



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Division of Medical Assistance**  
600 Washington Street  
Boston, MA 02111  
[www.state.ma.us/dma](http://www.state.ma.us/dma)

**MassHealth**  
**Nursing Facility Bulletin 119**  
**April 2001**

**TO:** Nursing Facilities Participating in MassHealth  
**FROM:** Wendy E. Warring, Commissioner  
**RE: Administrative Simplification: Electronic Submission of Management Minutes Questionnaire (MMQ) Data**

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**Background**

The Division has been working with nursing facility providers and industry representatives to identify administrative processes that can be simplified, benefiting both providers and the Division. The initial focus of this effort has been on the submission of MMQ data by nursing facilities.

The Division currently receives Management Minutes Questionnaires (MMQs) and Management Minutes Questionnaire Turnaround Documents (MMQTDs) from some nursing facilities on paper and from some nursing facilities electronically (on diskettes). After the data is received from providers, it is entered into a system maintained by the Department of Public Health (DPH), and then passed to the Division's Medicaid Management Information System (MMIS) on a weekly basis for claims processing and data collection purposes.

Automating the submission and handling of MMQ data will improve the efficiency and accuracy of the process for providers and for the Division. Consequently, the Division has developed an improved system for accepting and processing MMQ data from providers that will no longer involve the DPH system. All nursing facility providers will soon be required to submit MMQ data electronically to the Division.

This bulletin provides nursing facilities with information about the requirements for electronic submission of MMQ data. Included is the Division's Web site address for downloading the Division's free software. This software will allow nursing facilities to prepare MMQ data for electronic submission. For facilities that choose to develop their own software or to purchase MMQ submission services from an intermediary, software specifications are included in Transmittal Letter NF-39.

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***What Is Not Changing***

The Division is not making any changes to the requirements for when MMQs or MMQTDs need to be prepared. The Division will, however, begin to refer to this data collectively as “MMQs” or as “initial MMQs” and “quarterly MMQs,” to reflect the fact that the records are no longer paper documents.

The Division is not making any changes to the time frames for submission or cycles by which nursing facilities currently submit MMQ data. There are also no changes to the instructions for completing the MMQ. The current instructions for completing MMQs, communicated by Nursing Facility Bulletin 108 (January 1995), have been updated only to reflect that submissions must now be made electronically. The revised instructions are included with Transmittal Letter NF-39.

The Division will continue to perform audits of medical records to ensure that Management Minute Categories (MMCs) have been properly assigned and that MMQs have been properly prepared. Initial MMQs and quarterly MMQs must be signed by a registered nurse. The Division will not expect facilities to keep hard copies of MMQs in members’ medical records; however, facilities will be required to produce hard copies, from the nursing facility’s information system, upon request.

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***What Is Changing***

Beginning July 1, 2001, all nursing facility providers will be expected to submit MMQ data electronically to the Division, either by using the Division’s software or in accordance with the software specifications in Appendix D, attached to Transmittal Letter NF-39. Appendix D provides updated instructions for completing electronic MMQs.

The electronic specifications differ from and supersede the specifications used by those nursing facilities that currently submit MMQ data electronically. If you currently submit the data electronically or use an intermediary, your existing software must be updated or replaced. After June 30, 2001, the Division will not accept submissions prepared using the old software specifications. Information about the benefits of the upgraded specifications and the Division’s free software follows.

Unless specifically requested by a provider on or before June 1, 2001, the Division will not mail quarterly MMQTDs to providers for the quarter that begins in July 2001 or for any quarters that begin after that date. In the near future, the Division will also eliminate the paper MMQ so that supplies will no longer be available to providers.

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***Free Software and  
Electronic Specifications***

The Division has developed a free software program for the submission of MMQ data. This software is available free of charge from the Division's Web site. If you have a computer (with minimum system requirements of Pentium, Windows 95, 32 MB of RAM, and 5 MB of available hard drive space) and can access the Internet, you will be able to download the Division's software and the specifications. (These specifications are also included as Appendix D in Transmittal Letter NF-39.) The Division's Web site address is [www.state.ma.us/dma/mmq/dmammmq\\_IDX.htm](http://www.state.ma.us/dma/mmq/dmammmq_IDX.htm).

If you do not have the capability to download the software from the Division's Web site, you may request a free software package by contacting the Division's Casemix Unit at the address provided in this bulletin. Please specify whether you would like to receive the software on a CD-ROM or a 3½" diskette.

The software program replicates the current MMQ format and allows for easy data entry. The program contains up-front edits that will eliminate addition and coding errors. This feature will improve communication between nursing and billing staff by identifying and eliminating discrepancies between the information in the nursing facility's records and the information forwarded to the Division for claims processing.

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***Submission Process  
Effective July 1, 2001***

Electronic submissions of initial and quarterly MMQs should be sent to the following address.

Division of Medical Assistance  
Casemix Unit  
600 Washington Street  
Boston, MA 02111

The Division will not be conducting a testing process with providers. Any electronic submission of MMQ data must contain actual, accurate data.

The Division will not accept CD-ROMs or diskettes containing errors that prevent the submissions from being processed (for example, a blank CD-ROM or diskette). If an error is detected upon receipt of a submission, the Division will notify the nursing facility of the error. The nursing facility will be required to submit a corrected CD-ROM or diskette.

