Weekly Roundup

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

Please disseminate relevant information to the appropriate department.

Administration   **Nursing**   **Dietary**   **Activities**   **Social Services**
Rehabilitation   **Housekeeping**   **Maintenance**   **Laundry**

Friday, January 18, 2013

ANHA NEWS

Second Extension for Medicaid Recovery Audit Contractor (RAC) Audits

Last month a number of our members received requests from our Alabama Medicaid Agency's Recovery Audit Contractor (RAC), Health Management Systems (HMS), requesting records related to Medicaid beneficiaries. Some letters were for financial information and others were for clinical information. Some facilities received both letter requests. These audits are mandated by federal law.

After becoming aware that several of our members received audit letters, your Association leadership met with Dr. Don Williamson, Acting Commissioner Stephanie Azar and other Medicaid key leadership staff in order to seek additional time for facilities to comply with the RAC record requests. Medicaid agreed to permit a two week extension, if requested by the facility.

This morning, Association leadership again met with Medicaid and pointed out that confusion still remains about the record requests, that we still needed additional time to comply because gathering the information requested by HMS is so time consuming, and that member training needed to be conducted to ensure accuracy in complying with the record request.

As a result of our meeting today, Medicaid has agreed to:
1. Grant a blanket extension to **February 14, 2013**, for any facilities that need additional time and clarification to comply with the record request.
2. Set up a webinar scheduled for **January 24th** to both explain the process and to allow providers to ask questions.

When: Thursday, January 24, 2013 2:00 PM-3:00 PM Central Time
Where:

1. Please join my meeting.
https://www2.gotomeeting.com/join/521254034

2. Join the conference call:
(888) 298-1555   PIN: 7539250

Meeting ID: 521-254-034

We also received clarification that HMS will conduct all financial audits for facilities chosen for a RAC audit. Goold Health Systems will conduct all clinical audits for those facilities chosen for a RAC audit after January 1, 2013. It may be possible for a facility to be under both a clinical and a financial RAC audit and that the RAC auditor may be different depending upon the type – clinical or financial. As a reminder, according to federal regulation the RAC entity must not review claims that are older than 3 years from the date of the claim, unless it receives approval from the State.

Providers are reminded that the Alabama Administrative Code and their Provider Agreements require compliance with requests for medical records for Medicaid program audits.

We will continue to apprise you of information and other details regarding these audits as they become available.

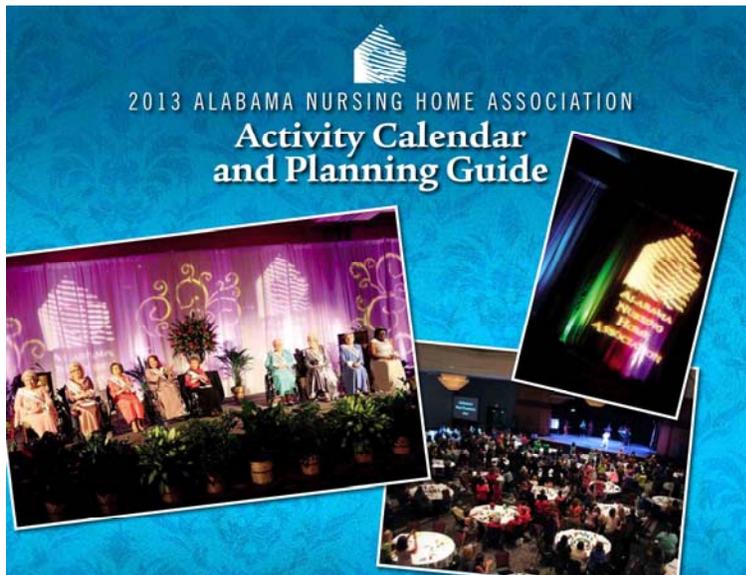## The Long Term Care Survey Is Back and Better Than Ever!

