



# Weekly Roundup

*...Reporting the state and national long term care news*

Please disseminate relevant information to the appropriate department.

qAdministration    qNursing    qDietary    qActivities    q Social Services  
qRehabilitation    qHousekeeping    q Maintenance    q Laundry

*Friday, July 18, 2014*

## ANHA NEWS

### **Get to Know Top 10 Finalists for Ms. Alabama Nursing Home Pageant**

Visit [www.anha.org](http://www.anha.org) learn more about each top 10 finalists for the 2014 Ms. Alabama Nursing Home Pageant. The profile stories detail how each lady is making a positive impact in her nursing home and community.

Here are the article that were posted this week:

- [Nursing Home Helps Woman Walk Again](#)
- [Woman Discovers Nursing Home Living Better Than Expected](#)
- [Woman Continues to Care for Grandson Thanks to Nursing Home](#)
- [From Gardens to People, She Helps Everything Bloom](#)
- [From New York to Alabama, Nursing Home Resident Lives Adventurous Life](#)

We'll profile the remaining top 10 finalists July 21-25. Check back each morning for a new finalist story. You can share these stories on social media.

Here are the top 10 finalists:

- Ms. Arbor Springs Health & Rehab Center, Edna Farrell, Opelika, Age 89
- Ms. Burns Nursing & Rehab, Jewel Arrington, Russellville, Age 67
- Ms. Crowne Health Care of Mobile, Dorothy Young, Mobile, Age 63
- Ms. Cullman Long Term Care & Rehab Center, Lillian Mitchell, Cullman, Age 94
- Ms. Cypress Cove Center, Tommie Dimps, Muscle Shoals, Age 56
- Ms. El Reposo Nursing Facility, Carolyn Thigpen, Florence, Age 92
- Ms. Florence Nursing & Rehab, Margaret Herston, Florence, Age 80
- Ms. Henry County Health & Rehab Facility, Sarah Glover, Abbeville, Age 82
- Ms. Highlands at the Oaks on Parkwood, JoAnn Okechukwu, Bessemer, Age 67
- Ms. Woodland Village Health Care Center, Cloie Kelley, Cullman, Age 79

### ***Room Reservations at Hyatt Regency Birmingham – The Wynfrey Hotel for Pageant***

ANHA has negotiated discounted room rates for the pageant. Call the Hyatt – Wynfrey at 205-705-1234 or 800-233-1234 to make reservations. Mention the 2014 Ms. Alabama Nursing Home Pageant or group code G-ALNH.

- \$131.00 – overnight – single/double standard guest room
- \$107.00 – day rate – single/double standard guest room

### ***Pageant is Monday, July 28***

The 2014 Ms. Alabama Nursing Home Pageant will take place on Monday, July 28 at the Hyatt Regency Birmingham – The Wynfrey Hotel in Birmingham. The day begins at 9:30 a.m. with a reception featuring live entertainment and refreshments for all contestants, families and nursing home staff. At 2:00 p.m., the top ten finalists will take the stage to compete for the title of Ms. Alabama Nursing Home. Admission is free and the event is open to the public. Everyone is encouraged to attend and support these ladies as they compete for the coveted crown.

Each contestant will receive a special pin, corsage, a bag full of goodies and more. All contestants are encouraged to attend the pageant because they will be individually recognized.

### ***Professional Portrait Photographer***

A professional photographer will be on hand to take portraits and group pictures. Please bring a check or cash if you are interested in purchasing pictures. Checks should be made payable to Focus Photography. Prices are below.

- Package#1: \$35.00 – Includes 2-5x7s and 8-wallets
- Package #2: \$45.00 – Includes 1-8x10 and 2-5x7's
- Package #3: \$75.00 – Includes 2-8x10s, 2-5x7s and 8-wallets
- Additional Prints will also be available for the following costs: \$20.00 additional 8x10 portrait, \$15.00 additional 5x7 portrait, \$10.00 eight (8) additional wallets

