



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

August 4, 2020

AL TSA: NH #2020-054
PILOT MODIFIED OFF-SITE CASE MIX ACCURACY REVIEWS (CMAR)

Dear Nursing Facility/Home Administrator:

The MDS assessment is used to establish Medicaid case mix payment rates and resident Resource Utilization Group (RUG) classifications. MDS accuracy is essential to identifying and developing appropriate plans of care to meet resident care needs. Under the requirements of WAC 388-96-905, case mix accuracy review of MDS nursing facility resident assessments, RCS conducts Case Mix Accuracy Reviews (CMAR) to validate MDS accuracy.

Since March 9, 2020, CMAR visits have been suspended due to the COVID-19 pandemic. In August 2020, RCS will initiate a four week pilot conducting CMAR visits remotely. The goals of the pilot is to learn how and if off-site RCS work can mitigate or reduce the burden of on-site inspections for facilities in the context of COVID-19 and to explore how CMAR work can bring added value to facilities through use of the QAN protocol

We invite you to volunteer for this pilot. This is a great opportunity to verify the accuracy of your facility's Minimum Data Set (MDS) coding and to review a Quality Assurance Nurse (QAN) protocol. The QAN protocol provides a focused review of selected care areas.

CMAR visits done for the Modified Off-Site pilot will be for **consultation only**. MDS inaccuracies and RUG changes will be for facility information and learning. The official CMAR facility visit will be conducted after the pilot period and evaluation is complete. During the pilot, CMAR nurses will offer limited QAN protocol review(s) to assist the facility in identifying opportunities for improvement. The CMAR off-site visit will be scheduled for those facilities who have accepted our invitation to volunteer for the pilot.

Many aspects of the CMAR process will remain unchanged, including:

- HIPAA compliance and resident confidentiality,
- Resident sample size for the review, and
- Interactive process with the exception of on-site observations.

CMAR Off-site Visit Process for Pilot

The CMAR Nurse will:

- Announce the CMAR visit to the facility administrator (or designee) by telephone and email and conduct the entrance conference over the telephone, requesting:
 - Census data and staff contact information
 - Electronic health records (EHR) access and copies of other records that support MDS coding
- Conduct record review off-site including completing a QAN protocol on three sample residents
- Interview staff by telephone so the facility may:
 - Provide missing documentation, and
 - Discuss MDS coding discrepancies
- Summarize CMAR inaccuracies, QAN protocol information, and email summary documents and evaluation to the facility

Dear NH Administrator: Pilot Off-Site CMAR

August 4, 2020

Page 2

- Schedule an exit conference with facility staff via Zoom or other mutually accessible electronic media to:
 - Review the CMAR and QAN reports
 - Elicit provider feedback regarding the off-site Modified CMAR visit and garner suggestions for improvement

The provider will send to CMAR Program Manager via secure email the signed CMAR Report and the Off-site CMAR visit evaluation form.

The timeline for piloting the modified off-site CMAR visit process:

1. Recruit volunteers and selection process by August 14, 2020
2. Conduct the CMAR pilot August 17 through September 11, 2020
3. Collect and analyze evaluations after September 11, 2020
4. Report back to stakeholders the results of the CMAR off site pilot and determine next steps mid to end of September 2020.

Evaluation

Evaluation of the modified off-site CMAR visit process will occur after four weeks. Evaluation will be conducted by the CMAR Program Manager and the MDS Automation Coordinator to determine if program goals are met. Provider feedback will be used to improve the modified off-site CMAR process.

Thank you for your continued commitment to resident health and safety. To volunteer or if you have any questions, please contact Donna Zaglin, RAI Coordinator – Case Mix Accuracy Review Program Manager at (360) 725-2487 or donna.zaglin@dshs.wa.gov.

Sincerely,



Candace Goehring, Director
Residential Care Services

DSHS: "Transforming Lives"