

DATE: January 7, 2020

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

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CC: Tennessee Health Care Association
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SUBJECT: QuILTSS #12 Submission Process for the January 1, 2019 to December 31, 2019, measurement period.

The purpose of this memo is to provide IMPORTANT and TIME-SENSITIVE information about the schedule and requirements for the QuILTSS #12 submission. Complete and timely submission of data for QuILTSS #12 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, details of the QuILTSS #12 measurements, expectations and scoring process were communicated in the August 14, 2019 QuILTSS #12 Quality Measurement Period memo which can be accessed [here](#). Additional details regarding the staff training measure were provided in an October 1, 2019 QuILTSS #12 Staff Training Points memo, available [here](#), and updated in a November 25, 2019 QuILTSS #12 Staff Training Measure—Orientation Video UPDATES memo, available [here](#).

This memo identifies the measurements and supporting documentation facilities must submit to TennCare directly using the Formstack submission portal. The portal is now open and available at https://stateofennessee.formstack.com/forms/nf_quiltss_12 to submit the following:

1. NRC Measures: Satisfaction and Quality of Life.

These 3 Satisfaction measures and 4 Quality of Life measures are in relation to the surveys conducted with NRC Health. Survey data will be provided directly to TennCare by NRC Health. However, in order to validate that the appropriate methodology was

followed as is required to receive points for these measures, please use the [NRC survey distribution tracking tool](#) to record each of the data points below and upload this document to Formstack for submission. Data points will include:

- a. Total number of all long-stay residents in the facility regardless of payor and BIMS score,
- b. Total number of all long-stay residents regardless of payor and with BIMS score of 8 or above,
- c. Total number of surveys disseminated to staff by facility,
- d. Total number of surveys disseminated to residents by facility,
- e. Total number of family surveys required as reported to NRC

Submission deadline is 11:59 PM CT on Friday, January 31, 2020. Submissions received after this deadline will not be evaluated.

2. Consistent Staff Assignment

As mentioned on page. 7 of the [QuILTSS 12 Measurement Memo](#), the process for inputting and submitting data for this measure will be different. Please use the [Consistent Assignment Tracking Tool](#) to submit data **directly to TennCare**. The tool works in the same way as it did on the NNHQIC website. If facilities still have the tracking tool template from NNHQIC, it can also be used to submit data using the process described below. NFs must enter consistent staff assignment data into the spreadsheet and submit the spreadsheet for each month reported in a zip file with their QuILTSS submission **directly** to TennCare via Formstack

In order to be eligible for points in QuILTSS #12, a facility must submit at least three months of data from 2019. At least one month must be from the last quarter of 2019 (Oct-Dec). All 3 months could be for the last quarter, or a facility that submitted data to NNHQIC and downloaded that data prior to mid-July may be able to use 2 months of data from earlier in the year. Facilities are to submit one sheet for each month. If reporting multiple months, a facility must have multiple sheets.

Submission deadline is 11:59 PM CT on Friday, January 31, 2020. Submissions received after this deadline will not be evaluated.

3. Staff Retention

Facilities will complete and submit the [Staff Roster](#) excel file for RNs, LPNs, and NAs only, including full-time, part-time and PRN. 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.

Submission deadline is 11:59 PM CT on Friday, January 31, 2020. Submissions received after this deadline will not be evaluated.

4. Staff Training

As the timeline for viewing the video and completing this training has been extended to January 31, 2020, reporting on this component of the Staffing/Staff Competency will not be required until **February 14, 2020**. A separate memo will be communicated once the submission portal is open and ready to accept your report for this measure. Please refer to the QuILTSS #12 Staff Training Points memo and QuILTSS #12 Staff Training Measure—Orientation Video UPDATES memo for requirements of earning points on this component.

Submission deadline is 11:59 PM CT on Friday, February 14, 2020. Submissions received after this deadline will not be evaluated

5. Bonus Points (optional)

The facility must submit proof of eligibility for one of the following qualifying awards or accreditations that is current during the review period (January 1, 2019 - December 31, 2019) via PDF.

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 Friday, January 31, 2020. Submissions received after this deadline will not be evaluated.

Important Notes: All submissions, with the exception of Staff Training, are due to TennCare via Formstack on **Friday, January 31, 2020 at 11:59PM CT**. 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



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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 QuI.LTSS@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 QuI.LTSS@tn.gov.