

2025 Provider Survey

AHCA/NCAL is conducting an online survey of skilled nursing, assisted living and ID/DD members to gather data on what's happening within the industry. Providers will be asked about several topics, including workforce, Medicaid, Medicare Advantage, and finances. This survey may be most appropriate for corporate staff and/or facility administrators to complete.

The survey should take approximately 10 minutes to complete. Information from this survey will help AHCA/NCAL address questions from policymakers as well as advocate for resources and common-sense regulations for the profession. This survey will close by 8pm Eastern/5pm Pacific on Friday, May 9. Any questions, please email research@ahca.org.

Demographics

1. What is your role? [drop down]
2. What type of provider are you?
 - a. Skilled nursing facility (SNF/NF) only
 - b. Assisted living (AL) only
 - c. Both SNF and AL
 - d. ID/DD provider
3. Are you answering for
 - a. Single facility (go to Q4)
 - b. More than one facility (go to Q5)
4. If a single facility, please provide the following information
 - a. State
 - b. Bed Count
 - c. Rural or urban setting
5. As a multi-facility organization, please select the five states you have the greatest number of facilities/communities and provide a count.

Workforce

6. In the past year, would you say your organization's overall workforce situation has generally gotten better or worse?
 - a. Much better
 - b. Somewhat better
 - c. Stayed the same
 - d. Somewhat worse

7. What actions have you taken to recruit new employees or retain existing employees?
- Increased compensation
 - Updated benefits package
 - Provided new/additional training
 - Clarified promotional opportunities and career paths
 - Prioritized employee wellbeing through programs, speakers, etc.
 - Enhanced work-life balance by addressing challenges such as childcare, housing or transportation
 - Other
8. How would you rate your ability to recruit new staff?
- Very difficult
 - Somewhat difficult
 - Somewhat easy
 - Very easy
9. How big are each of these obstacles in recruiting new staff?

Obstacles	Not an Obstacle	Moderately Big	Extremely Big	Don't Know
Current financial situation/lack of funding doesn't allow us to offer competitive wages and benefits				
Lack of interested or qualified candidates				
Personal commitments preventing people from entering the workforce (e.g., childcare)				
Regulatory/survey environment				
Lack of training opportunities for nurses and other caregivers				
Immigration policies/delays in processing visas				

Medicaid

10. How much does Medicaid reimburse you for care compared to actual costs? (If you have facilities in multiple states, please provide an average.)

- a. < 50 %
- b. 50-59%
- c. 60-69%
- d. 70-79%
- e. 80-89%
- f. 90-100%
- g. Not Applicable

11. Current proposals in Congress call for finding government savings, likely in the Medicaid program. How concerned are you about potential reductions to Medicaid for long term care?

- a. Extremely Concerned
- b. Moderately Concerned
- c. Slightly Concerned
- d. Not Concerned
- e. Not Applicable

12. Some have suggested reducing or eliminating provider taxes to reduce federal spending on Medicaid. AHCA/NCAL estimates that reducing the cap even one percent, from 6% to 5%, could reduce Medicaid rates by \$13 per nursing home resident per day, on average. What impact would reducing or eliminating provider taxes have on your facility(ies)?

	Reduced to 5%	Reduced to 2.5%	Eliminated
No impact			
Low level of impact			
Moderate level of impact			
Severe Impact			
Don't Know			

13. If the federal government reduces Medicaid funding, what changes would your facility(ies) have to make? (select all that apply)

- a. Reduce Medicaid census
- b. Close facility(ies)
- c. Reduce current staff
- d. Limit new hires and recruitment efforts

- e. Cut other services (e.g. food, maintenance, etc.)
 - f. Defer modernization efforts (e.g., capital improvement projects, investing in new technology).
 - g. Little to no changes
 - h. Other
 - i. Not Applicable
14. Please explain further in your own words what Medicaid means to your residents, staff, and organization and what impact cuts would have: [short-answer format]

Medicare Advantage

15. On a monthly basis, about what percentage of your patients are on a Medicare Advantage plan?
- a. None
 - b. Less than one-third: 0-32%
 - c. More than one-third: 33-65%
 - d. More than two-thirds: 66%-100%
 - e. Don't know
16. How often do MA plans deny or delay post-acute care services in your facility(ies) for your MA patients?
- a. Daily
 - b. Weekly
 - c. Monthly
 - d. Every few months
 - e. Rarely or none
 - f. Not Applicable
17. When MA patients are denied post-acute care services by your facility, how frequently are those denials reversed once appealed?
- a. Always
 - b. Sometimes
 - c. Rarely
 - d. Never
 - e. I don't know
 - f. Not Applicable
18. Have you encountered a situation where a MA plan pulled coverage for a SNF resident prematurely against the advice of resident's healthcare provider?
- a. Yes

- i. If yes, please include an example without listing any resident information:
- b. No
- c. Don't Know
- d. Not Applicable

Finances

19. Approximately what percentage of your revenue (excluding other lines of business) comes from (totaling 100%)
- a. Medicaid (including managed care): _____
 - b. Medicare (including managed care): _____
 - c. Private pay: _____
 - d. Other: _____
 - e. Total: 100%
20. How would you characterize your occupancy rates right now?
- a. Full capacity with wait list
 - b. Most beds are occupied with a comfortable number of availability
 - c. Many beds are available and we are actively working to fill them
 - d. Many beds are available, but we have to keep them open due to workforce challenges
 - e. We are at risk of closure due to low occupancy
21. What is your current operating situation relative to your budget? (i.e., total margin for all payers)
- a. Operating at a loss or negative total margin
 - b. Operating on a total margin between 0-3%
 - c. Operating with a total margin of more than 3%
22. President Trump has proposed new, reciprocal tariffs for nearly all countries and increasing tariffs for China. While the reciprocal tariffs were paused for 90 days, how concerned are you about these new policies and your LTC organization's ability to purchase medical supplies and other goods?
- a. Extremely Concerned
 - b. Moderately Concerned
 - c. Slightly Concerned
 - d. Not Concerned

Future Outlook

23. How optimistic are you about the future for your facility/organization?

- a. Very optimistic
- b. Optimistic
- c. Moderately optimistic
- d. Slightly optimistic
- e. Not optimistic

24. In your own words, tell us about your current situation.

- a. Comment: _____

Additional Information

25. Would you be willing to share your story to members of the press?

- a. Yes
- b. No

26. Please provide your contact information:

- a. Name: _____
- b. Title: _____
- c. Facility/Company: _____
- d. City/Town: _____
- e. State/Province: _____
- f. Email: _____
- g. Phone: _____