UTAH DEPARTMENT OF
HEALTH
MEDICAID

DIVISION OF
MEDICAID
& HEALTH
FINANCING

NF General Updates

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Reimbursement Unit Manager

MDS Oddities

- Reports being sent periodically

- People are doing a good job of responding

- If appropriate, payments may be withheld

Quality Improvement Incentive (QII) Programs

NF QII (1)

- $1,000,000 pool – available to NF's who submit:

  - Meaningful QI plan that includes involvement of residents and family (50%)
    - 4 quarterly customer satisfaction surveys

  - A plan for culture change (25%)

  - An employee satisfaction program (25%)

  *immediate jeopardy violation = do not qualify
  *F, H, I, J, K, or L = 50% of qualifying amount

NF QII (1)

- Example

Question	12-Month Average	National Average	Difference
Overall Satisfaction	3.54	4.06	-0.52
Nursing Care	3.68	4.25	-0.57
Dining Service	3.13	3.96	-0.84
Quality of Food	2.92	3.57	-0.66
Cleanliness	4.56	4.39	0.16
Individual Needs	3.91	4.20	-0.29
Laundry Service	3.50	4.11	-0.61
Communication	3.89	4.14	-0.25
Response to Problems	4.11	4.15	-0.04
Dignity and Respect	4.32	4.50	-0.18
Recommend to Others	3.95	4.20	-0.24
Activities	3.00	4.24	-1.24
Professional Therapy	4.75	4.44	0.31
Admission Process	3.60	4.49	-0.89
Safety and Security	4.44	4.55	-0.10
Combined Average	3.92	4.23	-0.31

NF QII (2)

- $4,275,900 pool – available to NF's who submit:

  - Complete application form

  - Invoice

  - Check/Proof of Payment

  - If seeking reimbursement for more than one item on a single application, please attach a spreadsheet detailing each item

NF QII (2)

- To reduce confusion (especially with turnover), we have implemented the following information in an email following an application:

  - Current application reimbursement amount

  - Previously approved amounts

  - Remaining

	Current Application	Verified Amount	Previously Approved	Eligible Amount	Submitted Payment
Nurse Call	$0.00		$0.00	$22,678.00	$0.00
Patient Lifts	$0.00		$2,147.80	$5,220.00	$0.00
Bathing	$0.00		$2,132.30	$6,380.00	$0.00
Patient Life Enhancement	$0.00		$12,115.26	$34,249.58	$0.00
Educating Staff	$0.00		$0.00	$6,380.00	$0.00
Van	$0.00		$0.00	$18,560.00	$0.00
Clinical Software Hardwar	$13,046.58	$13,046.58	$0.00	$34,249.58	$13,046.58
HVAC	$0.00		$0.00	$9,396.00	$0.00
Dining Enhancement	$0.00		$0.00	$11,600.00	$0.00
Outcome Proven Awards	$0.00		$0.00	$5,800.00	$0.00
Worker Immunizations	$0.00		$0.00	$870.00	$0.00
Patient Dignity	$0.00		$0.00	$5,800.00	$0.00
Covid Vaccination	$0.00		$0.00	$2,900.00	$0.00
	$13,046.58	$13,046.58	$16,395.36	$34,249.58	$13,046.58

NF QII (2)

- SFY 2022 YTD *(4/11/2022)*:

  - QII(2) monies paid – $1,638,961.25

  - Number of the NF's achieving max payout 10

  - Number of applications received/rejected (136/23) of 16.9% rejection rate

- SFY 2022 YTD

  - Turn Around Time (submission date to paid date)

    - Q2: 14.2 days

    - Q3: 10.5 days

  - If it has been more than 30 days since you submitted an application and no payment has been made, please reach out and inquire.

- Be smart with your QII(2) reimbursement

  - Is it more effective to submit one or two "big-ticket" items or twenty "small-ticket" items (knowing the rejection rate)?

  - One facility submitted 13 separate applications totaling 60% of eligible amount.

NF QII (3)

- Unused QII(2) monies fund this QII

- Qualifications
  - QII(1) – 100%
  - QII(2) – at least one approved
  - Resident choice program
    - Requires specific evidence of:
      - Awake time
      - Meal time
      - Bath time

See: https://medicaid.utah.gov/stplan/longtermcarenfqi/

NF QII (3)

- Example:

Meal Times

Meals are served in the dining room three times each day. Breakfast is served at 7:30 am, lunch at 12:20 pm, and dinner at 5:30 pm. Snacks and sandwiches are available 24 hours at each nursing station. And the Kitchen is staffed from 6:00 am to 7:00 pm daily, to meet special requests.

Would you like to be awake and brought into the dining room for breakfast by 7:30 am?

YES   NO

ICF/IID Quality Improvement Incentive (QII) Programs

ICF/IID

- Paid to date:

  - QII2(1): $300,000 (Bed Dignity)
    (received requests and approved the full 60)

  - Received authority to roll forward monies not used this SFY. We are still working on what that will be in SFY 2023. We will need a State Plan amendment. More to come…

  - QII2(2): $1,432,500

NF NSGO UPL Quality Improvement Program

Modified UPL QI program

- R414-516 effective December 29, 2021

- Metrics based QI Program beginning SFY 2023

- Each facility achieve 6 of 9 metrics
  - Better than industry average, or
  - Improve in metric compared to previous year

Conclusion

- As UPL dollars increases, so has the scrutiny from many sources (e.g., CMS, UOIG, GOMB, legislature, OIA)

- Annual amounts in excess of $120 million

- As the UPL program has accelerated, the QI Program is a way the division can measure quality and quantify the effectiveness of the UPL program to interested parties

Friendly Reminders

Friendly Reminders

- QII applications must be submitted by May 31st

- The UPL website has detailed information on the gap, days, and dollars (going back many years).

- Modified UPL QI Program begins 1/1/2022 (Metrics begin SFY 2023)

Non-UPL Questions ?

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UPL Questions ?

You had your chance yesterday!