### **Online Registration Open for “Clinical Risk Management” Seminar**



Please join ANHA on July 21, 2014, as we present an educational seminar regarding clinical risk management issues affecting Alabama nursing homes. The purpose of the seminar is to support participants to: identify risk, evaluate

rules and regulations related to risk, discuss resident choice vs. safety balance in process, and to take a systemic approach to management and documentation. This seminar will be held at the Hyatt Regency - Wynfrey Hotel in Birmingham. The seminar, sponsored by Omnicare, will begin at 8:30 a.m. and conclude at 4:30 p.m. This seminar is approved for 6 hours of continuing education for nursing home administrators. It is approved for 7.2 contact hours for nurses. *Please see the attached flyer for more information. **Attendees should check [www.anha.org](http://www.anha.org) prior to the seminar to download the handouts.***

### **CNA and Employee Recognition at Alabama’s Best Practices**

Alabama’s Best Practices will continue the tradition of recognizing Certified Nursing Assistants and other outstanding staff members for their contributions to the high quality of care our residents receive and the successful operation of our nursing homes. The deadline for submission is August 20. *Please see the attached form for additional information.* If you have questions, contact John Matson at the Association office at (334) 271-6214 or [jmatson@anha.org](mailto:jmatson@anha.org).

### **Registration Open for Alabama’s Best Practices**

Registration is now open for Alabama’s Best Practices 2014. The event will be held on August 28, 2014, at the Cahaba Grand Conference Center in Birmingham. This is a wonderful opportunity to learn innovation nursing home practices from your colleagues. Attendees will also receive information from sixteen other facilities about their Best Practices.

Approval for six (6) hours of continuing education credit are pending for administrators, nurses, risk managers, assisted living administrators, social workers and activity professionals. *Please see the attached flyer for more information.*

## **NATIONAL NEWS**

### **Advance Guidance: Revisions to State Operations Manual (SOM), Appendix PP- Guidance to Surveyors for Long-Term Care (LTC) Facilities & Chapter 4**

Revisions to Appendix PP of the SOM: The Centers for Medicare and Medicaid Services (CMS) has revised the Interpretive Guidelines and, where appropriate, Investigative Protocols for the following F Tags to incorporate Survey & Certification (S&C) policy memos issued from October 2003 through May 2014. Specifically, the guidelines have been updated for the following F Tags: F161 - Assurance of Financial Security F202 - Documentation for Transfer and Discharge F208 - Admission Policy F221 - Physical Restraints F278 - Accuracy of Assessment/Coordination/Certification/Penalty for Falsification F281 - Services Provided Meet Professional Standards of Quality F286 - Maintaining 15 Months of Resident Assessments (Use) F332 - Medication Errors/Free of Medication Errors of 5% or Greater F333 - Medication Errors/Residents are Free of Significant Medication Errors F371 – Sanitary Conditions F387 - Frequency of Physician Visits/Timeliness of Visits F388 - Personal Visits by the Physician F390 - Physician Delegation of Tasks in SNFs/Performance of Physician Tasks in NFs F425 - Pharmacy Services F428 - Drug Regimen Review F431 - Service Consultation/Labeling of Drugs and Biologicals/Storage of Drugs and Biologicals F441 - Infection Control F492 - Compliance with Federal, State and local laws and Professional Standards F514 - Clinical Records F516 - Resident Identifiable Information/Safeguard against loss, destruction, or unauthorized use • Revisions to SOM Chapter 4: Section 4132.1E Waiver of Program Prohibition has been revised to incorporate information consistent with CFR 483.151(c)(1). Section 4542.2 State Agency (SA) Expenses for Training of SA Personnel has been revised to include Association of Health Facility Survey Agencies (AHFSA) to the list of annual meetings. These changes are effective immediately.

*A copy of the S&C letter is attached. It is approximately 376 pages.*

*Please note that a NEW July 2014 edition of the LTC Survey Guide will be released in the coming weeks. ANHA will be have it for sale. This new edition will incorporate these changes.*

### **Medicare Signature Requirements Article Released by CMS**

MLN Matters® Special Edition Article #SE1419, “Medicare Signature Requirements - Educational Resources for Health Care Professionals” has been released and can be found at <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1419.pdf>. This article is designed to provide education on the availability of resources related to signature requirements for Medicare-covered services. It includes a variety of educational products along with a brief description, and additional information.

