Reimbursement KPI
User Tutorial

How to use the Reimbursement KPI report on CHS.care

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CHS.care

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Report Overview & Key Benefits

What this report offers:
The Reimbursement KPI Report displays the financial impact of key quality measures, showing quality-based reimbursement earned versus potential. It allows leaders to quickly see where performance drives strong reimbursement and where improvement opportunities exist.

Use this report to:
- Compare maximum quality add-on potential to current quality add-on.
- Identify lost revenue by quality measure to focus on the largest opportunities.
- Drill down from company/division/region summaries to facility-level detail to understand performance drivers.

How the data is presented:

- **Summary view**
  - High-level summary (one row per metric) for multi-facility users.
  - Maximum Quality Add-on, Current Quality Add-on, and Lost Revenue for each measure, with a TOTAL row.
  - Filters (State, Division, Region, Facility) allow narrowing the focus.
- **Detail view** (per facility)
  - Card-style tiles for each quality measure at the selected facility.
  - Tiles show date range, quality add-on amount, lost revenue, state rank, and key parameter info.
  - Quickly identify high-performance measures versus those driving lost revenue at the facility.

Reimbursement KPI Report User Tutorial
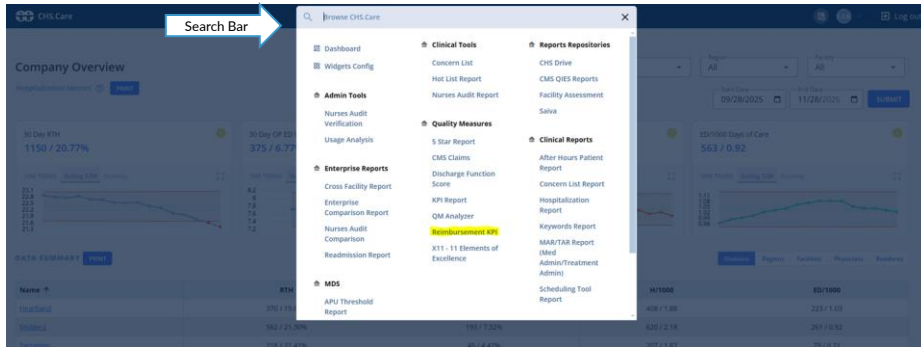
Accessing the Report

Figure 1: Navigating to the KPI Reimbursement Report from the Search Bar menu

Where do I find this report?

1. Log in to chs.care.
2. Click anywhere in the search bar located at the top center of your screen.
3. The Reimbursement KPI Report is located in the **Quality Measures** section of the menu.

Pro Tip: Begin typing the word **Reimbursement** in the search box for quick navigation to the report.

Default View at a Glance

Area	Description
A. Filters	State, Division, Region, and Facility dropdowns used to focus the summary on specific parts of the organization.
B. Tabs	SUMMARY (default company/facility summary) and DETAILS (facility-level tiles when a single facility is selected).
C. Title Bar	"Real Time Quality Add-on Summary for [selected level] as of [current date]".
D. Summary Table	One row per quality measure with Maximum Quality Add-on, Current Quality Add-on, and Lost Revenue.
E. Total Row	Bottom row showing total maximum add-on, total current add-on, and total lost revenue across all measures.

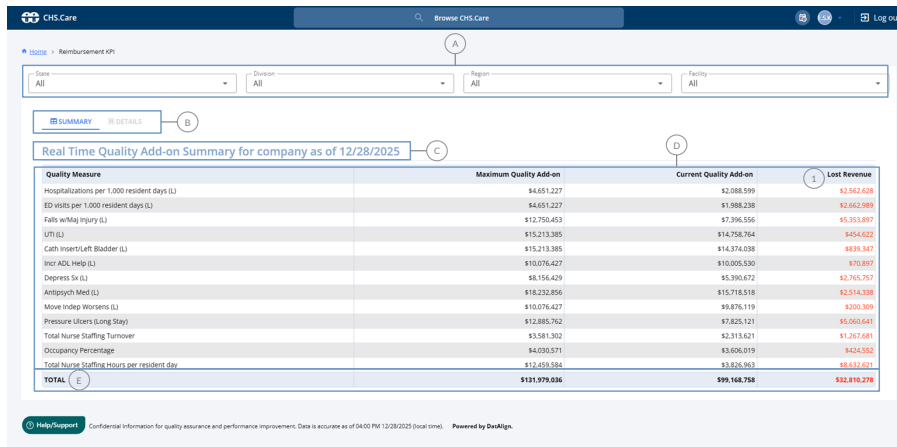Reimbursement KPI Report User Tutorial

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Summary View

Figure 2: Summary View (Company Level)

Using the Summary View

1. **Set the scope with Filters (A)**

   Use the **State**, **Division**, **Region**, and **Facility** dropdowns to choose the level you want to view.
   - If you have company-level access, leaving all filters as **All** shows the highest level available (for example, company).
   - If your access is limited, you will see results only for the divisions/regions/facilities you are allowed to view.

