Report on Pending LTC Eligibility Crisis

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.

Prepared for:

LeadingAge™
Illinois

This report includes data through the week of March 22, 2021. There is a one-week lag in data, so this data represents actions through March 19, 2021. 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.

The backlog decreased by 26 this week. There are no residents in provisional status for the last several weeks.

I am working to re-imagine this report as the current format was conceived when the backlog was in crisis mode. The current charts are not of the same value today as they were then.
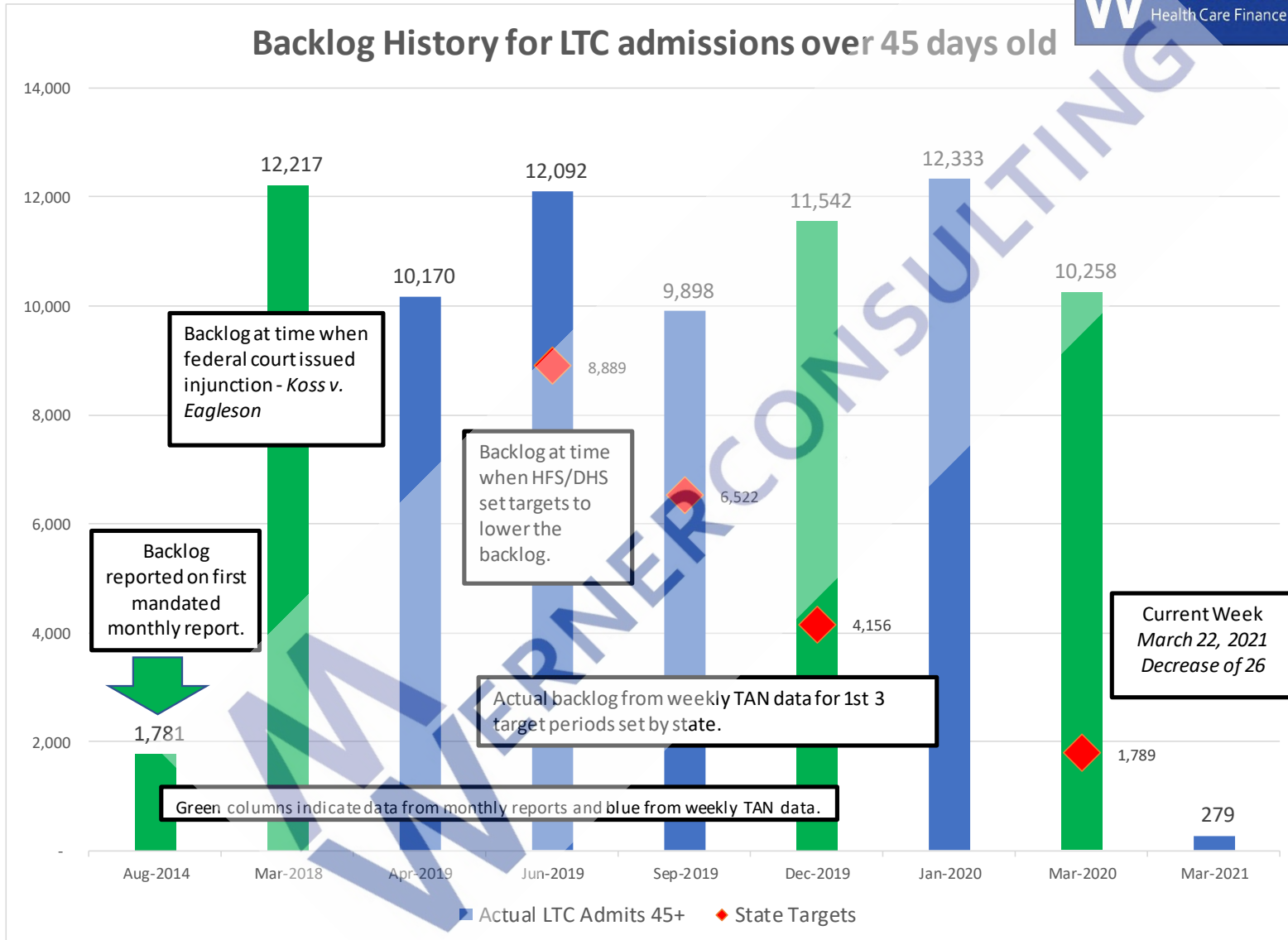
I continue to strongly urged you to read both the HFS and DHS postings on the new policy at these links. Link to Provider Notice & Link to DHS Policy Manual

