



Organizational Impact and Preparing for CMS Payroll Based Journal and Electronic Staffing Data Collection Update

March 25, 2016

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- More than 4,500 employees
- Offices coast to coast
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Speaker Introductions

- **Deb Freeland**

Deb Freeland is a principal specializing in reimbursement and assurance services for senior living facilities and hospitals. She has extensive experience handling the distinctive issues facing health care organizations in today's challenging environment. Her experience includes cost report auditing, cost report preparation, Disproportionate Share Hospital audits and consulting, reimbursement methodology consulting, upper payment limit calculations, claim reviews, and expert witness testimony.



Speaker Introductions

- **Rick Hamilton**

Rick is a principal with extensive experience in Medicare, Medicaid, Managed Care Programs, clinical coverage, documentation, billing, audit triggers, and managed care contracting. His specialties include enhancing compliance and optimizing Medicare reimbursement. Rick has more than 25 years of senior living/health care experience in operations, administration, long-term care pharmacy services, and rehabilitation programs. He has extensive knowledge in SNF Medicare compliance, rate optimization, clinical coverage/documentation, and health information systems.



Speaker Introductions

- **Lou Shiber**

Lou is an engagement director specializing in reimbursement consulting in proprietary and nonprofit senior living organizations. He has thirty-two years of extensive experience in senior living financial operations which includes providing client services in reimbursement theory and cost report preparation, third-party audits and appeals, rate appeals and analysis, compliance oversight, expert witness testimonies, and an extensive background in the federal privacy rules, regulations, and application.



Learning Objectives

- At the end of this session, you will be able to:
 - Discuss the CMS Payroll Based Journal voluntary reporting and how to best prepare for mandatory reporting as of July 1, 2016
 - Review the process from initial online registration through submission and what is needed to comply with the new regulation
 - Analyze the payroll data requirements and discuss direct vs. indirect, contract vs. employee, as well as other data that must be submitted
 - Review the classification of employees (i.e. Nurse Supervisor, R.N., and dual role employees) and how they are to be properly categorized for PBJ reporting.



Regulatory Overview

- Final Rule published August 4, 2015 in the *Federal Register*
- Section 6106 of the Affordable Care Act requires facilities to electronically submit direct care staffing information (including agency and contract staff) based on payroll and other auditable data
- This data, when combined with census information, is to be reported on the level of staff in each nursing home
- This data is to report employee turnover and tenure
- Intent is to link payroll staffing records to the CMS five star rating system





Welcome to the CMS QIES Systems for Providers

The QIES scheduled downtime begins Friday December 11th at 8:00 PM (ET) and ends on Monday December 14th at 6:00 AM (ET).

[MDS and ePOC User Registration](#)

Initial Registration



[Payroll Based Journal User Registration](#)



[MDS 3.0 Submissions](#)

All Future Submissions



[PBJ Submissions](#)

[Payroll Based Journal \(PBJ\) Provider User Guide](#)

MDS 3.0 Provider User's Guide

CASPER Reporting User's Guide for MDS Providers:

[CASPER Reporting](#) - Select this link to access the Final Validation and Provider reports.

[QIES User Maintenance Application](#)

[QIES User Maintenance Application User's Guide](#)

[ASPEN Access \(ePOC\)](#)

https://web.qiesnet.org/qiesmds/mds_home.html

12/15/2015



Payroll Based Journal - Overview

CMS has long identified staffing as one of the vital components of a nursing home's ability to provide care. Over time, CMS has utilized staffing data for many purposes in an effort to more accurately and effectively gauge its impact on quality of care in nursing homes. Staffing is used in the Nursing Home Five Star Rating System to help consumers understand the level of difference of staffing in nursing homes.

- **Voluntary Reporting Period:** Begins October 1, 2015
- **MANDATORY Reporting Period:** Begins July 1, 2016



Current System:

Staffing Domain as it Affects Your 5 Star Rating

There is considerable evidence of a relationship between nursing home staffing levels and resident outcomes. The CMS Staffing Study found a clear association between nurse staffing ratios and nursing home quality of care, identifying specific ratios of staff to residents below which residents are at substantially higher risk of quality problems.

