

## 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.

This report includes data through the week of July 19, 2021. There is a one-week lag in data, so this data represents actions through July 6, 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.

**One pending admission over 45 days old.**

**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](#)**

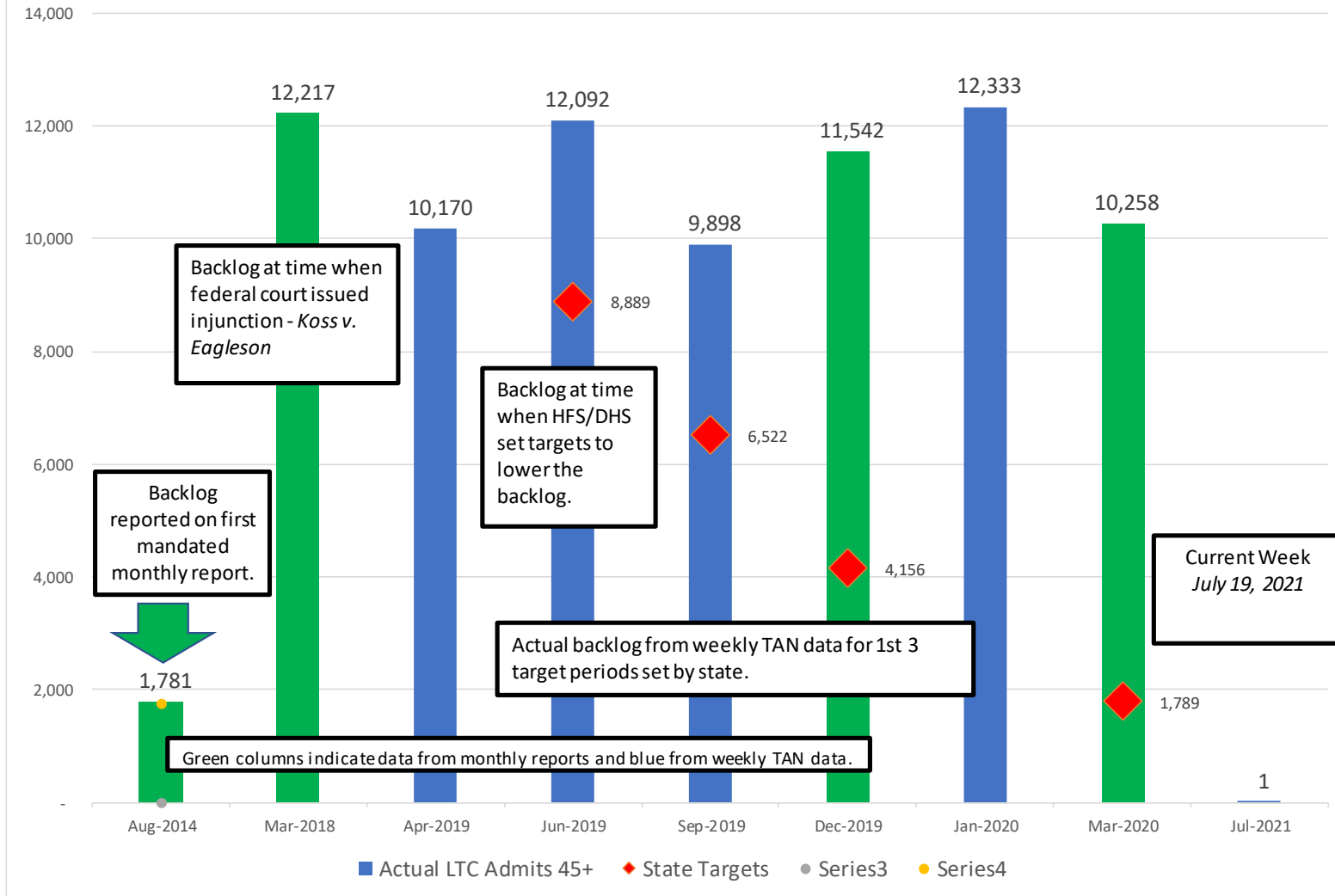


Prepared for:

