

**Skilled Nursing Facility (SNF)
Quality Reporting Program (QRP)
Frequently Asked Questions (FAQs)**



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Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) Overview

1. What is a Quality Reporting Program?

The Centers for Medicare & Medicaid Services (CMS) implements quality initiatives to ensure quality health care for Medicare beneficiaries through accountability and public disclosure. Quality measures are tools that measure or quantify health care processes, outcomes, patient perceptions, and organizational structure and/or systems that are associated with the ability to provide high-quality health care and/or that relate to one or more quality goals for health care.

In the [Fiscal Year \(FY\) 2016 SNF Prospective Payment System \(PPS\) Final Rule](#), CMS finalized the SNF QRP compliance requirements. Any SNF that does not meet reporting requirements may be subject to a two-percentage-point (2%) reduction in its Annual Rate Update (i.e., the Annual Payment Update [APU]).

The SNF QRP is described on the [SNF QRP](#) website.

2. What are the current measures in the SNF QRP?

Currently there are 15 quality measures in the SNF QRP. These measures can be found on the [SNF Quality Reporting Measures and Technical Information](#) webpage.

For detailed quality measure specifications, please refer to the SNF Measure Calculations and Reporting User's Manual V5.0, which can be found in the Downloads section on the [SNF Quality Reporting Measures and Technical Information](#) webpage.

3. What are the FY 2024 updates to the SNF QRP?

The [FY 2024 SNF PPS Final Rule](#) modified the COVID-19 Vaccination Coverage among Healthcare Personnel (HCP) measure, and adopted the Discharge Function Score measure. Both of these measures will be collected beginning October 1, 2023. The rule also removed three measures beginning October 1, 2023:

- (i) the Application of Percent of Long-Term Care Hospital (LTCH) Patients with an Admission and Discharge Functional Assessment and a Care Plan That Addresses Function measure,
- (ii) the Application of IRF Functional Outcome Measure: Change in Self-Care Score for Medical Rehabilitation Patients measure, and
- (iii) the Application of IRF Functional Outcome Measure: Change in Mobility Score for Medical Rehabilitation Patients measure.

In addition, the COVID-19 Vaccine: Percent of Patients/Residents Who Are Up to Date measure was adopted into the SNF QRP beginning with patients discharged on October 1, 2024.

Staying Informed About the Skilled Nursing Facility (SNF) Quality Reporting Program (QRP)

4. What is the process for adding and removing measures from the SNF QRP?

The Centers for Medicare & Medicaid Services (CMS) uses its annual public rule-making cycles to add new measures, modify existing measures, or remove measures from the QRP. This provides an opportunity for stakeholders to comment on proposed changes. The Final Rule (FR) publishes CMS's responses to all the comments received, as well as its decisions.

Proposed and final rules are posted on both of these webpages:

- [The Federal Register](#)
- [The Skilled Nursing Facility \(SNF\) Prospective Payment System \(PPS\) Regulations and Notices](#)

5. Are there other resources for the SNF QRP I can use to stay up to date?

Several resources are available to help you stay informed about the SNF QRP:

- SNF QRP and SNF Prospective Payment System (PPS) websites:
 - [SNF QRP](#) webpage
 - [SNF QRP Spotlights and Announcements](#) webpage
 - [SNF PPS](#) website
- Centers for Disease Control and Prevention (CDC) website:
 - [Healthcare Personnel \(HCP\) Flu Vaccination](#) webpage
 - [Weekly HCP COVID-19 Vaccination](#) webpage
- Mailing list notices and announcements about the SNF QRP:
 - To receive notices and announcements, sign up at the [CMS Subscriber Preferences](#) webpage
- Notices about CMS Open Door Forums (ODFs) and other webinars related to the SNF QRP are posted on the following webpages:
 - [SNF QRP Spotlights and Announcements](#) webpage
 - [CMS Special Open Door Forums](#) webpage
 - [SNF/Long-Term Care ODF](#) webpage

6. Where can I find SNF QRP training materials?

Information about the SNF QRP, including Special ODF Presentations, provider training materials, tip sheets, and other resources, is available on the [SNF QRP Training](#) webpage.