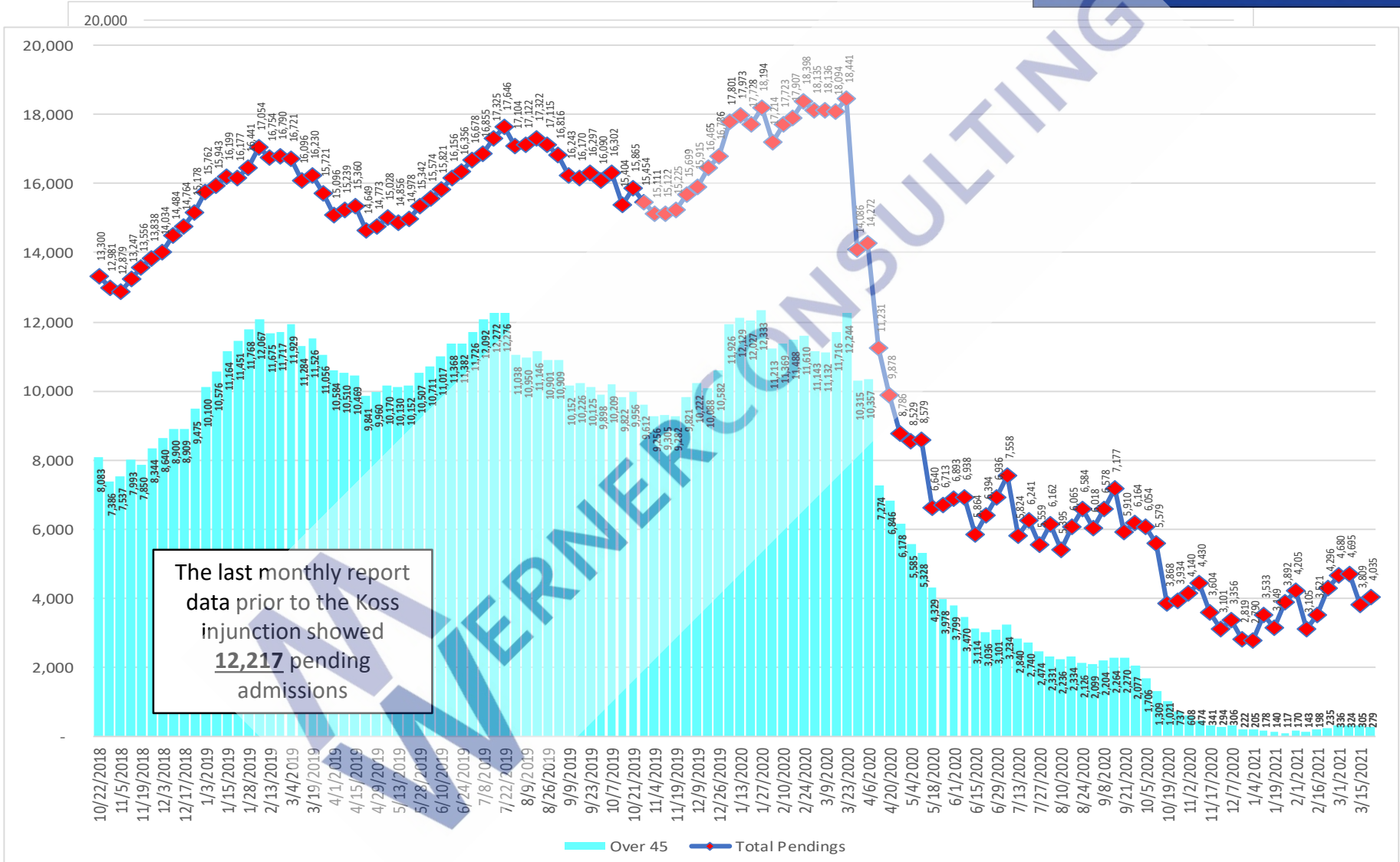# A Brief Timeline of LTC Pending Admission Backlog

