

2/25/2021

## Quarterly Newsletter: Learn More About PAQA | Help Desk FAQs | Review PathTracker Resources

For the **Delaware PASRR Newsletter** for Winter 2021, we cover several important topics that are critical for providers. Be sure to review these useful updates and reminders shown below, which include:

- Reminder: The Importance of Post Admission Quality Audit Results (PAQA)
- FAQs: Frequently Asked Questions to the Help Desk
- Resource: Review PathTracker Training Content

### REMINDER: The Importance of Quality Audit Results (PAQA)

Maximus performs Post-Admission Quality Audits (PAQA) on a random sample of Level I screens that received a Web Approval and did not require an internal review by a clinician. This process is critical step toward ensuring assessment quality. Providers play a critical role in assisting to help maintain submitter quality.

During this quarter, Maximus generated a random sample of 10 Web Approved Screens per week. The admitting nursing facility for each screen was contacted in order to gain additional information about the individual that was not required during the initial screen.

### Post-Admission Quality Audit Results

Time Period	# of PAQA Sampled	# of PAQA Returned	# of No Quality Finding	# of Algorithm Issues Found	# of Submitter Quality Issues Found	# of Coincidental Status Changes Found	# of Status Changes Submitted by Facility
Jul – Sep 2020	80	26	23	0	1	2	2
Oct – Dec 2020	130	19	19	0	0	0	0

Of the 130 sampled, 56 were identified as having never admitted the individual or that the individual had already discharged from the nursing facility. There were 16 instances of the nursing facility not responding to Maximus' attempting to verify the individual's admission and 39 instances where the nursing facility did not return the PAQA form once it was faxed to the facility. There were 19 PAQA forms returned for quality review. Of those 19, none were found to require a status change.

### FAQs: Frequently Asked Questions to the Help Desk

**Q: To ensure NF compliance when there is an expiring Short-Term (ST) Approval for someone who needs to stay longer, how far in advance should I submit the L1 screen indicating the need for a Resident Review (RR)?**

A: 10 days in advance of a short term approval expiring. Best practice is to submit the Level I screen 10 days in advance of a ST- Approval expiring. This ensures adequate time for Maximus to conduct a RR Level II assessment and provide a determination before there is a risk of NF non-compliance. Submitting the request the day of or day before approval expiration does not allow for enough time to complete the Level II process in most cases. Please note that if a submitter tries to request a Status Change 11 days or

more days in advance of the ST expiration date found on the approval notice and in PathTracker, AP will prevent the submission.

## **Q: Which PASRR determinations are Short-Term (ST) Approvals?**

A: In Delaware, ST-Approvals include the following:

- General, time-limited LII approvals (typically given for a range of 30-120 days)
- Convalescence Categorical (good for a maximum of 60 days)
- Respite Categorical (good for a max. of 14 days)
- Emergency Categorical (good for a max. of 7 days)
- Delirium Categorical (good for a max. of 7 days)

ST-Approvals will have an expiration date indicated on the cover letter of the determination. If an individual has received a ST approval and needs to stay longer than the approval indicates, a L1 Resident Review screen must be submitted prior to the expiration as not pose a non-compliance issue, ideally 5-10 days in advance via AssessmentPro.

## **Q: What if I need help or have a PASRR question?**

A: Maximus offers a wealth of resources on our website available 24/7:

[https://maximusclinicalservices.com/svcs/delaware\\_pasrr](https://maximusclinicalservices.com/svcs/delaware_pasrr)

Maximus also operates a helpdesk for your convenience **8:00 am - 4:30 pm EST, Monday through Friday**; support can be enlisted via Phone, Fax & Email as follows:

**Phone:** 83.DEL.PASRR | 833.357.2777

**Fax:** 877.431.9568

**Email:** [DEPASRR@maximus.com](mailto:DEPASRR@maximus.com)

## **RESOURCE: Review PathTracker Training Content**

AssessmentPro's PathTracker tool, which launched for the Delaware PASRR program last fall, allows Nursing Facilities to be more proactive and allows accessibility from multiple locations. If you've yet to do so - or would like a helpful refresher, be sure to check out the PathTracker presentation and recording listed below. These are also available under the "Education & Training" section of the [Delaware PASRR web resources](#) page.