For videos of past provider training sessions and webinars, please refer to the [CMS YouTube channel](#). Click the link and search for "SNF."

Video recordings of the [May 2023 virtual SNF QRP Provider Training](#) presentations and the [June 2023 virtual SNF QRP Provider Training](#) are available on the CMS YouTube channel.

Additional web-based training modules and presentations include:

- [Introduction to the SNF QRP](#)
- [Achieving a Full APU Webinar](#)
- Section-Specific Video Tutorials available on the on the [SNF QRP Training](#) website including:
 - Cognitive & Mood Assessment 4-Course training
 - Section GG 3-Course Training Series and Specific Section GG Items

Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) Technical Requirements

7. How are data collected and submitted for the SNF QRP?

Data for the SNF QRP measures are collected using three methods:

- Minimum Data Set (MDS)
- Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN)
- Medicare fee-for-service claims

The MDS is the assessment instrument SNF providers use to collect patient assessment data for quality measure calculation in accordance with the SNF QRP. Completion of the MDS is required for all residents in a Medicare-certified nursing home and residents in a Prospective Payment System (PPS) stay in non-critical access hospitals with Medicare swing bed agreements. Data for the QRP are collected on admission, on discharge (planned and unplanned), and for expired patients. The MDS is available to view in the Downloads section of the [MDS Resident Assessment Instrument \(RAI\) Manual](#) webpage. The MDS RAI Manual v1.18.11 can be found on the same webpage and provides ongoing guidance to providers in completing the MDS.

The NHSN is a secure, internet-based surveillance system maintained by the CDC that can be utilized by all types of health care facilities in the United States, including SNFs, and is provided free.

Data used to calculate claims-based measures are calculated using Medicare fee-for-service claims. Claims are reported to Medicare for payment purposes, and there is no additional burden for SNFs.

8. What are the requirements for the SNF to be considered compliant?

SNFs must meet or exceed two data completeness thresholds:

- One threshold, for completion of quality measures data collected using the MDS and submitted through the Internet Quality Improvement and Evaluation System (iQIES).
 - Data submitted 10/1/2023 through 12/31/2023 must meet an 80 percent threshold
 - Data submitted 1/1/2024 through 9/30/2024 must meet an 90 percent threshold
- A second threshold, set at 100 percent, for quality measures data collected and submitted using the CDC NHSN.

Failure to submit the required quality data may result in a two-percentage-point (2%) reduction in the SNF's annual rate update (i.e., Annual Payment Update [APU]).

9. Which items on the SNF MDS are considered for compliance determination?

The SNF QRP Table for Reporting Assessment-Based Measures and Standardized Patient Assessment Data Elements for the FY 2026 SNF QRP APU indicates the SNF MDS data elements that are used in determining the APU minimum submission threshold for the FY 2026 SNF QRP determination. It is available for download on the [SNF Quality Reporting Measures and Technical Information](#) webpage.

All MDS data elements should be accurately coded to reflect the patient's status and be submitted to the Centers for Medicare & Medicaid Services (CMS). It is the SNF's responsibility to ensure the completeness of the MDS data. By signing the MDS upon completion (item Z0400A), SNF staff are certifying that the information entered is complete to the best of their knowledge and accurately reflects the patient's status.

Data submitted for risk adjustment items are used to adjust the quality measure outcome scores based on patient characteristics. If data that are used for risk adjustment are not captured, a patient's complexity cannot be accounted for in the quality measure outcome scores. This means the risk-adjusted quality measure outcome scores reported on your Quality Measure Reports and on the Care Compare website may not reflect your SNF's unique patient complexities. It may result in lower performance rates, i.e., poorer scores.

For detailed measure specifications, please refer to the SNF QRP Measure Calculations and Reporting User's Manual V5.0, which can be found in the Downloads section the [SNF Quality Reporting Measures and Technical Information](#) webpage.

