

THE HIGHMARK SNF PAY-FOR-VALUE PLUS PROGRAM

FREQUENTLY ASKED QUESTIONS

- Q: Do each of my facilities have to meet the “50+ admissions” eligibility criteria to participate in the SNF P4V Plus Program or is the requirement a total of 50 or more Medicare Advantage (MA) and Commercial admissions (in 2018) in aggregate as a corporate entity?**
- A: Independently owned SNFs must meet the “50+ admissions” threshold in order to participate in the SNF P4V Plus Program. Corporate entities must have had 50 or more MA and Commercial admissions in aggregate to their facilities during 2018.
- Q: If I am a corporate entity that owns multiple facilities, can some of my facilities stay in the SNF P4V Base Program and some participate in the SNF P4V Plus Program?**
- A: No. If a corporate entity decides to move into the SNF P4V Plus Program, all of its facilities that are participating in the SNF P4V Base Program currently must participate in the SNF P4V Plus Program. If a corporate entity wishes to remain in the SNF P4V Base Program, all of its facilities must stay in the SNF P4V Base Program.
- Q: If I am a corporate entity that owns multiple facilities, do each of my facilities need to sign a SNF P4V Plus contract? Which of my facilities will be included in the SNF P4V Plus Program?**
- No. All of a corporate entity’s facilities that are currently contracted under a single SNF P4V Agreement will be included in one SNF P4V Plus Program contract between Highmark Inc. and the corporate owner (“Contracting Entity”). We will send you a list of the facilities that, according to our records, should be included on the Attachment of your SNF P4V Plus Agreement.
- Q: If I have elected to participate in the SNF P4V Plus Program, do I need to submit any paperwork at this time?**
- A: No. Contracting Entities that have expressed interest in moving from the SNF P4V Base Program to the SNF P4V Plus Program will receive a letter that serves as notice of termination of your Highmark Inc. Skilled Nursing Facility Pay-For-Value Program Participation Agreement in late April. You will also receive the Highmark Inc. Skilled Nursing Facility Pay-for-Value Plus Program Participation Agreement and Limited Addendum with the letter. We will be sending both the letter and the new contract simultaneously to avoid confusion and create a seamless transition to the new program.
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Q: What will be my effective date in the SNF P4V Plus Program?

Regardless of when you sign the SNF P4V Plus Program Agreement, the Performance Period will be retroactive to January 1, 2019.

A: If I am a corporate entity that owns multiple facilities, will my facilities be evaluated and scored individually or will our results be aggregated to the corporate entity level?

As stated in the Administrative Requirements for both the SNF P4V Base and the P4V Plus Programs, "Participants that are owned by a Corporate Entity will have their performance aggregated to the Corporate Entity level." Results will be reported at the corporate entity level, but a breakout of individual facility performance will be provided for informational purposes.

Q: When will the targets for the Quality Threshold metrics and 60-Day Total Cost of Care be announced?

A: The 2019 targets for the quality and cost metrics included in the SNF P4V Plus Program will be communicated to participants in April because we must allow a 90-day claims runout period in order to capture all 2018 claims data.

Q: Are the performance targets and results risk-adjusted to account for higher acuity/more costly patients?

A: The TCC benchmark and results will be risk-adjusted by Cotiviti, Inc. ("Cotiviti"). (Highmark reserves the right to use an updated version of the Cotiviti software when available or to change software it uses to determine risk scores.) Cotiviti utilizes concurrent risk score models for different patient populations, such as Commercial and MA.

Q: Does an ED visit that leads to an Observation stay count in the ED Transfer Rate?

A: Yes. An Observation stay is included in the ED Transfer rate unless it converts to an inpatient admission. ED transfers that result in an inpatient admission are excluded from the rate calculation.

Q: When does the time period for measuring 30-day Readmissions begin and end? Does the clock stop running if the patient has been discharged from skilled?

A: The 30-day Readmission Rate is measured from the date of SNF admission through day 30, whether or not the patient has been discharged from skilled nursing care. Qualifying readmissions that occur post-discharge from skilled are included in the numerator if they occur within the 30-day window.

Q: When does the time period for measuring ED transfers begin and end? If the patient is discharged from skilled then becomes a long-term resident, will an ED transfer count if it occurs when the member is in LTC?

A: Only ED transfers that occur during the skilled stay are counted in the rate. ED transfers that occur after day 60 of a continuous skilled nursing stay are not included. Members who are discharged from skilled to long-term care are not included in the measure once they become LTC residents. The time period for measuring ED Transfers begins on the date of SNF admission and ends on the date of SNF discharge.

Q: How do you calculate the 30-day All-cause Readmission Rate? Is it risk-adjusted?

A: We use a Market Risk-adjusted Readmission Rate that is calculated as follows:

MR Readmission Rates = (Observed/Expected) * (Market Expected Rate)

Observed = All-Cause Readmissions during the Performance Period

Expected = Expected number of readmissions during the Performance Period based on HEDIS Plan All-Cause 30-day Readmission logic

*Market Expected Rate = (sum of expected Readmissions in the Market)
/ (sum of Index Admissions in the Market)*

Q: How do I gain access to eDelivery?

A: In order to gain access to eDelivery, the Contracting Entity must have executed an eDelivery Agreement. Corporate employees can request access to the Corporate level folders (where the Performance Summaries will be placed) as well as their individual facility folders (where the monthly reports are housed) by completing a User form, which is page 4 of the eDelivery Agreement. SNF employees may be granted access to their individual facility's folder only by completing a User Form as well. Each designated user must submit a User Form. Blank forms may be copied from the eDelivery Agreement or requested from your Network Performance Manager. Please e-mail completed forms to:

SNFPayforValueProgramAdministration@highmark.com. Once you have been granted access to the eDelivery site (<https://ftp.highmark.com/>), you will receive an e-mail with your user name and password from our EDI Operations. If you need assistance logging on or do not recall receiving your credentials, please call EDI Operations at 1-800-992-0246 or send an e-mail to: EDI_Ops_eDelivery@highmark.com.

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