

Network Provider Update

To: Medi-Cal network participants
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Subject: All Plan Letter 25-002: Skilled Nursing Facility Workforce Quality Incentive Program

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 25-002](#), "Skilled Nursing Facility Workforce Quality Incentive Program." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 25-002 instructs managed care plans (MCPs) such as Blue Shield of California Promise Health Plan on the payment and data sharing process required for the Skilled Nursing Facility (SNF) Workforce and Quality Incentive Program (WQIP) for rating periods between January 1, 2023, and December 31, 2026.

The SNF WQIP replaces the former fee-for-service delivery system's Quality and Accountability Supplemental Payment (QASP) program. Through the SNF WQIP, MCPs such as Blue Shield Promise will distribute incentive payments to SNFs who meet DHCS performance and quality requirements

APL summary

- 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 may qualify for SNF WQIP payments.
- Freestanding pediatric subacute care facilities, intermediate care facilities for the developmentally disabled, distinct part facilities, and SNFs with 100% designated special treatment program beds are not eligible to participate in the SNF WQIP.
- Special treatment program services for the mentally disordered and hospice services also do not qualify for SNF WQIP payments.
- 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 services; commonly used equipment, supplies and services; leave of absence days; bed holds.
- SNF WQIP payments will be made by MCPs to eligible network providers based on per diem amounts calculated by DHCS. Each program year, DHCS will calculate quality scores and provide interim and final payment exhibits to MCPs.
- MCPs are responsible for calculating the number of qualifying bed days and paying the per diem amounts for each qualifying bed day, as directed by the DHCS interim and final payment exhibits.
- The APL advises MCPs to make SNF WQIP payments within 45 days of receiving payment exhibits from DHCS or within 30 days of receiving a clean claim from the provider, whichever is later.

- Facilities with one or more class AA citations partly or wholly in the program year are disqualified from payments for that year. 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.
- The SNF WQIP includes quality metrics across workforce, clinical and equity domains. It also includes Long-Term Care metrics that MCPs calculate in the annual Medi-Cal Accountability Set.
- A provider's WQIP score will be based on an aggregate of all the services provided across all the MCPs they support. (SNFs will not receive separate scores for each MCP.)
- The APL explains how DHCS and MCPs will share SNF data with each other and with SNF providers.
- APL 25-002 also includes provisions regarding grievances, communications about payment processes, Long-Term Services and Supports (LTSS) liaisons, web content, and a webinar to be held two times per year.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 25-002 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202025/APL25-002.pdf> (Links to the DHCS.ca.gov website will take you off the Blue Shield Promise website.)

If you have questions about the SNF WQIP, please send an email to our LTSS Liaisons at PHPSNFPProvInquiries@blueshieldca.com. You can also contact Provider Customer Service via Live Chat after logging in at blueshieldca.com/provider or call **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.

Resources

- Read [Frequently Asked Questions about SNF WQIP](#)
- Visit the [DHCS SNF WQIP web page](#)
- Go to the [Blue Shield Promise SNF WQIP web page](#)
- View [Blue Shield Promise LTSS Liaison contact information](#)
- Watch for invitations to our biannual SNF WQIP webinars.