The new November 2012 edition includes all CMS' updates:

- Revisions were made to Appendix P of SOM: use of new QM report.
- Revisions to Chapter 9 of SOM: Changes and Deletions to Exhibits.
- Changes to Appendix PP:
    o F-tag 309 (Quality of Care at or near End of Life)
    o F-tag 322 (Feeding Tube)
    o F-tag 155 (Residents Rights to Establish Directives and Accept or Decline Treatments)

The new edition also includes a searchable CD! A limited number of survey guides are available for purchase for only $52.00 each. *Please see the attached order form for more details.*

2013 ANHA Activity Calendar and Planning Guide

Copies of the 2013 ANHA Activity Calendar and Planning Guide were mailed to all administrators, activity directors, owners and associate members last week. The calendar is full of useful information related to nursing homes and contains the dates of major ANHA events. A limited number of calendars are available for purchase for only $10.00 each. *Please see the attached calendar order form for more details.*

NATIONAL NEWS

National Provider Call on January 31: CMS National Partnership to Improve Dementia Care

The Centers for Medicare & Medicaid Services (CMS) has developed a national partnership to improve the quality of care provided to individuals with dementia living in nursing care centers. This partnership is focused on delivering health care that is person centered, comprehensive and interdisciplinary.

By improving dementia care through the use of individualized, person-centered care approaches, CMS hopes to reduce the use of unnecessary antipsychotic medications in nursing facilities and eventually other care settings as well. The partnership promotes a systematic process to evaluate each person and identify approaches that are most likely to benefit that individual. While antipsychotic medications are the initial focus of the partnership, CMS recognizes that attention to other potentially harmful medications is also an important part of this initiative.

During this National Provider Call on January 31, 2013, from 12:30 p.m. – 2:00 p.m. CT, CMS subject matter experts will discuss the mission of the national partnership, its goals, quality measures, and ongoing outreach efforts. A question and answer session will follow the presentation.

For more information and to register for the call please visit http://www.eventsvc.com/blhtechnologies/register/55c99492-6921-4f8b-83a0-8748c499824b.

CMS Issues Survey and Certification Memo

On January 11, 2013, the Centers for Medicare & Medicaid Services (CMS) issued a Survey and Certification memorandum *(see attached)* regarding the release of mandatory Surveyor training programs on care of persons with dementia and unnecessary antipsychotic medication use.
The Survey and Certification Group will provide three training programs on care of persons with dementia and unnecessary antipsychotic medication use. The first two will be available after January 19, 2013. A third installment in this series is in development and will be completed this spring. Content includes:

- How to identify whether a systematic, individualized approach was implemented for a resident with dementia.
- How to identify that a systematic process is in place and has been followed for persons with dementia in the facility.
- How to evaluate the role of the consultant pharmacist, physician/NP/PA, medical director, direct care staff, family and other members of the interdisciplinary care team.
- How to identify other associated tags related to care of persons with dementia and unnecessary medication use.

To Access these Videos for Non-Surveyors follow the instructions below:
1. Click http://surveyortraining.cms.hhs.gov/.
2. Click on the "I am a Provider" tab.
3. Click on the "Reduction in Unnecessary Medications in Nursing Homes" at the menu at the

top of the screen.

4. Click on the program that you wish to view.

Post OSHA Injury and Illness Forms By February 1

Nursing homes are required to post the Occupational Safety and Health Administration – OSHA Form 300A by February 1. The form should be posted in a public area where employees can view it. The report must remain posted through April, 30, 2013. To obtain instructions and forms, visit www.osha.gov/recordkeeping/RKforms.html.

STATE NEWS

Medicaid Eligibility Applications

ANHA has been diligently working with Medicaid leadership regarding the delays in having Medicaid eligibility applications approved. We have been meeting and communicating with Medicaid on this issue and have gotten some reassurances that we should see some relief coming soon. Medicaid is working to hire additional case workers in the district offices to help with the backlog of applications. In addition, Medicaid has asked managers of the 11 district offices to contact nursing home business staff and visit them to review any issues, provide helpful information, establish good contact information and try to overcome any problems they are having in our relationships with our nursing homes. We are encouraged by these actions and strongly urge you to be patient and cooperative with the District Offices. We are hopeful that the meetings between your facilities are beneficial to all parties.

Opelika Medicaid District Office Update

The Opelika Medicaid District office phones and computers are now operational. The new office number is (334) 741-5800. The toll free number is 1-866-371-4072. The new address is 2015 Gateway Dr., Opelika, AL 36801-6836. They are still unpacking boxes and arranging their offices. They will be able to see recipients on Monday, January 14.

Five Day Reports Related To Allegations of Abuse, Neglect Misappropriation of Resident Property or Suspicious Injury of Unknown Injury Must Be Faxed to the Alabama Department of Public Health

Editor's Note: This article was provided by the Alabama Dept. of Public Health's Division of Health Care Facilities.