10. What information is used for compliance determination of the NHSN measure?

To meet the minimum data submission requirements for measure data collected and submitted using the CDC NHSN, SNFs must submit 100 percent of the data to the NHSN in order to calculate two measures:

1. COVID-19 Vaccine Coverage among Healthcare Personnel (HCP COVID-19 Vaccine) measure. [CMIT Measure ID # 00180 (not endorsed)]
2. Influenza Vaccination Coverage among HCP (HCP Influenza Vaccine) measure. [CMIT Measure ID # 00390 (CBE-endorsed)]

Both the HCP COVID-19 Vaccine measure and the HCP Influenza Vaccine measure are stewarded by the CDC's NHSN.

To meet the data submission requirements for the HCP COVID-19 Vaccine, SNFs are required to submit COVID-19 vaccination data for eligible HCP one week out of every month, but SNFs have the option of which week to report. SNFs submit the data to the NHSN Long-Term Care Facility (LTCF) Component.

To meet the data submission requirements for the HCP Influenza Vaccine measure, SNFs are required to submit a single influenza vaccination summary report at the conclusion of the measure reporting period. Facilities must activate the Healthcare Personnel Safety Component in the NHSN to report HCP influenza vaccination summary data.

The CDC makes reports accessible to SNFs that allow for real-time review of data submission. These reports reflect the data that will be sent by the CDC to CMS on behalf of each SNF. The CDC publishes reference guides for SNFs that explain how to run and interpret reports. These can be found on the [NHSN website](#).

11. What are the data submission deadlines for the SNF QRP?

MDS and NHSN data are submitted to CMS based on deadlines established for the APU determination year. If corrections to the quality measure data need to be made, they must be submitted before the SNF QRP submission deadlines.

Data submission deadlines for the SNF QRP quality measures can be found in the Downloads section of the [SNF QRP Data Submission Deadlines](#) webpage.

12. Does the definition of “quarter” for the quarterly MDS data submission deadlines include patients admitted during that quarter, discharged during that quarter, or both?

The quarterly data submission deadlines apply to patients with an admission and/or discharge date that occurs within that quarter. For example, if a patient was admitted on March 30 (Quarter 1: January 1–March 31) and discharged on April 28 (Quarter 2: April 1–June 30), there would be two submission deadlines to meet. The first quarter data submission deadline (August 15) would apply for the patient’s MDS five-day PPS assessment and the second quarter data submission deadline (November 15) would apply for the patient’s MDS PPS discharge record.

13. Which reports are available to monitor my facility’s compliance and how often are these reports updated?

Provider Threshold Reports (PTRs): The MDS assessment data for the SNF QRP PTR are updated in real time once the submissions are processed and the accepted assessments are saved into the iQIES database. The COVID-19 Vaccination Coverage among HCP measure is updated on the PTR quarterly, and the HCP Influenza Vaccine measure is updated on the PTR twice a year. Report updates occur soon after the data correction deadlines, with the data correction deadlines typically occurring on February 15, May 15, August 15, and November 15.

iQIES Review and Correct Reports: These are updated on a quarterly basis with data refreshed weekly as data become available. The Review and Correct Reports add a new quarter and remove the earliest quarter of data on the first day of the calendar month after the end of the quarter. After the data correction deadline for a quarter, the data for that quarter are no longer updated on the Review and Correct Report but continue to be updated on the Quality Measure Facility-Level and Resident-Level Reports.

Quality Measure (QM) Facility-Level Reports: The assessment-based (MDS) measures on the SNF QRP QM Reports are updated monthly. Calculations for QM reports are run on the first day of each month. The new quarter end date is available for selection on the first day of the second month in a calendar quarter. The claims-based measures are updated annually, typically in October. The HCP COVID-19 Vaccine measure is updated quarterly on the QM Facility-Level Report. The HCP Influenza Vaccine measure will be added to the QM Facility-Level Report in October 2023 and will be updated annually in October.

