

September 13, 2022

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## ATTN Nursing Facilities: PASRR Follow Up Visits - Best Practice Tips | FAQs | Available Resources

### REMINDERS: Best Practice Tips for AssessmentPro (AP) Administrators

- Remember to always **keep the PathTracker Census up to date with both admissions and discharges.**
- **Every NF should have someone identified in AP for the role of *ServiceMatters Respondent*.** This role is best assigned to a Social Worker, Discharge Planner or whomever can assist in facilitation of the Follow Up Visit.
- NF ServiceMatters Respondent **facilitation activities include:**  
Completion of the NF portion of the ServiceMatters Plus form prior to the Follow Up Visit in AP  
Uploading of the Plan of Care in AP  
Clarifying information as needed during the visit  
*\*Performing these steps quickly will help to avoid potential delays in the process.*
- Those with a ServiceMatters Respondent Role will **receive an alert when an individual is due for a Follow Up Visit.** The respondent will have five days to complete the NF portion of the ServiceMatters Plus form in AP before the FUV is referred to be assigned to a Regional Case Manager. Please make every attempt to complete your portion within those five days. You will not be able to go into the form to complete or edit your portion once the five days is up.

### FAQs: Follow Up Visits – What to Expect?

#### Q: What can the individual expect during a follow up visit?

Our Regional Case Manager (RCM) will visit with the individual, provide any accommodations needed (ex. interpreter for translation) and spend approximately 30 minutes asking the person about:

- Their preferred care setting(s)
- The primary needs driving their care
- Community services needed and previously received
- Need for/interest in information regarding community resources and options
- Status of PASRR identified services

#### Q: As a provider, what can I expect before, during, and after a PASRR Follow Up Visit?

Maximus will perform Follow Up Visits between the 30th and 60th day of a person's NF stay. As the due date for the Follow Up Visit nears the 30-day mark, NFs can expect to receive a notice of visits due and a request to provide information related to the status of the person's discharge planning and PASRR identified services. Supporting documentation, including but not limited to, sections of the person's MDS and Plan of Care will be requested.

Visit notices will be issued on day 25 on the person's admission via AssessmentPro and repeat as needed on day 27 and 29 via email, if no action is taken. Follow Up Visits typically occur onsite and will be scheduled by a Maximus Regional Case Manager.

During the Follow Up Visit, a Regional Case Manager will talk with the individual, complete a short form verifying the visit took place and then determine the status of any PASRR identified services and discharge planning and any other needed PASRR activities. If needed, additional information or assistance may also be requested of the social worker/discharge planner.

After the Follow Up Visit, documentation of the PASRR specific findings is available in a report within AssessmentPro to the NF as well as the State.

## TOOLKIT: Available AssessmentPro and Follow Up Visits Resources

**AssessmentPro Training Checklist – General Support** | [Download](#)  
**AssessmentPro – Frequently Asked Questions (FAQs)** | [Download](#)  
**Follow Up Visits – Frequently Asked Questions** | [Download](#)  
**Follow Up Visits – Process Overview** | [Download](#)  
**Follow Up Visits – Presentation** | [Listen to Recording](#) – 8:40 mins  
**Follow Up Visits – Presentation** | [Slides – Download](#)

## SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have specific Follow Up Visit process questions? Make sure to review the video training and pdf guides linked above. If you still have questions, please contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

Email: [ILFollowUpVisits@maximus.com](mailto:ILFollowUpVisits@maximus.com)

Phone: 833 PASRR IL (833.727.7745)

**June 06, 2022**

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## **ATTN Nursing Facilities: PASRR Follow Up Visits - Review Support Resources and On-Demand Training | AssessmentPro Access Reminder**

**What is a Follow Up Visit?** A Follow Up Visit is an in-person visit scheduled between the 30th and 60th day of a person's Nursing Facility (NF) stay. Follow Up Visits are performed by Maximus Regional Case Managers for all individuals who had an PASRR Level II Mental Health Assessment and are still residing at the facility. The purpose of the visit is to meet with the Discharge Planner and individual to verify the status of the individual's discharge planning, connection to community resources, and receipt of PASRR identified services.