**LeadingAge™**  
Illinois

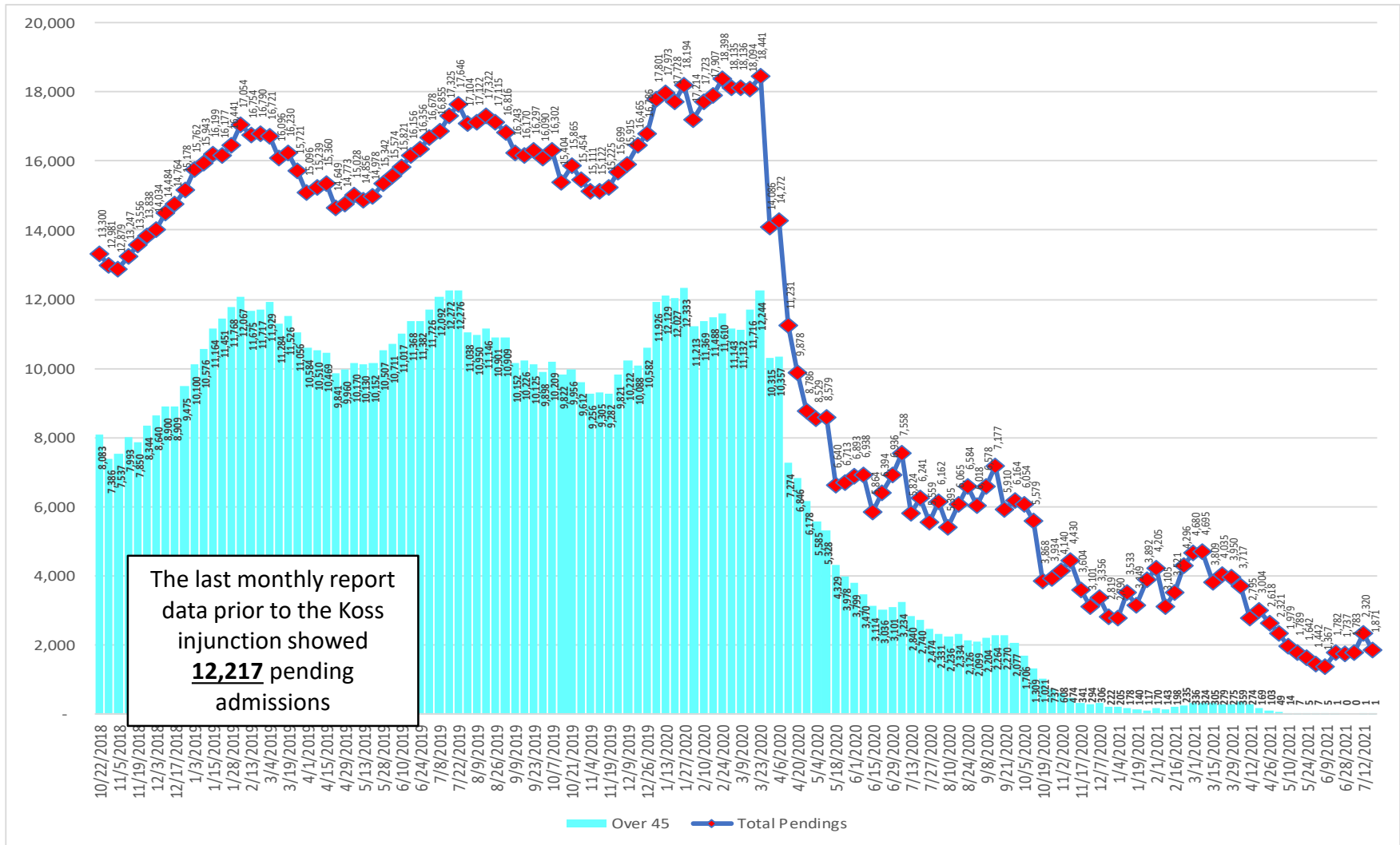
# A Brief Timeline of LTC Pending Admission Backlog