The rating for staffing is based on two case-mix adjusted measures:

- Total nursing hours per resident date (RN + LPN + nurse aide hours)
- RN hours per resident day

The source data for the staffing measures is CMS form CMS-671 (Long Term Care Facility Application for Medicare and Medicaid) from CASPER. The resident census is based on the count of total residents from CMS form CMS-672 (Resident Census and Conditions of Residents). The specific fields that are used in the RN, LPN, and nurse aide hours calculations are:

- RN hours: Includes registered nurses (tag number F41 on the CMS-671 form), RN director of nursing (F39), and nurses with administrative duties (F40).



Current System: Staffing Domain as it Affects Your 5 Star Rating

FACILITY STAFFING																
	Tag Number	A Services Provided			B Full-Time Staff (hours)				C Part-Time Staff (hours)				D Contract (hours)			
		1	2	3												
Administration	F33															
Physician Services	F34															
Medical Director	F35															
Other Physician	F36															
Physician Extender	F37															
Nursing Services	F38															
RN Director of Nurses	F39															
Nurses with Admin. Duties	F40															
Registered Nurses	F41															
Licensed Practical/Licensed Vocational Nurses	F42															
Certified Nurse Aides	F43															
Nurse Aides in Training	F44															
Medication Aides/Technicians	F45															
Pharmacists	F46															
Dietary Services	F47															
Dietitian	F48															
Food Service Workers	F49															
Therapeutic Services	F50															
Occupational Therapists	F51															
Occupational Therapy Assistants	F52															
Occupational Therapy Aides	F53															
Physical Therapists	F54															
Physical Therapists Assistants	F55															
Physical Therapy Aides	F56															
Speech/Language Pathologist	F57															
Therapeutic Recreation Specialist	F58															
Qualified Activities Professional	F59															
Other Activities Staff	F60															
Qualified Social Workers	F61															
Other Social Services	F62															
Dentists	F63															
Podiatrists	F64															
Mental Health Services	F65															
Vocational Services	F66															
Clinical Laboratory Services	F67															
Diagnostic X-ray Services	F68															
Administration & Storage of Blood	F69															
Housekeeping Services	F70															
Other	F71															
Name of Person Completing Form											Time					
Signature											Date					

Form CMS-671 (12/02)



Current System:

Staffing Domain as it Affects Your 5 Star Rating

Table 4

National Star Cut Points for Staffing Measures, Based on Case-Mix Adjusted Hours per Resident Day (updated April 2012)

Staff type	1 star	2 stars lower	2 stars upper	3 stars lower	3 stars upper	4 stars lower	4 stars upper	5 stars
RN	< 0.283	≥0.283	< 0.379	≥0.379	< 0.513	≥0.513	< 0.710	≥0.710
Total	< 3.262	≥3.262	< 3.661	≥3.661	< 4.173	≥4.173	< 4.418	≥4.418

Note: Adjusted staffing values are rounded to three decimal places before the cut points are applied.

Rating Methodology

Facility ratings for overall staffing are based on the combination of RN and total nurse (RNs, LPNs, LVNs, and CNAs) staffing ratings as shown in Table 5. To receive a five-star rating, facilities must meet or exceed the five-star level for both RN and total staffing. To receive a four-star staffing rating, facilities must receive at least a three-star rating on both RN and total nurse staffing and must receive a rating of four or five stars on one of these domains.

Table 5

Staffing Points and Rating (updated February 2015)

RN rating and hours		Total nurse staffing rating and hours (RN, LPN and nurse aide)				
		1	2	3	4	5
		<3.262	3.262 – 3.660	3.661 – 4.172	4.173 – 4.417	≥4.418
1	<0.283	★	★	★★	★★	★★★
2	0.283 – 0.378	★	★★	★★★	★★★	★★★
3	0.379 – 0.512	★★	★★★	★★★	★★★★	★★★★
4	0.513 – 0.709	★★	★★★	★★★★	★★★★	★★★★
5	≥0.710	★★★	★★★	★★★★	★★★★	★★★★★

Note: Adjusted staffing values are rounded to three decimal places before the cut points are applied.



New York Times Article

Medicare Star Ratings Allow Nursing Homes to Game the System

By KATIE THOMAS AUG. 24, 2014

339 COMMENTS

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CARMICHAEL, Calif. — The lobby of Rosewood Post-Acute Rehab, a nursing home in this Sacramento suburb, bears all the touches of a luxury hotel, including high ceilings, leather club chairs and paintings of bucolic landscapes.