Backlog History for LTC admissions over 45 days old

Key data points shown on chart:
- Aug-2014: 1,781 — Backlog reported on first mandated monthly report.
- Mar-2018: 12,217 — Backlog at time when federal court issued injunction - *Koss v. Eagleson*
- Apr-2019: 10,170
- Jun-2019: 12,092; State Target 8,889 — Backlog at time when HFS/DHS set targets to lower the backlog.
- Sep-2019: 9,898; State Target 6,522
- Dec-2019: 11,542; State Target 4,156 — Actual backlog from weekly TAN data for 1st 3 target periods set by state.
- Jan-2020: 12,333
- Mar-2020: 10,258; State Target 1,789
- Mar-2021: 279 — Current Week March 22, 2021 Decrease of 26

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

Legend: ■ Actual LTC Admits 45+ ◆ State Targets

All data is from HFS monthly report & weekly TAN status report

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
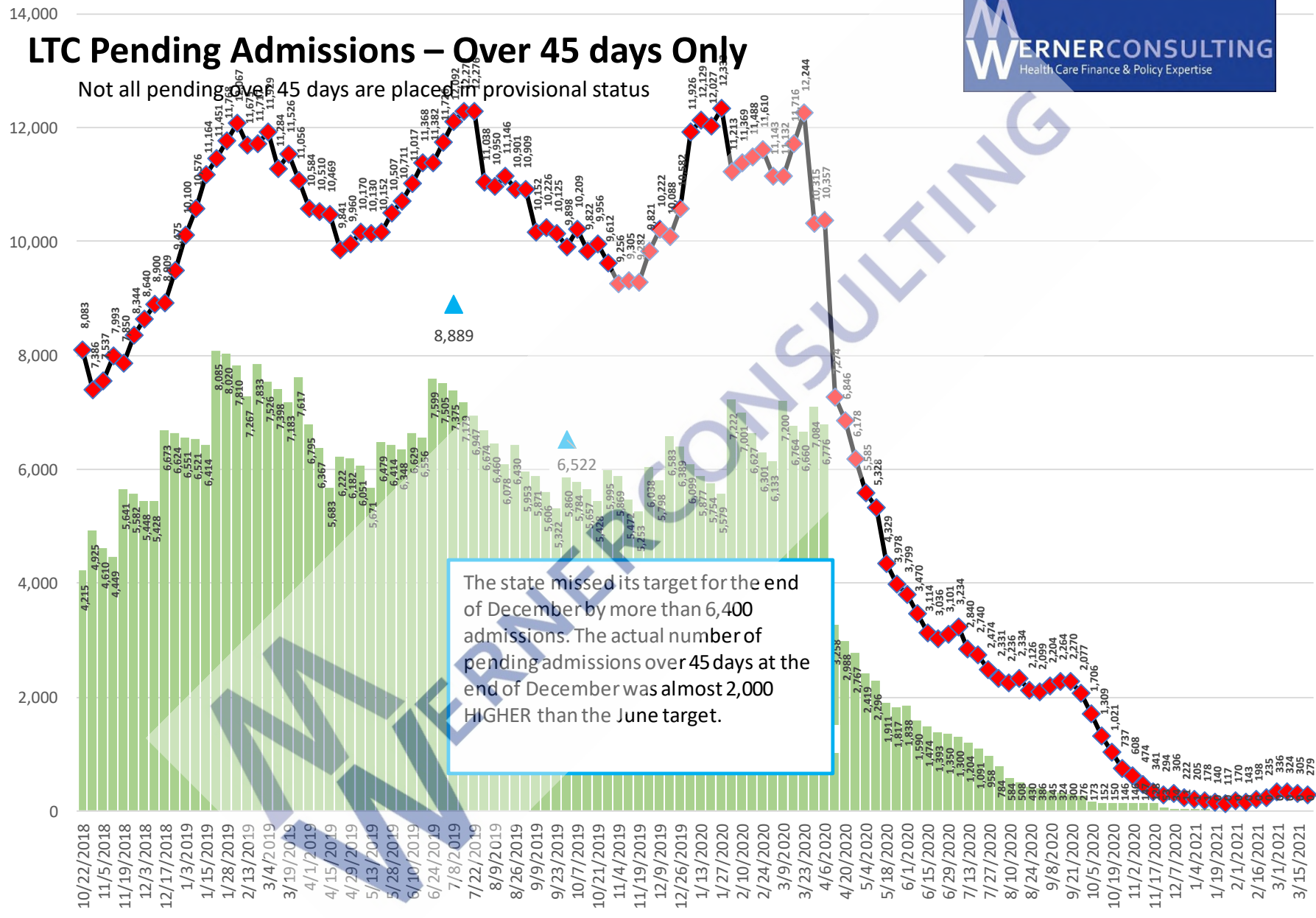
All data is from HFS weekly TAN status report