## Backlog History for LTC admissions over 45 days old



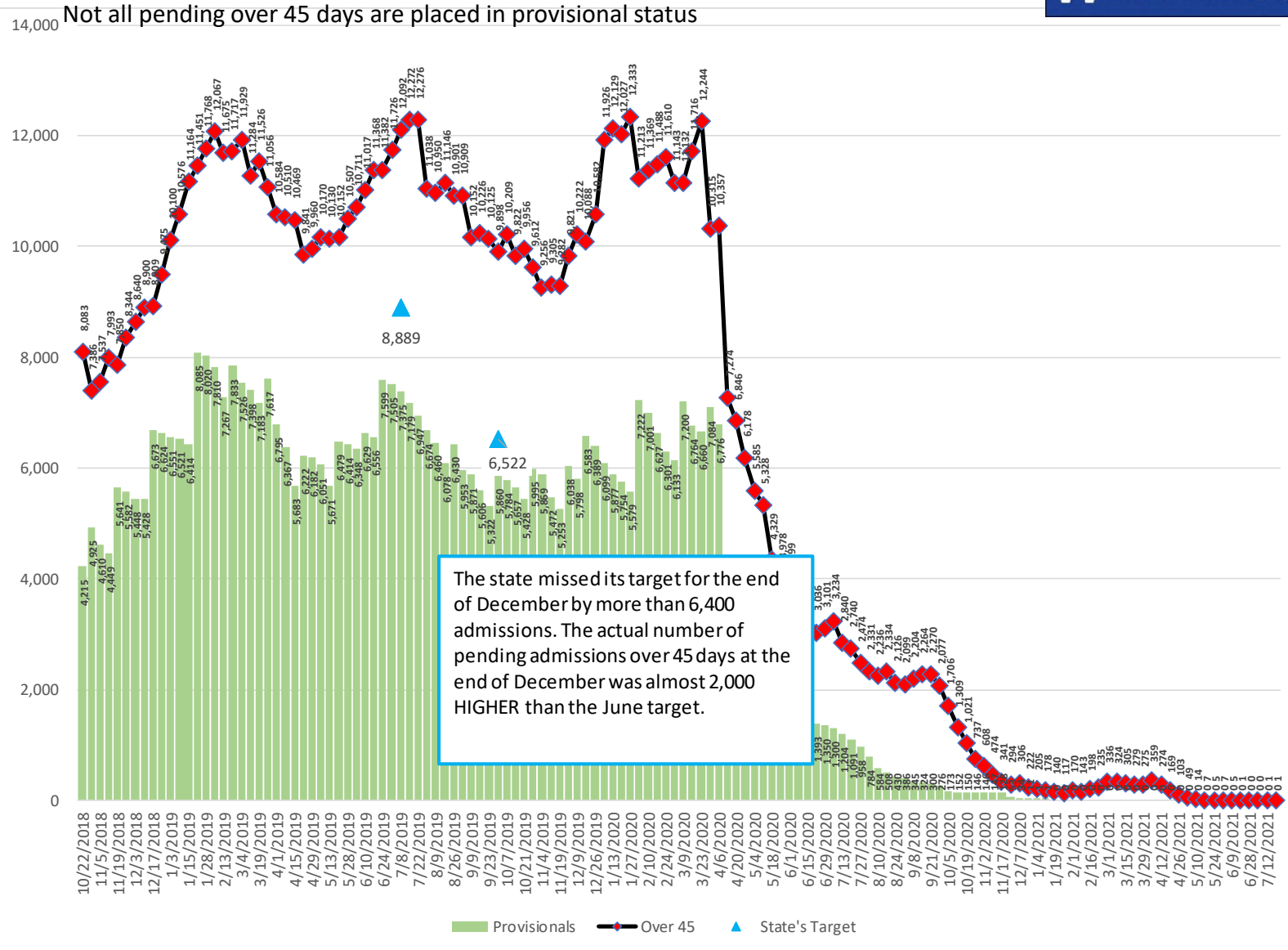
All data is from HFS monthly report & weekly TAN status report

