

DATE: November 27, 2023

TO: Medicaid Nursing Facility (NF) Providers
TennCare Health Plans

FROM: Mark Lynn, Value Based Purchasing Director, LTSS

SUBJECT: **QuILTSS #16 Submission Process for the January 1, 2023 to December 31, 2023 measurement period.**

The purpose of this memo is to provide IMPORTANT and TIME-SENSITIVE information about the schedule and requirements for the QuILTSS #16 submission. Complete and timely submission of data for QuILTSS #16 will affect your TennCare reimbursement for Nursing Facility (NF) services so it is important to be mindful of all submission dates detailed in this memo. As a reminder, proxy scores will not be utilized for the QuILTSS 16 cycle. Additional information on this can be found [here](#).

TennCare distributed a memo on November 9, 2023, detailing the QuILTSS#16 requirements. To access and review the contents of that memo, please click here: [QuILTSS16 Memo](#)

This memo identifies the measurements and supporting documentation facilities must submit to TennCare directly using the Formstack submission portal, which can be accessed at [State of Tennessee \(formstack.com\)](#). The portal will open on December 1, 2023, and will remain open until January 31, 2024, to submit the following:

1. Consistent Staff Assignment

The consistent staff assignment reporting tool may be downloaded from the TennCare website: [System Transformation \(tn.gov\)](#) under Nursing Facility QuILTSS. It is titled, “Consistent Assignment Tracking Tool 2023” and should be downloaded to your computer. A direct download for this tool is provided [here](#). NFs must enter consistent staff assignment data into the spreadsheet and submit one spreadsheet for each month reported. Guidance on how to complete the form are provided within the tool and step-by-step instructions will be provided during the December 13, 2023, QuILTSS submission training session that will be recorded and posted here: [Myers and Stauffer Certified Public Accountants \(mslc.com\)](#).

To be eligible for Consistent Staff Assignment points, a facility must submit at least three (3) months of data from the current QuILTSS reporting calendar year with at least one (1) month from the last calendar quarter (October – December). Points are earned based on the total facility’s percent of long-stay residents (more than 100 days) with a maximum of 12 caregivers for each month reported. Only the most advantageous month will be used for scoring purposes. Although 3 months of data is required to be eligible to receive

points, facilities are encouraged to track this information monthly as the number of months required for reporting will increase over time.

Submission deadline is 11:59 PM CT on Wednesday, January 31, 2024. Submissions received after this deadline will not be evaluated. **There will be no proxy scores used for the QuILTSS 16 cycle.**

2. Staff Retention

The staff retention reporting tool may be downloaded from the TennCare website at [System Transformation \(tn.gov\)](https://www.tn.gov) under Nursing Facility QuILTSS. The document is titled “QuILTSS Staff Retention Template 2023”. A direct download for this tool is provided [here](#). Once downloaded, save the template to your desktop for quick access and upload to Formstack. You can find guidance on completing the form within the tool and step-by-step instructions during the December 13, 2023, QuILTSS submission training session linked above.

Staff Retention shall be defined as the percent of the specified staff that has been employed (or contracted) by the NF for at least one (1) year. Specified staff shall include only RNs, LPNs, and NAs. RNs shall include registered nurses, RN directors of nursing, and nurses with administrative duties. LPNs shall include licensed practical/licensed vocational nurses. NAs shall include certified nurse aides, aides in training, and medication aides/technicians. Points will be awarded based on a percentage of staff that were continuously employed or contracted for the previous 12 months.

Submission deadline is 11:59 PM CT on Wednesday, January 31, 2024. Submissions received after this deadline will not be evaluated. As a reminder, **no proxy scores will be used for the QuILTSS 16 cycle.**

3. Bonus Points

A NF may earn ten (10) bonus points for qualifying awards and/or accreditations that evidence the facility’s commitment to quality improvement processes. Qualifying awards or accreditations must be current in the review period (January 1, 2023 – December 31, 2023):

1. Membership in Eden Registry, which must be active during the period in which bonus points are sought.
2. Achievement of the Malcolm Baldrige Quality Award. This includes AHCA Award (Bronze, Silver, or Gold) and the TN Center for Performance Excellence Award (Level 2, 3, or 4, which correspond with the Commitment Award, Achievement Award, and Excellence Award; the Level 1 Interest Award is specifically excluded from points). Any such award must have been achieved within the three (3) years prior to the end of the period in which bonus points are sought.
3. Accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF).

4. Accreditation by the Joint Commission.

Submission deadline is 11:59 PM CT on Wednesday, January 31, 2024. Submissions received after this deadline will not be evaluated. To earn Bonus Points for QuILTSS #16, a NF must submit proof of the qualifying award or accreditation that is current in the review period. **No proxy scores will be used for the QuILTSS 16 cycle.**

We strongly encourage you to attend the online submission training hosted by Myers and Stauffer on December 13, 2023, from 1:00-2:30pm CST.

Please note that you MUST register for this training. Please click the link below to register.

[Click here to register for the WebEx meeting](#)

The webinar will be recorded and remain available after December 13.

Join from the meeting link:

<https://mslc.webex.com/mslc/j.php?MTID=m550f2d30f1fc9f12c1362c83dd0c363d>

Join by meeting number:

Meeting number (access code): 2446 247 7582

Meeting password: ZpEU2XcUF25

Tap to join from a mobile device:

+1-415-655-0003,,24462477582## US Toll

1-844-740-1264,,24462477582## USA Toll Free

Join by phone:

+1-415-655-0003 US Toll

1-844-740-1264 USA Toll Free

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Join from a video system or application:

Dial [24462477582@mslc.webex.com](tel:24462477582@mslc.webex.com)

You can also dial 173.243.2.68 and enter your meeting number.

Need help? Go to <https://help.webex.com>

Important Notes: Only the submissions for the elements (3) highlighted above are due to TennCare via Formstack by **Wednesday, January 31, 2024 at 11:59PM CT**. Your satisfaction survey results will be provided directly to TennCare by QBlue. The other metrics for nurse staffing hours, use of anti-psychotic meds, and reported urinary tract infections, will be extracted from the Nursing Home Care Compare dataset available on the CMS website. Submissions received after this firm deadline will not be evaluated. You will know when your upload is successful and received by TennCare as an email notification will be sent to the facility administrator and the designee identified on the submission with links to the files which were submitted. Results of facility quality performance will be provided at our earliest opportunity.

Please begin the submission process as soon as possible to allow for ample time to resolve any unexpected issues which may impact a timely submission. Should you encounter technical difficulties, it is imperative to notify us immediately at QuILTSS@tn.gov so that we are aware of the issues and assist with a resolution.

Questions regarding QuILTSS, including the Quality Framework, quality measures, point values, and performance benchmarks, submission process and schedule of QuILTSS submissions, should be directed QuILTSS@tn.gov.

cc: Katie Evans, Chief of LTSS
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Caitlin Rogers, Deputy Director of Quality, Accountability, and Innovation
Tennessee Health Care Association (THCA)
Managed Care Organizations