QM Resident-Level Reports: Updates to the MDS assessment-based measures occur simultaneous with the updates to the QM Facility-Level Reports. CDC/NHSN and claims-based measures are not included on the QM Resident-Level Reports.

14. What is iQIES? How can I request access to iQIES?

Providers and vendors use the cloud-based system referred to as the Internet Quality Improvement and Evaluation System (iQIES). Submission of MDS assessment data transitioned from QIES to iQIES in April 2023.

All users must create an account and establish credentials in the Healthcare Quality Information System (HCQIS) Access Roles and Profile system (HARP). HARP is a secure identity management portal that CMS provides.

For your organization to receive access to iQIES, your organization must:

- Identify individual(s) who will be the Provider Security Official(s) (PSO).
- Register the PSO in the HARP system on the [Create an Account](#) webpage.

For assistance with HARP onboarding and iQIES, users can call the Quality Improvement and Evaluation System (QIES) Technical Support Office (QTSO) Helpdesk at (800) 339-9313 or email iqies@cms.hhs.gov.

Upon receiving access, security officials will have access to “My Profile” and “Help” in iQIES. CMS has prepared a fact sheet with more information about the [Remote Identify Proofing Requirements for iQIES](#) security process required to gain access to iQIES.

[Frequently Asked Questions](#) (FAQs) related to HARP are also available. If you have any questions related to HARP, you can find your application’s help desk on the [HARP Contact Help Desk](#) webpage.

The Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) and the Minimum Data Set (MDS)

15. What is the current version of the MDS?

Version 1.18.11 of the MDS is to be completed for any patient admitted or discharged on or after October 1, 2023.

The Centers for Medicare & Medicaid Services (CMS) delayed the release of updated versions of the MDS to provide maximum flexibilities for SNF providers to respond to the COVID-19 public health emergency (PHE). The Fiscal Year (FY) 2023 SNF PPS Final Rule (87 FR 47544 through 47551) revised the compliance date for the implementation of the updated version of the MDS, the MDS v1.18.11.

The current version of the MDS as well as a change table summarizing revisions to the MDS Version 1.18.11 is available in the Downloads section of the [MDS 3.0 RAI Manual](#) webpage.

16. Where can I find the MDS 3.0 Resident Assessment Instrument (RAI) Manual for the SNF QRP?

Instructions for coding items in the MDS can be found in the MDS 3.0 RAI Manual. The current version of the MDS 3.0 RAI Manual is available in the Downloads section of the [MDS 3.0 RAI Manual](#) webpage.

17. Who can complete a SNF MDS?

Each facility self-determines its policies and procedures for patient documentation practices and completing the assessments in compliance with state and federal requirements. A registered nurse (RN) assessment coordinator must sign and date the MDS item Z0500 completion attestation.

Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) Reconsiderations, Exceptions, and Extensions

18. Does the Centers for Medicare & Medicaid Services (CMS) tell SNFs if they are non-compliant with the QRP requirements?

Yes. Any SNF found non-compliant with the QRP receives a letter of notification from its Medicare Administrative Contractor (MAC). All Medicare-certified SNF compliance letters will be distributed through at least one of the following notification methods: the Non-Compliance Notification folders within the Internet Quality Improvement and Evaluation System (iQIES); the United States Postal Service (USPS); or via an e-mail from the SNF's MAC. The notification letter also includes the reason(s) for failing annual rate update (i.e., Annual Payment Update [APU]) compliance.

19. I received a letter of notification that my SNF is non-compliant with the SNF QRP requirements. Can I ask CMS to reconsider the decision?

The notification letter sent by the MAC includes instructions for requesting reconsideration of this decision. If a SNF believes the finding of non-compliance is in error, or it has evidence that an extraordinary circumstance prevented timely submission of data, the SNF may file for a reconsideration. An example of extraordinary circumstances might include a fire in the building. A SNF disagreeing with the payment reduction decision may submit a request for reconsideration to CMS within 30 days from the date at the top of the non-compliance notification letter. CMS will not accept any requests submitted after the 30-day deadline.

