

Claims Conference Grant Audit Presentation
NJHSA Holocaust Survivor Service Professionals Affinity Group
January 26, 2021
Q&A from Chat

Thank you for attending the session and to the NJHSA for hosting. Any question from the chat not answered below was because the question was either not clear or it was too agency specific. The questions are copied exactly how they were written in the chat. Please reach out to your Program Officer for any further assistance. As a reminder, the presentation was focused on “typical” times and best practices understanding there are some flexible measures in place related to COVID-19 at this time.

Questions asked by Agencies:

1. For clients who are unable to sign receipts (food, taxi, etc.) during COVID, will that impact payments? **Please refer to the numerous memorandums distributed by the Claims Conference regarding allowable flexibilities during COVID-19 and approved by the German government. These flexibilities have now been approved through June 30, 2021 and are also posted on the Diamond Landing Page. The Audit process will be taking a flexible approach when it begins auditing 2020/2021 grants. A few examples were provided during the session such as sending clients receipts to sign by mail, or photos of packages dropped off at the client address would suffice or leaving letters for signature at contactless meal drop off and picking up at next delivery. To review your agency’s specific processes during this time, please contact your Program Officer.**
2. Can you elaborate on properly signed? POA etc.
Any eligibility/required document should be completed in full including all signature lines and date fields. The Claims Conference does plan to distribute a uniform policy related to clients who cannot sign due to cognitive decline or physical ailments, but for now, if a client is in a position where they cannot sign forms due to dementia or other physical/cognitive issues, then a Power of Attorney is of course the best option. A copy of the Power of Attorney must be on file. If there is no Power of Attorney, then an authorized signer should be appointed. Grantee should have list of authorized signers in the client’s individual file.
3. For subsidiary note, the # of hours need to be documented on weekly or monthly basis? IHSS award show monthly hours and not weekly. **The GG homecare program operates on allowable WEEKLY homecare hours; therefore, government hours should also be documented as weekly to correlate to what the agency enters in Diamond for government hours.**
4. A lot of doctors say they do not have a stamp. What do we do in that case? **A medical license number is required on the form. If the doctor or practice does not have a stamp or seal, then the license number alone is sufficient.**
5. To confirm, proof of service the agency must receive a signature from the client/survivor and the service provider/care agency? **Yes. See question #1 above for alternative suggestions during COVID-19.**

6. Can you guys talk about proof of service for those utilizing Lyft/Uber/etc. **Please see slide #24 of the slide deck.**
7. If the agency has an electronic system of tracking, we have not had signing.
The electronic system must keep track of when homecare workers start and end each shift. Typically, we have seen this as a telephone call-in system from a client's telephone number. As with all supporting documentation, electronic systems are subject to audit. In our experience, we have been described systems that sound OK, but then onsite during fieldwork, the audit finds that systems are not functioning as had been described. In theory, these systems are acceptable, but again, only the audit can confirm to see how the systems work in practice.
8. Many medical offices are not using fax machines or their fax machines have not been set up to print date time and fax number but sending from their computers and there are no numbers that show as the form being faxed. How to verify this is it OK to show fax log print out? **If the email from the medical practice has the email address and the date/time, then this is sufficient.**
9. Do I understand correct that the clients' signatures can be replaced by an electronic visit verification? **Yes. See question #7**
10. I always call the dr and dentist office to confirm the work/visit was completed before sending payment. If I Notate that is that sufficient evidence? **For all services reported on, there must be client verification of services. Two examples include a signed invoice or an application to the agency requesting the service being claimed for reimbursement.**
11. During covid, we are giving out many gift cards for grocery stores and pharmacies. We are not asking clients to sign the paper as we are avoiding transfer of pens. Is it ok if the people (independent) who gives the card to the client or delivers the card to the client, confirms on their behalf by signing that they gave or delivered the card directly? **Yes, the Program Manager should sign off on this and list authorized delivery personnel. (This is during the COVID-19 flexibility period through June 30, 2021 only as of now).**
12. We send out a letter quarterly acknowledging receipt to the recipients of Foodmobile and understood that was an appropriate choice. **The clients should sign these and return to agency.**
13. It's not uncommon for a telephony system or other electronic system not to be working at some point in time. Is it acceptable for the agency office manager, scheduler, or biller to enter the service hours manually and sign off? **Yes, this is acceptable for the occasional exception. If it is a systemic ongoing issue, then this system is no longer appropriate backup.**
14. The homecare agency, the client and the homecare aide sign an activity sheet which shows what they are doing and their hours on a weekly basis. **Perfect**