

Frequently asked questions about the SNF WQIP

The Skilled Nursing Facility (SNF) Workforce and Quality Incentive Program (WQIP) replaces the former fee-for-service delivery system's Quality and Accountability Supplemental Payment (QASP) program. Through the SNF WQIP, managed care plans (MCPs) such as Blue Shield of California Promise Health Plan will distribute incentive payments to SNFs who meet performance and quality requirements, as determined by the Department of Health Care Services (DHCS).

We have compiled answers to the following list of questions that we anticipate will be asked by our network providers about the SNF WQIP. If you do not find an answer you are seeking, please refer to the contact information at the end of this document.

1. What is the effective date or time period for the incentive program?

The SNF WQIP applies to dates of service from January 1, 2023, through December 31, 2025.*

*The SNF WQIP end date was changed from December 31, 2026, to December 31, 2025, to align with the California state budget. See the [DHCS SNF WQIP web page](#) for details.

2. What facilities are eligible to receive SNF WQIP incentive payments?

Eligible for SNF WQIP:	Not eligible for SNF WQIP:
Freestanding SNF Level-B and Adult Freestanding Subacute Facility Level-B facilities that are eligible to participate in the Medi-Cal program and that furnish services under a network provider agreement	<ul style="list-style-type: none"> Distinct part facilities Freestanding pediatric subacute care facilities Intermediate care facilities for the developmentally disabled SNFs with 100% designated special treatment program <p>Also not eligible:</p> <ul style="list-style-type: none"> Facilities in which all beds are designated for hospice Facilities in which all beds are designated for special treatment program services for the mentally disordered

3. How will SNF WQIP payment amounts be determined?

DHCS will calculate a per diem incentive amount for the program year for each SNF provider, using metrics established for the workforce, clinical quality, and equity domains. A provider's WQIP score will be based on an aggregate of all the services they provided across all the MCPs they support. (SNFs will not receive separate scores for each MCP.) Please refer to the [SNF WQIP Technical Program Guide for Program Year 1](#) for more information.

Blue Shield Promise will calculate the number of eligible bed days for each qualifying SNF based on the applicable criteria and use that calculation in conjunction with the per diem incentive amount provided by DHCS to calculate the payment amount for each qualifying facility for which Blue Shield Promise is the responsible payer.

To ensure data accuracy, Blue Shield Promise will share quarterly summary level bed day data with their contracted facilities so that they have an opportunity to reconcile any missing or incorrect claim and/or encounter submissions, as well as correct any errors in their 274 reporting. Please be sure to review the data and respond within 5 business days with any questions or corrections. All timely corrections and resubmissions will be submitted to DHCS by Blue Shield Promise.

4. What qualifies as a bed day?

SNF WQIP qualifying bed days are calendar days during which a member receives SNF Level-B services, inclusive of the first day of the member's stay and excluding the day of discharge unless it is also the first day of stay.

SNF Level-B services include:

- Room and board
- Nursing and related care services
- Commonly used items of equipment, supplies, and services
- Leave of absence days
- Bed holds

Bed days reimbursed outside of a network provider agreement, bed days for which Medi-Cal is a secondary payer, and bed days reimbursed through the Medi-Cal fee-for-service delivery system are not qualified for SNF WQIP.

Also, hospice services and special treatment program services for the mentally disordered do not qualify as bed days.

5. What if a facility has a Class AA citation?

Class AA citations are issued to facilities for actions that are the proximate cause of resident death. Facilities with one or more class AA citations partly or wholly in the program year are **disqualified** from payments for that program year.

6. What if a facility has a Class A citation?

Class A citations are issued to facilities for actions where there is imminent danger of death or serious harm to a resident or a substantial probability of death or serious physical harm. Facilities with one or more class A citations partly or wholly in the program year receive a **40 percent penalty** to the per diem payment amount for that program year.