# LTC Pending Admissions – Total & Over 45 days



All data is from HFS weekly TAN status report

# LTC Pending Admissions – Over 45 days Only



All data is from HFS weekly TAN status report

# Weekly TAN Data Summary

Displayed by status and the TAN date year



## Data for the week July 19, 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	15	20	1,946
No	99	Rejected - System Assigned Due to Entry Errors	15,193	10,537	8,837	12,654	9,125	9,742	5,702	71,790
Yes	00	Pending - Initial Status of the Transaction - Not Reviewed							1,852	1,852
Yes	01	Pending - Penalty Period				2	7	1	1	11
Yes	02	Pending - Resource Spend Down								-
Yes	03	Pending - 30 Day Extension Requested			2	1	3	1	4	11
Yes	04	Pending - No Application or Active Case								-
Yes	05	Pending - Decertified Home							10	10
Yes	06	Pending - Income Spend Down								-
Yes	07	Pending - Discrepancy with Discharge Dates from another Facility								-
Yes	08	Pending - Hold on New Admissions								-
Yes	09	Pending - VCL Sent Pending Application								-
Yes	10	Rejected - Action Previously Taken or Duplicate Request							9	9
Yes	11	Completed - Patient Credit Update INVALID for APPLICATION or ADMISSION	1,683	774	766	1,277	2,474	2,357	1,066	10,397
Yes	12	Rejected - By DHS MFO LTC office	56	14	15	8	17	8	1	119
Yes	13	Completed - Update made to Admission / admission approved	3,286	2,887	2,134	5,486	11,750	9,207	6,266	41,016
Yes	14	Pending - Referral to OIG	45,602	46,732	47,709	50,697	48,739	43,854	26,407	309,740
Yes	15	Pending - Admission Systematically Entered with Provisional Eligibility								-
Yes	16	Rejected - System Assigned by HFS		3	24	716	2,064	40	2	2,849
Yes	17	Completed - Admission Approved - 3654 sent				4	994	6,078	1,911	8,987
Yes	99	Rejected - System Assigned Due to Entry Errors	8,620	7,418	8,050	4,394	124	127	113	28,846
			75,322	68,930	67,734	75,437	75,366	71,430	43,364	477,583

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	1,852	-	-	-	-	-	-	1,852	-
03 Pending - 30 Day Extension Requested	-	-	-	-	-	-	-	-	-
04 Pending - No Application or Active Case	10	-	-	-	-	-	-	10	-
05 Pending - Decertified Home	-	-	-	-	-	-	-	-	-
07 Pending - Discrepancy - Discharge Date	-	-	-	-	-	-	-	-	-
08 Pending - Hold on New Admissions	-	-	-	-	-	-	-	-	-
09 Pending - VCL Sent Pending Application	8	1	-	-	-	-	-	9	-
14 Pending - Referral to OIG	-	-	-	-	-	-	-	-	-
15 Pending - Provisional Eligibility	-	-	-	-	-	-	-	-	-
<b>Totals</b>	<b>1,870</b>	<b>1</b>	-	-	-	-	-	<b>1,871</b>	-

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.

# Provisional Eligibility & Age of TANs

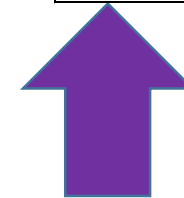


Without adjusting for duplicate TANs that are denied, over 80% of the TANs granted provisional eligibility are approved. This number is likely understated because we are now seeing TANs which were rejected now be approved. Rejected TANs do NOT show up in the pending numbers.

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	-
<b>Residents with decisions made</b>	<b>27,027</b>
Completed & Approved	21,963
Completed & approved awaiting spenddown	7
<b>Approved %</b>	<b>81%</b>
Rejected / Denied	5,057
Some of these are denied because there are duplicates	

Rejected TANs APPROVED July 19th Data File

01- Under 45 days	19
02 - 45-90 days	11
03 - 91-180 days	2
04 181- 365 days	5
05 - 1 - 2 years	1
06 - Over 2 years	2
	40



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