

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 27, 2021. There is a one-week lag in data, so this data represents actions through July 23, 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.

There are ZERO pending admissions over 45 days old. There were 91 previously rejected TANs approved this week.

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](#)

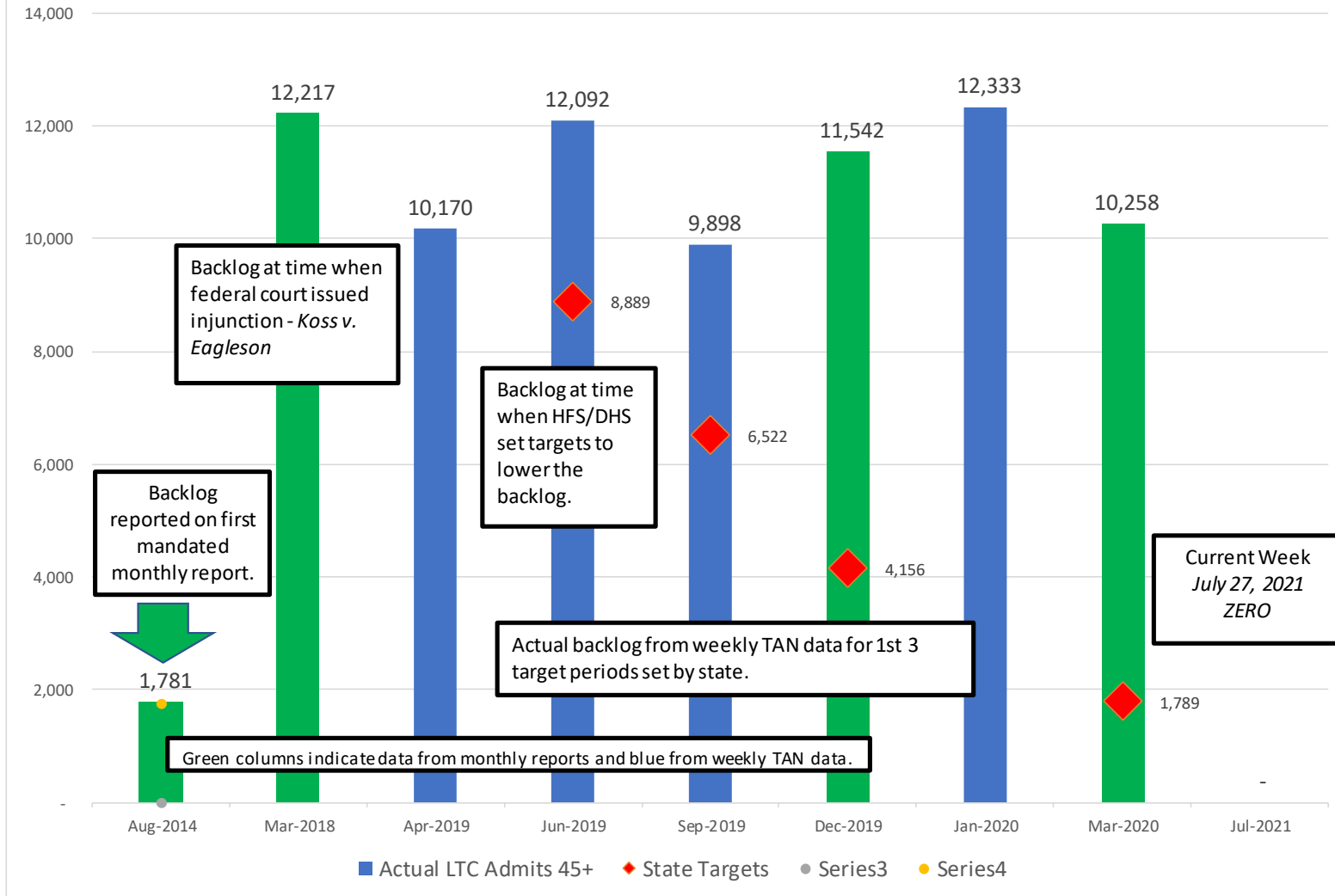


Prepared for:



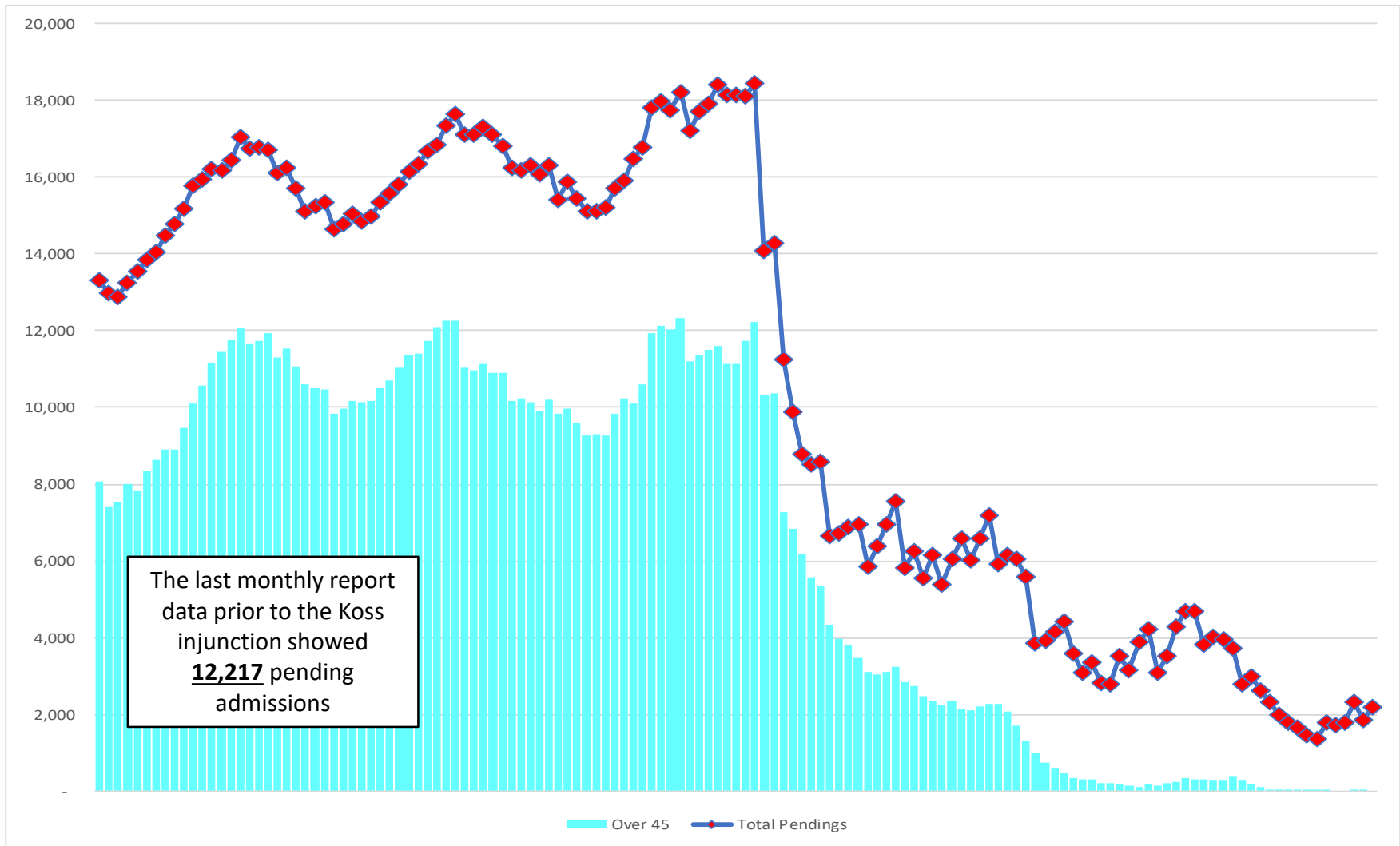
A Brief Timeline of LTC Pending Admission Backlog