<http://topics.nytimes.com/top/reference/timestopics/people/t/k...>

But an examination of [the rating system](#) by The New York Times has found that Rosewood and many other top-ranked nursing homes have been given a seal of approval that is based on incomplete information and that can seriously mislead consumers, investors, and others about conditions at the homes.

NEW Reporting Requirement - Staffing Data

Long-term care facilities must electronically submit to CMS complete and accurate direct care staffing information, including information for agency and contract staff, based on payroll and other verifiable and auditable data in a uniform format according to specifications established by CMS.

- **Direct Care Staff** – provide care and services to allow residents to attain or maintain the highest practicable physical, mental, and psychosocial well-being.
 - Direct care staff does not include individuals whose primary duty is maintaining the physical environment of the long term care facility (for example, housekeeping).

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NEW Reporting Requirement - Staffing Data (Cont'd)

- Submission requirements. The facility must electronically submit to CMS complete and accurate direct care staffing information
 - **Direct care staff** - included but not limited to: R.N., L.P.N., L.V.N., C.N.A., therapist, or other type of medical personnel;
 - **Resident census data;**
 - **Information on direct care staff turnover and tenure,**
 - ◇ hours of care provided by each category of staff per resident per day
 - ◇ start date, end date (as applicable)
 - ◇ hours worked for each individual.

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NEW Reporting Requirement - Staffing Data (Cont'd)

CMS Payroll Based Journal Welcome, [User Name] Sign Out

Home Upload Data File Manual Data Entry Help

Add New Employee Back to Previous Page
* indicates required field(s)

Facility: *
[Dropdown Menu]

Pay Type Code: *
[Select Pay Type Code ...]


Employee ID: *
[Enter Employee ID]

Hire Date: *
[MM/DD/YYYY] [Calendar Icon]

Termination Date:
[MM/DD/YYYY] [Calendar Icon]

[SAVE NEW EMPLOYEE] [CANCEL]

Developed under contract with the Centers for Medicare & Medicaid Services (CMS). Accessibility Policy



NEW Reporting Requirement - Staffing Data (Cont'd)

- **Need to distinguish employee from agency and contract staff.**
- **Data format.** The facility must submit direct care staffing information in the uniform format specified by CMS.
- **Submission schedule:** Quarterly.

For more information, please see <https://www.federalregister.gov/articles/2015/08/04/2015-18950/medicare-program-prospective-payment-system-and-consolidated-billing-for-skilled-nursing-facilities>

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Manual Staffing Hours Data Entry

Back to Previous Page
* indicates required field(s)

Facility: *

Federal Fiscal Quarter: *

Staffing Hours

+ ADD NEW EMPLOYEE

Previous Week

Week of 08/09/2015 - 08/15/2015

Next week

Search for (Hit Enter to Submit)...

Employee ID Employee Staffing Details

Employee 1	Labor Category/Job Title	Sun 08/09	Mon 08/10	Tue 08/11	Wed 08/12	Thu 08/13	Fri 08/14	Sat 08/15	Total
	Registered Nurse with Administrativ		8.00	8.00		8.00	8.00		32.00
	Registered Nurse				8.00				8.00
	+ Add New Work Entry	0.00	8.00	8.00	8.00	8.00	8.00	0.00	40.00
Employee 2	Labor Category/Job Title	Sun 08/09	Mon 08/10	Tue 08/11	Wed 08/12	Thu 08/13	Fri 08/14	Sat 08/15	Total
	Administrator		8.00	8.00	8.00	8.00	8.00		40.00
	+ Add New Work Entry	0.00	8.00	8.00	8.00	8.00	8.00	0.00	40.00
Employee 3	Labor Category/Job Title	Sun 08/09	Mon 08/10	Tue 08/11	Wed 08/12	Thu 08/13	Fri 08/14	Sat 08/15	Total
	Licensed Practical/Vocational Nurse	8.00	8.00	8.00			8.00	8.00	40.00
	+ Add New Work Entry	8.00	8.00	8.00	0.00	0.00	8.00	8.00	40.00
Employee 4	Labor Category/Job Title	Sun 08/09	Mon 08/10	Tue 08/11	Wed 08/12	Thu 08/13	Fri 08/14	Sat 08/15	Total
	Medical Director		2.00	2.00		2.00	2.00		8.00
	+ Add New Work Entry	0.00	2.00	2.00	0.00	2.00	2.00	0.00	8.00

PAYROLL SCREEN

NEW - Submission Timeliness and Accuracy

Staffing and census data will be collected for each fiscal quarter.

