Report on Pending LTC Eligibility Crisis

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Prepared for:

LeadingAge™ Illinois

Weekly reporting on Transaction Audit Numbers ("TANs")

HFS is making a strong effort to addressing issues beyond the current crisis by improving transparency. HFS deserves credit. HFS is posting a report of Transaction Authorization Numbers ("TANs") with current status codes to give a detail level understanding of issues. More transparency is a step in the right direction.

This report includes data through the week of <u>November 15, 2021</u>. There is a one-week lag in data, so this data represents actions through <u>November 12, 2021</u>. An individual TAN may include an application for Medicaid eligibility in addition to the request to approve an LTC admission. The weekly TAN report does not identify which TANs have pending application, but all at least represent a pending LTC admission. The weekly update here will focus only on admissions because of this while any update to the monthly report will include pending applications.

There are only 4 pending admissions over 45 days old.

I changed the 2 charts to only show the last year's worth of data.

I continue to strongly urged you to read both the HFS and DHS postings on the new policy at these links. Link to Provider Notice & Link to DHS Policy Manual
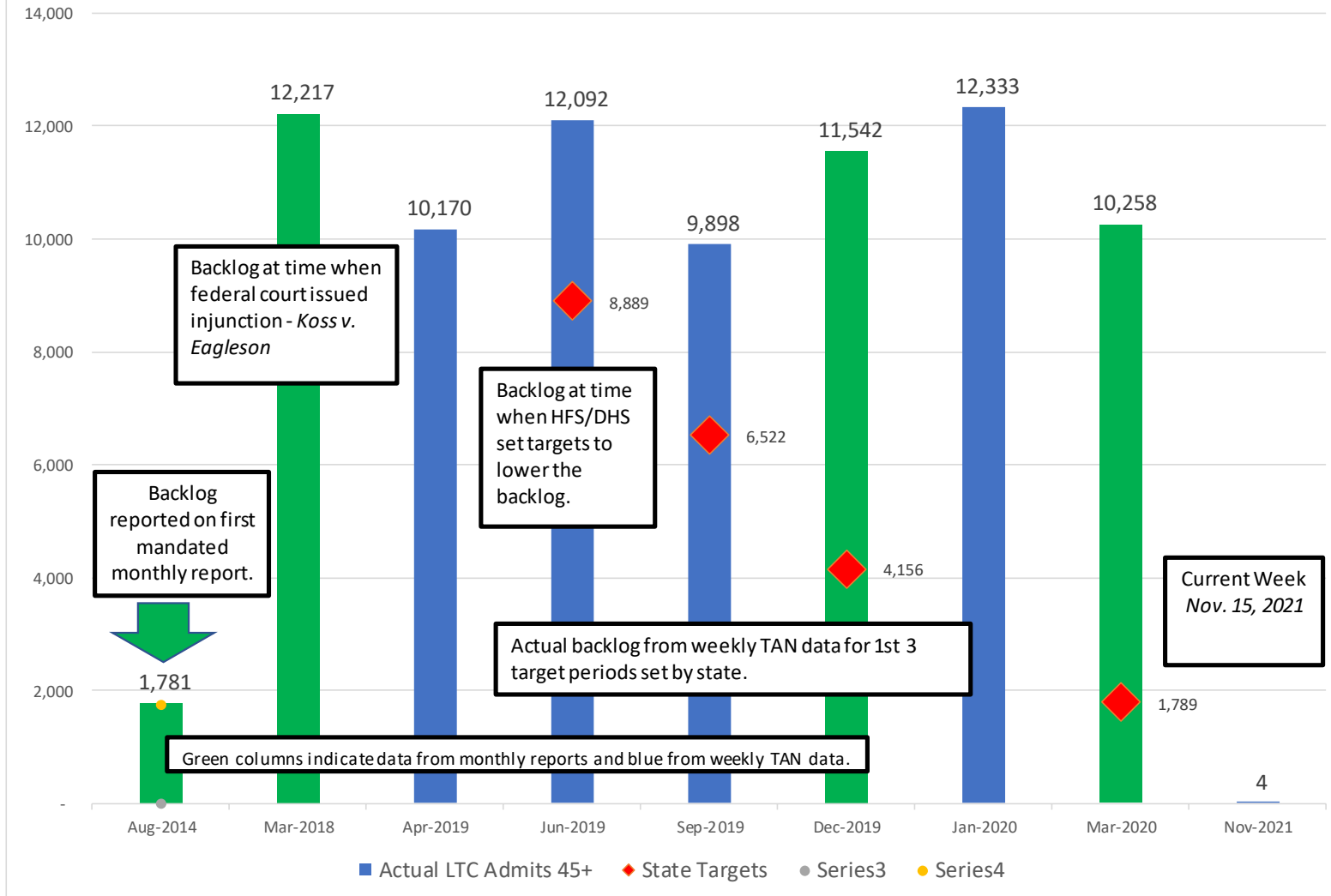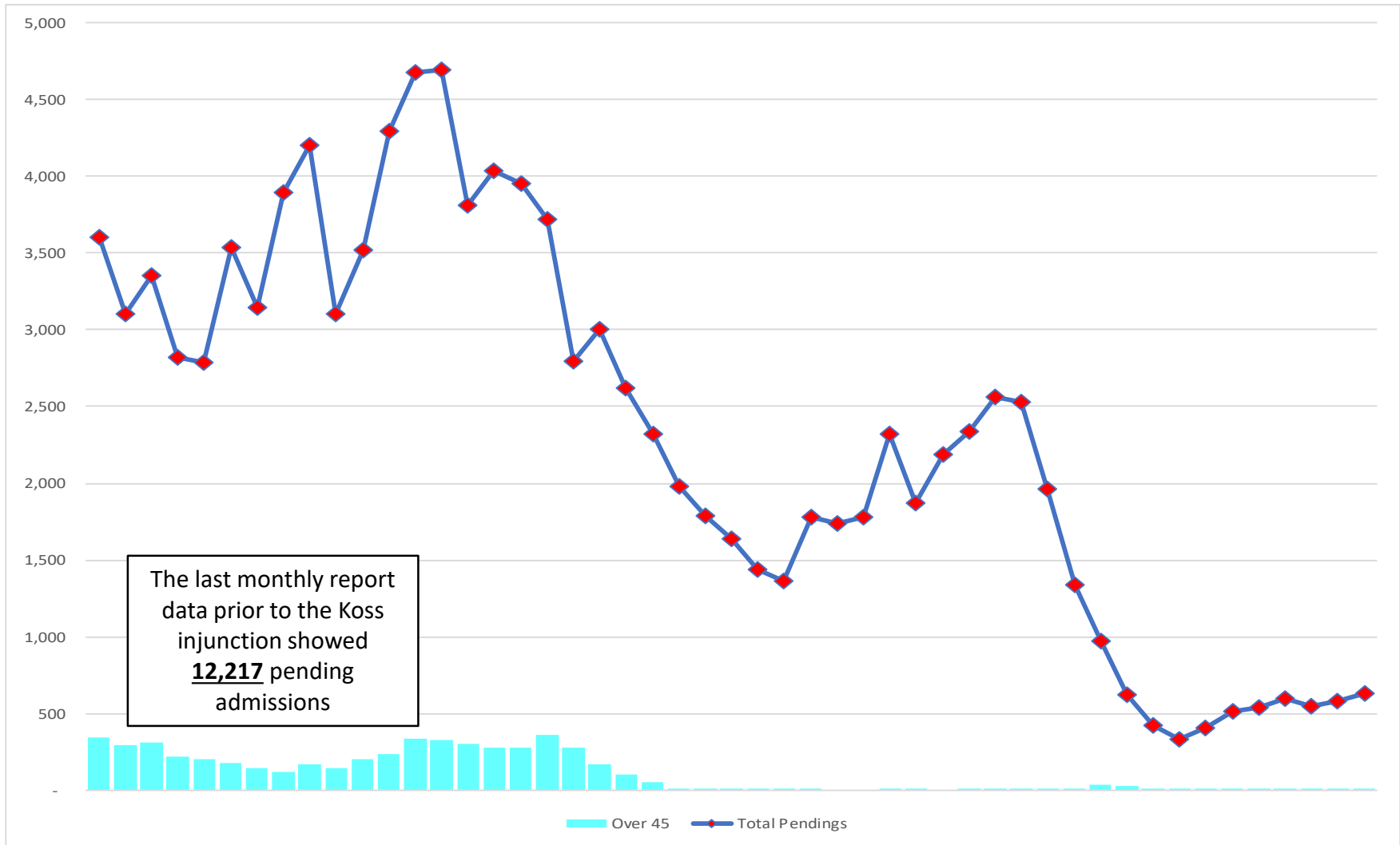
A Brief Timeline of LTC Pending Admission Backlog

