

Provider Bulletin

Molina Healthcare of California

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February 17, 2025

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Summary of the Skilled Nursing Facility Workforce and Quality Incentive Program

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

The California Department of Health Care Services (DHCS) has implemented the Skilled Nursing Facility Workforce and Quality Incentive Program (SNF WQIP) to provide performance-based directed payments to eligible SNFs. This program aims to incentivize workforce and quality improvements in SNFs for Rating Periods between January 1, 2023, and December 31, 2026.

- **Eligibility:** Freestanding SNF Level-B and Adult Freestanding Subacute Facility Level-B that are eligible to participate in the Medi-Cal program and furnish services under a Network Provider Agreement.
- **Exclusions:** Facilities such as freestanding pediatric subacute care facilities, intermediate care facilities for the developmentally disabled homes, distinct part facilities, and SNFs with 100% designated special treatment program beds are not eligible. Additionally, facilities with one or more Class AA or A citations issued by the California Department of Public Health (CDPH) for violations that occur wholly or in part during the Program Year are excluded from payments.
- **Payment Structure:** Payments are based on interim and final per diem amounts calculated by DHCS. Payments are made for qualifying bed days where Medi-Cal is the primary payer.
- **Quality Metrics:** The program includes several quality metrics across workforce, clinical, and equity domains. DHCS calculates each facility's performance metrics and resulting payment amounts.

Provider Action

1. **Submit Claims:** Report all qualifying bed days to MHC and ensure claims are clean and complete.
2. **Monitor Citations:** Be aware of any Class AA or A citations issued by CDPH as these can affect payment eligibility.
3. **Data Reconciliation:** Reconcile data provided by MHC with your records and report any discrepancies to MHC-SNF-WQIP@MolinaHealthcare.com.
4. **Attend Webinars:** Participate in bi-annual webinars held by MHC to stay informed about the program and ask questions.
5. For questions related to the SNF WQIP program, please email MHC-SNF-WQIP@MolinaHealthcare.com.



What to Expect from Molina Healthcare of California (MHC)

1. **Payment Timeline:** MHC must make payments to SNF WQIP-eligible Network Providers for qualifying bed days 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.
2. **Eligible Bed-Days Reporting:** MHC will provide SNF WQIP-eligible Network Providers with summary-level reporting of qualifying bed days in a manipulatable digital format within 30 calendar days of receiving the data from DHCS. This report will include data fields such as Plan Name, Facility Name, NPI, and WQIP Days.
3. **Data Sharing and Reconciliation:** MHC must reconcile the data provided by DHCS against their records and work with Network Providers to resolve any discrepancies. MHC must confirm receipt of any discrepancy inquiries within three business days and provide Member-level data and claims in a machine-readable format upon request.
4. **Class AA and A Citations:** MHC must withhold SNF WQIP payments for facilities with one or more Class AA or A citations issued by CDPH for violations that occur wholly or in part during the Program Year. Payments will be withheld until all appeals are exhausted, if applicable.
5. **Bi-Annual Webinars:** MHC will host webinars twice per year for all SNF WQIP-eligible Network Providers. These webinars will provide updates on the program, allow for live questions, and ensure providers are informed about the SNF WQIP requirements and processes. Information on these webinars is forthcoming.

Contact Information: To receive relevant communication for the SNF WQIP program, please use the QR Code or link below to provide details to the designated email address:

molinahealthcare.surveymonkey.com/r/KM35DMZ



If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

Molina Healthcare of California: 200 Oceangate, Suite 100, Long Beach, CA 90802

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
	Daniel Amirian	562-549-4809	Daniel.Amirian@molinahealthcare.com
	Anita White	562-980-3947	Princess.White@molinahealthcare.com
	Elias Gomez	562-517-0445	Elias.Gomez@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com
	Lincoln Watkins	858-974-1758	Lincoln.Watkins@molinahealthcare.com
	Toree Johnson	858-974-1726	Toree.Johnson@molinahealthcare.com
	Tan Do	858-287-4869	Tan.Do@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino, California Facilities	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

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