As you know, when a nursing facility completes an investigation related to an allegation of abuse, neglect, misappropriation of resident property or suspicious injury of unknown origin, the complete investigative file including your conclusion must be sent to the Alabama Department of Public Health (ADPH) within five working days. ADPH has established a fax number that nursing facilities MUST use to fax those documents. The fax number is (334) 206-0355. The information faxed is sent to a confidential email account via the secure web portal. Faxing the information is necessary to allow Department staff to track the receipt and to match the investigative file to the 24 hour report. Although it is not necessary, the facility may, in addition to faxing the information, also hand deliver or send the information to ADPH by another means. A facility staff member must call ADPH immediately if the facility is temporarily unable to fax the information.

Payment Error Rate Measurement (PERM) - Results for FY 2010 and Announcement of FY 2013 PERM Review

The PERM program measures improper payments in Medicaid and the State Children's Health Insurance Program (SCHIP) and produces state and national-level error rates for each program. The Centers for Medicare and Medicaid Services (CMS) developed PERM to comply with the Improper Payments Information ACT (IPIA) of 2002. Results are in for the FY 2010 PERM review. The top three reasons for Medicaid FFS Medical Review errors in terms of projected dollars in error are: policy violation, insufficient documentation, and no documentation. These errors account for over 83% of Alabama's Medical Review errors. Other errors include number of units, policy violation, pricing errors, and non-covered service. Alabama's overall error rate is 1.5% for the fee-for-service component.

The measurement for the FY 2013 cycle began October 1, 2012. Once the medical record review process begins, it is very important for providers to comply with the requests and submit documentation in a timely manner. Providers should ensure records are complete (i.e. physician signatures, correct dates, treatments plans, progress notes, etc.).

CMS uses contractors to conduct both the data processing (DP) reviews and the medical records (MR) reviews. For FY 2010, CMS used Livanta, LLC as the statistical contractor and APlus Government Solutions for the DP and MR reviews. Questions and more information can be obtained from Medicaid by contacting Patricia Jones at (334) 242-5609 or Jacqueline Thomas at (334) 242-5318.

Phase II: QAPI Ready?

The Alabama Quality Assurance Foundation (AQAF) invites all nursing homes to participate in the National Nursing Home Quality Care Collaborative which is Phase II of its three year quality improvement contract. At the end of Phase II on July 31, 2014, the goal is to have facilities in sustainability mode.

Phase II participants will receive training to support the development of a fully functioning Quality Assurance and Performance Improvement Program (QAPI). Implementation of QAPI is mandated by the Affordable Care Act. QAPI is a foundational change that strives to improve practices around systems that support quality. This foundational change will re-define the way nursing homes deliver quality care and receive reimbursement based on the delivery of quality care. The collaborative takes a proactive approach to eliminating or reducing preventable healthcare acquired conditions. Participants will be offered an opportunity to learn from high performing nursing homes and work collaboratively with other nursing home staff to improve practices around systems that support quality. Additionally, the collaborative aligns national nursing home quality initiatives and partnerships such as the Advancing Excellence in America's Nursing Homes Campaign and The Partnership to Improve Dementia Care.

AQAF is in the final phase of its recruitment process. For more information and to obtain a participation agreement please contact Beth Greene at bgreene@alqio.sdps.org or (205) 970-1600 ext. 3511.

Alabama Board of Nursing: Note to Chief Nursing Officers, Deans/Program Directors of Nursing Programs and School Nurses
It is that time of year again for the Board of Nursing's Annual Report of Employing Agencies. Use this link to find the Word Document and the Access Database.
http://www.abn.alabama.gov/Content.aspx?id=178

You can also find it at www.abn.alabama.gov, under "Employer Information."

If your organization is a subscriber to the Board's Online License Verification System, you do not have to complete the Annual Report of Employing Agencies. If your organization does not subscribe, please submit your list of licensed nurses to Andy Stewart, Andy.Stewart@abn.alabama.gov no later than January 31, 2013.

FACILITY NEWS

Wiregrass Rehab Center & Nursing Home Earns Deficiency Free Survey!
Wiregrass Rehabilitation Center & Nursing Home recently earned a deficiency free health survey! Barbara Stripling is the Administrator and Karla Wheatley is the Director of Nursing. The facility is located in Geneva and is owned by the Geneva County Healthcare Authority. Congratulations to the staff of Wiregrass Rehabilitation Center & Nursing Home on this outstanding accomplishment!

Crowne of Eufaula Earns Deficiency Free Survey!
Crowne of Eufaula recently earned a deficiency free health survey! Linda Railey is the Administrator and Sherrill McCraney is the Director of Nursing. The facility is located in Eufaula and is owned by Crowne Operations, Inc. Congratulations to the staff of Crowne of Eufaula on this outstanding accomplishment!