Staffing data includes the number of hours worked by each staff member each day within a quarter.

Census data includes the facility's census on the last day of each of the three months in a quarter. The fiscal quarters are as follows:

- 1 • October 1 – December 31, 2015 –
Voluntary Period Begins
 - 2 • January 1 – March 31, 2016
VOLUNTARY
 - 3 • April 1 – June 30, 2016 VOLUNTARY
 - 4 • July 1 – September 30, 2016 –
Mandatory Period Starts
- 

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NEW - Submission Timeliness and Accuracy

Deadline: Submissions must be received by the end of the **45th calendar day** after the last day in each fiscal quarter in order to be considered timely.

- Facilities may enter and submit data **throughout a quarter**.
- Facilities may view their data submitted through Certification and Survey Provider Enhanced Reports (**CASPER**) and **via the PBJ Online System**.
- Staffing information is required to be an accurate and complete submission of a facility's staffing records. CMS will conduct audits to assess a facility's compliance related to this requirement.

**** Facilities that do not meet these requirements will be considered noncompliant and subject to enforcement actions by CMS.**

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NEW - Registration Process:

Registration consists of 2 components:

Step One:

Obtain: CMS Net Portal Access

Step Two:

Enroll: Payroll Based Journal (PBJ) registration.

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NEW - Methods of Submission

- There are two primary submission methods:
 - Manual data entry
 - Upload data electronically
- Entering information ***manually*** - information about employees, hours worked, and census
- Uploading data *directly from multiple sources*
- **Electronic submission file MUST be in XML format and in a .Zip file ONLY.**

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Working with Clients – Issues Identified

- CMS WILL prevent access to any other program (i.e. Internet explorer, Chrome, Payroll System, Outlook, Excel, etc.) on the individual computer used WHILE LOGGED INTO THE PBJ SYSTEM!
 - Have all the necessary data/information available at the time you log in.
- Payroll does not report “daily” hours, only a lump sum.
- Time and Attendance software..... Produce .xml file?



NEW - Labor and Job Codes

Reporting should be based on the employee's primary role and their official categorical title.

- Example:

Pay Type Code	Pay Type Description
1	Exempt
2	Non-Exempt
3	Contract

- For direct care consultants, data reported should be auditable and able to be verified through either payroll, invoices, and/or tied back to a contract.
- ** All agency and direct care contract staff hours MUST be reported.**

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Hours Excluded from Nursing Home PBJ Reporting

- Hours NOT worked but paid (i.e. PTO, Sick Time, FMLA, Etc.)
- In-service/training hours (internal and/or external)
- Hours for services performed that are billable (i.e. to Medicare FFS, Medicaid, other payers etc.)
- Staff hours providing services to non-nursing home residents (e.g. shared staff with ALF, ILF, ADHC, etc.)

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Non Direct Care Examples Specifically Mentioned by CMS As Excluded From This Reporting Requirement

- Food Service Supervisor
 - Housekeeping Services Supervisor
 - Facility Engineer
 - Volunteers
-
- Questions have arisen as to other categories, positions, and departments

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Categories, Positions, and Departments Included in PBJ Reporting

(except hours billed to payers i.e. Medicare FFS or other payer(s))

- **Administrative Staff:** Administrator, Asst. Administrator
- **Medical Director,** Salaried Physician, PA
- **Nursing Services:** DON, RN w/ Admin Duties, RN, LPN or LVN w/ Admin Duties, LPN or LVN, C.N.A., Nurse Aide in Training, Medication Aide/Technician, NP, Clinical Nurse Specialist
- **A Licensed Pharmacist** used for consultation
- **Dietary Services:** RD or Dietician, Paid Feeding Assistant(s)
- **Therapeutic Services:** OT, OTR, COTA, OT Aide, RPT, PT, PTA, PT Aide, RT, RT Tech, SLP, Therapeutic Recreation Specialist (Licensed or certified), Qualified Activities Professional, Other Activities Staff, Qualified Social Worker – Licensed, Other Social Worker

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Categories, Positions, and Departments Included in PBJ Reporting (cont'd)

(except hours billed to payers i.e. Medicare FFS or other payer(s))

- Dentist/Podiatrist
- Mental Health Services Staff
- Vocational Services Worker
- Clinical Laboratory Service Worker
- Diagnostic X-Ray Service Worker

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Categories, Positions and Departments Not Required/Optional in PBJ Reporting

- Blood Service, Housekeeping , Other Service Worker

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New Census Data Reporting Requirement

- **Month End Date:**

Facilities must enter the resident census for the categories below, for the last date of each month.

