



NDLTCA Newsletter

June 23, 2026

All Members - *All Members*
Assisted Living - *AL*
Basic Care and Adult Residential - *BC*
Care at Home - *CH*
Home Health - *HH*
Nursing Facilities - *NF*

We appreciate the continued partnership and support of our Platinum Sponsor, EAPC.



NDLTCA Updates

Medicaid Eligibility Discussion Update

All Members

Over the past several months, we have heard concerns from nursing facility providers regarding the Medicaid long term care eligibility process. To better understand whether these experiences

were isolated or occurring more broadly across the state, we gathered feedback from facilities in multiple regions and shared that information with Medicaid leadership and advocacy partners.

Providers reported that some aspects of the process have improved over the past couple of years, including processing timelines in certain cases and positive working relationships with eligibility staff. Many also noted that when facilities are able to assist families early in the process—with appropriate releases of information in place—applications often move more efficiently.

At the same time, facilities described ongoing challenges, including families struggling to navigate the process, communication difficulties, repeated requests for documentation, inconsistent information, and financial risks when applications are delayed or denied despite good-faith efforts by families and providers.

In meetings with the State Medicaid division, NDLTCA and advocates emphasized that we are not seeking changes to eligibility requirements as those are often federal but rather process improvements here in ND that support consistency, transparency, communication, and collaboration.

Reporting Concerns

Crystal Labatore, Supervisor of the Medicaid Long Term Care Eligibility Unit, has asked that facilities bring concerns to her attention as they arise so she can determine whether assistance may be available.

If you encounter issues related to Medicaid eligibility applications, reviews, communication, processing delays, or case-specific concerns, please contact Crystal and copy NDLTCA. We also encourage facilities to let us know if residents or families report difficulty obtaining assistance from their local Human Service Zone. Medicaid leadership has indicated that Human Service Zones are expected to accommodate requests for in-person assistance, and they would like the opportunity to address situations where that may not be occurring.

In addition, if residents or families require accommodations beyond standard application assistance, please share those situations as well. Medicaid leadership has expressed a

willingness to work through individual circumstances to ensure applicants receive the support they need.

Sharing these experiences will help us identify recurring issues, track statewide trends, and continue working with Medicaid leadership on potential system improvements.

Crystal Labatore

Medicaid Long Term Care Unit Supervisor

701-328-1180 | 701-857-6934 | 1-833-755-0235

dhsmedicaidltc@nd.gov | clabatore@nd.gov

Education



Reminder: Register for the Summer Administrator's Conference!

All Members

There's still time to register for the 2026 Summer Administrator's Conference, taking place July 21–24 at Chase on the Lake in Walker, Minnesota!

Join long term care leaders from across the region for valuable education, networking, and discussions on the issues impacting our profession today and into the future. Topics include leadership, workforce challenges, reimbursement updates, legislative issues, survey preparedness, and the future of long term care.

In addition to educational sessions, attendees can participate in:



PAC Golf Outing – July 22

 PAC Painting Event – July 22

 Cocktails & Conversations with Sponsors – July 23

Don't forget—Early Bird registration rates end July 1!

View the full schedule and register today: <https://ndltca.org/events/administrators-conference-2/>

We look forward to seeing you in Walker this July!

Free Webinar from our Gold Sponsor, Flint

The True Cost of CNA Turnover: What Most Facilities Aren't Measuring

All Members

Wednesday, June 24 | 12:00–12:30 p.m.

CNA turnover is widely recognized as a challenge in long-term care — but most facilities are only seeing part of the cost.

Join our Gold Sponsor, Flint, for a free educational webinar that explores the full financial and operational impact of CNA turnover. This session will go beyond vacancy rates and staffing shortages to uncover hidden costs such as agency fill expenses, orientation hours, overtime and shift bonuses, productivity loss, leadership time, and the impact turnover has on resident continuity of care.

Attendees will leave with:

- A practical framework for calculating their facility's true turnover cost
- Greater insight into the operational impact of turnover
- Strategies for identifying opportunities to reduce costs and improve retention

This is a valuable session for administrators, HR professionals, nursing leaders, and anyone involved in workforce planning and retention efforts in long-term care.

Peggy Krikava sent a Microsoft Teams invitation to all members on June 9. If you did not receive the invite and would like to attend, please email Peggy at peggy@ndltca.org.

Thank you to Flint for providing this complimentary educational opportunity for our members.

The banner features a dark blue header with the Healthcare Academy logo and tagline. Below, the text 'NOW AVAILABLE:' is in blue, followed by 'Workforce Development' in large bold black font and 'Assisted Living Essentials' in blue. A list of four benefits is shown on the left, each with a circular icon: a house for 'BUILT FOR ASSISTED LIVING', a clock for 'MICROLESSONS STAFF ACTUALLY COMPLETE', a refresh arrow for 'STAY BECAUSE YOU WANT TO, NOT BECAUSE YOU HAVE TO', and a group of people for 'FROM NEW HIRE TO EXPERT – ONE PLATFORM'. On the right, a laptop displays a video of a group of people, with a white overlay showing the Healthcare Academy logo and the text 'Family Communication and Support Strategies'.

Healthcare Academy®
eLearning and eCompetencies™

NOW AVAILABLE:

Workforce Development
Assisted Living Essentials

-  **BUILT FOR ASSISTED LIVING**
-  **MICROLESSONS STAFF ACTUALLY COMPLETE**
-  **STAY BECAUSE YOU WANT TO, NOT BECAUSE YOU HAVE TO**
-  **FROM NEW HIRE TO EXPERT – ONE PLATFORM**

Healthcare Academy Family Communication and Support Strategies

IS YOUR ASSISTED LIVING STAFF TRAINING KEEPING UP?

