



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:** April 7, 2015

**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

**SUBJECT:** QuILTSS #4 Bridge Payment Submission

**The purpose of this memo is to provide additional IMPORTANT and TIME-SENSITIVE information about the QuILTSS #4 Bridge Payment submission. Complete and timely submission of this information will affect your TennCare reimbursement for Nursing Facility (NF) services.**

This memo contains new information which is underlined.

Based on input from the QuILTSS reconsideration committee and nursing facilities, QuILTSS submission periods will no longer be referred to as "quarters." As you will observe, this submission is referred to as "QuILTSS #4." The intention is to reduce much of the confusion associated with QuILTSS submission periods since they do not align with calendar year or fiscal year quarters.

The QuILTSS submission portal will be open for QuILTSS #4 Bridge Payment submissions beginning today, April 7, 2015. **The deadline for QuILTSS #4 submissions is 4:30 PM Central Time on Monday, April 27, 2015.** Submissions received after the deadline will not be evaluated for the QuILTSS #4 payment. 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](mailto:qui.ltss@tn.gov)) immediately if you encounter any technical difficulties. After you complete your submission, you will receive an email listing all of your answers and all of your attachments. If, after receiving your confirmation email, you discover some attachments were not submitted, you may be allowed to submit inadvertently omitted documents by contacting [qui.ltss@tn.gov](mailto:qui.ltss@tn.gov). Your email must be received before noon CT, on Monday, April 27, 2015 so TennCare can review your request and allow time to submit omitted data by 4:30. No data may be submitted after 4:30 pm CT, April 27, 2015, so facilities should

not wait until that afternoon to submit. TennCare will inform facilities who submit information of their quality performance results in May 2015.

Please continue to reference the August 5th, 2014 memo regarding “Quality Payments to Nursing Facilities.” The memo included a document entitled, *QuILTSS Nursing Facility Value-Based Purchasing Quality Framework (Quality Framework)*, which described how quality-based payments will be determined by TennCare. The submission process is essentially the same (except for improvements detailed in this memo), so no additional training has been developed. However, the Lipscomb University School of TransformAging training materials provided on August 11, 2014 are still available for online viewing at [http://www.tn.gov/tenncare/long\\_partnerstrn.shtml](http://www.tn.gov/tenncare/long_partnerstrn.shtml). The link to the actual online form to be used in bridge payment submissions is <https://tenncare.wufoo.com/forms/quiltss-4-bridge-payment-for-nursing-facilities/>.

The submission questionnaire has had only minor changes since the QuILTSS #3 Submission. However, all facilities should review the information and feedback offered below:

- **Points earned for the 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> submissions for the following measures will be carried forward to the QuILTSS #4 submission:** having conducted Resident/Family/Staff Satisfaction Surveys; having conducted an assessment of Person-Centered Practices and/or Culture Change Practices; having demonstrated an active resident/family council; and actively seeking the input of residents/family in the development of individual care plans. Those facilities seeking to achieve points in one of these areas for the first time will find directions advising them on how to provide their documentation during this submission period. For facilities that have not received points for a specific survey/assessment in a previous submission, the entire survey report must be submitted.
- Evidence must continue to be submitted for consideration of points related to taking new actions during this measurement period based on the results of surveys/assessment and input of council. **IMPORTANT: To receive credit the actions must be dated and the date of the actions must be on or after January 1, 2015 and before April 1, 2015.** Actions that are not dated with a complete date (MM/DD/YYYY) will **not** earn points. In spite of clear instruction, facilities have continued to miss earning points for failure to include dates that will allow us to confirm that actions were completed during the measurement period.
- Questions about actions taken based on a survey/assessment must contain evidence of a new action and you must submit a copy of the results report from which your action was taken. The instructions found on the submission portal are “Your submission should include a copy of the relevant section of the results report with the area(s) for improvement clearly indicated by circling or highlighting, etc. Without a copy of the results report, we will not be able to determine if your action was taken as a result of the survey. It is not necessary to submit the entire report, just copy and submit the section or page that relates to your actions.”
- Credit will not be given for the same action in multiple submission periods. Action(s) submitted must indicate that a new action occurred. For example, if on a previous submission, your facility received points for “selective menus implemented at lunch,” then this submission’s new action could be “selective menus expanded to breakfast and dinner.” However, if the previous submission’s action was “implemented selective menus,” then this period’s action should pertain to something other than selective menus.
- Facilities **do not need to resubmit information related to Staff Retention.** As you recall from the Quality Framework, this item was measured during the QuILTSS #1 submission only, with performance being carried forward to subsequent submissions.

- **TennCare will continue to obtain data from CMS for measures related to:** RN hours per resident, per day; CNA hours per resident, per day; Anti-Psychotic Medications; and Urinary Tract Infections.
- **Information pertaining to Bonus Points was accepted during the QuILTSS #1 submission only.** TennCare is not accepting new information in this area and this item has been removed from the submission questionnaire. Points awarded during the QuILTSS #1 evaluation period will carry forward to QuILTSS #4 subject to the following:
  - the facility continues active *participation* (not just registration) in the Advancing Excellence in America's Nursing Homes campaign;
  - the facility continues active membership in the Eden Registry;
  - the facility's Joint Commission Accreditation or CARF Accreditation remains current; or
  - the facility's Malcolm Baldrige quality award, AHCA Bronze, Silver or Gold quality award, or Tennessee Center for Performance Excellence award which uses the Baldrige criteria) was received on or **after January 1, 2010** (such that the award is reflective of recent quality improvement activities; facilities receiving an award prior to 2010 that have not achieved advanced award levels will not receive additional bonus points).
- QuILTSS #4 submission includes a one-time Bonus Point opportunity. For 1 Bonus Point, we are asking facilities to provide the current square footage total for your nursing facility operations, excluding square footage used for operations outside of your nursing facility license. Your nursing facility operations square footage should include all direct care areas, treatment areas, common areas for nursing facility functions and nursing facility administration areas. If you use an area for nursing facility functions (direct or indirect), it should be included in the square footage.

Prior to submitting the form, we strongly recommend that you take the opportunity to **navigate back through the submission to ensure you are ready to complete your submission.** You should double check that you have completed all applicable questions, attached all relevant documents in response to the appropriate areas and that all your answers are accurate.

Please note that the submission software does not have a "save" functionality, so we are unable to accommodate this request at this time.

In addition, please ensure that you identify each attachment on the initial page of the document in the pdf. Facilities must write or type "Attachment 1" (or whichever number is appropriate) on the upper right hand corner of their attachments prior to scanning as a pdf.

Questions about the *Quality Framework*, including submission and training processes, should be directed to Jay Taylor, Deputy of LTSS Audit and Compliance at [jay.taylor@tn.gov](mailto:jay.taylor@tn.gov).