OTHER NEWS

Nursing Home Social Work Webinar on Psychosocial Assessment
 We have been notified that a 15-session series dedicated to *Best Practice Nursing Home Social Work Services* began this week. The webinars are targeted toward social service staff members, although anyone is welcome. There is no charge to participate in the webinars, although registration is required. Participants may phone in or listen through their computer speakers. Webinar hand-outs are posted on the website and will be recorded and posted on the site within 24 hours. For more information about the webinar series, go to
http://www.uiowa.edu/~socialwk/NursingHomeResource/index.html.

Long-Term Care (LTC) Open Door Forum
The next Centers for Medicare & Medicaid Services (CMS) Skilled Nursing Facility (SNF)/Long-Term Care (LTC) Open Door Forum (ODF) is scheduled for February 14, 2013 at 1 pm central.

The ODF addresses the concerns and issues of both the Medicare SNF, the Medicaid NF, and the nursing home profession in general. The types of issues raised during this forum are often related to the Minimum Data Set, SNF Consolidated Billing, the roles and responsibilities of different SNF, NF or LTC professional staff under CMS regulations, clarifications of issues that are covered during a survey and certification process, and the many rules and requirements under which different related services can be payable.

To participate by phone: Dial: 1-800-837-1935 & Reference Conference ID: 78866871.

AHCA Webinar: ACA Update - Employer Obligations and Compliance

Please join the American Health Care Association (AHCA) for a free webinar with speaker Nancy Taylor on January 29, 2013, 1:00PM, central, to understand better the Affordable Care Act (ACA) requirements for employer compliance. The webinar will discuss new information and focus particularly on the March 2013 deadline for communicating available coverage options to employees and the "next steps" for employers who are evaluating what staff is either full- or part-time employees. To learn more and register for the webinar go to http://webinars.ahcancal.org/session.php?id=10245.

CMS Announces Joint Regional Webinar Regarding Electronic Health Records Incentive Program Stage 2 Meaningful Use Overview

Thursday, January 24
12:00 – 1:00 PM CST

Register now by clicking*: http://cmsmeaningfulusestage2.eventbrite.com/*

Description:
CMS Regions IV and V are pleased to announce a webinar presenting information on how the Stage 2 Meaningful Use regulations will help providers successfully participate, receive payments, and refine and integrate EHRs into your practice or facility.

Target Audience:
Medicare and Medicaid Eligible Professionals (EPs) and Eligible Hospitals (EHs), including: Doctors of Medicine or Osteopathy, Doctors of Dental Surgery or Dental Medicine, Doctors of Podiatric Medicine, Doctors of Optometry, Chiropractors, Nurse Practitioners, Certified Nurse Midwives, Physician Assistants (PA) who practice at an Federally Qualified Health Center/Rural Health Center led by a PA. Medicaid eligible professionals must meet patient volume criteria based on services attributable to Medicaid or in some cases, provided to needy individuals. More detailed information on program eligibility is available by clicking here: http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Basics.html. The presentation will be geared specifically to EPs and EHs in the following states: **Alabama, Florida, Georgia, Illinois, Indiana, Kentucky, Michigan, Minnesota, Mississippi, North Carolina, Ohio, South Carolina, Tennessee and Wisconsin.**

Registration:
To register for this webinar, visit http://cmsmeaningfulusestage2.eventbrite.com/

To Participate:

Join the live webinar on January 24 by clicking on this link: ***https://webinar.cms.hhs.gov/ehr-mu2/*** and dialing **877-267-1577** and entering Meeting ID **3020**. The session will accommodate 300 webinar and teleconference participants on a first come, first served basis. If several people are calling from one location, please use one line if possible.

Want more information about the EHR Incentive Programs?
Be sure to visit the EHR Incentive Programs website at: http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/index.html?redirect=/ehrincentiveprograms
For the latest news and updates on the EHR Incentive Programs.

January 31: Deadline for Applications for AHCA Bronze Quality Award
The deadlines for the American Health Care Association's (AHCA) National Quality Award program are just around the corner. January 31 is the deadline for applications for the Bronze Quality Award, and Silver and Gold applications are due February 28, 2013.

AHCA has a great set of tools and resources for applicants. On the Applicant Resource page, members can find links to all of the application materials and key resources, such as the program criteria, webinars, viewing guides, frequently asked questions, and more. Quality Award-specific questions can be directed to quality-award@ahca.org.