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***Submission Process  
Effective July 1, 2000  
(cont.)***

Providers are required to submit an Electronic MMQ Submission Agreement and Certification Statement (MMQ Cert-1) form with their first electronic submission. Certification forms are not required for subsequent submissions. The certification form, a copy of which is included with this bulletin, attests that the information that will be transmitted by the nursing facility is a true statement of documented nursing services provided to MassHealth members. This form will be placed on file and will be in effect for the term of the nursing facility's provider contract with the Division.

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***Time Frames for Initial  
and Final Implementation***

Beginning July 1, 2001, all MMQs—initial and quarterly—should be submitted electronically to the Division, either on a CD-ROM or on a 3½” diskette, using the Division's software or in accordance with the attached specifications.

Any nursing facility that is unable to meet the time frame specified in this bulletin must inform the Division before June 1, 2001, by writing to the Division's Casemix Unit at the address provided in this bulletin. The Division will allow the nursing facility to continue to submit MMQs on paper for a short period of time. The Division anticipates that it will require all nursing facilities to submit MMQ data electronically in accordance with these requirements by October 1, 2001.

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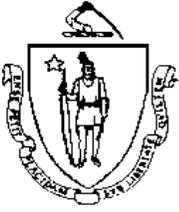
**Next Steps**

- Make sure that this bulletin and all the related attachments and documents reach staff who coordinate and complete MMQ data. These documents include:
    - ◆ Nursing Facility Bulletin 119
    - ◆ Certification Requirement (form MMQ Cert-1 (04/01))
    - ◆ Transmittal Letter NF-39
    - ◆ Specifications for Electronic Submission of MMQs (Appendix D in Transmittal Letter NF-39)
    - ◆ Instructions for Completing Management Minute Questionnaires (MMQs) (form LTC-012, rev. 04/01) (Appendix E in Transmittal Letter NF-39).
  - Meet with staff, gather their questions/concerns, and contact either the Division's Casemix Unit at (617) 210-5300 or MassHealth Provider Services at (617) 628-4141 or 1-800-325-5231.
  - Evaluate the best submission option (CD-ROM or 3½" diskette) for you.
  - Perform a test of MMQ information before your first submission to the Division.
  - Be sure to include a signed certification form with your first submission.
  - If you already use an intermediary to submit information to the Division, make sure that they have replaced or updated old software.
  - If you cannot meet the requirements for electronic submission of MMQ data by July 1, 2001, please inform the Division's Casemix Unit in writing by June 1, 2001.
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**Questions**

If you have any questions about the information contained in this bulletin, please contact either the Division's Casemix Unit at (617) 210-5300 or MassHealth Provider Services at (617) 628-4141 or 1-800-325-5231.

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### **Electronic Management Minutes Questionnaire (MMQ) Certification Statement**

The undersigned certifies that the statements below are applicable to each electronic submission of MMQ data and that the information contained in each submission is true, accurate, and complete. The provider understands that any falsification or concealment of a material fact may be prosecuted under federal and state laws.

The nursing facility agrees to:

- ◆ Follow the Instructions for Completing Initial and Quarterly Management Minutes Questionnaire (MMQs) (Appendix E in the *Nursing Facility Manual*).
- ◆ Ensure that the submitted MMQ data is completed under the direct supervision of a registered nurse who can attest to its accuracy.
- ◆ Keep any records necessary to disclose fully the extent of services the provider furnishes to members. Such records must be maintained in accordance with and for the duration specified in the Division's Administrative and Billing Regulations at 130 CMR 450.000.
- ◆ On request, furnish to the Division of Medical Assistance, the Secretary of the United States Department of Health and Human Services, or the Attorney General's Medicaid Fraud Control Unit any information maintained under the previous paragraph.
- ◆ Comply with any laws, rules, and regulations governing MassHealth.

\_\_\_\_\_  
Provider Name  
(d/b/a name)

\_\_\_\_\_  
MassHealth Provider Number

\_\_\_\_\_  
Name of Administrator

\_\_\_\_\_  
Signature of Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
E-Mail Address of MMQ Contact

This form will be placed on file and will be effective for the term of the nursing facility's contract with the Division of Medical Assistance.

MMQ Cert-1 (04/01)



[Contact information for providers](#)



*Please Click Button to Begin Download*

Download the file (DMAMMQInstall.Exe) to your local drive or to a network drive.

*What do I do after I have downloaded the MMQ?*

Once the download is complete, run DMAMMQInstall.Exe and the installation process will begin.

To run DMAMMQInstall.Exe,  
Click on the Windows Start button  
Click Run  
Click the Browse button  
Go to the folder where you downloaded the installation file  
Select DMAMMQInstall. Exe and click the Open button.  
Click the Ok button.

The installation process will require you to make selections; in every instance, select the default. The default button will be **Continue** or **Ok** (on one screen, the default is a button on the left side of the window with the image of a computer on it).

Once the installation is complete, you can run the DMA Management Minutes Questionnaire:

Click on the Windows Start button  
Select Programs  
Select DMA MMQ  
Click on DMA MMQ (the documentation is in the same folder, so you can open and print a copy of the documentation by clicking on the DMA MMQ Documentation button).

**Estimated Download times:**

v.90 Modem 50 kbps 10 minutes  
v.90 Modem 40 kbps 11 minutes 45 seconds  
v.90 Modem 33.6 kbps 14 minutes 45 seconds

File size 3.57 megabytes

**Once you are finished, please download the instruction manual for the MMQ.**



*Please click button if download does not begin within 5 minutes.*

**Still having trouble?**

Please call 1.617.210.5300 for more information.