Additionally, CMS distributes non-compliant letters containing details for the reason for non-compliance, and the deadline for filing a reconsideration request. The CMS-distributed non-compliant letters will be delivered via the facilities' My Reports folders in iQIES; a message will be posted on the [SNF QRP Spotlights and Announcements](#) page to notify SNFs that the non-compliant letters have been distributed.

Requests for reconsiderations must be submitted via email. More information about how to submit a request for reconsideration can be found on the [SNF QRP Reconsideration and Exception & Extension](#) webpage.

20. The county where our SNF is located was affected by a natural disaster. Are we excepted from the QRP reporting requirements?

If a SNF is unable to submit quality data due to an extraordinary circumstance beyond its control, the SNF can request an exception or extension from the QRP requirements. The extraordinary circumstances may be natural or man-made. A SNF must request the exception or extension within 90 days of the event, and CMS may grant the exception or extension for one or more quarters. In the event of large-scale acts of nature, CMS may grant an exception or extension to an entire region without SNFs having to request one.

Requests for exceptions and extensions must be submitted by email. More information about how to submit a request for exception or extension can be found on the [SNF QRP Reconsideration and Exception & Extension](#) webpage.

Other Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) Frequently Asked Questions

21. Does my SNF need to report health care–acquired infection data under the SNF QRP?

The SNF QRP includes the claims-based SNF Healthcare-Associated Infections (HAI) Requiring Hospitalization measure which uses Medicare fee-for-service (FFS) claims data to estimate the risk-standardized rate of HAIs that are acquired during SNF care and result in hospitalization. As noted in FAQ #7, this measure is calculated directly from claims submitted by SNFs.

However, there are currently no requirements for SNFs to separately report health care–acquired infections to the CDC’s NHSN. Please check with your state about any state-specific requirements related to submission of quality data, including health care–acquired infection data.

22. My facility’s demographic data are incorrect on Care Compare. How do I correct them?

The demographic data displayed on the Provider Preview Reports and on Care Compare are generated from information historically stored in the Automated Survey Processing Environment (ASPEN) system. The Centers for Medicare & Medicaid Services (CMS) will be transitioning to use the demographic information from the Provider Enrollment, Chain, and Ownership System (PECOS). During this transition, all SNF providers will be responsible to ensure their latest demographic data are updated and available in *both* the ASPEN and PECOS systems.

Please note that updates to SNF provider demographic information do not happen in real time and can take up to six months to appear on Care Compare.

Additional information can be found on the [How to Update Nursing Home \(NH\)/Skilled Nursing Facility \(SNF\) Demographic Data](#) webpage.

23. Where are SNF quality measure data publicly reported?

The [Care Compare](#) website was launched in August 2020. It combines the eight original CMS provider compare sites into one place. It features updated maps and new filters to make it easier for the public to compare providers. When the “Nursing home including rehab services” provider type is chosen, the website takes reported data and puts them into a format that can be used more readily by the public to get a snapshot of the quality of care each facility provides. Providers may also download data by going to the [Provider Data](#) webpage and selecting from the list of datasets available.

24. Which SNF quality measures are reported on the Care Compare website?

The following quality measures are currently reported on the Care Compare website:

