

April 21, 2023

Illinois Preadmission Screening and Resident Review (PASRR – Process Update: AssessmentPro Outcome Changes for External DD Assessments | Download PASRR and SLP Alignment Guide

AssessmentPro (AP) system updates were made on Tuesday, March 21, 2023 which affect the way that users enter, view and/or interact with DD outcomes. These updates were made to better align with Maximus PASRR outcomes.

The changes to the DD outcomes, shown in the screenshots below, have also been gathered into a helpful new guide to walk you through these updated processes.

[Click here to download the PASRR and SLP Alignment Guide.](#)

Previous DD PASRR Outcomes

The previous DD PASRR outcomes have been removed and updated to align with Maximus PASRR Level II Outcomes. With this update, system users will no longer be able to select Assessed or Not Assessed, and the options to select 24-hour nursing care and active treatment have been removed. Please see screenshot below.

ID/DD & Dual Determination Level II Referral Outcome



ID/DD/Dual Level II

Referral status*

Assessed



Is 24 hour nursing care needed?*

Yes

No

N/A

Is active treatment needed?*

Yes

No

N/A

Disability Identified by

DDD/ISC*



Updated PASRR Outcomes

DD Outcomes will now identify if the individual is approved, excluded, or denied for nursing facility services. Additionally, the outcomes now allow the option to recommend or not recommend specialized services. If a short-term stay is needed, radio buttons have been added to determine nursing facility length of stay. Please see screenshots below.

PASRR Pro-II™

PASRR Level II Screen

Draft

On Hold

Queued for Review

In Review

In State Review

Completed

First Name	XXXXX	Last Name	LastName22171789	Social Security Number	XXX-XX-1789	Individual ID	1546158	
Contract	Illinois PASRR	Address	XXXXXX.XXXXXX.XXXXXX.XXXXX, IL 616112611				Assessment ID	2720840

PASRR History

AID	Assessment Type	Completed Date	Outcome	LOS Outcome	Specialized Services	DSM Diagnoses
2545254	Hospital Discharge	02/23/2023	Exempted Hospital Discharge			

1 - 1 of 1 items

Screen saves automatically. You may exit without entering a decision, and your work will be saved.

Cancel Assessment

DD & Dual Determination Level II Outcome

DD & Dual Determination Level II Outcome

Document Upload

Submitter Information

Return to Top

DD/Dual Level II Outcome*

Disability Identified by DDDISC*

DDDISC Notes

Level II - Approved, No Specialized Services - Short Term

Level II - Approved, No Specialized Services

Level II - Approved with Specialized Services - Short Term

Level II - Approved, with Specialized Services

Screen saves automatically. You may exit without entering a decision

DD & Dual Determination Level II Outcome

DD & Dual Determination Level II Outcome

Document Upload

Submitter Information

Return to Top

DD/Dual Level II Outcome*

Disability Identified by DDDISC*

DDDISC Notes

Level II - Approved, with specialized services

Level II - Denied - NF Appropriateness

Level II - Denied - NF Appropriateness - Needs Exceed NF Care

Level II - Excluded from PASRR - No Diagnosis

Cancelled

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- Information Level II
- Home
- Upload
- Information
- Top

DD & Dual Determination Level II Outcome

DD/Dual Level II Outcome*

Short-term*

- 30 days
- 60 days
- 90 days
- 120 days
- 150 days
- 180 days
- Other

Disability Identified by DDD/ISC*

Updated Supportive Living Program (SLP) Outcomes View

The previous SLP outcomes have been removed and replaced with new outcomes that align with Maximus SLP Assessments. The new outcomes will identify whether an individual is appropriate for admission to a SLP, along with the option to exclude the individual if there is no developmental disability diagnosis. Please see screenshot below.

The screenshot shows the SLP Pro External Assessment interface. At the top, there are navigation tabs for 'SLP Referral', 'SLP DBR', and 'SLP External Assessment'. Below these is the 'SLP Pro SLP External Assessment' header with a progress bar showing stages: Draft, On Hold, Cleared for Review, In Review, In State Review, and Completed. A table below the header contains fields for First Name, SP Referral, Last Name, Test 2, Temporary Resident ID, XXXX6465, Individual ID, 1873462, Contract, Illinois PASRR, Address, 3455 MAIN ST CHICAGO, IL 60655, and Assessment ID, 2721629. A sidebar on the left contains links for 'DD & Dual Determination SLP Referral Outcome', 'Document Upload', 'Submitter Information', and 'Return to Top'. The main content area shows the 'DD & Dual Determination SLP Referral Outcome' dropdown menu with options: 'SLP Appropriate', 'SLP Not Appropriate', 'Withdrawn', and 'Excluded - No Developmental Disability diagnosis'. A 'Cancel Assessment' button is visible in the top right corner of the main content area.