2. **Confirm the level and date in the Title Bar (C)**

   Check the title line (for example, "Real Time Quality Add-on Summary for [selected level] as of [current date]") to verify you are looking at the right level and effective date.

3. **Review the Summary Table (D)**

   For each **Quality Measure** row, note the three main values:
   - **Maximum Quality Add-on**
   - **Current Quality Add-on**
   - **Lost Revenue**
   - Click on any column header (1) to sort by that column.

4. **Check the Total Row (E)**

   Use the **TOTAL** row to see the combined Maximum Quality Add-on, Current Quality Add-on, and Lost Revenue for the selected level (company, division, region, or facility, depending on your filters and access).

5. **Adjust filters as needed**

   Change any filter (A) to move between company, division, region, or facility views. The Summary table recalculates automatically based on your selection.
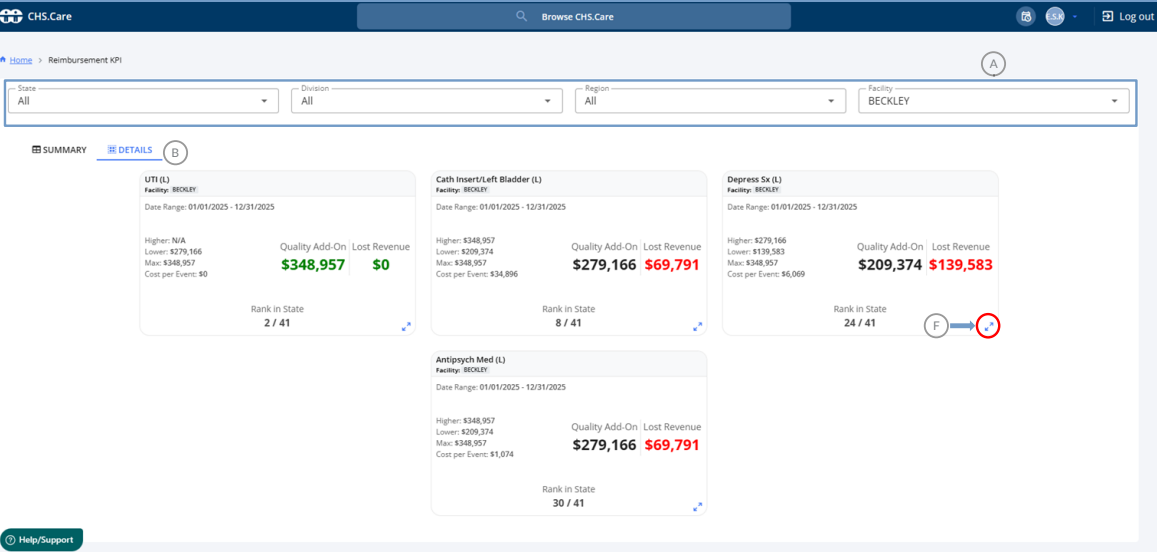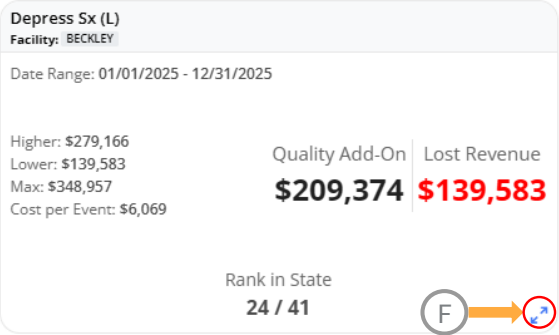
Details View

Figure 3: Details View

Figure 4: Detail Tile (modal expansion arrows highlighted)

Using the Details View

1. **Select a single facility**
   In the **Facility** filter (A) , choose the facility you want to review. The Details view is designed for one facility at a time.
2. **Switch to the DETAILS tab** (B)
   Click the **DETAILS** tab to switch from the summary table to the tile layout for the selected facility.
3. **Review measure tiles**
   Each tile represents one **quality measure** at that facility and shows:
   - Measure name and facility name
   - **Date Range** used for the calculation
   - **Quality Add-On** amount
   - **Lost Revenue** amount (if any)
   - **Rank in State** for that measure
   - **Cost per Event** (where applicable)
4. **Return to the Summary view**
   To go back to the higher-level summary for your selected filters, click the **SUMMARY** tab (B) again.
5. When you want more information about a specific quality measure at a facility, you can open a **measure detail modal** from the **DETAILS** view by clicking on the expand icon (diagonal arrows) (F) in the corner of the tile.

   The measure detail modal opens on top of the screen (see next page).