SNF QRP Measure Name	Measure Type	Measure Name as Displayed on Care Compare
Changes in Skin Integrity Post-Acute Care: Pressure Ulcer/Injury	Assessment-based	Percentage of residents with pressure ulcers/pressure injuries that are new or worsened
Drug Regimen Review Conducted with Follow-Up for Identified Issues – PAC SNF QRP	Assessment-based	Percentage of residents whose medications were reviewed and who received follow-up care when medication issues were identified
Application of Percent of Long-Term Care Hospital (LTCH) Patients with an Admission and Discharge Functional Assessment and a Care Plan that Addresses Function [CMIT Measure ID #00513 (not endorsed)]	Assessment-based	Percentage of residents whose functional abilities were assessed and functional goals were included in their treatment plan
Application of IRF Functional Outcome Measure: Change in Self-Care [CMIT Measure ID #00402 (CBE- endorsed)]	Assessment-based	Change in resident’s ability to care for themselves
Application of IRF Functional Outcome Measure: Change in Mobility [CMIT Measure ID #00401 (CBE-endorsed)]	Assessment-based	Change in resident’s ability to move around
Application of IRF Functional Outcome Measure: Discharge Self-Care Score [CMIT Measure ID #00404 (CBE-endorsed)]	Assessment-based	Percentage of residents who are at or above an expected ability to care for themselves at discharge
Application of IRF Functional Outcome Measure: Discharge Mobility Score [CMIT Measure ID #00403 (CBE-endorsed)]	Assessment-based	Percentage of residents who are at or above an expected ability to move around at discharge
Application of Percent of Residents Experiencing One or More Falls with Major Injury (Long Stay) [CMIT Measure ID #00520 (CBE-endorsed)]	Assessment-based	Percentage of SNF residents who experience one or more falls with major injury during their SNF stay
COVID-19 Vaccination Coverage Among Healthcare Personnel (HCP) [CMIT Measure ID #00180 (not endorsed)]	CDC NHSN*	Percentage of COVID-19 vaccinations among healthcare personnel in a SNF
Influenza Vaccination Coverage among Healthcare Personnel (HCP) [CMIT Measure ID #00390 (CBE-endorsed)]	CDC NHSN*	Influenza vaccination coverage among healthcare personnel

SNF QRP Measure Name	Measure Type	Measure Name as Displayed on Care Compare
Medicare Spending per Beneficiary (MSPB) – Post-Acute Care (PAC) Skilled Nursing Facility Quality Reporting Program [CMIT Measure ID #00434 (CBE-endorsed)]	Claims-based	Medicare Spending Per Beneficiary (MSPB) for residents in SNFs
Discharge to Community–Post-Acute Care (PAC) Skilled Nursing Facility Quality Reporting Program [CMIT Measure ID #00210 (CBE-endorsed)]	Claims-based	Rate of successful return to home and community from a SNF
Potentially Preventable 30-Day Post-Discharge Readmission Measure for Skilled Nursing Facility Quality Reporting Program [CMIT Measure ID #00575 (not endorsed)]	Claims-based	Rate of potentially preventable hospital readmissions 30 days after discharge from a SNF
SNF Healthcare-Associated Infections (HAI) Requiring Hospitalization [CMIT Measure ID #00680 (not endorsed)]	Claims-based	Percentage of infections patients got during their SNF stay that resulted in hospitalization

*Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN).

The *Transfer of Health Information to the Provider—PAC Measure* and the *Transfer of Health Information to the Patient—PAC Measure*, both adopted in the FY 2020 SNF Prospective Payment System (PPS) final rule, will be added to Care Compare beginning with the October 2025 Care Compare refresh or as soon as technically feasible.

Facilities have a 30-day preview period before public display of the measures. Please refer to the [SNF QRP Public Reporting](#) website for more information and resources related to public reporting.

25. Who can I contact with a specific question about the SNF QRP?

There are several help desks you may contact to obtain answers to specific SNF QRP questions. The help desks are listed below for your convenience.

Please note that the CMS SNF QRP and Public Reporting Help Desk email systems are not secured to receive protected health information or patient-level data with direct identifiers. Sending emails with patient-level data or protected health information to these email addresses may be a violation of your facilities’ policies and procedures, as well as a violation of federal regulations (Health Insurance Portability and Accountability Act of 1996 [HIPAA]). Do *not* submit patient-identifiable information (e.g., date of birth, Social Security number, and health insurance claim number) to these addresses. If you are not sure whether the information you are submitting is identifiable, please contact your institution’s privacy officer.

