

# SKILLED NURSING FACILITY (SNF) PAY-FOR-VALUE REFERENCE SHEET

## Reference Materials and Program Contacts

- SNF Pay-for-Value Program FAQ, eDelivery User Manual and recorded presentations can be located on the NaviNet® Provider Resource Center. From the left navigation menu select **Value Based Reimbursement Programs** then, select **Skilled Nursing Facility Pay-for-Value Program**.
  - The FAQ and eDelivery User Manual are located at the top of the web page.
  - Recorded presentations are located under **Training and Education 2018 Program**, as follows:
    - [Introduction](#)
    - [eDelivery Reports Overview](#)
- Questions should be directed to the following:
  - Contracting questions email:
    - [AncillaryProviderContractAdministration@highmark.com](mailto:AncillaryProviderContractAdministration@highmark.com)
  - eDelivery website access (Login required.)
    - Email for User form submission:  
[SNFPayforValueProgramAdministration@highmark.com](mailto:SNFPayforValueProgramAdministration@highmark.com)
    - Login not received/misplaced, contact: Highmark EDI Operations at: 1-800-992-0246.
  - General questions contact:
    - The HM Home & Community Services (HCS) Regional Network Performance Manager (NPM) for your facility/corporation.

## eDelivery Website Access

- To obtain access, follow the instructions below to complete the eDelivery User Form.
  - This form can be obtained by emailing:  
[SNFPayforValueProgramAdministration@highmark.com](mailto:SNFPayforValueProgramAdministration@highmark.com) or from your HM HCS NPM.
  - After returning this form, you can anticipate receiving an email with your individual login information to the eDelivery website within approximately two weeks from the following email address: [EDI\\_Ops\\_EDelivery@highmark.com](mailto:EDI_Ops_EDelivery@highmark.com)
    - Please note: this email may be diverted to your SPAM/Junk folder.
  - If you did not receive an email, call Highmark EDI Operations at 1-800-992-0246 or email [EDI\\_Ops\\_EDelivery@highmark.com](mailto:EDI_Ops_EDelivery@highmark.com)
    - Please note, the NPMs are unable to assist with providing logins.
- Once your login is established the website link for the eDelivery site is:  
<https://ftp.highmark.com/>
  - Enter your name and password.
  - Click on the folder with the name of your facility or corporation (access is slightly different for corporate users).



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- Click on the report with most recent date.
  - Reminder – for access to the same report at a later date, save the report to your computer as the system only keeps the reports for 90 days.
- For facility users only, a spreadsheet with member level data will populate for individual SNFs.
- For corporate users only, Performance Summaries are listed in the corporate folder, as follows:
  - The PDF provides aggregate performance
  - The spreadsheet lists performance by individual facilities
- Reports are updated routinely, as follows:
  - Monthly for the member level facility reports (around the 25<sup>th</sup> of every month).
  - Quarterly for Performance Summaries (approximately 5 months after the quarter ends; the first report should be available in July).

## How to Utilize SNF Pay-for-Value Reports (SNF Level)

- SNF reports include the following information for Highmark members
  - First and last name
  - Date of birth
  - Highmark ID number
  - Type of insurance (Medicare Advantage [MA] or Commercial)
  - PCP Practice
  - Inpatient facility discharge date/Date of Discharge
  - Date of inpatient facility discharge/Discharging Facility
  - Inpatient DRG
  - SNF admission and discharge dates
    - Please note, SNF discharge date is the last skilled SNF stay and may not be the day that the person actually is discharged from the facility.
  - Readmission
  - Readmission date
  - Readmission through the Emergency Department (ED)
  - Readmission inpatient facility
  - Home Health agency that treated the member
  - Start date of home health
- Review the readmissions to determine any trends, some examples include:
  - Home health vs. no home health
  - SNF discharge date the same as the hospital admission date
  - By individual home health agency
  - Diagnoses
  - SNF length of stay
- Look at all discharges to see who did not receive home health for things such as:
  - If no home health data
    - Did they go right to outpatient therapy?
    - Did they become a long-term care resident?



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- Was there a referral to home health?
  - If not, what internally could be done to prevent that gap in care?
  - If a referral was made, why wasn't the person seen by home health?
    - Refusal
    - Readmitted before home health started
- Look at all discharges to see who did receive home health for things such as:
  - Did home health start with 48 hours of SNF discharge?
    - Please note, this may be different than the SNF discharge date on the report if the person opted to stay in the SNF longer as private pay.
    - If home health was delayed, meet with the home health agency to determine the rationale.

## How to Utilize SNF Pay-for-Value Reports (Corporate Level)

- Report – Spreadsheet
  - Provides the following information by individual SNFs attributed to the corporation in the current 12 month performance period:
    - Number of qualify admissions
    - Number of qualifying readmissions
    - Risk Adjusted Readmission Rate
    - SNF Baseline (prior 12 month performance period – January through December of the year prior)
  - Includes Corporate Aggregate Data for the same metrics listed for the individual SNFs.
  - Review and compare the risk adjusted readmission rates to the SNF baseline rates for the corporate aggregate and individual SNFs.
    - Recommend focusing on SNFs that have a higher readmission rate than their baseline.
- Report – PDF
  - Provides the following information for the corporate aggregate in raw numbers and graph formats:
    - Baseline readmission rate
    - Readmission rate year to date
    - Total admission year to date
    - Change in rate
    - Payout (potential or final)
  - Report interpretation:
    - Information on how much payment your corporation can expect to receive if outcomes remain the same;
    - If your corporation did not fall into the superior performance payment group, report indicates what change is needed to obtain a higher payment.
      - This includes the potential payout that would accompany the improvement in readmission rates with the projected admission volume.
  - Performance summary includes:
    - Program measure definitions and descriptions
    - Footnotes with additional information
  - Review and compare quarterly results.



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