What is the Skilled Nursing Facility Workforce Quality Incentive Program?

The Skilled Nursing Facility Workforce Quality Incentive Program (SNF WQIP) is a Department of Health Care Services (DHCS) initiative that provides financial incentives to Skilled Nursing Facilities (SNFs) that meet workforce and quality related performance benchmarks. The program aims to improve resident care through better staffing retention, workforce development, and service quality. Incentive payments are distributed by Medi-Cal managed care plans, including Partnership HealthPlan of California, and are based on an annual performance year evaluation.

Program Eligibility

To be eligible for SNF WQIP:

- The facility must be a freestanding SNF Level B or adult freestanding subacute facility Level B.
- The facility must have an active contract with Partnership under a Network Provider Agreement for the period in which services were rendered to Partnership members.
- Per Medi-Cal program rules, facilities with certain citations or those designated as excluded facility types are **not** eligible.

Exclusions

The following are excluded from SNF WQIP:

- Freestanding pediatric subacute care facilities.
- Intermediate care facilities for the developmentally disabled.
- Distinct part SNFs.
- SNFs with 100% designated special treatment program beds.
- Facilities with one or more Class AA or Class A citations from CDPH during the performance year.
  - If citations are under appeal, payments will be withheld until a final decision is made.

Payment Distribution

DHCS uses facility-levels data to determine eligibility and payment amounts. SNF WQIP payments are distributed annually and are calculated based on:

- Performance on workforce quality metrics.
- Volume of Medi-Cal residents served.
- Annual state budget allocations.

Grievance Filing Instructions

To file a grievance regarding SNF services or incentive program issues:

- Submit your grievance online at PartnershipHP.org.
- You may also contact the LTSS liaison directly for support (contact information noted below).

How to Determine Responsible Payer

To determine if Partnership is the responsible payer:

- Verify the member's Medi-Cal managed care enrollment with Partnership.
- Confirm the SNF is in-network with Partnership.
- For questions about eligibility or coverage, please contact your assigned Provider Relations representative.

Summary

This document provides a high-level overview of the SNF WQIP. Specifics may vary based on facility type and contractual arrangements. Partnership is committed to clear communication and support for providers participating in this program. If you have any questions or concerns at any stage, please contact us directly.

Resources and Contact Information

- DHCS webpage for SNF WQIP: www.dhcs.ca.gov/services/Pages/SNF-WQIP.aspx
- Partnership's website: PartnershipHP.org
- Partnership's SNF WQIP email: SNFWQIP@partnershiphp.org
- Partnership's LTSS liaison – Leslie Warner
  - Email: lwarner@partnershiphp.org
  - Phone: **(530) 999-6875**