**How do I prepare for a Follow Up Visit?** NF staff have seven days to enter newly admitted individuals into their PathTracker census in AssessmentPro. On day 25 of the person's stay, AssessmentPro will automatically alert the NF Administrator to complete a short questionnaire and upload the Plan of Care.

If this step is not completed, the NF Administrator will receive another alert at day 27 and 29. On day 30, the individual will be assigned to a Regional Case Manager to complete the Follow Up Visit and the submission window closes. The NF staff will no longer be able to complete or edit the questionnaire, nor electronically upload documents into AssessmentPro. This information will need to be gathered via onsite interview. However, NF staff can still use the Maximus fax cover sheet to submit the Plan of Care. If faxing the form, please put the AID# on the cover sheet. *Responding to alerts before the 30th day will help expedite the process.*

**What support resources are available?** Everyone on your team involved in the PASRR process, including Discharge Planners and Social Workers, should review the training materials, reminders, and additional resources below to be fully prepared when contacted by a Maximus Regional Case Manager for the scheduling of Follow Up Visits for individuals currently residing in your facility.

**TRAINING: Review Follow Up Visit Training Recording + Presentation Slides**

If you have yet to do so or would like a refresher on **Follow Up Visits processes**, review the training recording and accompanying presentation PDF linked below. These cover many key questions your facility team may have regarding Follow Up Visits, including:

- Defining the Follow Up Visit
- Process for completion
- Using the AssessmentPro system to complete the Follow Up Visit process

**Follow Up Visits Presentation** | [Listen to Recording](#) – 8:40 mins (contact Help Desk for password)  
**Follow Up Visits Presentation** | [Slides – Download](#)

**REMINDER: Facility Administrators Should Provide AssessmentPro Access**

If you are the AssessmentPro Administrator for your facility, be sure to **grant AssessmentPro access** to any Social Workers, Discharge Planners or others assisting in facilitation of a Follow Up Visit, and those who you would like to complete the NF staff portion of the ServiceMatters Plus form (for the Follow Up Visit) and upload the Plan of Care. Performing this step quickly will help to avoid potential delays in the process.

**TOOLKIT: Additional Resources**

**Frequently Asked Questions: Follow Up Visits** | [Download](#)

This document covers some of the most common questions you might have about Follow Up Visit processes.

**Process Overview: Follow Up Visits** | [Download](#)

This one-page PDF provides a general overview of Follow Up Visit process basics.

**SUPPORT: Contact the Maximus - Illinois Help Desk**

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

**Phone:** 833 PASRR IL (833.727.7745)

## April 29, 2022

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### **ATTN Nursing Facilities - Prepare for New Service, Follow Up Visits – Take On-Demand Training Course + Review Additional Resources**

As shared in a recent communication to all PASRR program stakeholders, implementation steps continue for a new service, **Follow Up Visits**. A Follow Up Visit is an in-person assessment scheduled between 30 and 60 days after an individual has been admitted into a Nursing Facility (NF). Each Follow Up Visit will

be performed by a Maximus Regional Case Manager for all individuals who had an eligible PASRR Level II Assessment.

NFs have seven days to enter an admitted individual to PathTracker in AssessmentPro. This only applies to individuals admitting after March 14, 2022.

**Preparing for next steps:** Everyone on your team involved in the PASRR process, including Discharge Planners and Social Workers, should review the training materials and additional resources below to be fully prepared when contacted by Maximus for the scheduling of Follow Up Visits for individuals currently residing in your facility.

### **TRAINING: Review Follow Up Visits Training Recording + Presentation Slides**

The Follow Up Visits training recording and accompanying presentation PDF linked below cover the key aspects of this new service. Topics include:

- Defining the Follow Up Visit
- Process for completion
- Using the AssessmentPro system to complete the Follow Up Visit process

Click the links below to review the training materials to answer many of the questions you will likely have regarding Follow Up Visits at your facility.

**Follow Up Visits Presentation | [Recording \(contact the Help Desk for password access\) – 8:40 mins](#)**

**Follow Up Visits Presentation | [Slides – Download](#)**

### **TOOLKIT: Additional Resources**

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ILLINOIS FOLLOW UP VISITS  
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