Today: Deadline to Register for 2013 AHCA Quality Symposium
Registration is now open for the AHCA Quality Symposium. Celebrating its 5th year, the symposium will take place February 11-13, in San Antonio, Texas. The Quality Symposium will provide attendees with practical, real-world ideas and solutions to take back to their work environments. Administrators, corporate staff, directors of nursing, quality managers, and anyone with an interest in examining and improving their processes to achieve excellence across the operational and care spectrums will find value in this unique educational and networking event.

Don't miss this three-day event and the potential to earn 14.25 CEUs! For more information please visit http://www.ahcancal.org/events/qualitysymposium/Pages/default.aspx.

Upcoming AHCA Webinar: OSHA and LTC Providers
Date: February 19, 2013 from 1:00 p.m. to 2:00 p.m. CT
Title: OSHA and Long Term Care Providers: What to Expect and Prepare for in President Obama's Second Term
Speakers: Bradford Hammock, Attorney at Law, JacksonLewis, LLP
Registration Link: http://webinars.ahcancal.org/session.php?id=10181

Over the last four years, the Occupational Safety and Health Administration has been very active particularly in the enforcement arena. By virtually every metric, OSHA enforcement is at historic levels. Long term care providers have been a major focus of the agency's enforcement efforts, with OSHA's Nursing Home National Emphasis Program leading OSHA compliance officers into facilities across the country. As we enter the second four years of OSHA under President Obama, what should the long term care industry expect? Will OSHA continue to target the industry in its enforcement efforts? What new regulatory and other policy initiatives should long term care employers prepare for? This webinar will review the last four years and look

ahead to the next four, with a specific focus on the long term care industry and how Association members can prepare for what's next at OSHA.

Learning Objectives:
- Understand what OSHA activities impacting long term care providers have occurred during the past four years.
- Learn what OSHA activities impacting long term care providers can be expected during the next four years.
- Understand how the OSHA Nursing Home National Emphasis Program has impacted and will continue to impact nursing centers.

Registration Open for AHCA Independent Owner Leadership Conference

Don't miss this unique opportunity to meet and discuss all the issues that concern you with the people who understand exactly what you deal with on a day-to-day basis. The American Health Care Association's Independent Owner Leadership Conference will be held March 13-15, 2013, at the Westin Beach Resort & Spa in Fort Lauderdale, FL.

This year, the focus of the Independent Owner (IO) Leadership Conference is on Electronic Health Records (EHR). You'll hear from IOs who have already implemented EHRs. Learn how they did it, what challenges they faced, how much it costs, and why it was useful. You'll have opportunities to ask questions and find out everything you need to know to get started on the process at your facilities. We'll also tie in the use of EHRs with the AHCA Quality Initiative and show you how technology can help you meet the challenges you face and raise the quality of care you provide.

The IO Leadership Conference is for not for profit operators and for profit owners of ten or fewer facilities providing skilled nursing, assisted living, and developmental disability services. Attendees can earn up to 13 CEUs. Registration and attendance for companies and individuals who sell or market products and/or services to provider organizations is limited to sponsors only. AHCA reserves the right to grant final approval for all registrants to attend this conference. Register early and save $75! The advanced registration deadline is February 15, 2013.
For more information or to register online, visit www.io.ahcancal.org

CALENDAR OF EVENTS

Date	*Event*	*Location*	*Time*
January 18	ANHA Region V Act/SS Auxiliary Meeting RSVP: Charlotte Johnson (334) 682-4231	Mr. G's Restaurant Demopolis	12:00 p.m.
January 23	ANHA Region II Act/SS Auxiliary Meeting Speaker Topic: Dementia Training RSVP: Mary Anne Parsons (256) 599-4895	Catfish Cabin Albertville	11:00 a.m.

January 24	Associate Member Committee Meeting	ANHA Office Montgomery	10:00 a.m.
January 24	Bylaws Committee Meeting	ANHA Office Montgomery	1:00 p.m.
February 28	ANHA Region III Meeting RSVP: Kevin Ball (205) 788-6330 kball@ballhealth.com Guest Speaker: Robinson-Adams Insurance	Eastview Rehab & Healthcare Center	12:00 p.m.

Alabama Nursing Home Association
4156 Carmichael Road ◆Montgomery, AL 36106◆PH: (334) 271-6214◆FAX: (334) 244-6509

WEB SITES:
Alabama Nursing Home Association http://www.anha.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