Backlog History for LTC admissions over 45 days old



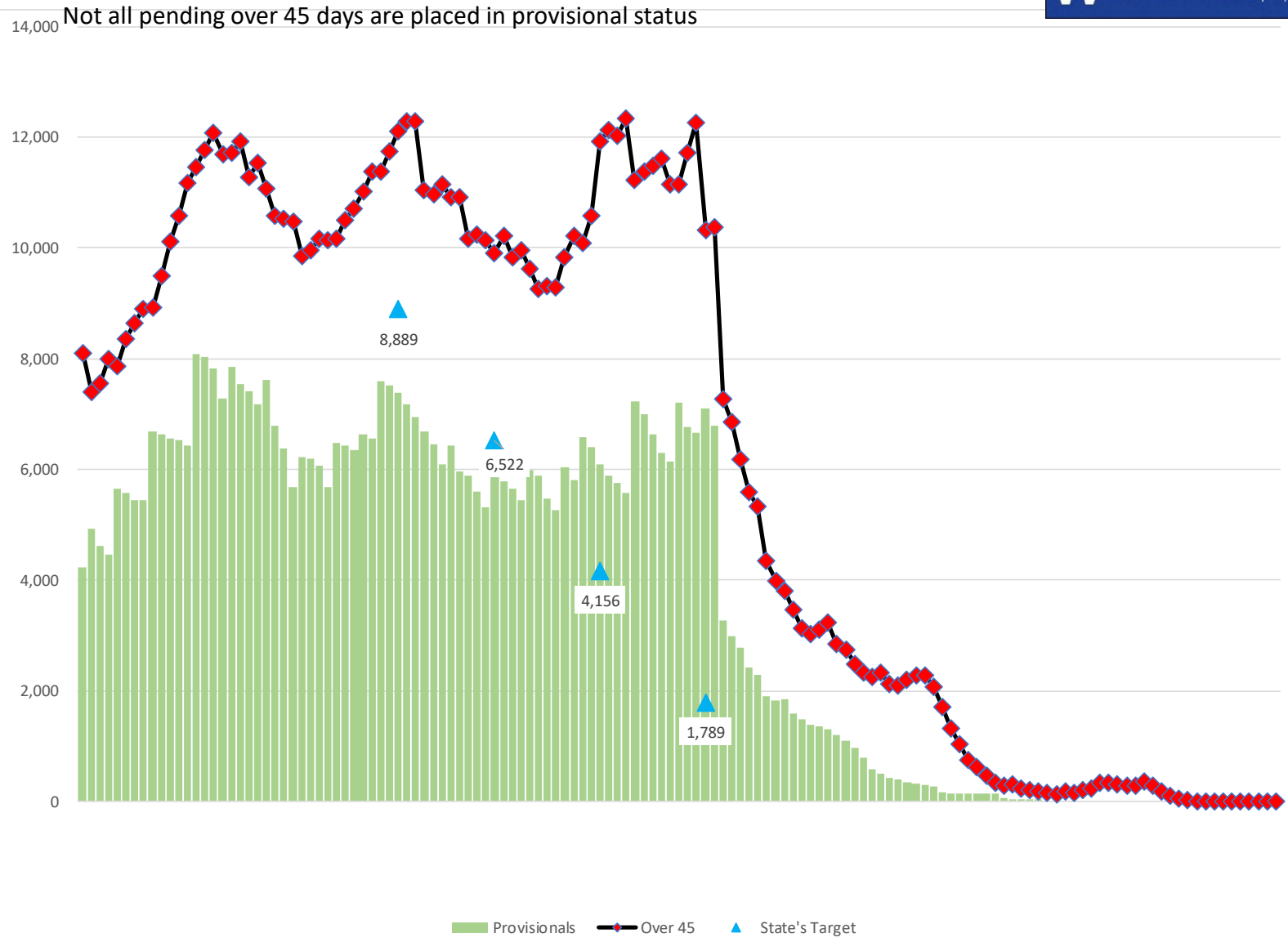
All data is from HFS monthly report & weekly TAN status report

LTC Pending Admissions – Total & Over 45 days



All data is from HFS weekly TAN status report beginning the week of Oct. 28, 2018.

