



Skilled Nursing Facility (SNF) Workforce & Quality Incentive Program (WQIP) FAQ Fact Sheet

Questions	Answers
1. What is the SNF WQIP Directed Payment?	<ul style="list-style-type: none">• The SNF WQIP Directed Payment provides supplemental reimbursement to participating network Skilled Nursing Facilities (SNF) through performance based directed payment to incentivize workforce and quality for Medi-Cal certified SNF's.• Managed Care Plans (MCPs) will make directed payments to eligible SNF's based on utilization during the calendar year (CY) of the program.• Directed pass through payments will be determined based on how SNF's perform on DHCS's selected WQIP metrics. WQIP payment will also be reduced for facilities with Class A or AA citations from California Department of Public Health (CDPH) for violations that occurred.
2. What Provider types are eligible for the SNF WQIP Directed Payment program?	<ul style="list-style-type: none">• Freestanding skilled nursing facility contracted with IEHP for the current working CY.
3. Which service settings are excluded from supplemental payment?	<ul style="list-style-type: none">• SNF WQIP payments and are not applicable to the following:<ul style="list-style-type: none">○ Hospice days○ Services where Medi-Cal was not the primary payer (Part A and or Part B, OHC)○ Freestanding pediatric subacute care facilities, distinct part facilities, and SNFs with 100 percent designated special treatment program (STP) beds are not eligible for WQIP payments
4. What is the effective period for this incentive/supplemental payment?	<ul style="list-style-type: none">• Services rendered for CY2023 PY 1• Services rendered for CY2024 PY 2• Services rendered for CY2025 PY 3• Services rendered for CY2025 PY 4

5. How are SNF WQIP Directed Payments calculated?	<ul style="list-style-type: none"> • A per-diem rate will be calculated by DHCS for each facility based on the facility's performance on metrics which is described in the SNF WQIP Technical Guide. • The guide can be found on DHCS's website: SNF WQIP • IEHP will issue payments on per diem basis based on eligible/accepted bed days for the specific CY.
6. How are SNF WQIP Directed Payments processed?	<ul style="list-style-type: none"> • DHCS will provide MCP with specific per diem exhibits and once received IEHP will have 45 calendar days from the date of receiving the exhibits to issue payments to all eligible Skilled Nursing Facilities. Delay in receiving funds may delay payment timing.
7. Will IEHP share internal data for eligible WQIP days?	<ul style="list-style-type: none"> • Yes, IEHP will share reconciliation reports quarterly for all contracted SNF's for the current working CY. Reports will be shared via Share File Transfer Portal (SFTP) to authorized user(s). • Should you need assistance with set-up for SFTP access please reach out to ancillaryrelations Serviceteam@iehp.org.
8. What information should a SNF submit to IEHP if discrepancies are identified with the SNF WQIP days?	<ul style="list-style-type: none"> • SNFs should report discrepancies to IEHP as soon as possible and follow the SNF WQIP Reconciliation Template to include all information needed in order for IEHP to review. • The template is available for download on the IEHP Provider website at: SNF WQIP • Send completed template along with your questions to: ancillaryrelations Serviceteam@iehp.org.
9. What is the dispute process related to SNF WQIP Directed Payments?	<ul style="list-style-type: none"> • If a SNF has a dispute regarding SNF WQIP payments, the SNF is to email the Ancillary Relations Service team stating the service period and describing dispute reason in detail. • The SNF can also download the SNF WQIP Reconciliation Template from the IEHP Provider website and use the same template to file both disputes and discrepancies. • Send detailed email and completed template to: ancillaryrelations Serviceteam@iehp.org
10. What is the turnaround time for a resolution for a SNF dispute?	<ul style="list-style-type: none"> • IEHP will provide written notification of the SNF dispute results within 30 working days from date of receipt.
11. How long does a SNF have to file a dispute regarding SNF WQIP Directed Payment?	<ul style="list-style-type: none"> • A SNF has 12 months from IEHP's payment check date to dispute payment.