Backlog History for LTC admissions over 45 days old

Backlog at time when federal court issued injunction - *Koss v. Eagleson*

Backlog at time when HFS/DHS set targets to lower the backlog.

Backlog reported on first mandated monthly report.

Actual backlog from weekly TAN data for 1st 3 target periods set by state.

Current Week *Nov. 15, 2021*

Green columns indicate data from monthly reports and blue from weekly TAN data.

Aug-2014	Mar-2018	Apr-2019	Jun-2019	Sep-2019	Dec-2019	Jan-2020	Mar-2020	Nov-2021
1,781	12,217	10,170	12,092 / 8,889	9,898 / 6,522	11,542 / 4,156	12,333	10,258 / 1,789	4

■ Actual LTC Admits 45+   ◆ State Targets   ● Series3   ● Series4
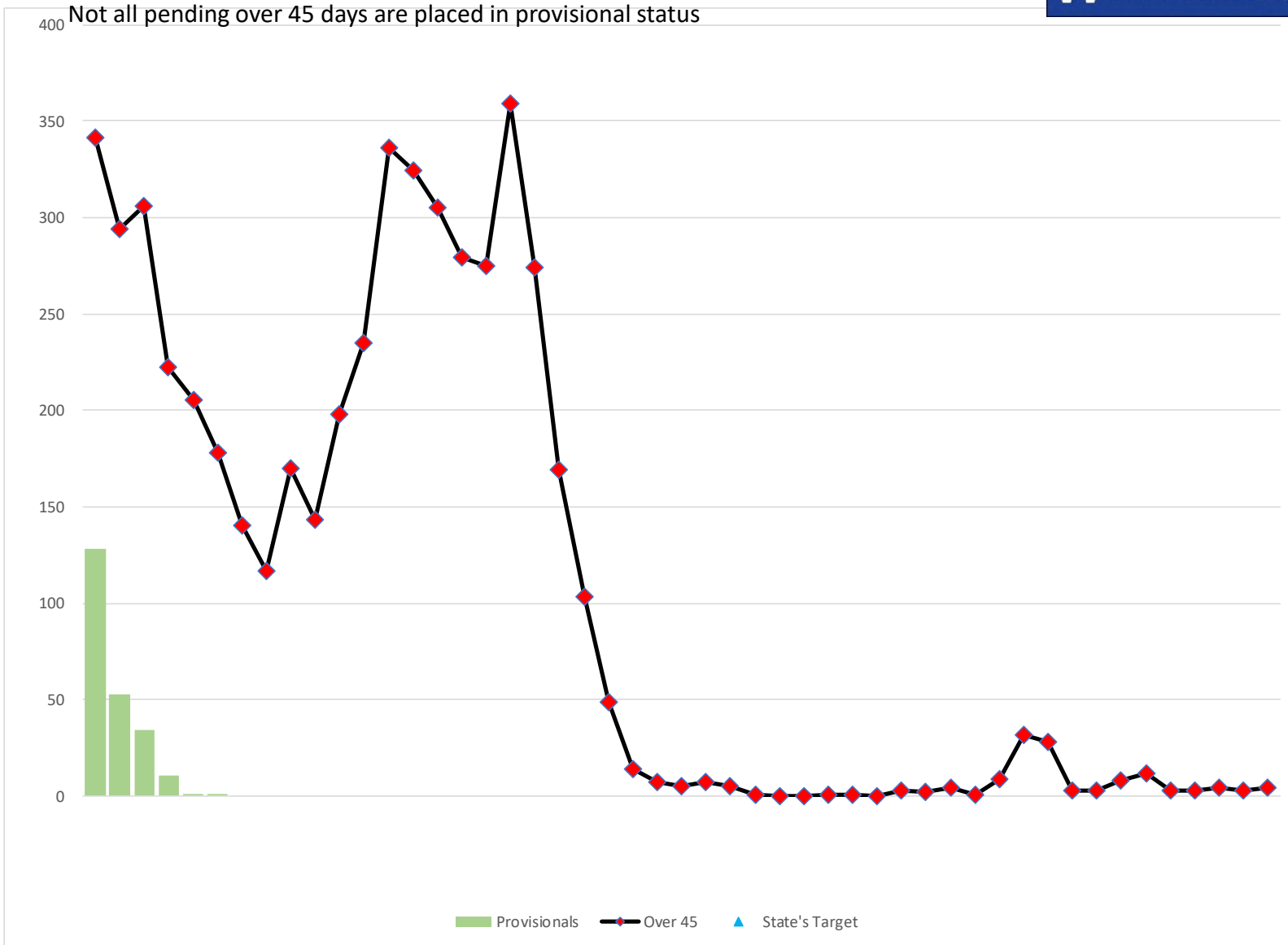
All data is from HFS monthly report & weekly TAN status report

