



# Skilled Nursing Facility Workforce Quality Incentive Program (SNF WQIP)

July 2025

# Welcome and Introductions



## HPSM SNF WQIP Team – Revenue Data Operations

- **Anne Bentz** – Manager, Revenue Data Operations
- **Marvin Pepito** – Encounter Analyst, SME, Revenue Data Operations
- **Ivan Rivas** – Intern, Encounter Analyst

HPSM SNF WQIP Email: [RAPROGRAM@HPSM.org](mailto:RAPROGRAM@HPSM.org)

# Agenda

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# Overview of SNF WQIP

- SNF WQIP: Skilled Nursing Facility Workforce Quality Incentive Program
- Directed payment program
- Clinical and Staffing Metrics set by DHCS
- Per Diems set by DHCS based on metrics outcome
- Program Measurement end date is 12/31/2025

# DHCS Program Timeline

To Skilled Nursing Facility (SNF) Workforce and Quality Incentive Program (WQIP) interest holders:

The SNF WQIP sunsets on December 31, 2025, per the State of California's Enacted Budget for State Fiscal Year 2025-26.

Please note that the elimination of the SNF WQIP will not impact measurements or payments for Calendar Year (CY) 2025 (Program Year [PY] 3). Currently, the California Department of Health Care Services (DHCS) is measuring performance for SNF WQIP CY2025. Managed care plans (MCPs) will not make payments for CY25 SNF WQIP until 2026.

For SNF WQIP CY24, DHCS has already directed MCPs on the [CY2024 SNF WQIP Interim Payment Report](#), and the direction on the final payment is planned for later this year.

However, there will not be measurement years past CY2025.

Best regards,

SNF WQIP Team





# Payment Timelines

SNF WQIP Program Year	Payment Type	HPSM Payment Date
CY2023 (PY1)	Final	June 26, 2025
CY2024 (PY2)	Initial	June 26, 2025
CY2024 (PY2) <small>NEW</small>	2 <sup>nd</sup> Interim	"Later in 2025" per DHCS
CY2025 (PY3) <small>NEW</small>	Initial	During CY 2026

CY2023 Final and CY2024 Initial Payments were sent to SNFs as a Combined Sum Payment with detailed information files available electronically.

# Payment Calculation Logic

HPSM Revenue Codes (col. "PROC" in detailed data files):

	<b>Included</b>	<b>Excluded</b>	
	Room & Board service codes  Category "NF-B"	Cross over claims  Specialty/ non- Room & Board services	

# Payment Calculation Logic (con't)



$$\text{\$ Incentive Amount} = W * P * C$$

**W:** Sum of Inpatient Days (*Post-Exclusion Logic*) as **WQIP Days**

**P:** Facility **Per Diem Rate** Published by DHCS

**C:** Citation Status (*from CDPH Database*) **Weighting Factor** -

- No Citation Status = 1
- Citation "A" Status = 0.6
- Citation "AA" Status = 0



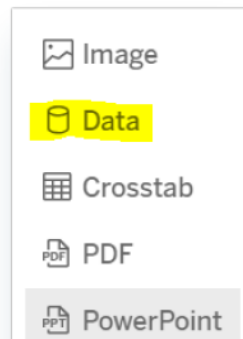
# Citation Status Lookup - DHCS

## INSTRUCTIONS FOR MANAGED CARE PLANS:

DHCS will no longer send A and AA citation data to managed care plans (MCP). MCP stakeholders will now refer to CDPH's state enforcement action dashboard within the CDPH CHCQ website to obtain the A and AA citation data for the Skilled Nursing Facility (SNF) Workforce and Quality Incentive Program (WQIP).

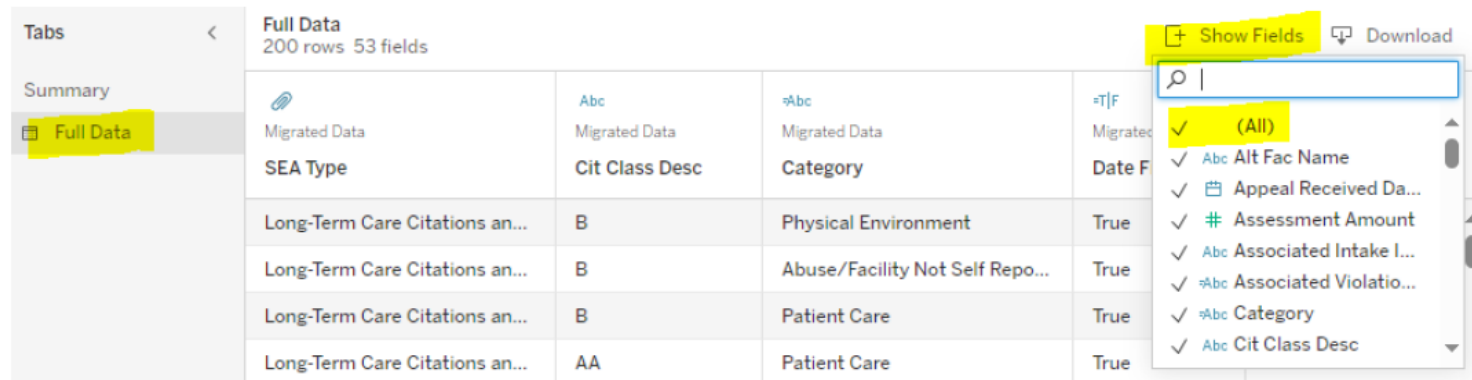
The following link and instructions will provide the data needed for MCP stakeholders to drill down SNF's A and AA citations. This dashboard is updated daily. So, stakeholders will always have the most recent data on hand.

