

IT Tip Sheet for the Automated Cost Reporting Process

This document provides technical information related to internet connectivity, internet browser options and software requirements that will help providers download, prepare and submit their Cost Reports. If technical problems arise that are not addressed in this document, please submit an e-mail to the ODP E-help desk. This can be done by accessing www.odpconsulting.net, clicking on the Provider Information Center (PIC) or Supports Coordination Information Center (SCOIC), clicking on the link titled "Online Help Year 3 Cost Report," and providing the requested information, along with a short description of the issues that you are experiencing.

Internet Settings and Capabilities

Internet Connectivity

A high speed internet connection is required to download or upload the Cost Report template. Using a dial-up modem will likely result in the action timing out before the entire file has been downloaded to your computer or before the entire file is uploaded to the website. Providers that have a dial-up modem should submit an e-mail to the E-help desk indicating that they have dial-up internet connectivity and need assistance in obtaining the Cost Report template and in submitting their completed Cost Report.

Internet Browser

It is recommended that you use a current version of an internet browser. Most commonly used browsers include Internet Explorer and Firefox. It is recommended that you use Internet Explorer Version 6.0 or higher and Firefox Version 2.3 or higher.

Pop-up Windows

Pop-up windows must be enabled to see error messages or submission confirmation reports. If you are not seeing these types of items, then pop-ups may be blocked on your computer. Please follow these steps to enable them:

- Internet Explorer
 - Open Internet Explorer
 - Click on Tools
 - Click on Pop-up Blocker
 - Click on Turn Off Pop-up Blocker
 - Click on Yes when prompted to turn off Internet Explorer's pop-up blocker

- Firefox
 - Open Firefox
 - Click on Tools
 - Select Options
 - Select Content
 - Uncheck Block pop-up windows

Internet Cookies

Internet Cookies must be accepted in order for the Cost Report upload processes to work correctly. To enable Internet Cookies please follow these steps:

- Internet Explorer
 - Open Internet Explorer
 - Click on Tools
 - Click on Privacy
 - Click Settings bar level to Low
 - Click on Apply

- Firefox
 - Open Firefox
 - Click on Tools
 - Select Options
 - Select Privacy
 - Be sure Accept cookies from sites is checked
 - Click on OK

E-mail Spam Filters

Most e-mail products utilize spam filters. Please check your e-mail provider's spam filter to ensure that e-mails can be received from mercer.com. E-mails may be sent from this address to communicate information about the Cost Report submissions.

Macintosh Computers

There are issues with the Excel Cost Report template not being fully functional on a Macintosh computer. The macro in the Cost Report template does not appear to work on a Macintosh computer, and this will likely prevent you from being able to successfully submit a Cost Report. ODP recommends Macintosh computers not be used for work related to the Cost Report template.

Excel 2010

ODP is aware of the recent release of Excel 2010 software. The Excel 2010 software is not compatible with the Excel 2003 Cost Report template or the ODP Cost Report submission website. Therefore, providers are not able to use Excel 2010 for purposes of completing the Cost Report. Providers should not open the cost report template in Excel 2010 and save it down to Excel 2003 or 2007. Cost reports should only be opened using Excel 2003 or Excel 2007.

Excel 2007 Tips

There have been interaction issues between Excel 2003 and Excel 2007. If the provider repeatedly switches back and forth between Excel 2003 and Excel 2007, the provider may experience file corruption issues. If possible, ODP recommends the provider only use Excel 2003 when completing the Cost Report. In cases where the provider only has access to Excel 2007, ODP recommends the provider work in Excel 2007 the entire time.

In addition to the information outlined below, Waiver Direct Service Providers should refer to Section 22 of the Cost Report Instructions and SCOs should refer to Appendix B of the Cost Report instructions for Excel 2007 considerations. If you experience problems with any of the information contained in this document please submit a question to the ODP E-help desk.

File Extension Requirements

The ODP Consulting website will not accept Excel 2007 files with a file extension of .xlsm or .xlsx. Therefore, providers need to convert Excel 2007 files to .xls format. The following steps must be performed in order to save the file in the correct Excel format (i.e., .xls).

- After downloading the Cost Report template from the ODP Consulting website, open the Cost Report file
- Click on the Office button, located in the top left of the screen
- Click on Save As
- Click on Excel 97-2003 Workbook
- Type in the name you would like the file saved as (e.g., if you are a Waiver Direct Service provider, type XXXXXXXXX_CR_2010_01of01 where XXXXXXXXX is your MPI number; if you are an SCO, type SCXXXXXXXXX_CR_2010_01of01 where XXXXXXXXX is your MPI number)
- Click on Save. Some users may receive the following error message, "This workbook contains data in cells outside of the row and column limit in the selected file format." This is a warning message and does not affect the functionality of the cost report. Click on the 'Continue' button to continue saving the file.

Note: The saved file can be used as a template for all of your Cost Reports. A similar conversion process can be used for other Excel files (e.g., supplemental schedules).

File Transfers

The size of the Excel Cost Report files expands greatly for users that have Excel 2007. The amount of time that is required to download the Cost Report template and upload completed Cost Report(s) can vary greatly depending on the mode of internet access that you have. For these reasons, please be patient when you download the template and when you upload completed Cost Reports. If you are submitting several Cost Reports, are experiencing excessive upload times and would like to discuss an alternate method for delivering your Cost Reports, please submit an e-mail to the ODP E-help Desk and include a short description of the issues that you are experiencing.

As a reminder, providers should submit a test cost report template by Friday, October 8, 2010. It is recommended providers use this opportunity to determine whether they may have issues uploading their cost reports. Please contact the ODP E-help Desk as soon as possible if you are experiencing upload issues. The ODP E-help Desk will close at 5:00 pm (eastern) on Friday, October 15, 2010. Assistance will not be available to providers experiencing upload issues after that time.

Cost Report Template

Enabling Macros

It is important that providers have the Excel security options for enabling macros set to 'Enable' so that functionality within the Cost Report works correctly. In order to do this the following steps should be performed.

For Excel 2003:

- Open the Excel application
- Go to Tools, Macro, Security
- Under the Security Tab, Select "Medium"
- Click on OK
- Close Excel

For Excel 2007:

- Open the Cost Report
- Click on the Office button, located in the top left of the screen
- Click on Excel Options, located in the lower right of the screen
- Click on Popular
- Ensure the Developer tab in the Ribbon is checked
- Click on OK
- Click on the Developer tab located on the top row, second tab from the right
- Click on Macro Security, located next to the exclamation point within the yellow triangle
- Note which level of security is checked for future reference
- Click on Enable all Macros
- Click on OK
- Edit the Cost Report. Once you are done editing, repeat the above steps selecting the level of security that was in place previously. This process has to be repeated each time you open and edit the Cost Report.