## **CMS Updates “Medicare Overpayment Collection Process Fact Sheet”**

The “Medicare Overpayment Collection Process” Fact Sheet (ICN 006379) was revised and can be found at <http://cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/OverpaymentBrochure508-09.pdf>.

The fact sheet is designed to provide education on the collection of Medicare provider and supplier overpayments. It includes the definition of an overpayment, an overview of the overpayment collection process, timeframes for the debt collection process for provider overpayments and additional resources.

## **Access 2014 PEPPER Reports Now**

As reported previously, the 2014 release of the Program for Evaluating Payment Patterns Electronic Report (PEPPER) for skilled nursing facilities (SNFs) has been available for [download](#) through the secure access page at <http://PEPPERresources.org> since May 5, 2014. As of June 30th, however, only 7,363 (49%) of the 14,961 SNF PEPPERs have been accessed.

By way of background, PEPPER is an educational tool that summarizes provider-specific data statistics for Medicare services that may be at risk for improper payments. Providers can use the data to support internal auditing and monitoring activities. We encourage all its members to obtain the report and evaluate and compare its contents to the data from 2013.

To obtain more information go to <http://PEPPERresources.org> for facility-specific data, user’s guides, recorded web-based training sessions and sample PEPPERs.

## **Claims, Pricers, and Codes Update to the CWF Qualifying Stay Edit C7123 for Inpatient SNF Claims**

The Centers for Medicare and Medicaid Services (CMS) recently resolved an issue concerning the Common Working File (CWF) qualifying stay edit C7123 to allow Skilled Nursing Facility (SNF) claims that contain an accurate qualifying hospital stay to bypass edit C7123. SNF providers that have received this edit in error may adjust their affected claims or contact their Medicare Administrative Contractor (MAC) in order to have their claims adjusted. CMS is currently working on a permanent coding fix for CWF edit C7123 that will address all possible bypass scenarios for the edit. SNF providers should contact their MAC with any questions or concerns.

## **Settlement Conference Facilitation Pilot May Help with Medicare Part B Backlog**

The U.S. Dept. of Health and Human Services, Office of Medicare Hearings and Appeals (OMHA) has just announced a new pilot, Settlement Conference Facilitation, which it hopes will alleviate some of the significant backlog of Medicare Part B claims being appealed to the Administrative law Judge (ALJ) level.

Settlement Conference Facilitation is an alternate dispute resolution process, designed to bring providers and CMS together to negotiate and settle some Medicare Part B disputes (*e.g.*, only those appeals of Medicare Part B Qualified Independent Contractor [QIC] disputes) with the help of a settlement conference facilitator. The facilitator will be an employee of OMHA, who will use mediation principles to help the parties come to a “mutually agreeable resolution.” The

facilitator will not make official determinations on the merits of the claims; but instead will help all the parties “see the relative strengths and weaknesses of their positions.” If a resolution can be reached, a settlement document will be drafted to reflect the agreement, and the document will be signed by all the parties. As part of the agreement, any provider requests for an ALJ hearing for the claims covered by the settlement will be dismissed.

To obtain more information and learn about eligibility and the process to request Settlement Conference Facilitation go to the HHS/OMHA web site at [http://www.hhs.gov/omha/settlement\\_conference\\_facilitation\\_pilot.html](http://www.hhs.gov/omha/settlement_conference_facilitation_pilot.html).

### **Top 10 Frequently Asked Questions about Remittance Advice**

The Medicare Learning Network’s “Top Ten Frequently Asked Questions About Remittance Advice” fact sheet is now available in downloadable format. This fact sheet is designed to provide education on the remittance advice. It includes the top 10 questions health care professionals most frequently ask about the remittance advice. [http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/RAFAQ\\_FactSheet\\_ICN908330.pdf](http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/RAFAQ_FactSheet_ICN908330.pdf)

## **STATE NEWS**

### **National Provider Call about QIO Program Transition**

*Editor’s Note: This article was provided by the Alabama Quality Assurance Foundation.*

You are invited to join the Centers for Medicare and Medicaid Services (CMS) - Center for Clinical Standards and Quality - for a discussion on the restructuring of Quality Improvement (QIO) Program effective August 1, 2014.

