

Department of Health Care Services (DHCS)

Skilled Nursing Facility (SNF) Workforce and Quality Incentive Program (WQIP)

Frequently Asked Questions (FAQ)

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DOCUMENT REVISION HISTORY

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Initial version	1.0	DHCS	02.24.2025

FREQUENTLY ASKED QUESTIONS

OUR FACILITY HAD A CHANGE OF OWNERSHIP MID PROGRAM YEAR (PY). HOW DO WE GET OUR NPI INFORMATION UPDATED?

(Step 1) Please provide the following facility details to the DHCS SNF WQIP

Inbox:

1. Facility name
2. Facility address
3. Health Care Access and Information (HCAI) ID
4. Current National Provider Identifier (NPI)

(Step 2)

1. Please review the California Department of Public Health's (CDPH) [Licensed and Certified Healthcare Facility Listing Data](#).
2. If your facility's information is outdated, the provider needs to submit a [Change of NPI application](#) to CDPH.

OUR WQIP PAYMENT IS INCORRECT DUE TO AN INCORRECT BED DAYS CALCULATION. HOW DO WE GET THIS RECONCILED?

Please work with the appropriate managed care plan(s) (MCP) to reconcile. Per APL 25-002, MCPs are responsible for identifying WQIP qualifying days for payment purposes.

WHO DO I SPEAK TO AT THE MCP LEVEL FOR WQIP QUESTIONS?

Please refer to the [MCP Contact List](#). This document is also available on the [DHCS SNF WQIP Webpage](#).

WILL DHCS SHARE A AND AA CITATION DATA WITH THE MCPs?

CDPH publishes state enforcement action data, including Class AA and A citations, on the CDPH State Enforcement Actions Dashboard. DHCS disseminated a document to MCPs with instructions on how to drill down to the A and AA citation CDPH State Enforcement Actions Dashboard data. MCP stakeholders should now refer to [CDPH's state enforcement action dashboard](#) to obtain the A and AA citation data for SNF WQIP.

This dashboard is updated daily.

If the citation is open, the adjudication process is still ongoing, and if it is closed, the citation is finalized. Per [All Plan Letter \(APL\) 25-002](#), MCPs must withhold SNF WQIP payments for facilities with one or more Class AA or A citations issued by the CDPH for violations that occur wholly or in part during the PY. If an MCP becomes aware of an applicable citation for a PY after the time of an interim or final payment, the MCP must recoup and withhold the applicable payments retroactively for the respective PY. Both open and closed citations should be accounted for. If a citation is overturned on appeal, then it will not appear in the citation data anymore.

For citations that are appealed, MCPs must withhold the applicable payments until all appeals are exhausted and, if applicable, release the applicable payments based on the final disposition of the citation, without regard to the length of the appeals process.

Please email the SNF WQIP Inbox at SNFWQIP@dhcs.ca.gov for a copy, if needed.

HOW CAN I RECEIVE UPDATES FROM THE WQIP TEAM?

An e-mail service (ListServ) has been created so interested SNF stakeholders can receive relevant updates on the AB 186 programs (WQIP, WSP, and ASP). [Sign up for the email distribution list.](#)