LTC Pending Admissions – Over 45 days Only

Not all pending over 45 days are placed in provisional status

The state missed its target for the end of December by more than 6,400 admissions. The actual number of pending admissions over 45 days at the end of December was almost 2,000 HIGHER than the June target.

All data is from HFS weekly TAN status report

Provisionals ■ Over 45 ● ▲ State's Target

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Weekly TAN Data Summary
Displayed by status and the TAN date year

Data for the week March 22, 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	13	4	1,928
No	99	Rejected - System Assigned Due to Entry Errors	15,193	10,537	8,837	12,654	9,125	9,744	2,254	68,344
Yes	00	Pending - Initial Status of the Transaction - Not Reviewed						5	3,470	3,475
Yes	01	Pending - Penalty Period				4	8	2		14
Yes	02	Pending - Resource Spend Down			2	1	3	2	2	10
Yes	03	Pending - 30 Day Extension Requested							2	2
Yes	04	Pending - No Application or Active Case						8	491	499
Yes	05	Pending - Decertified Home						1	15	16
Yes	06	Pending - Income Spend Down							2	2
Yes	07	Pending - Discrepancy with Discharge Dates from another Facility						1	6	7
Yes	08	Pending - Hold on New Admissions							1	1
Yes	09	Pending - VCL Sent Pending Application						1	34	35
Yes	10	Rejected - Action Previously Taken or Duplicate Request	1,683	774	766	1,277	2,480	2,379	422	9,781
Yes	11	Completed - Patient Credit Update INVALID for APPLICATION or ADMISSION	56	14	15	8	17	7		117
Yes	12	Rejected - By DHS MFO LTC office	3,286	2,888	2,136	5,500	11,872	9,421	1,559	36,662
Yes	13	Completed - Update made to Admission / admission approved	45,602	46,729	47,704	50,673	48,566	43,376	8,160	290,810
Yes	14	Pending - Referral to OIG								-
Yes	15	Pending - Admission Systematically Entered with Provisional Eligibility								-
Yes	16	Rejected - System Assigned by HFS		3	25	723	2,102	40		2,893
Yes	17	Completed - Admission Approved - 3654 sent				4	999	6,305	1,088	8,396
Yes	99	Rejected - System Assigned Due to Entry Errors	8,620	7,420	8,052	4,395	125	125	23	28,760
			75,322	68,930	67,734	75,437	75,366	71,430	17,533	451,752

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	3,340	130	5	-	-	-	-	**3,475**	5
03 Pending - 30 Day Extension Requested	2	-	-	-	-	-	-	**2**	
04 Pending - No Application or Active Case	379	111	6	3	-	-	-	**499**	9
05 Pending - Decertified Home	12	3	1	-	-	-	-		
07 Pending - Discrepancy - Discharge Date	3	3	-	-	1	-	-	**7**	1
08 Pending - Hold on New Admissions	-	1	-	-	-	-	-	**1**	
09 Pending - VCL Sent Pending Application	20	14	-	1	-	-	-	**35**	1
14 Pending - Referral to OIG	-	-	-	-	-	-	-	**-**	-
15 Pending - Provisional Eligibility	-	-	-	-	-	-	-	**-**	
Totals	**3,756**	**262**	**12**	**4**	**1**	**-**	**-**	**4,035**	**16**

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.

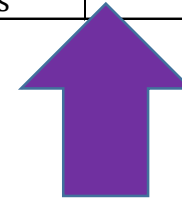Data is from HFS weekly TAN status report

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	21,928
Completed & approved awaiting spenddown	9
Approved %	**81%**

Rejected TANs <u>APPROVED</u> March 22nd Data File

01- Under 45 days	9
02 - 45-90 days	18
03 - 91-180 days	11
04 181- 365 days	11

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

Data is from HFS weekly TAN status report