CMS recognizes the unique impact of the changes on the provider community as it relates to areas such as provider’s procedures for notifying beneficiaries regarding rights to appeals of discharge determinations, addressing quality of care concerns, provision of medical records, working on quality improvement initiatives and receiving technical assistance on value and incentive programs. The purpose of this meeting is to share an overview of the QIO Program changes, provide an update on the transition process, discuss its impact on the provider community, share critical resources, and to answer any questions. We have scheduled the National Provider Call for Wednesday, July 23, 2014, from 10:00 a.m. – 11:00 a.m. via webinar. Here is how you can join:

Audio:

- Telephone Number: 1-877-267-1577
- Meeting Place ID: 993 182 797 (This meeting does not require a password.)

Webinar: <https://webinar.cms.hhs.gov/qio-provider-call/>. Users without an Adobe Connect log-in may sign-in as a guest.

Pre-registration is not required. The session will be recorded.

## **Contact Info for Alabama's New Case Review Contractor**

Effective August 1, 2014, all Alabama beneficiary quality review case work and appeals will be conducted by the new BFCC-QIO:

KePRO  
Rock Run Center, Suite 100  
5700 Lombardo Center Dr.  
Seven Hills, OH 44131  
Toll-free Beneficiary Helpline: 1-844-430-9504

Providers and stakeholders who would like more information from KEPRO during the transition can call the Provider Helpline toll-free at 1-800-385-5080.

AQAF will continue to perform quality review work until July 31, 2014, at which time the responsibility will be assumed by KePRO. If a patient's case is currently under review or in process, please be assured that every effort will be made to ensure a seamless transition for Medicare beneficiaries with no disruption in case review services.

After the transition AQAF will focus its efforts on quality improvement initiatives in Alabama. Questions about the transition can be addressed to Cynthia McIntosh at 205-970-1600, ext 3506, or [cynthia.mcintosh@hcqis.org](mailto:cynthia.mcintosh@hcqis.org).

More information on the QIO Program can be found at [QIOProgram.org](http://QIOProgram.org) or by contacting 1-800-MEDICARE.

### ***Background***

CMS restructured the QIO Program from its historical 53 contracts, in which each QIO performs both case review and quality improvement support for each state or territory, to a regional structure for case review and an industry-determined service structure for quality improvement initiatives.

In the new structure, case review and quality improvement functions are performed by different contractors, the contract periods are extended from three to five years, and there is enhanced focus on learning, collaboration, and the dissemination of best practices. Now, one group of QIOs [Beneficiary and Family Centered Care (BFCC-QIO)] will handle complaints, while another group [Quality Improvement Network (QIN-QIO)], will provide technical assistance to support providers and suppliers.

### **Electronic Plan of Correction Update from Alabama Dept. of Public Health**

As of July 1, 2014, the Alabama Department of Public Health (ADPH) has 156 facilities enabled and activated to use the ePOC (electronic plans of correction). ADPH appreciates the providers that have been so responsive to its request to get enabled and activated.

Although that is more than half of the certified nursing home providers, there are still 66 certified nursing homes that have not signed up. Please do so as soon as possible. If you need assistance with signing up, please contact Pamela Carpenter, RN, or Mia Sadler, RN, at 334-206-5111.

## **Alabama Medicaid Agency Update – MDS Section Q**

A streamlined process for making MDS-Q referrals, with reduced paperwork, is coming soon. Online and face-to-face training will be offered mid-summer. During the next few weeks, your Local Contact Agency, Alabama Department of Rehabilitation Services, will begin re-directing new referrals to the Gateway to Community Living office at the Alabama Medicaid Agency. Starting the week of June 9<sup>th</sup>, providers will be able to enter referrals into the online system. A dedicated staff person, Ann Duncan ([Clairann.Duncan@medicaid.alabama.gov](mailto:Clairann.Duncan@medicaid.alabama.gov)), will be available Monday through Friday at 334-353-3273 to respond to all referrals and provide assistance. For more information, go to the Gateway to Community Living [http://www.medicaid.alabama.gov/CONTENT/4.0\\_Programs/4.3.0\\_LTC/4.3.5\\_Gateway\\_To\\_Living.aspx](http://www.medicaid.alabama.gov/CONTENT/4.0_Programs/4.3.0_LTC/4.3.5_Gateway_To_Living.aspx) page on the Medicaid website.

