

PASRR Follow Up Visit Introduction Letter for Nursing Facility Staff

Maximus has been contracted by the Illinois Department of Healthcare and Family Services (HFS) to conduct Follow Up Visits for individuals who received a Preadmission Screening and Resident Review (PASRR) Level II Assessment relating to their Serious Mental Illness (SMI) needs.



What is the purpose of the Follow Up Visit?

- Verify the status of services identified in the PASRR Level II Summary of Findings report
- Discuss the person's preferences for where they receive care and ensure that discharge planning has started, if appropriate
- Identify barriers and provide education to individuals regarding available community resources



Who Conducts the Follow Up Visit?

Follow Up Visits are conducted by qualified Regional Case Managers who are employees of Maximus.



Who is eligible for a Follow Up Visit?

Individuals who received a PASRR Level II Assessment, with a qualifying PASRR condition, and who are still at the NF 30 days post admission.



When do Follow Up Visits occur?

Follow Up Visits must be completed 30-60 days after an individual has been admitted to a nursing facility. An individual will only receive one follow-up visit per Nursing Facility admission.

Before, during, and after the PASRR Follow Up Visit, the NF Provider can expect the following:

Before the individual's 30-day post admission date approaches, the NF will receive an alert via AssessmentPro™, Maximus' assessment platform, on day 25 with a prompt to submit information and upload documentation regarding the plan of care, discharge plans, and PASRR identified services. If a response is not received, an email reminder will be sent on day 27 and 29 respectively.

During the Follow Up Visit, a Maximus Regional Case Manager (RCM) will meet with and talk to the individual, legal guardian (as applicable), and the NF Social Worker or Discharge Planner (or similar role) to determine the status of the items bulleted above, ask clarifying questions, and to share additional support or resource information, as needed.

*Please note that the RCM may provide education about community resources relevant to the individual's stated needs. The individual may need assistance from the NF Social Worker to connect with these services.

After the Follow Up Visit, the RCM will document their findings in AssessmentPro™, where a report will be made available to the Nursing Facility and HFS.

Additional PASRR and Follow Up Visit resources provided by Maximus can be found here:

Email – ILFollowUpVisits@maximus.com | Phone – 833.727.7745

Web – https://maximusclinicalservices.com/svcs/illinois_pasrr