1. Navigate to the CDPH State Enforcement Actions Dashboard:  
<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/StateEnforcementActionsDashboard.aspx>
2. Scroll to the bottom of the webpage.
3. Click "Download" -> "Data" at the bottom of the webpage to view all data that goes into this SEA dashboard (please click "Full Data" & filter the fields under +Show Fields).



# Citation Status Lookup (Cont.)

4. Click "Full Data" & filter the fields under +Show Fields (ensure that all fields are selected).



The screenshot shows the 'Full Data' tab selected in the 'Tabs' panel. The main table displays data for 'Long-Term Care Citations'. The '+ Show Fields' dropdown menu is open, showing a list of fields with checkboxes, all of which are checked. The fields include: (All), Alt Fac Name, Appeal Received Da..., Assessment Amount, Associated Intake I..., Associated Violatio..., Category, and Cit Class Desc.

SEA Type	Cit Class Desc	Category	Date F
Long-Term Care Citations an...	B	Physical Environment	True
Long-Term Care Citations an...	B	Abuse/Facility Not Self Repo...	True
Long-Term Care Citations an...	B	Patient Care	True
Long-Term Care Citations an...	AA	Patient Care	True

5. Filter for the following:
  - a. Filter for "Skilled Nursing Facilities" (column S "Facility Type")
  - b. Filter for "Citation- A" and "Citation- AA" (column K "Penalty Type")
  - c. Filter for time frame "January 2023- December 2023" (column AX "Violation From Date")
6. You may look up citations for a specific SNF by taking the CDPH Facility ID identified in the Payment Exhibit and filtering using column F "Facility Id".

# WQIP Data Reconciliation



**Reconciliation Purpose:** Identify any WQIP claims data that was not observed in the shareable data file from HPSM



**Reconciliation Goal:** To ensure all WQIP claims data has been received at HPSM and reconciled to avoid missed WQIP payments



**Reconciliation Process:** Compare the claims data received at HPSM against the WQIP claims data for which your organization intended to submit to HPSM



**Requirement:** Use the HPSM Reconciliation Template

# WQIP Claims Reconciliation

Using the HPSM Reconciliation template  
as a tool

## **Input from SNF:**

Populate WQIP SNF Claims data by Claim  
ID or PCN (Patient Control Number) can be  
used to crosswalk to HPSM Claim ID for a  
reconciliation

## **Output from HPSM:**

PCNs or Claims flagged for not being  
received or having an error in the data

Reference_Nbr
Member_CIN
Subscriber_Nbr
Member_DOB
From_Date
Thru_Date
Billing_Provider_NPI
CPT_Code
Rev_Code
Bill_Type
SNF_PCN

# Reconciliation Example

Reference_Nbr	Member_CIN	Subscriber_Nbr	Member_DOB	From_Date	Thru_Date	Billing_Provider_NPI	CPT_Code	Revenue_Code	Bill_Type	SNF_Patient_Control Number	Encounter Status
1	12345			1/1/2024	1/31/2024	9999999999		0120	211	474638945	A
2	12345			2/1/2024	2/28/2024	9999999999		0120	217	658741238	S
3	12345			3/1/2024	3/1/2024	9999999999		0185	211	457866747	
4	12345			3/3/2024	3/15/2024	9999999999		0120	217	457899876	
5	12345			3/16/2024	3/16/2024	9999999999		0001	211	456771234	D
6	12345			3/17/2024	3/31/2024	9999999999		0185	217	456726547	A

## Encounter Status “A”

“A”: Accepted at HPSM as a claim and Accepted by DHCS as an Encounter.

## Encounter Status “S”

“S”: Suppressed claims data having an error or payment issue; not submitted to DHCS.