## **OTHER NEWS**

### **Free Alzheimer’s Training for Nursing Homes**

A free seminar is available to Alabama nursing homes. Alzheimer’s Education, Resources and Services is offering every nursing home two free registrations to attend the 12<sup>th</sup> Annual Alzheimer’s Professional & Caregiver Conference on August 1 in Montgomery. This is a great opportunity to further your understanding of Alzheimer’s while earning CEUs. *Please see the attached flyer for more details.*

### **Alabama Medical Directors Association Annual Conference**

The Alabama Medical Directors Association (AMDA) will hold its Annual Conference July 24 – July 27, in Sandestin, Florida. AMDA is the professional association of physicians and other professionals practicing in the long-term care continuum, dedicated to excellence in patient care by providing education, advocacy, information and professional development. Topics will include: “The Art & Science of a Good Family Conference”; “It’s Okay to Die”; “Various Documentation Requirements for Physicians in the LTC Setting”; “GI Issues in LTC/Treating Conditions in the NF that Were Previously Sent to the Hospital”; “Principles of Consolidated Billing”; “Hospice-What, When & How You Can Help”; “COPD in LTC Residents”; “Evaluation & Treatment of Geriatric Swallowing Disorders”; “Recent Changes In the Medicaid Program and How They Affect the LTC Facilities”; “How to Detect, Treat and Report Public Outbreaks of Communicable Diseases”; “Pain Management in LTC Residents”; and “Parkinson’s Disease: Voice & Swallowing Disorders”. Please contact Lee Ann Cole with the AMDA at 334-213-8803 alternate phone; 334-315-2442 cell phone; 334-213-8815 fax; or e-mail Lee Ann Cole at [Lcole1019@aol.com](mailto:Lcole1019@aol.com) for more information.

### **AHCA Convention & Expo Early Bird Registration Ends Today**

Early bird registration for the AHCA/NCAL 65<sup>th</sup> Annual Convention & Expo ends next today. Don’t wait—[register today](#) and get the maximum discount available. Join thousands of long term and post-acute care professionals at [National Harbor](#) on the banks of the Potomac River, just outside Washington, D.C., October 5-8.

The AHCA/NCAL Convention & Expo offers more than [60 education sessions](#) with top-rated speakers from the field and from academia, special constituency events for targeted learning, plenty of networking opportunities, and one of the largest Expos supporting your special

business needs. Our keynote speakers this year include Colin L. Powell, U.S.A. (Ret.), and Captain Richard Phillips. Pat Benatar and Neil "Spyder" Giraldo will headline the [Gala Dinner & Show!](#) Enjoy all this as well as access to the historic surroundings of our nation's capital.

Visit the official Convention & Expo [website](#) for a complete schedule of events, registration, [tours](#), and all the information you need to make the most of your convention experience. The early bird deadline is just days away so complete your registration now and save.

For information or to register, visit [www.AHCAconvention.org](http://www.AHCAconvention.org) or [www.NCALconvention.org](http://www.NCALconvention.org)

## CALENDAR OF EVENTS

<i><b>Date</b></i>	<i><b>Event</b></i>	<i><b>Location</b></i>	<i><b>Time</b></i>
July 21	Seminar: Clinical Risk Management	Hyatt Wynfrey Birmingham	8:30 a.m.
July 25	ANHA Executive Board Meeting	Hilton Sandestin Sandestin	10:00 a.m.
July 28	Ms. Alabama Nursing Home Pageant	Hyatt Wynfrey Birmingham	
August 1	ANHA Region I Meeting RSVP: Brian Scheri 256-740-5400, <a href="mailto:bscheri@mhnrc.com">bscheri@mhnrc.com</a>	Western Sirloin Moulton	11:30 a.m.

Alabama Nursing Home Association  
 4156 Carmichael Road ♦ Montgomery, AL 36106 ♦ PH: (334) 271-6214 ♦ FAX: (334) 244-6509  
 Links:  
 Alabama Nursing Home Association <http://www.aha.org>  
 AL Board of Examiners of Nursing Home Administrators <http://www.alboenha.state.al.us>  
 AL Dept. of Public Health <http://www.adph.org>  
 CMS <http://cms.gov>