Modal View

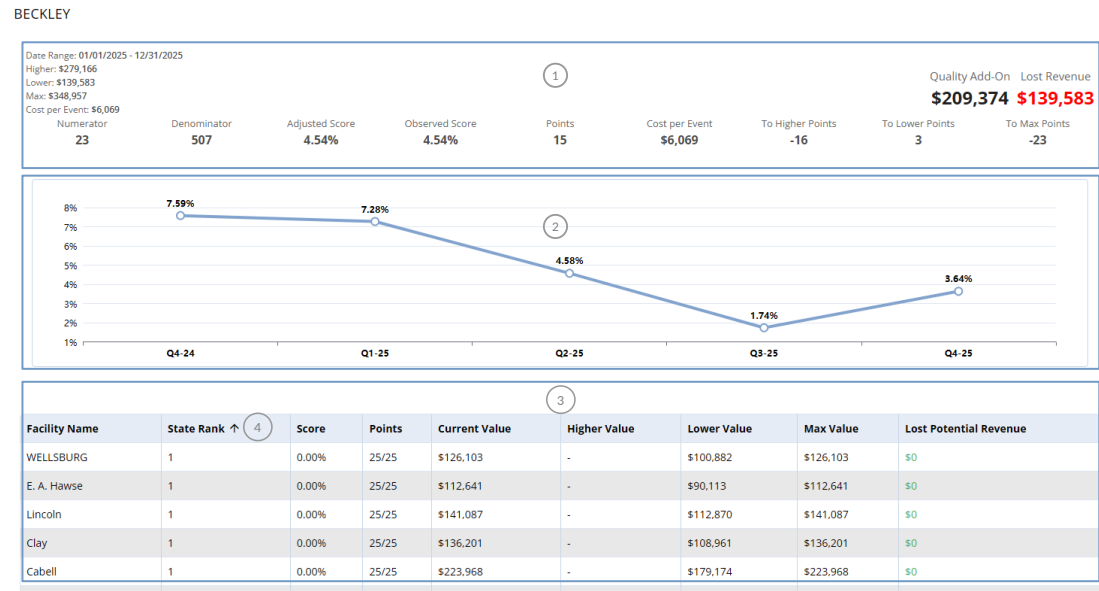*Figure 5: Modal View*

The modal has three main parts:

1. **Header and key stats** (top section)
   - Measure and facility name, calculation date range.
   - Core measure values: Numerator, Denominator, Adjusted/Observed Score, Points, Cost per Event.
   - Quality Add-On and Lost Revenue.
   - "To Higher Points," "To Lower Points," and "To Max Points" showing distance to point levels.
2. **Trend chart** (middle section)
   - Line chart showing the measure value's movement over the calculation time range.
3. **Facility table** (bottom section)
   - Table listing facilities and their performance.
   - Columns include Facility Name, State Rank, Score, Points, Current/Higher/Lower/Max Value, and Lost Potential Revenue. Click on any column header (4) to sort by that column.
   - Clicking any facility name in the table updates the Header and key stats and Trend chart to display the information for that facility.

Click on the **X** icon (5) in the top right corner to close the modal and return to the Detail View or Click on **GO TO REPORT** to return to the main report page.

Tips |FAQs | Troubleshooting

Tips

- **Quality Add-On** is always colored black unless it is the maximum amount, in which case it will be colored green

- **Lost Revenue** is always colored red, unless it's 0 - in which case it will be colored green.

- **Rank in State** is based on the QM score, not the reimbursement amount. This is because reimbursement depends on Medicaid Days, which vary based on the size of the facility and census.

FAQs

Q: **Where does the quality measure information on this report come from?**

A: MDS 3.0 Quality Measures data are aggregated from DatAlign's real-time calculations. Claims-based measures and Staffing data is sourced from CMS, with the numerator extrapolated from our calculation of the denominator.

Q: **What is the default date range for this report?**

A: The default date range for MDS 3.0 Quality Measures is the most recent four quarters of data ending with the current quarter (for Maryland, it is the most recent quarter). The default date range for Staffing and Claims-based measures is the most recent data available from CMS.

Q: **How do you calculate the amount shown as Current Reimbursement?**

A: The calculations are based on documentation from the relevant States as available,

augmented by information provided by CHS reimbursement specialists and external consultants. This information is updated periodically as new rules become available

Q: **Why does the latest Rate Letter from my state show different numbers from what I see on this report?**

A: The KPI Reimbursement Report represents the quality add-on payments a facility would receive if the next determination was based on its current performance. Your rate letter shows what you are actually receiving based on past performance.

Q: **What does "Rank in State" mean in the DETAILS tiles and modal?**

A: "Rank in State" shows how the selected facility compares to other facilities in the same state for that measure (for example, "2/ 41" means 2nd out of 41 facilities).

Troubleshooting

Q: **Why can't I see facility-level DETAILS tiles?**

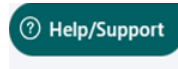A: First, make sure the Facility filter is set to a single facility (not "All").If you still do not see the DETAILS view as expected, please capture a screenshot (including filters and the title bar) and contact DatAlign using the Help/Support button as detailed in the final section of this tutorial.

Q: **What should I do if I think the data is wrong?**

A: If the data looks incorrect, please capture a screenshot (including filters and the title bar) and contact DatAlign using the Help/Support button as detailed in the final section of this tutorial.

Support / Contact

If you encounter any issues while using this report, please use the [Help/Support] button at the bottom of the report page to open a support ticket.

To ensure effective assistance, please include the following with your ticket:

- A screenshot of the issue.
- A comprehensive description, including all pertinent details like the facility name, to help us understand your experience.

The official Business Rules for this report are available at this link.