- [PathTracker Presentation | Slides](#)
- [PathTracker Presentation | Recording](#)

## **SUPPORT: Delaware PASRR Help Desk Contacts**

**Phone:** 83.DEL.PASRR | 833.357.2777

**Email:** [DEPASRR@maximus.com](mailto:DEPASRR@maximus.com)

**Web:** [Delaware PASRR Tools and Resources](#)

6/7/ 2021

## Quarterly Newsletter: AssessmentPro Feature Update | Mailing Address Accuracy | PASRR Insights

In this latest edition of the **Delaware PASRR Quarterly Newsletter** we cover a few important topics, state providers may find useful. These include details on an **AssessmentPro system update** which launched on **Wednesday, June 2nd**, a preview of the upcoming **July 14th-15th PASRR Overview training** webinars, a best practice reminder on the importance of **providing accurate mailing address** information to help ensure protection of PHI, as well as some commonly asked questions regarding **PASRR timeframes**.

### ASSESSMENTPRO UPDATE: Print Letters Functionality

A minor change launched last week on Wednesday, June 2nd for the AssessmentPro system's queue, which is viewable to Hospital and Nursing Facility users.

#### What's changed?

**Previously** when a provider prints a letter from the Recent Outcomes queue (pictured below), the printer button in the Print Letters column disappears, and the Unprinted Letters column displays a No. To reprint letters, the provider must open the assessment record.

**Following the update**, when a provider prints a letter from the Recent Outcomes queue, the printer button in the Print Letters column will remain, and the Unprinted Letters column will display a No. So providers will need to rely on the Unprinted Letters column to tell them whether they've already printed outcome letters. To reprint letters, the provider can use the Print Letters button again to print directly from the queue.

#### How does this update help your current process?

This change will make life easier for providers if they need to reprint letters they've already printed.

### SNEAK PEEK: Summer PASRR Training Sessions | July 14 - 15, 2021

This summer we are offering **NEW** training sessions to dive deeper into PASRR! Be sure to join the Delaware PASRR Training team for these insightful webinars, covering some critical topics. Stay tuned for more details on registration and planned topics coming soon!

TOPIC	DATE	AUDIENCE
PASRR Overview Training	Wednesday, 7/14	All Hospitals, MCOs, Level I Submitters, Hospice Providers
PASRR Overview Training	Thursday, 7/15	Nursing Facility Providers

### HIPAA REMINDER: Address Accuracy Critical to Compliance

Did you know that PASRR has **required mailings** as a critical part of the process of getting individuals

the services they need? **Maximus relies on the submitter who initiated the screen to provide the correct mailing addresses** for recipients, guardians, and when applicable, attending physicians. Maximus may be required to issue **multiple surface mail notices** at various points in the process - from the date of the decision to one business day from the decision.

The submitter plays a crucial role in **protecting an individual's PHI** from potential breaches. Entering correct and current mailing address information is one of the most important ways that a Provider can help **ensure HIPAA compliance** as each person is stewarded through the required PASRR documentation process.

## **FAQs: Insights into the PASRR Assessment Process**

State provider questions fielded by the Delaware PASRR Help Desk cover many different topics. Some of the most common are related to various **PASRR process timeframes**. Here are a few frequently asked questions:

### **How long will it take to receive the results of my submitted Level I?**

If there are no indicators that additional review is required, you should receive an immediate web reviewed approval.

If a clinical review is required, you will receive an approval within 8 business hours of your referral, if or once all information is received. Keep in mind that if additional information is required, the review is placed on hold until the information is received; therefore, it is vital that you submit all requested information as to not create any undue delays in processing the review.

### **How long is the Level I "good?"**

The Level I will remain valid for 60 Days, if the individual has not gone to a lower Level of Care (LOC). If they discharge for one night to the community or to a lower LOC setting, then the PASRR is no longer good.

### **What is the average wait time for an assessor to assess the individual?**

The total turnaround time on a Level II assessment and determination can be up to 5 business days.

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