

**LTC Reimbursement and Rate Setting Section
LTC Reimbursement and Audit Division**

File Transfer Application for LTC Providers

Common Questions and Answers

- **Can I either send an email to DARS, OR enter MiLogIn to obtain access to the File Transfer Application?**

Answer: No. A user must both have an email sent to DARS by an authorized representative of the provider or Home Office **AND** enter MiLogIn and subscribe to the File Transfer application.

- **Should I send the email to DARS first, or enter MiLogIn and apply for access to the File Transfer Application first?**

Answer: An email to DARS first is preferred, to alert LTC Reimbursement and Rate Setting Section staff that a request for access to File Transfer areas is forthcoming. At this time an email from DARS is not issued acknowledging the individual's request.

- **Why is it necessary to email DARS?**

Answer: LTC Reimbursement and Rate Setting Section Staff does not have access to the user MiLogIn profile information (user id names, email address) to identify the individual and their relationship to the long term care provider or home office. The email to DARS is matched to area access information sent to Section staff from the File Transfer application when the provider makes their File Transfer area access request.

- **Who should send the email to DARS requesting access for a user, or to have a user's access removed?**

Answer: An authorized representative for the provider or the Home Office.
Examples of an authorized representative of a corporation or "home office" would be: Chief Executive Officer or President or Vice President of Finance or Chief Financial Officer or Treasurer or Finance Director or Director of Reimbursement (list is not meant to be all inclusive).
Examples of an authorized representative for a provider would be: Chief Executive Officer or Chief Financial Officer or President or Vice President of Finance or Administrator or Business Manager or Finance Director (list is not meant to be all inclusive).

- **What is the purpose or difference between a provider specific or Home Office specific File Transfer area, and the "shared" or "common" File Transfer Area?**

Answer: Provider specific or Home Office specific areas are reserved for documents, correspondence, or notices that are specifically related to that provider or specifically related to that Home Office. Cost Report request letters will be issued via the provider specific or Home Office specific area. Example of other items which the Department may issue via the provider specific area is cost report return notices, reimbursement rate notices, monthly interim QAS Payment calculation notices, annual QAS Reconciliations, annual QAAP (aka provider tax) notices, Medicaid non – available bed plan approval letters, interim MIP payment notices, annual MIP reconciliations (list is not meant to be all inclusive).

The "shared" or "common" File Transfer provider or home office area will contain documents or correspondence or notices applicable to all providers or applicable to all home offices. Nothing will be in the "shared" areas that are specific to an individual provider, or specific to an individual home office.

- **What types of file(s) are available to download from the “shared” File Transfer Area?**

Answer: The “shared” areas {LTC RARSS PR 00001-1111111111 MDCH Admin Services (for Providers) and LTC RARSS HO MHO-111 MDCH Administrative Services (for Home Offices)} will contain the cost report applications, cost report instructions, and other documents applicable to cost reporting that is specific to either the Provider or Home Office cost reporting. Any general information notices applicable to all providers or applicable to all home offices will be issued via the “shared” area.

- **Must I obtain access to both a provider or home office specific area, and the “shared” area?**

Answer: Although access to both areas is not required, it is highly recommended. The Department will no longer mail the annual cost report CDs to providers or home offices. Providers and Home Offices will only be able to access the cost reporting application, applicable instructions, and other documents from the “shared” provider or “shared” home office area.

- **Will I receive an email notification that my File Transfer request has been approved, denied, or rejected?**

Answer: At this time File Transfer is unable to issue email notifications for “approvals” or “denials” or “rejects” of access request applications. A reason to email DARS prior to requesting access to a provider or Home Office area in File Transfer, is DARS will respond to anyone whom access is “denied” or “rejected” with an explanation of the reason for the denial or rejection. Providers approved should be able to access their specific areas within 24 hours.

- **Applicable to Users Requesting Access to Multiple Provider Areas: Why does the File Transfer Application only allow users to initially request access to only one provider specific area?**

Answer: The original purpose of the File Transfer application was to allow one individual to have access to a limited number (1 – 3) of different areas. File Transfer was not originally designed with the business model of LTC corporations with multiple providers and requiring multiple area access. MDCH is reviewing with the Department of Management and Budget (DTMB) about potential enhancements to the File Transfer application, and one of the items on the listing of potential enhancements would be to allow a user to request access to more than one area at a time.

- **If file(s) the Department “shares” with the Provider / Home Office or the Provider / Home Office “shares” with the Department, in the Provider or Home Office specific area are being removed after 60 days, how does the Provider / Home Office obtain additional copies of the file?**

Answer: The Provider / Home Office is responsible for maintaining a copy of any file or document “shared” with the Department themselves. Most documents, or notices “shared” by the Department with a Provider will be available to the Provider, via accessing the Provider’s *Archived Documents* in CHAMPS within 2 – 4 weeks.