

# Provider Bulletin

Molina Healthcare of California

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March 31, 2025

- Imperial
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## Summary of the Skilled Nursing Facility Workforce and Quality Incentive Program and Webinar Information – APL 25-002

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 with MHC.
- **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 subject to 40% penalty (Citation A) or excluded from payments (Citation AA).
- **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](mailto:MHC-SNF-WQIP@MolinaHealthcare.com).

4. **Attend Webinars:** Participate in webinars held by MHC to stay informed about the program and ask questions.

MHC will host an educational session in April to review the SNF WQIP CY2023 Final Payment. Register using the link below:

- **Wednesday, April 30, 2025**
- **10:00 AM – 11:00 AM PT**
- [events.teams.microsoft.com/event/549c6922-1063-4237-814a-6c721cc4c6cb@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c](https://events.teams.microsoft.com/event/549c6922-1063-4237-814a-6c721cc4c6cb@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c)

5. For questions related to the SNF WQIP program, please email [MHC-SNF-WQIP@MolinaHealthcare.com](mailto: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 internal 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.

## **What if you need assistance?**

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

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

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](mailto:mhcproviderbulletin@molinahealthcare.com).

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

<b>California Facilities (Hospitals, SNFs, CBAS, ICF/DD &amp; ASC Providers)</b>	<b>Facility Representative</b>	<b>Contact Number</b>	<b>Email Address</b>
San Diego, Sacramento, & Imperial California Facilities	Dolores Garcia	562-549-4900	<a href="mailto:Dolores.Garcia@molinahealthcare.com">Dolores.Garcia@molinahealthcare.com</a>
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	<a href="mailto:Laura.Gonzalez3@molinahealthcare.com">Laura.Gonzalez3@molinahealthcare.com</a>
Riverside & San Bernardino, California Facilities	MiMi Howard	562-549-3532	<a href="mailto:Smimi.Howard@molinahealthcare.com">Smimi.Howard@molinahealthcare.com</a>

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