- **Due Date:**

45th calendar day, after the last day, in each fiscal quarter.

- **Number of residents whose primary payer is:**

- Medicaid
- Medicare
- Other



[Home](#)[Upload Data File](#)[Manual Data Entry](#) ▾[Help](#)

Manual Census Data Entry

[◀ Back to Previous Page](#)

* indicates required field(s)

Facility: *

DEMO01 - DEMO 1 - DUMMY FACILITY ▾

Fiscal Quarter: *

QZ (Jan 1st 2015 - Mar 31st 2015) ▾

Census Records

QZ (January 1, 2015 - March 31, 2015)

Date of Census	Medicare Census	Medicaid Census	Other Census	Total Census
January 31, 2015	<input type="text" value="200"/>	<input type="text" value="150"/>	<input type="text" value="330"/>	<input type="text" value="680"/>
February 28, 2015	<input type="text" value="200"/>	<input type="text" value="150"/>	<input type="text" value="332"/>	<input type="text" value="682"/>
March 31, 2015	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

| [SAVE CHANGES](#)

Census Screen

This website was developed under contract with the Centers for Medicare & Medicaid Services (CMS).



Advice to Clients

- **Start Early** – Voluntary submission began October 1, 2015
- **Review** Long-Term Care Facility Manual, Version 2, March 2016
- **Obtain:** CMS Net Portal Access
- **Enroll:** Payroll Based Journal (PBJ) registration
- **Discuss** with your payroll vendors parameters and uploading of data to comply with this new regulatory requirement. Organizations may need to update their provider agreement with their payroll vendor and time and attendance software system. *(many agreements require the payroll time and attendance vendors to update their software based on new regulatory requirements)*
- **Determine** which Job Title Code descriptions apply to your Direct Care Workers along with Agency and Contract Labor Staffing
- **Establish and update** Policies and Procedures to insure compliance
- **Questions** can be emailed to: nhstaffing@cms.hhs.gov
- **Watch** for CMS Changes / Clarifications / Updates



CMS PBJ References:

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/Downloads/PBJ-Policy-Manual-Draft-V11.pdf>

Questions regarding the PBJ Data Specifications should be directed to NursingHomePBJTechIssues@cms.hhs.gov. Software developers or vendors that provide services such as automated payroll or time and attendance systems that will support electronic submissions should use this address.

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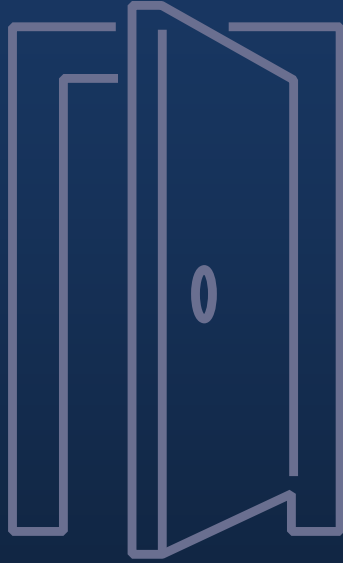
Questions

If you have questions related to Payroll Based Journal Reporting, please email them to dan.voors@CLAconnect.com with the subject “PBJ Question”

Depending on the breadth and depth of questions we receive, we intend to present a session to address your specific questions related to this topic on this topic again within the coming weeks.