## Encounter Status “D”

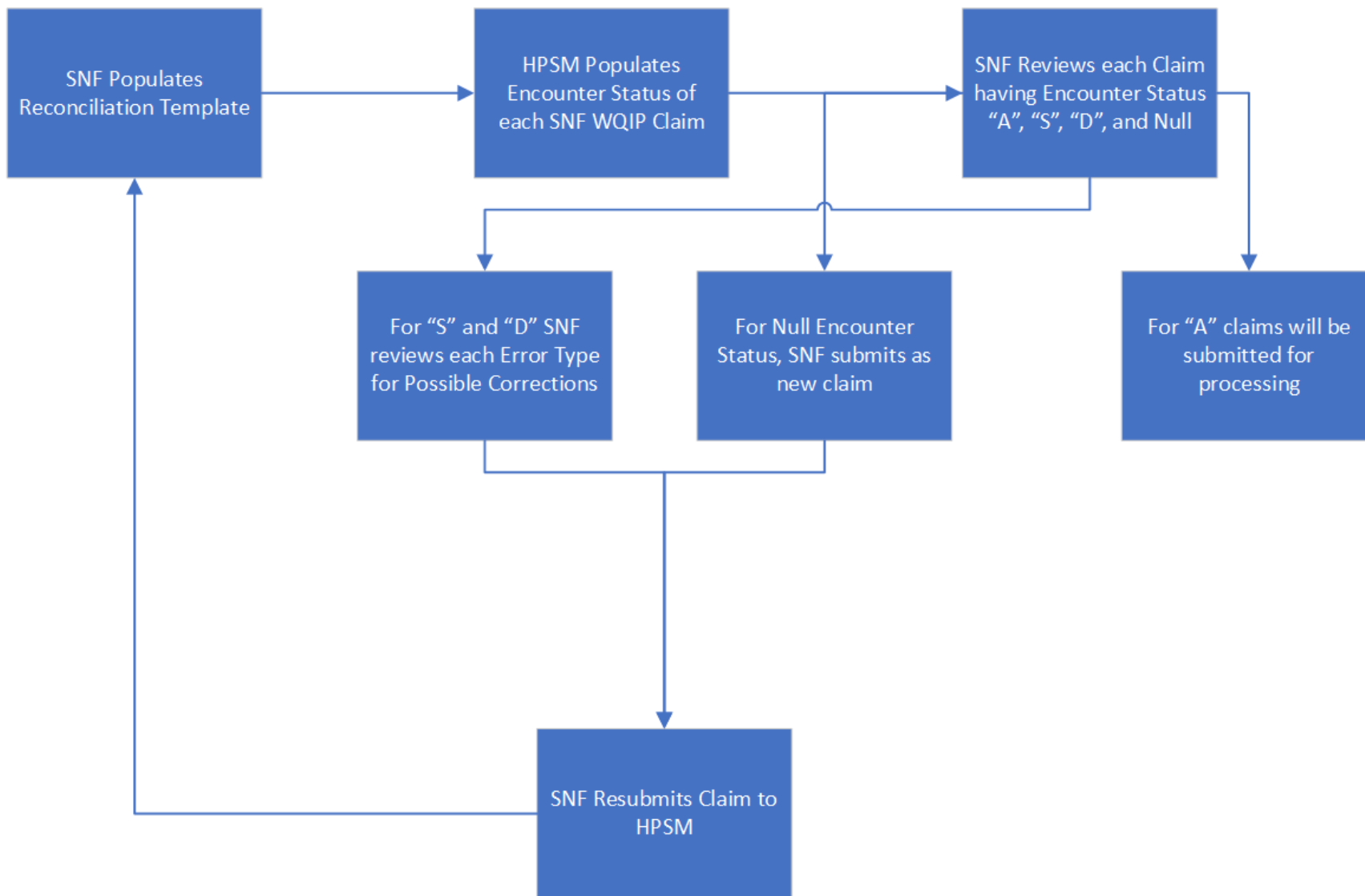
“D”: Denied encounter; Rejected by DHCS as an Encounter record.

## Encounter Status Null/ Blank

Null/ Blank: Not received at HPSM.

**\*\*Green highlighted fields are Required fields to populate\*\***

# Reconciliation Next Steps





# Current Contacts and W9

- Current SNF Contact information
  - SNF contact name and email for payment and data sharing
  - For inquiries include SNF Name, NPI
- Current SNF W9
  - Required to issue checks
  - HPSM Revenue Data Operations Fax Number: 650-616-8042
  - HPSM Revenue Data Operations Email: [RAPROGRAM@HPSM.org](mailto:RAPROGRAM@HPSM.org)



# Data Sharing and Payment Distribution



- Sharing Data Files
  - Contains PHI
  - Preference: sFTP or secure email
    - sFTP set up process with HPSM
    - Secure email includes zipped password protected files
- Sending Payments
  - Preference: mail or EFT
    - EFT set up process with HPSM