AL

Workforce turnover. Compliance. Staff who need to learn fast and keep moving.

Healthcare Academy's [Assisted Living Essentials](#) was built for exactly this - short, engaging lessons that cover everything from new hire orientation to professional growth, all in one platform.

No long modules staff tune out. No contracts that lock you in. Just training designed from the ground up for assisted living.

What makes it different:

- Built specifically for assisted living workflows and compliance
- Microlessons staff actually complete
- Transparent subscription-based pricing - no surprise renewals
- Everything from day-one onboarding to professional growth all in one place.

We'd like to show you what training looks like when it's actually built for your team.

[Contact Healthcare](#) Academy to learn more!

On Our Blog:

[***The Training Gap in Assisted Living - and What to Do About It***](#)

Webinar: Understanding North Dakota's New Office of Guardianship and Conservatorship

All Members

Join us on **Wednesday, August 5, from 12:00–1:00 p.m. CT** for an educational webinar featuring **Rachel Sinness, Executive Director of the North Dakota Office of Guardianship and Conservatorship**.

Established by legislation passed during the most recent legislative session, the new office was created to provide oversight, support, and resources related to guardianship and conservatorship services across North Dakota. NDLTCA supported the legislation and is pleased to offer members an opportunity to learn more about the office and its role.

Rachel will share information about the new office, explain how guardians interface with long-term care providers, and discuss ways facilities and guardians can work together more effectively. As facilities and guardians often serve the same individuals, strong communication and collaboration are essential to ensuring the best outcomes for residents. This webinar is intended to help strengthen relationships between long-term care providers and guardians and foster a better understanding of how we can work together to support those we serve.

We encourage administrators and other long term care leaders to attend this informative session.

Date: Wednesday, August 5

Time: 12:00–1:00 p.m. CT

A Microsoft Teams invitation was sent to all members on 6/17/26. Please feel free to share the invite with others in your facility who you feel should hear this information as well. If you do not receive the invitation and would like to attend, please contact Peggy Krikava at

peggy@ndltca.org.

Regulatory

Agency claiming accounts on QSP enrollment portal

CH

QSP agencies can watch a training video on how to claim accounts and add employees. Visit the QSP Hub website to view the video. [Watch now.](#)

CMS Posts FY 2027 ICD-10-CM Update

NF

CMS has posted the FY 2027 ICD-10-CM updates, including new code files and conversion tables, to help providers prepare for coding and billing changes effective October 1, 2026. [Read More](#)

Is Your PBJ Process Survey Ready?

NF

Last week, **the Office of Inspector General (OIG) released a report** examining whether nursing homes' RN staffing hours reported in CMS's Payroll-Based Journal (PBJ) were supported by verifiable documentation and reported in accordance with Federal requirements. The OIG found that, based on a sample of PBJ data from one month in 2024, nursing homes had an estimated 5% error rate in RN staffing submissions. While some facilities underreported hours, the majority of errors involved overreporting RN hours not actually worked or paid for.

The report identified several common reporting issues, including:

- Reported hours that RNs did not work or were not paid for;
- Failing to deduct meal breaks from reported hours;
- Omitting hours that RNs worked and were paid for;
- Reported hours for RNs attending training and unavailable to perform their primary duties;
- Failing to report RN hours by calendar day;
- Reporting hours for individuals without active RN licenses;
- Reporting hours for an RN who did not work onsite.

In addition, the OIG identified instances in which facilities could not provide sufficient documentation to verify reported staffing hours.

Accurate PBJ reporting is a federal requirement. This data should be submitted quarterly as outlined in **CMS's PBJ Version 2.7 Policy Manual**. Failure to submit required staffing data may result in noncompliance and citations under **F-851**. Surveyor concerns regarding RN coverage, licensed nurse coverage, or sufficient staffing levels may also result in citations under **F-725** and **F-727**.

Read more and access resources at our Bronze sponsor's website, [The Compliance Store](#).

Care At Home

Advancing Care: An Evening at Fenway, an exclusive fundraising event

CH

Our partners at the National Alliance for Care at Home are sharing an exciting event at Fenway Park on July 13 hosted by the Research Institute for Home Care. The event includes dinner, park tours, and a special alumni guest appearance, with proceeds supporting research across home health, hospice, and home care.

If you're in the Boston area or attending the [Alliance Summit](#), this is a wonderful opportunity. [Learn more and purchase tickets here.](#)

In the News

Proactive Decisions about Expanding Services

All Members

Service expansion has become one of the most important strategic conversations. As resident expectations shift, acuity rises, and market pressures intensify, providers are being asked to do more with the campuses they already own. [Read more.](#)

What Data Shows About Medication Risk in Long Term Care

All Members

New data highlights the most common sources of medication-related risk in long term care and underscores the importance of clinical oversight in preventing errors, improving resident safety, and supporting quality outcomes. [Read More](#)

Workforce

VIDEO: Leading People, Leading with Purpose

All Members

Mark Gogal, Vice President of Workforce Development at the North Carolina Health Care Facilities Association, believes that supporting people is the most essential people-management skill leaders can have. [Watch now.](#)

Insurance

News for Medica Network Providers

All Members

[July 2026 news](#)

MA denials being overturned at ‘extremely high’ rate, proving SNF care is inappropriately denied: OIG

All Members

MCKNIGHTS 6-11-26

Medicare Advantage organizations denied 12% of requests for skilled nursing admission,

according to a new federal study. But a 95% overturn rate on appeal is raising fresh questions about access to needed care and the thousands of denials that are not filed. [Read more...](#)



Contact us at 701-222-0660 or email Nikki at nikki@ndltca.org or Peggy at peggy@ndltca.org.