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LTC Pending Admissions – Total & Over 45 days

The last monthly report data prior to the Koss injunction showed **12,217** pending admissions

Legend: Over 45 | Total Pendings

All data is from HFS weekly TAN status report for the last 52 weeks.

LTC Pending Admissions – Over 45 days Only

Not all pending over 45 days are placed in provisional status

Legend: Provisionals | Over 45 | ▲ State's Target

All data is from HFS weekly TAN status report for the last 52 weeks

Weekly TAN Data Summary

Displayed by status and the TAN date year

Data for the week November 15, 2021

Accepted Yes/No	Status Code	Short Description	2015	2016	2017	2018	2019	2020	2021	Total
No	13	Completed - Update made to Admission / admission approved	882	565	197	198	69	16	231	2,158
No	99	Rejected - System Assigned Due to Entry Errors	15,193	10,537	8,837	12,654	9,125	9,741	11,751	77,838
Yes	00	Pending - Initial Status of the Transaction - Not Reviewed							593	593
Yes	01	Pending - Penalty Period				2	4		1	7
Yes	02	Pending - Resource Spend Down			2	1	1	1	1	6
Yes	03	Pending - 30 Day Extension Requested								-
Yes	04	Pending - No Application or Active Case							29	29
Yes	05	Pending - Decertified Home								-
Yes	06	Pending - Income Spend Down								-
Yes	07	Pending - Discrepancy with Discharge Dates from another Facility							1	1
Yes	08	Pending - Hold on New Admissions							1	1
Yes	09	Pending - VCL Sent Pending Application							5	5
Yes	10	Rejected - Action Previously Taken or Duplicate Request	1,683	774	766	1,277	2,476	2,361	1,315	10,652
Yes	11	Completed - Patient Credit Update INVALID for APPLICATION or ADMISSION	56	14	15	8	17	7	3	120
Yes	12	Rejected - By DHS MFO LTC office	3,286	2,887	2,134	5,479	11,721	9,199	10,012	44,718
Yes	13	Completed - Update made to Admission / admission approved	45,602	46,732	47,709	50,710	49,762	48,789	42,467	331,771
Yes	14	Pending - Referral to OIG								-
Yes	15	Pending - Admission Systematically Entered with Provisional Eligibility								-
Yes	16	Rejected - System Assigned by HFS		3	24	714	2,054	39	3	2,837
Yes	17	Completed - Admission Approved - 3654 sent					13	1,150	4,456	5,619
Yes	99	Rejected - System Assigned Due to Entry Errors	8,620	7,418	8,050	4,394	124	127	141	28,874
			75,322	68,930	67,734	75,437	75,366	71,430	71,010	505,229

