Bureau of Long Term Care
Key Survey HDM/PERS Provider Help Aid

Purpose

This help aid is intended to support Home and Community Based Service (HCBS) providers navigate the process of uploading documents for required Bureau of Long Term Care (BLTC) reviews utilizing the Key Survey website.

Overview

Key Survey

As part of Medicaid's requirements for Aged & Disabled Waiver services, all HCBS providers are required to have Agency Reviews to ensure compliance with Idaho Administrative Code (IDAPA) and the Medicaid Provider Agreement. The Desk Review is designed to allow providers the opportunity to conduct a self-audit prior to submitting any documents for the BLTC review. The process of submitting these documents electronically for the Desk Review is accomplished through Key Survey. The link to this page is: https://app.keysurvey.com/f/1108213/1588/

How to use Key Survey

Preparing to upload documents

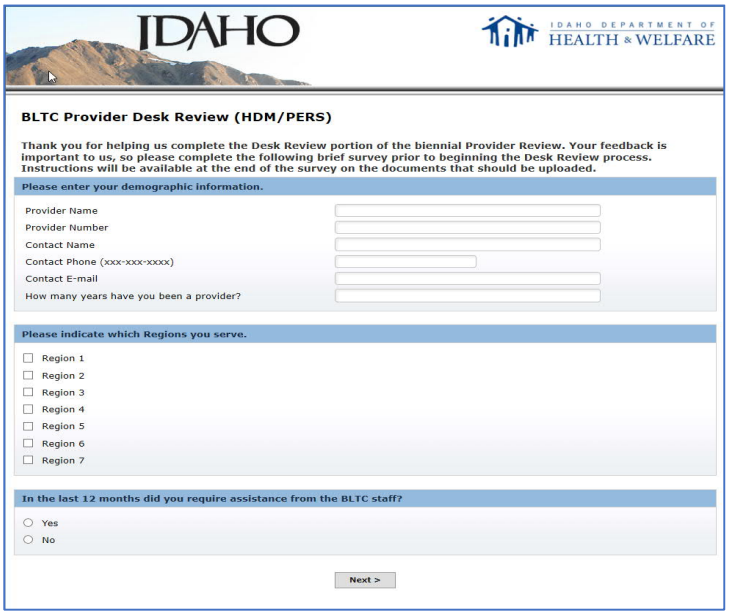
Ensure that all documents are saved in the correct format.

The participant roster must be saved, and uploaded, in Excel format. All other documentation must be saved, and uploaded, in PDF format. Documents not submitted in these formats will be rejected and must be resubmitted in the correct format.

Additionally, please ensure that all documents uploaded are single sided in order to ensure they are received in their entirety.

Landing Page

A survey is the required vehicle for beginning the agency review process. This page contains a brief survey in which you must complete in order to move to the next step in the Key Survey process. Once all information is filled out please select "Next" to continue.

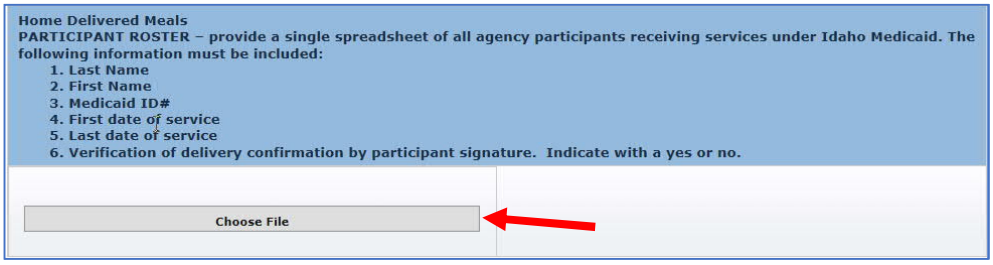


Uploading documents

After completing the survey, you will be asked to upload all required documents.

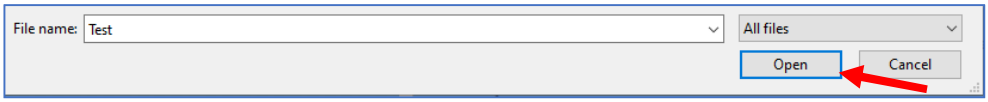
The first required document will be the Participant Roster.

- Select the "Choose File" button and upload your completed participant roster in Excel format

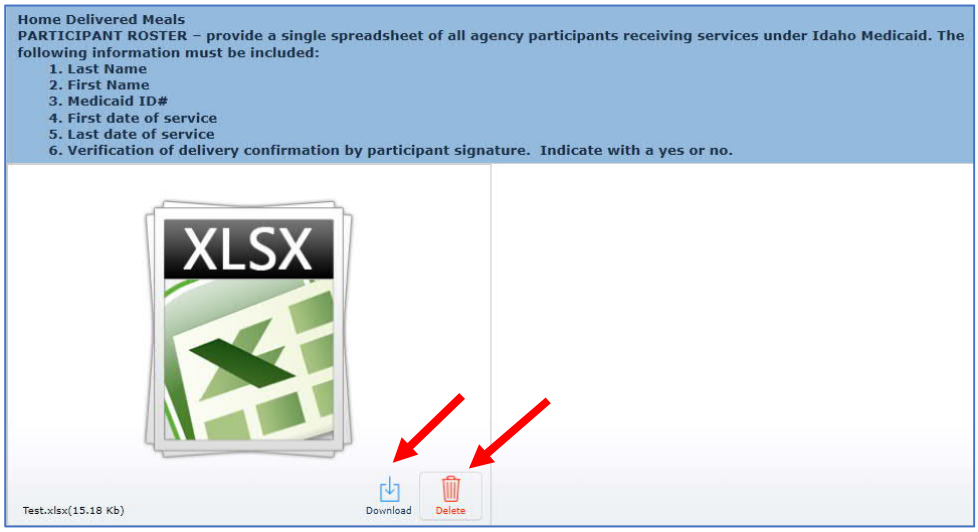


After selecting "Choose File", a window will open allowing you to select the appropriate documents from your computer.

- Locate and select the correct document from your computer
- Click the "Open" button to upload the document



After the document has been uploaded, it will now show in place of the "Choose File" button that was previously present within key survey.



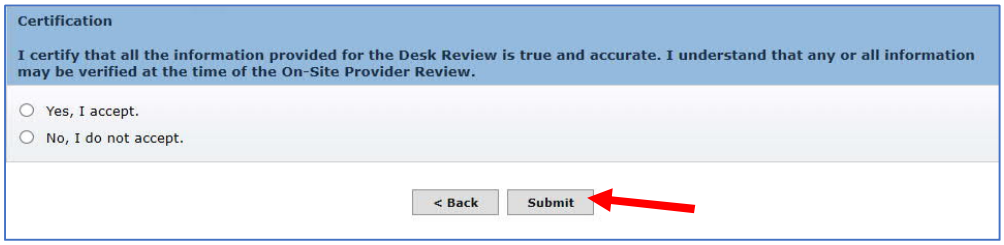
If you need to delete the document for any reason you may do so at this point by selecting the "Delete" button. Additionally, if you would like to view the uploaded document, for instance to verify that the correct item was selected and uploaded, you may do so by selecting the "Download" button.

Please continue uploading all other necessary documents ensuring they are uploaded in the correct format.

Complete uploading

Once all required documentation has been successfully uploaded you will be asked to answer a certification question at the bottom of the page.

- Select the appropriate answer and click "Submit"



After selecting "Submit", you will receive confirmation the documents were uploaded. The Quality Assurance Specialist will begin reviewing your documentation and will be in contact with any questions or if further information is required.