LTC Pending Admissions – Over 45 days Only



All data is from HFS weekly TAN status report beginning the week of Oct. 28, 2018

Weekly TAN Data Summary

Displayed by status and the TAN date year



Data for the week July 27, 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 | 5,936 | 72,024 |
| Yes | 00 | Pending - Initial Status of the Transaction - Not Reviewed | | | | | | | 2,166 | 2,166 |
| Yes | 01 | Pending - Penalty Period | | | | 2 | 7 | 1 | 1 | 11 |
| Yes | 02 | Pending - Resource Spend Down | | | 2 | 1 | 3 | 1 | 2 | 9 |
| Yes | 03 | Pending - 30 Day Extension Requested | | | | | | | | - |
| Yes | 04 | Pending - No Application or Active Case | | | | | | | 7 | 7 |
| Yes | 05 | Pending - Decertified Home | | | | | | | | - |
| 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 | | | | | | | 14 | 14 |
| Yes | 10 | Rejected - Action Previously Taken or Duplicate Request | 1,683 | 774 | 766 | 1,277 | 2,474 | 2,358 | 1,084 | 10,416 |
| Yes | 11 | Completed - Patient Credit Update INVALID for APPLICATION or ADMISSION | 56 | 14 | 15 | 8 | 17 | 8 | 1 | 119 |
| Yes | 12 | Rejected - By DHS MFO LTC office | 3,286 | 2,887 | 2,134 | 5,486 | 11,750 | 9,198 | 6,600 | 41,341 |
| Yes | 13 | Completed - Update made to Admission / admission approved | 45,602 | 46,732 | 47,709 | 50,697 | 48,742 | 43,871 | 27,610 | 310,963 |
| Yes | 14 | Pending - Referral to OIG | | | | | | | | - |
| Yes | 15 | Pending - Admission Systematically Entered with Provisional Eligibility | | | | | | | | - |
| Yes | 16 | Rejected - System Assigned by HFS | | 3 | 24 | 716 | 2,061 | 39 | 2 | 2,845 |
| Yes | 17 | Completed - Admission Approved - 3654 sent | | | | 4 | 994 | 6,070 | 1,779 | 8,847 |
| Yes | 99 | Rejected - System Assigned Due to Entry Errors | 8,620 | 7,418 | 8,050 | 4,394 | 124 | 127 | 124 | 28,857 |
| | | | 75,322 | 68,930 | 67,734 | 75,437 | 75,366 | 71,430 | 45,346 | 479,565 |

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 | 2,166 | - | - | - | - | - | - | 2,166 | - |
| 03 Pending - 30 Day Extension Requested | - | - | - | - | - | - | - | - | - |
| 04 Pending - No Application or Active Case | 7 | - | - | - | - | - | - | 7 | - |
| 05 Pending - Decertified Home | - | - | - | - | - | - | - | - | - |
| 07 Pending - Discrepancy - Discharge Date | - | - | - | - | - | - | - | - | - |
| 08 Pending - Hold on New Admissions | - | - | - | - | - | - | - | - | - |
| 09 Pending - VCL Sent Pending Application | 14 | - | - | - | - | - | - | 14 | - |
| 14 Pending - Referral to OIG | - | - | - | - | - | - | - | - | - |
| 15 Pending - Provisional Eligibility | - | - | - | - | - | - | - | - | - |
| Totals | 2,187 | - | - | - | - | - | - | 2,187 | - |

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

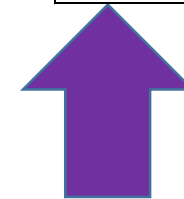


Without adjusting for duplicate TANs that are denied, over 80% of the TANs granted provisional eligibility are approved. This number is likely understated because we are now seeing TANs which were rejected now be approved. Rejected TANs do NOT show up in the pending numbers.

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

Rejected TANs APPROVED July 27th Data File

| | |
|-------------------|----|
| 01- Under 45 days | 34 |
| 02 - 45-90 days | 22 |
| 03 - 91-180 days | 19 |
| 04 181- 365 days | 7 |
| 05 - 1 - 2 years | 8 |
| 06 - Over 2 years | 1 |
| | 91 |



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