

## **Guidance to Assisted Living Providers in Rate/Contract Discussions with the Family Care MCOS:**

As your facility reviews the rates proposed by the MCO, if you haven't already done so, we suggest you consider the following actions to obtain information that could help you contest the MCO's resident-specific rates (Note: While the following bullet points are directed at providers under contract with Inclusa, the general guidance is applicable to all providers with an MCO contract. These actions and the requested information should be obtained in advance of a face-to-face meeting with the MCO):

- **Request a copy of the Long Term Care Functional Screen for each resident.** Review the LTCFS and look for discrepancies between their assessment and what your staff is actually doing for the resident. Very often the MCO staff does not consult with your staff when they complete the LTCFS so they might not have an accurate picture of the services/care being provided. Pay particular attention to the intensity (the amount of staff involvement with certain services or care), frequency (the number of times in a given period a resident requires assistance with certain cares or support), and complexity (the difficulty of services/care provided to a resident) of the services as the LTCFS may not accurately reflect the depth of service/care provided by your staff. NOTE: The resident will likely need to a release to obtain the LTCFS (e.g., Inclusa's form is available at: [www.inclusa.org/wp-content/uploads/Inclusa-Release-of-Information-Form.pdf](http://www.inclusa.org/wp-content/uploads/Inclusa-Release-of-Information-Form.pdf)).
- **Request a copy of the LTCFS scoring summary for each resident.** This sheet summarizes the points accumulated on the LTCFS and ties into their "Acuity Band Value" (see slide 11 of the Inclusa Residential Rate Methodology power point: [www.inclusa.org/wp-content/uploads/2018-Residential-Rate-Methodology-For-External-Website-Rev.-10-13-201....pdf](http://www.inclusa.org/wp-content/uploads/2018-Residential-Rate-Methodology-For-External-Website-Rev.-10-13-201....pdf)) which may help you understand how Inclusa arrived at a resident's score.
- **Complete your own assessment for each resident** with some type of scoring tool. The goal is to have some way you can assess/score your residents to be sure there is resident-to-resident integrity in the rates being offered.
- **Consider applying for a change in the Residential Category** ([www.inclusa.org/wp-content/uploads/Residential-Category-Realignment-Request-Form-and-Residential-Provider-Service-Form.pdf](http://www.inclusa.org/wp-content/uploads/Residential-Category-Realignment-Request-Form-and-Residential-Provider-Service-Form.pdf)). As part of their rate setting process, Inclusa places assisted living facilities (ALFs) into one of 5 rate Residential Provider Categories ([www.inclusa.org/wp-content/uploads/2017/09/Residential-Provider-Category-Descriptions.Inclusa.pdf](http://www.inclusa.org/wp-content/uploads/2017/09/Residential-Provider-Category-Descriptions.Inclusa.pdf)). ALF reimbursement is tied to the categories (see slide 14 of the Inclusa Residential Rate Methodology power point: [www.inclusa.org/wp-content/uploads/2018-Residential-Rate-Methodology-For-External-Website-Rev.-10-13-201....pdf](http://www.inclusa.org/wp-content/uploads/2018-Residential-Rate-Methodology-For-External-Website-Rev.-10-13-201....pdf)) with category 1 facilities receiving less than 50% of the "band value" and Category 5 facilities receiving more than 80% of the band value. Regarding RCACs – most MCOs assume, mistakenly, that all RCACs are basically apartments with services – not ALFs that provide a wide range of care and services that might actually be near skilled care such as significant medication management, interaction with physicians, heavy ADL support, and so forth.