCDEL
3. Assemble packets for each regulated provider. Envelope should include:
 - a. Letter to regulated provider explaining Market Rate Survey/Appendix C-1 (1 page)
 - b. Frequently Asked Questions (1 page duplex copy)
 - c. Definitions (1 page)
 - d. Pre-populated Market Rate Survey/Appendix C-1 (2 pages - 1 copy per location) – MATCHED to the appropriate provider location mailing label
 - e. Letter to regulated subsidy providers (1 page)
 - f. Appendix B, Provider's Closed Days (1 page)
4. By April 1, 2009, mail the packets to all regulated subsidy and non-subsidy providers within your geographical area. Do not send a survey to relative/neighbor providers.
5. Direct providers to contact OCDEL with questions regarding the Market Rate Survey by providing the following options: phone 717-783-9977 or e-mail ra-ocdelmrs@state.pa.us.
6. Establish a method for managing and reviewing provider responses as they come in.
7. Allow time for the regulated providers to return the Market Rate Survey/Appendix C-1, 2009-10 published private rates and Appendix B. **Deadline for a provider's response is April 17, 2009.**
8. Conduct a follow-up contact with providers who have not returned the survey by April 9, 2009 in order to encourage provider participation.
9. Review Market Rate Survey/Appendix C-1 for completion
 - Provider location demographic information provided (name, PELICAN Provider ID, address, phone and program type)
 - Rates filled in where applicable to provider's program
 - Signature and date
10. Make sure each provider submits his or her published rates effective July 2009. **(Surveys received without published rates for July 2009 are incomplete.) Conduct follow up contacts as needed.**
11. Package the completed surveys and published rate schedules to send to OCDEL and do the following:
 - Complete the 2009 Market Rate Survey Response Office Cover Sheet
 - Attach the log you used to track the providers that received and returned complete surveys, indicating which providers' surveys are included in the packet
 - Separate the provider packets into the three following groups: Rate Decrease(s), No Change and Rate Increase(s) – No Decreases
 - i. Rate Decrease(s) packets are to include survey responses where at least one rate, effective July 1, 2009, is less than the current/pre-populated rate (FT or PT – any care level).
 - ii. No Change packets are to include survey responses where ALL rates effective July 1, 2009 are identical to the current/pre-populated rates as displayed on the survey form.

- iii. Rate Increase(s) – No Decreases packets are to include survey responses where at least one rate, effective July 1, 2009, is more than AND **none** are less than the current/pre-populated rate (FT or PT – any care level).
- Assemble the survey documents into one packet per provider. Use one staple to compile each provider's Market rate Survey, provider's scholarship/discount policy and published rates for July 2009. **Please do not use binder clips, rubber bands or paper clips for individual provider packets.** (You may use these fasteners when organizing the packets into county and/or provider type packs.)

12. **MAIL – using 2-3 day ground shipping – COPIES OF ALL COMPLETED MARKET RATE SURVEY/APPENDIX C-1 FORMS, SCHOLARSHIP/DISCOUNT POLICIES AND July 2009 PUBLISHED RATES TO OCDEL NO LATER THAN FRIDAY, APRIL 24, 2009.**

Mailing Address: OCDEL
333 Market Street, Harristown II, 6th Floor
Harrisburg, PA 17126-0333
Attn: Nathaniel Frei

13. DEADLINE TO ENTER CLOSURES FOR SUBSIDIZED PROVIDERS IS JUNE 5, 2009.

14. Mail Appendix C-2, as supplied by OCDEL, at a later date – to be determined.

Obsolete