Below is a list of the SNF QRP and other SNF help desks. If you are unsure which Help Desk to use, email your question to the SNF QRP Help Desk and it will be directed to the appropriate help desk:

SNF QRP

Email: SNFQualityQuestions@cms.hhs.gov

Examples of issues this help desk can assist you with:

- SNF QRP requirements
- Data submission timelines
- SNF Minimum Data Set (MDS) quality measure items and response options, i.e., Section B: Hearing, Speech, and Vision; Section C: Cognitive Patterns; Section GG: Functional Abilities and Goals; Section H: Bladder and Bowel; Section I: Active Diagnoses; Section J: Health Conditions; Section K: Swallowing/Nutritional Status; Section M: Skin Conditions; Section N: Medications; Section O: Special Treatments, Procedures, and Programs
- SNF MDS assessment-based quality measures
- SNF claims-based quality measures
- SNF QRP provider training materials
- General SNF quality reporting questions

State RAI coordinator

CMS partners with each state to ensure that all staff who use the MDS have access to MDS coding assistance. Every state has a RAI Coordinator who provides expert guidance on coding practices that adhere to the Long-Term Care Facility Resident Assessment Instrument (RAI) 3.0 User's Manual and functions as the front line MDS help desk support.

For contact information for the State RAI coordinators, please refer to Appendix B: State Agency and CMS Regional Office RAI/MDS Contacts of the MDS 3.0 RAI manual available in the Downloads section of the [MDS RAI Manual webpage](#).

Internet Quality Improvement and Evaluation System (iQIES), Data Submission and Data Validation

Email: iqies@cms.hhs.gov

Phone: 1-800-339-9313

Examples of issues this help desk can assist you with:

- Accessing the Internet Quality Improvement and Evaluation System (iQIES)
- General issues related to iQIES
- Accessing submission/validation reports
- jRAVEN software data/record submissions
- Case mix group (CMG) classification
- MDS data submission/validation reports
- Technical questions that are related to MDS data specifications
- Payroll Based Journal (PBJ) data submission

Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN)

Email: nhsn@cdc.gov

Examples of issues this help desk can assist you with:

- NHSN registration
- Questions about data submitted to CMS via the CDC NHSN
- Accessing reports available in the NHSN

SNF QRP Public Reporting

Email: SNFQRPPRquestions@cms.hhs.gov

Examples of issues this help desk can assist you with:

- SNF-specific questions about the Care Compare website
- SNF data available in the [Provider Data Catalog](#)

BetterCare Help Desk

Email: bettercare@cms.hhs.gov

Examples of issues this help desk can assist you with:

- Five-Star Quality Rating System
- Care Compare program for nursing homes/SNFs

SNF QRP Reconsiderations

Email: SNFQRPRReconsiderations@cms.hhs.gov

Examples of issues this help desk can assist you with:

- How to file a request if a provider receives a letter of non-compliance from CMS
- Deadline for filing a Request for Reconsideration
- How to dispute a finding of non-compliance with the QRP reporting requirements that can lead to a 2% payment reduction
- Requesting information about the SNF QRP payment reduction for failure to report required quality data

SNF QRP Compliance Notifications

Email: QRPHelp@swingtech.com

Examples of issues this help desk can assist you with:

- Receiving compliance notifications
- Questions regarding information provided in the non-compliance letters
- Questions related to provider outreach

SNF Medicare Policy

Email: PDPM@cms.hhs.gov

Examples of issues this help desk can assist you with:

- SNF Medicare reimbursement
- SNF Patient Driven Payment Model (PDPM) International Classification of Diseases (ICD)-10 Diagnosis and Procedural Code Crosswalk
- SNF PDPM Classification Logic
- SNF PDPM Grouper tool

SNF Value-Based Purchasing (VBP)

Email: snfvbp@rti.org

Examples of issues this help desk can assist you with:

- SNF VBP program
- SNF VBP quality measures

Listserv Available for Provider Support for SNFs

[Subscribe](#) to the Post-Acute Care (PAC) QRP listserv for the latest SNF quality reporting and the Improving Medicare Post-Acute Care Transformation (IMPACT) Act of 2014 program information including but not limited to training, stakeholder engagement opportunities, and general updates about reporting requirements, quality measures, and reporting deadlines.