All data is from HFS weekly TAN status report

Provisional Eligibility & Age of TANs

TAN Status Code - Pending	0-45 Days	45-75 Days	76-90 Days	91-180 Days	181 - 365 Days	1 -2 Years	Over 2 years	Totals	Over 75 Days w/o PE
00 Pending - Initial Status - Not Reviewed	591	1	1	-	-	-	-	593	1
03 Pending - 30 Day Extension Requested	-	-	-	-	-	-	-	-	
04 Pending - No Application or Active Case	28	1	-	-	-	-	-	29	-
05 Pending - Decertified Home	-	-	-	-	-	-	-		
07 Pending - Discrepancy - Discharge Date	-	-	-	1	-	-	-	1	1
08 Pending - Hold on New Admissions	1	-	-	-	-	-	-	1	
09 Pending - VCL Sent Pending Application	5	-	-	-	-	-	-	5	-
14 Pending - Referral to OIG	-	-	-	-	-	-	-	-	-
15 Pending - Provisional Eligibility	-	-	-	-	-	-	-	-	
Totals	625	2	1	1	-	-	-	629	2

HFS has been systematically applying the new policy and approving admissions (status 17) over the last several weeks. However, some TANs are unable to be auto processed by the new programing because of errors with the TAN. Below are three of the top reasons why many of the remaining pending admissions cannot auto load.

- **Incorrect SSN or Recipient Id** – SSN and secondarily recipient id are the data key linking applications, eligibility, and admission data. If this is wrong, the TAN must be manually researched.
- **Multiple TANs entered for the same admission** – The auto processing program kicks these TANs out for manually processing. In some cases, HFS is seeing TANs for admissions that are approved and active on the system. Also, multi-site providers who centrally enter data are not using the correct provider id which again requires manual processing.
- **Providers not entering discharges onto MEDI** – This is a significant problem for SLs. New admits cannot load on top of an open ended one. Again, more manual intervention.

Data is from HFS weekly TAN status report

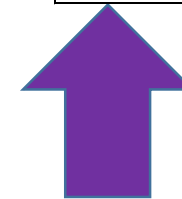# Provisional Eligibility & Age of TANs

Without adjusting for duplicate TANs that are denied, over 80% of the TANs granted provisional eligibility are approved. This number is likely understated because we are now seeing TANs which were rejected now be approved. Rejected TANs do NOT show up in the pending numbers.

Numbers of residents given Provisional Eligibility (PE)	27,027
Number of residents currently with PE	-
Number of resident who have moved out of PE	27,027
Number moved from PE back to pending	-
Residents with decisions made	27,027
Completed & Approved	21,960
Completed & approved awaiting spenddown	5
Approved %	**81%**
Rejected / Denied	5,062
Some of these are denied because there are duplicates	

Rejected TANs <u>APPROVED</u> Nov. 15th Data File

01- Under 45 days	22
02 - 45-90 days	8
03 - 91-180 days	8
04 181- 365 days	1
05 - 1 - 2 years	4
06 - Over 2 years	2
	45

Of the rejected TANs we are now seeing approved, almost half are 1 year or older…

Data is from HFS weekly TAN status report