March 3, 2014

Q: Several IHCA members have inquired about the CMS 5-Star ratings and how to argue/correct them if you believe there was an error made. Most of the questions relate to the staffing calculations.

A: In our last monthly meeting with Toni Colon (OHCR Deputy Director), we raised this question and had a good discussion on this issue. Ms. Colon asked us to remind our members that the LTC facilities need to make sure they are sending in correct information. She stated that a lot of the problems are created because the facility did not originally send in correct information. So, please double-check your information and make sure it is correct before submission. If you believe there was a mistake/error made, Ms. Colon stated to forward the request for review (with all supporting information) to Ted Zelinski (ted.zelinski@illinois.gov) for his review. Ms. Colon (toinette.colon@illinois.gov) also asked that she and Connie Jensen (connie.jensen@illinois.gov) be cc’d on the submittal to Mr. Zelinski. Mr. Zelinski will review the submitted refutation material and either contact the facility for more information, agree and make the necessary changes or disagree. The changes to the 5-Star ratings are made in the State Office (OHCR) and not by federal CMS. If a change is made, the Nursing Home Compare/5-Star is updated generally on the third Thursday of the subsequent month.