7. How will SNF WQIP payments be processed by Blue Shield Promise?

All payments will be calculated based on the per diem incentive amounts determined by DHCS and the criteria for eligibility contained in All Plan Letter 25-002. They will be processed twice for each program year, once as an interim payment and again, as the final payment for each program year.

Blue Shield Promise will make SNF WQIP payments to providers directly, based on the number of qualifying bed days received from the provider for the incentive payment period. The payments will be processed and issued within 45 calendar days of receiving payment exhibits from DHCS or within 30 calendar days of receiving a clean claim from the provider, whichever is later.

SNF WQIP payments will be issued with a cover letter describing the payments, whom to contact with

any questions, and how to file a grievance. Along with the payment cover letter, you will also receive a detailed report showing the data upon which the payments were calculated.

To receive payments faster, Blue Shield Promise recommends setting up Electronic Funds Transfer (EFT).

8. How do I set up Electronic Funds Transfer (EFT)?

Blue Shield of California Promise Health plan uses Paymode-X to facilitate electronic funds transfer (also known as EFT or direct deposit) for faster and more efficient payments.

To enroll in the Paymode-X basic no-fee solution you will need a valid email address, your company's US Tax ID Number (EIN), and your company's bank account and transit routing number.

1. Go to www.paymode.com/blueshieldofcalifornia and click **Join Now**.
2. Enter a valid email address in the field provided.
3. Establish a password and enter the enrollment code: G-TQNSAR9AA in the field provided.
4. Follow the remaining on-screen instructions.
5. Reply to VendorMaintenance@blueshieldca.com with a current W9.
 - The W9 Tax ID must match the Tax ID entered on your Paymode account.

For enrollment assistance please call (800) 331-0974 Monday through Friday 8:00 AM – 5:00 PM EST or email enrollment@paymode-x.com. To learn more, go to www.paymode-x.com/get-paid.

If you are already a Paymode-X member, please log in to your account, select the **Payers** tab and click **Accept** for Blue Shield of California.

9. When can SNFs expect to receive their incentive payments?

Payments for program year 1 (2023) have already been distributed. For each subsequent year, we expect to distribute interim payments during the first part of the calendar year and the final payments during the second part of the calendar year, after we have received payment exhibits from DHCS.

10. How is the responsible payor determined?

The per diem exhibits provided by DHCS determine which facilities for whom Blue Shield Promise is the responsible payor. For Los Angeles providers who work with us through our contract with L.A. Care, L.A. Care may be the responsible payor.

11. What if I have a question regarding my payment?

If you have a question about your SNF WQIP payment, please send an email to our LTSS liaisons at PHPSNFProvInquiries@blueshieldca.com.

- Follow secure email and HIPAA protocols to protect sensitive information.
- Include your name and contact information, plus the facility name, location, and NPI #.
- Provide a detailed description of the issue and attach supporting documentation.

Our LTSS liaisons will forward your question to the appropriate department(s) within Blue Shield Promise, and they will respond with an estimated timeframe for resolution.

If L.A. Care is designated as the responsible payer, please send SNF WQIP payment inquiries to your L.A. Care liaison.

12. What if I need to file a dispute or grievance?

If you need to dispute a claim, please refer to the Claim Issues & Disputes page on the Provider Connection website, here: [Claim issues & disputes | Blue Shield of CA Provider](#)

You can find detailed instructions on how to file a dispute here: [Submit disputes online and check status](#)

13. Who are the Blue Shield Promise Long-Term Supports and Services (LTSS) liaisons?

Learn about our LTSS liaisons here: [Long-Term Services and Supports \(LTSS\) liaisons](#) (PDF, 154 KB)

14. Where can I learn more about the SNF WQIP?

- Contact our LTSS liaisons by email at PHPSNFProvinquiries@blueshieldca.com
- Visit the [DHCS SNF WQIP web page](#)
- Read [All Plan Letter 25-002](#)
- Go to the [Blue Shield Promise SNF WQIP web page](#)
- Watch for invitations to our biannual SNF WQIP webinars.