STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE
310 Great Circle Road
Nashville, Tennessee 37243

IMPORTANT MEMO

DATE: August 23, 2016

TO: Medicaid Nursing Facility (NF) Providers
TennCare Managed Care Organizations

FROM: Jay Taylor, Deputy of Audit and Compliance
Long Term Services and Supports

C: Patti Killingsworth, Assistant Commissioner
Chief of Long Term Services and Supports
Michelle Morse Jernigan, Deputy Chief LTSS, Quality & Compliance

QuILTSS Stakeholder Group

SUBJECT: QuILTSS #8 Submission

The purpose of this memo is to provide IMPORTANT and TIME-SENSITIVE information about the schedule and requirements for the QuILTSS #8 submission. Complete and timely submission of this information will affect your TennCare reimbursement for Nursing Facility (NF) services.

Much of this information, including expectations for Submission #8 was previously provided to you in the memo of March 24, 2016 which outlined changes to QuILTSS #8 and #9 (https://www.tn.gov/tenncare/topic/quiltss). This memo is intended to supplement and remind you of the information provided in the March 24, 2016 memo.

The measurement period for Submission #8 is March 1 through August 31, 2016. The submission portal for QuILTSS #8 Bridge Payment is now open and may be found at https://tenncare.wufoo.com/forms/quiltss-8-bridge-payment-for-n/. Please do not submit your actual submission until September since the staff roster should reflect current staff as of August 31, 2016. Facilities may elect to submit the staff roster by email to QuI.LTSS@tn.gov on or before October 3, if their payroll systems cannot report retention data by September 19.

The deadline for submissions is 4:30 PM CT on Monday, September 19, 2016. Submissions received after the deadline will not be evaluated. It is important that you begin the submission process early to

allow time for unexpected difficulties that may impact a timely submission. You should notify TennCare (QuI.LTSS@tn.gov) immediately if you encounter any technical difficulties.

After completing your submission, you will receive an automated email with all of your facility's submitted answers and attachments. If, after receiving the confirmation email, you discover some attachments were not submitted, there may be an opportunity to submit inadvertently omitted documents by emailing a request for resubmission and explanation of the omission or technical difficulty to QuI.LTSS@tn.gov. Your email must be received before 12:00 noon CT, September 19, 2016 to allow time for TennCare to review your request and time for resubmission of omitted data by 4:30 PM CT. No data may be submitted after 4:30 PM CT, September 19, 2016, so facilities are encouraged to submit information as soon as possible and not wait until that afternoon.

TennCare will inform facilities who submit information of their quality performance results at our earliest opportunity.

All submitters should read the March 24, 2016 memo (https://www.tn.gov/tenncare/topic/quiltss) and the following additional clarifications below carefully as the information in both impacts your ability to be successful in this (QuILTSS #8) submission.

Since the following activities do not produce measureable changes in resident or family satisfaction, staff behavior or facility performance, points **will not** be awarded for:

- **Conducting an additional survey, including a drill-down survey –** Continuing the standard previously set, additional surveys do not qualify as action. Suggestion boxes are considered a form of drill-down survey and will not be awarded points.
- **Reminding residents, family, and/or staff on rules and rights or policies/procedures already in place does not qualify as a new action.**
- **Actions taken for activities already required as a minimum standard –** Inviting residents to care plan meetings, education regarding resident fund availability/quarterly reports, etc., are required minimum standards and therefore existing performance expectations.
- **Actions related to reducing over-head paging and call light audits/drills.**
- **Staff meals as only action for staff satisfaction –** This is certainly a good practice and we do not wish to discourage it, but staff meals rarely address the concerns of staff or increase general satisfaction.

All signatures on the attestation for resident choice must be dated after March 1, 2016.

As previously communicated, we anticipate that the new reimbursement model for NF services will be implemented on January 1, 2017. The new model will account for quality as a component of each facility's per diem, eliminating the need for quarterly rate adjustments. The final scores on the QuILTSS submission just prior to the implementation of the new reimbursement model will be used to determine the quality component of the model. Since the new reimbursement model is expected to be implemented January 1, 2017, performance on QuILTSS #8 will be used to set the initial per diem rate.

Questions about the Quality Framework, including the submission process and schedule of QuILTSS submissions, should be directed to QuI.LTSS@tn.gov.

Facility Name: _____ CMS Number: _____

Attestation Form

I attest that choice in the area(s) indicated below is offered to all residents (with person-centered exceptions based on health, safety concerns, or mental status). The facility has indicated that it provides choice in the domain(s) checked below:

- ☐ Choice of meal time
- ☐ Choice of menu at meal
- ☐ Choice of sleep and wake times
- ☐ Choice of bathing/shower option and time
- ☐ Choice of room furnishings/décor/appearance

Facility Administrator

Name _____

Signature **X**_____ Date_____

AND

Resident Council Member

Name _____

Signature **X**_____ Date_____

OR

LTC Ombudsman Representative

Name _____

Signature **X**_____ Date_____