

**Greater New Orleans Community Health Connection
Infrastructure Investment Payments 2011 Application**

**Questions Submitted by Eligible Providers through 10/27/11
&
Clarifications Issued by DHH through 10/28/11**

Question: For clarification does “mobile service capacity “ fit the description of services like mobile texting programs like “text4diabetes” and patient notification services like Televox? We currently use televox for automated patient reminder telephone calls but are considering using their texting capacity for messaging patients like the “text4diabetes”.

Answer: No, mobile service capacity is intended to include off-site clinical service delivery (e.g., mobile units), not mobile devices such as telephones. However, it could fit the description of enhanced care management capacity/care management systems.

Question: Is it possible to use the funds for hardware such as a server that will be used to implement and or enhance existing data collection systems?

Answer: Yes, but only to the extent that the hardware directly supports the GNOCHC program. For example, if the server is used to implement an encounter data collection system for all patients and GNOCHC recipients account for 40% of all patients, then GNOCHC funds can be used to cover only 40% of the server cost.

Follow up question: Does the 40% population representation theory hold for ALL investment funding initiatives. So for staff training and development, if GNOCHC is only 40% of our patient base, you'll cover 40% of the amount requested for training? If this is true and we are unable to come up with the remaining 60% for training, how is that handled?

Follow up answer: DHH will not base infrastructure investment funding amount decisions on the percentage of an applicant's total patient population accounted for by GNOCHC enrollees. Funding decisions will be based on the information provided in the application. In cases where the explanation does not support full funding by GNOCHC or where budget limits preclude full funding, DHH may provide partial funding.

Question: I am confused about something on the grant application. In one way, it looks like I am able to claim expenses for our renewal for NCQA Level III re-certification but then it says we cannot use standard operating expenses and salaries. I have had my entire nursing staff leadership for the last two weeks concentrating on this renewal. May I claim these staff expenses for this? Also, we have incurred a tremendous amount of overtime for staffing having to refile all of our GNOCHC claims with the new address. Can we claim this on the infrastructure grant as this was definitely directly due to the GNOCHC change in place of service for NPI codes required to file the claims.

Answer: Yes, you may apply for funding of staff costs. However, as stated in the answer above, funding decisions will be based on the information provided in the application. In cases where the explanation does not support full funding by GNOCHC or where budget limits preclude full funding, DHH may provide partial funding.

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Question: I have a question regarding the format for the funding request. In the template provided there is a table with particular questions that require answering. Additionally, those same questions are listed as required in the budget and initiative summaries which appears rather redundant. So my question is, do you want the answers in summary/paragraph form or table form. Second, do we need to provide a budget justification or just a budget narrative, or both.

Answer: So long as you've provided the required answers, either format is acceptable and repeating the answers is not necessary. Likewise, provide an explanation of the budget (as outlined on page 4 of the application form) and also any related justification, including responses to the budget-related application assessment items (listed on the bottom half of page 2 of the application form).