



NURSING FACILITY PROVIDER NOTICE QUALITY STANDARDS

CountyCare is dedicated to providing our members with quality long-term care (LTC) services and supporting nursing facility providers in the delivery of these services. CountyCare is pleased to announce its Nursing Facility Quality Standards, which are effective January 1, 2020.

CountyCare requires all Nursing Facilities to maintain certification with the Illinois Department of Public Health (IDPH) and Centers for Medicare & Medicaid Services (CMS). In addition, Nursing Facilities must maintain satisfactory ratings on State and Federal health inspections, meaning they do not result in the facility being identified as a Special Focus Facility (SFF).

For facilities compliant with the above standards, CountyCare utilizes the CMS Overall Star Rating in combination with the Quality Star Rating to categorize Nursing Facilities into four (4) tiers.

Facility Distinction (Tiers)

	Tier 1 Facility	Tier 2 Facility	Tier 3 Facility	Tier 4 Facility
4-5 Overall Star Rating	X			
3 Overall Star Rating		X		
1-2 Overall Star Rating & 4-5 Quality Star Rating			X	
1-2 Overall Star Rating & 1-3 Quality Star Rating				X

Each year in January, CountyCare will review all in-network facilities against our Quality Standards and notify each facility of their Tier status. Nursing Facilities will receive their first notification of status in January 2020. CountyCare expects Nursing Facilities to maintain Tier 1 or Tier 2 standards. Tier 3 and 4 facilities will be required to comply with CountyCare’s Nursing Facility Performance Improvement (NFPI) Initiative and may be subject to suspension of new admissions. The NFPI Initiative will be a collaborative plan focused on the Nursing Facility’s specific opportunities for improvement and will require quarterly communication with CountyCare. Failure to participate in the NFPI Initiative in first year, failure to improve after one year, and Tier 4 status after the first year, will result in contract termination.

We look forward to working with Nursing Facilities in 2020 to promote high quality care. Please contact CountyCare Provider Relations Department at 312-864-8200 option 6, or at providerservices@countycare.com for additional information or assistance.