## EFT and ERA Sign-Up Instructions

Please follow our step-by-step instructions on how to sign up for Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) through the Health Plan of San Mateo's (HPSM's) provider portal, which you can access here:

<https://www.hpsm.org/provider/portal>

Step 1: Visit the Provider Portal	Step 2: Login or Register to Login	Step 3: Visit the EFT/ERA Signup Page
Open your web browser and navigate to the HPSM's Provider Portal login page at <a href="https://www.hpsm.org/provider/portal">www.hpsm.org/provider/portal</a>	If you are an existing user, log in to your account by entering your username and password. If you are a new user, click "Register here" or call <b>650-616-2106</b> .	Once you are logged in, select the "Sign up for EFT/ERA" option from the top menu.

Step 4: Enter Identifying Information	Step 5: Complete the Form	Step 6: Submit the Form
Enter your Nation Provider Identifier (NPI) number and your Provider Tax Identification Number (TIN).	Fill out the required data fields in the form, including your bank account information.	Once you have entered all the required information, click "Submit" to complete the sign-up process.

Congratulations, you have successfully signed up for EFT/ERA through HPSM's provider portal!

# Provider Contract Information



Contracted SNFs are eligible for WQIP directed payments:

- To join HPSM's network start by completing the provider intake form, available here: [Provider Intake Form](#).
- A tutorial on best practices for how to complete the Webform is available here: [Provider Intake Form Recording](#).
- If your services align with our network needs (now or in the future), we will reach out.

<https://providers.hpsm.org/ProviderIntake/>

# SNF WQIP Future



Services



Individuals



Providers & Partners



Laws & Regulations



Data & Statistics



Forms & Publications



Search

## Skilled Nursing Facility Workforce and Quality Incentive Program

***Based on the State of California's Enacted Budget for State Fiscal Year 2025-26, the Skilled Nursing Facility (SNF) Workforce and Quality Incentive Program (WQIP) will end on December 31, 2025. DHCS will update this webpage with more details in the future.***

Back to: [Directed Payments](#)

The Skilled Nursing Facility (SNF) Workforce & Quality Incentive Program (WQIP) incentivizes facilities to improve quality of care, advance equity in healthcare outcomes, and invest in workforce. SNF WQIP functions as a [directed payment program](#) in Medi-Cal Managed Care delivery system for eligible network providers. SNF WQIP is authorized by Welfare & Institutions Code Section [14126.024](#) (added by Assembly Bill (AB)186 (Chapter 46, Statutes of 2022)) for dates of service January 1, 2023 through December 31, 2026. SNF WQIP succeeds the former SNF Quality and Accountability Supplemental Payment (QASP) program.

For additional information regarding other Nursing Facility Financing Reform programs authorized by AB 186, please see [Nursing Facility Financing Reform AB 186](#).

## Important Updates

DHCS will post important updates as they become available.

SNF WQIP Interim Payment for PY 2 (2024) is delayed. DHCS notified SNF interest holders that the SNF WQIP Interim Payment for PY2 (2024) is delayed via ListServ on March 28, 2025.

DHCS and its contractor, Health Services Advisory Group (HSAG), utilize the Minimum Data Set (MDS) through the Centers for Medicare and Medicaid Services (CMS) for SNF WQIP. Recently, CMS removed HSAG's access to MDS data. DHCS and HSAG immediately started the process to obtain access to the MDS data via a different method.

The work with CMS to obtain MDS data continues, but the process is taking longer than expected due to multiple factors outside of DHCS's control. Given this, the SNF WQIP PY2 (2024) Interim Payment will be delayed until at least the end of April 2025. The Interim Payment report would have been released in March 2025. Updates will be provided as soon as possible.

[SNF WQIP PY2 \(2024\) Qualifying List Spreadsheet](#) includes the SNF WQIP qualifying facilities and the attributable National Provider Identifiers (NPIs), Health Care Access Information (HCAI) Identification (ID) for PY2 (2024). Updates on this list were due to the SNF WQIP Inbox at [SNFWQIP@DHCS.ca.gov](mailto:SNFWQIP@DHCS.ca.gov) by January 24, 2025.

# SNF WQIP References

- DHCS SNF WQIP General Information Webpage:  
<https://www.dhcs.ca.gov/services/Pages/SNF-WQIP.aspx>
- Health Plan of San Mateo (HPSM) SNF WQIP Provider Information Webpage:  
<https://www.hpsm.org/provider/incentive-payments/incentive-payments-for-nursing-facilities/workforce-quality-incentive>
- CDPH State Enforcement Actions Dashboard (Citation Status Database):  
<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/StateEnforcementActionsDashboard.aspx>

Questions?

Thank You

