



VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

COVID-19 Response

June 5 Call: Frequently Asked Questions (FAQs)

June 22, 2020

DARS provides these FAQs in response to questions asked on the June 5, 2020 COVID-19 call with Area Agencies on Aging (AAAs).

Have you contacted the AAA's that are doing data entry wrong?

- Christy Miller will be contacting each AAA after she completes her audit.

Is it possible to let each AAA know about their specific errors so we can know what we're doing wrong?

- Yes (This has been completed since the call.)

In a previous call, you mentioned that Christy would reach out to the AAAs for training. Will the audit include training?

- Christy Miller will contact each AAA after she completes her audit. She will provide instructions for each AAA on what they need to do to correct their units entry on a line item by line item basis.
- Please contact the NWD Help Desk if you have questions.

How far back are we required to go to correct identified mistakes per funding source?

- May 1, 2020

Will AAAs be told of specific data issues so they can address them directly?

- Yes, Christy Miller will contact each AAA after she completes her audit. She will provide Instructions for each AAA on what they need to do to correct their units entry on a line item by line item basis. (Completed)

Not sure if you are aware - but the units entry document posted to the Provider Portal conflicts with the guidance you just outlined - it still shows that the funding source for example for families first as Title III –C.

- The funding source for Families First service types (Congregate Meals, Home Delivered Meals) is Families First.

Who will get the call?

- Christy has been contacting the AAA NWD administrators.

Could we get the problems in writing?

- Yes