Presenters:



Deb Freeland, Principal

317-569-6230

Deb.freeland@claconnect.com

Richard Hamilton, Principal

617-984-8142

Richard.hamilton@claconnect.com

Lou Shiber, Engagement Director

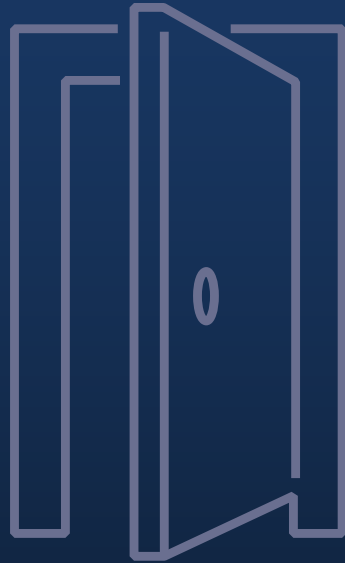
267-419-1656

Lou.Shiber@claconnect.com

If you have any questions related to Payroll Based Journal Reporting, please email them to dan.voors@CLAconnect.com with the subject “PBJ Question”

CLAconnect.com

Additional CLA Resources



Chad Kunze, Principal (Phoenix)

602-604-3534

Chad.kunze@claconnect.com

Dan Frein, Principal (Seattle)

425-250-6037

Dan.frein@claconnect.com

Sally Hoffart, Reimbursement Director (Milwaukee)

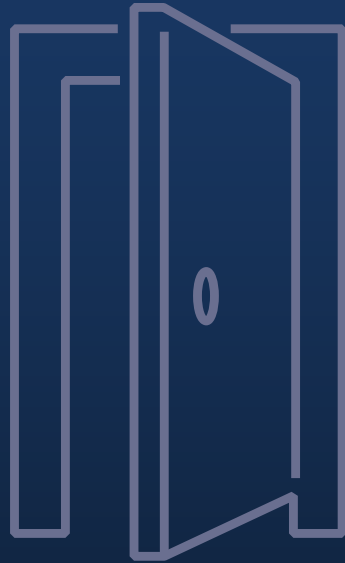
414-721-7534

Sally.hoffart@claconnect.com

If you have any questions related to Payroll Based Journal Reporting, please email them to dan.voors@CLAconnect.com with the subject “PBJ Question”

CLAconnect.com

Additional CLA Resources



Kevin Wellen, Reimbursement Director (St Louis)

314-925-4446

Kevin.Wellen@claconnect.com

Kevin Buckley, Health Care Consultant (Boston)

617-984-8100

Kevin.buckley@claconnect.com

Barbara McLaren, Senior Health Care Consultant (Boston)

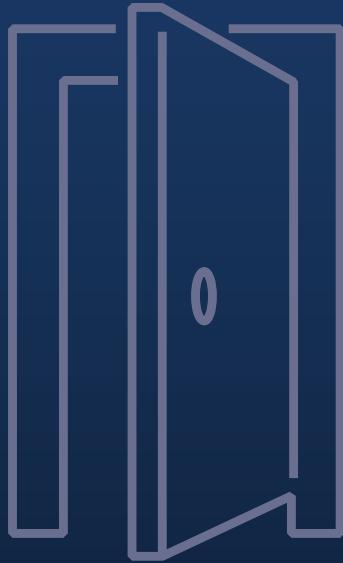
617-984-4434

Barbara.mclaren@claconnect.com

If you have any questions related to Payroll Based Journal Reporting, please email them to dan.voors@CLAconnect.com with the subject “PBJ Question”

CLAconnect.com

Additional CLA Resources



Kathy Urbanovic, Reimbursement Director (Orlando)

407-802-1278

Kathy.urbanovic@claconnect.com

Abbie Zoellner, Engagement Director (Dallas)

972-383-5705

Abigail.zoellner@claconnect.com

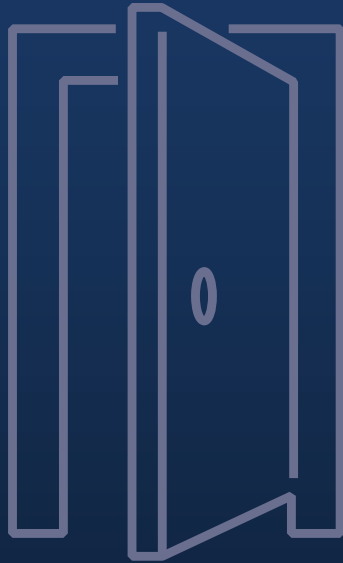
Greg TaBelle, Reimbursement Director (Minneapolis)

617-984-4434

Greg.tabelle@claconnect.com

CLAconnect.com

Additional CLA Resources



Emily Wetsel, Manager (Charlotte)
704-998-5252
Emily.wetsel@claconnect.com

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[CLAconnect.com](https://claconnect.com)