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*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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**Field Operations Memo 2009-50**  
**September 14, 2009**

**To:** Transitional Assistance Office Staff

**From:**  John Augeri, Assistant Commissioner for Field Operations

**Re:** EAEDC: Notification of Rest Home Per Diem Rate Changes and Recalculating Client Benefits

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**Overview**

Currently, when the Division of Health Care Finance and Policy (DHCFP) approves a public per diem rate increase for a rest home, the rest home notifies the appropriate TAO directly and provides a list of EAEDC clients currently living in the rest home. When this happens, the TAO Resource Coordinator must change the rate for the rest home on the BEACON Resource window Residential Facility tab to the new rate. Case managers must recalculate EAEDC benefits individually for each client in the rest home, using the new rate.

Effective with the issuance of this memo, DHCFP will directly notify DTA Central Office when DHCFP approves a rate change for an individual rest home. Central Office will be responsible to notify the appropriate TAO. This centralized notification procedure is designed to standardize the way DTA responds to requests for adjustments to clients' EAEDC benefits due to a change in the rest home's public per diem rate.

**Important:** If contacted by a rest home with a request to adjust clients' EAEDC benefits due to a rate change, the TAO must not change the rate or adjust the benefits, unless approved by Central Office. The TAO director or designee must contact their respective Regional Director.

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**Purpose of Memo**

This Field Operations Memo:

- outlines a new centralized notification procedure for when a rest home is approved for a per diem rate change by DHCFP;
  - provides instructions for the TAO Resource Coordinator for changing per diem rates in BEACON; and
  - provides instructions for recalculating EAEDC benefits as a result of a per diem rate change.
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**Central Office Notification Process**

Central Office will be notified when DHCFP approves a per diem rate change for a rest home. DHCFP will contact designated DTA Central Office Budget staff and provide the following information:

- rest home name;
- new per diem rate; and
- rate effective date.

Upon notification of the rate change, Budget staff will request MIS to run a report titled, *Active EAEDC Rest Home Clients Affected by Per Diem Rate Change*. Field Operations will receive a copy of this report.

The report will identify:

- TAO;
  - Case Manager Name;
  - Grantee SSN;
  - Grantee Name;
  - Residential Facility (rest home name), Street Address and City;
  - Resource End Date;
  - New Per Diem Rate; and
  - Rate Effective Date.
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**TAO Notification**

Upon receipt of the *Active EAEDC Rest Home Clients Affected by Per Diem Rate Change* report, Field Operations will notify the appropriate TAO about the new rest home rate.

Field Operations will:

- e-mail the TAO Resource Coordinator the new rate information with a copy to the TAO director/designee with the instruction to change the rate on the Residential Facility window; and
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**TAO  
Notification  
(continued)**

- e-mail the *Active EAEDC Rest Home Clients Affected by Per Diem Rate Change* report to the TAO director/designee, who will save the report as a working document and distribute it to the appropriate case manager(s) assigned to the case(s).
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**Changing  
Per Diem Rates  
in BEACON**  
Resource  
Coordinator

When notification is received, the Resource Coordinator must change the per diem rate in BEACON and notify the TAO director/designee when complete.

On the BEACON Resource Search window:

- select “Housing” from the General Service dropdown box;
- select the TAO from the TAO field dropdown box and click on “Find”;
- locate the rest home by Resource Name from the list and click “Open”;

**Note:** If the rest home does not appear on the list, do not create a new Resource for the rest home. Call the Help Desk and request MIS extend the Resource End Date five years. Once the End Date is extended, the Resource Name will reappear on the list.

- check the Resource End Date. If the Resource End Date will expire within one year, extend the End Date five years;
  - go to the Residential Facility tab;
  - click on the Public Per Diem popup button;
  - add the new rate in the “Rate” field;
  - enter the rate effective date in the “From Date” field;
  - click on “Validate” to validate the Resource address;
  - click on “Save” then “Close”;
  - note the new rate and effective date on the Resource tab “Comments” field;
  - click “Save.” A note will appear which states “The end date is greater than the current fiscal year. Do you want to continue?” Click on “Yes”; and
  - click on “Save” and Close.
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**Changing  
Per Diem Rates  
in BEACON**  
Resource  
Coordinator

**Important:** Resource Coordinators should periodically check BEACON for any Resource End Dates due to expire within one year and extend those End Dates at least five years.

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**Case Manager  
Responsibilities**

Once the rate is changed in BEACON, the TAO director/designee will distribute a copy of the *Active EAEDC Rest Home Clients Affected by Per Diem Rate Change* report to the appropriate case managers to recalculate each client's EAEDC benefit.

To recalculate the new EAEDC benefit:

- go to Interview Wrap-up;
- click on the Rate Change Pending Authorization and select EBC Results;
- click on Calculate to determine the EBC results and click on Close;
- highlight and select the EAEDC benefit result from the calculation;
- enter the **Rate Effective Date** in the Benefit Effective Date field. If an edit appears which states "The Benefit Effective Date for this action is more than 3 months in the past. Is this date correct?" Click on "Yes";
- click on Update and Close;
- authorize the EBC Request following established procedures found in *A User's Guide: Transitional Assistance Programs and BEACON Chapter XVII*; and
- make the following notation on the BEACON Narratives tab: "Benefit recalculation as a result of Central Office notification of rest home's rate change."

BEACON will issue a payment retroactive to the **Rate Effective Date** in a "Daily" issuance. An EBC "Cash Change" notice will be sent to the client. The notice will appear in Document History.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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