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other process 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:

- PASRR and General Help Desk assistance: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

January 13, 2023

ATTN SLP Stakeholders: Quarterly Newsletter – AssessmentPro Update – PathTracker | Download SLP Fair Hearing Packet | Reminder to Provide Contact Information

ASSESSMENTPRO UPDATE: New Menu Tab, PathTracker, Not Currently Ready for Access

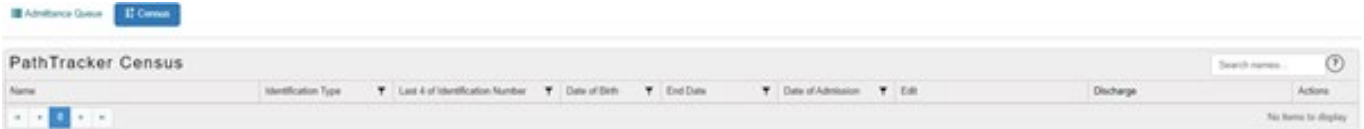
You may have noticed a new tab, *PathTracker*, that now appears at the top of your **AssessmentPro** home page – pictured below. This tab should not be used at this time.



Shown for reference only, below are screenshots depicting the *Admittance* and *Census* queues accessible through the PathTracker tab. Although currently available to view, do not update any of these data fields until further instructions are provided.

What are next steps? Additional guidance and access to training resources pertaining to the purpose and use of these new tabs/queues will be shared with program stakeholders at some future point.





NEW RESOURCE: SLP - Fair Hearing Appeals Packet

New fair hearing and appeals information, including a fillable Fair Hearing Request form, has been developed which more clearly provides program specific options and related timeframes for requesting reconsiderations or appeals for those who may disagree with the SLP Comprehensive Mental Health Assessment decision regarding an individual's potential SLP appropriateness.

This packet is now available for review and download on the IL PASRR Tools and Resources site:

[Download SLP Appeals Packet](#)

BEST PRACTICE: Always Provide Contact Phone Number(s) for Individual Being Assessed

Be sure to provide the phone number for the person being assessed in addition to the contact information for other persons who may be helpful to include in the process or who can engage the individual. This will allow Quality Clinicians to schedule, conduct a SLP Comprehensive assessment and issue a determination in a timely fashion. Not being able to reach needed individuals for the assessment results in delays and cancellations. If Maximus is unable to reach the needed parties including the individual, within 72 hours or less, the SLP Comprehensive Assessment will be canceled, and the submitter would need to start the process again.

TOOLKIT: Additional SLP Resources

Community Resources | [Download - NEW](#)
 SLP Screen | [Download](#)
 AssessmentPro for SLP | [Listen to Recording](#) – 48:36 mins
 AssessmentPro Training Checklist – General Support | [Download](#)
 AssessmentPro – Frequently Asked Questions (FAQs) | [Download](#)
 SLP – Process Overview | [Download](#)
 SLP – Frequently Asked Questions (FAQs) | [Download](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other SLP process or AssessmentPro 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: ILSLP@maximus.com
 Phone: 833 PASRR IL (833.727.7745)

2022

September 16, 2022

ATTN ISCs: Illinois PASRR and SLP Programs – Review On-Demand Training Ahead of Upcoming AssessmentPro Update

Important changes are coming to AssessmentPro (AP) giving ISCs greater access and control within the system. **These changes impact both Level II DD PASRR assessments and SLP Comprehensive DD Assessments.**

Beginning **September 26, 2022**, ISCs will:

- Retrieve all PASRR and SLP assessment referrals within AssessmentPro (AP) via the Assessment Review Queue
- Update the status of assessment referrals directly in AP once complete

These AP enhancements will **replace the current use of email** for the ISC's receipt of assessment referrals and will eliminate the need to email Maximus the status of completed assessment. Instead, ISCs will now have direct access to agency specific referral queues and the ability to input PASRR and SLP referral updates once completed.

ISCs will also have the ability to:

- Submit Level I PASRR screens and SLP Initial Screens where needed

However, several important next steps are needed.

1. **REVIEW: On-Demand Training – Process for Receiving a PASRR Level II Referral and Entering a Level II Outcome in AssessmentPro**

Ahead of the upcoming system change, it's important that you review the short training video linked below to familiarize yourself with the new process for receiving assessment referrals and entering the status of the assessment referral, in AssessmentPro, once complete.

[On-Demand Training – AssessmentPro Updates for ISCs | 3:42 mins](#)

**The above video addresses PASRR DD referrals and assessments but the same process applies to SLP Comprehensive DD referrals and assessments.*

2. **PREPARE: Activate New Account and Create New Password**

These AP enhancements require Maximus to create new system accounts for all ISC contacts. **Maximus will deactivate any current accounts and simultaneously send each ISC a link to activate the new account.** You will receive an AP account email between the dates of September 24 and 25, 2022. Once received, simply click on the link found in the email message and create a new password.

**The link to activate your new account will be valid for 72 clock hours; it will be important for each*

ISC to locate the email referenced and create a new password for the new account promptly.

3. **ACCESS: Available Information Submitting PASRR and SLP Assessment Referrals**

[PASRR Process Overview](#)

[PASRR Level I Form Example](#)

[PASRR Level I & Level II AssessmentPro Review](#)

*Info specific to submitting a PASRR Level I Screen begins at the 17-minute mark at ends at approximately the 55-minute mark.

[SLP Process Overview](#)

[SLP Initial Screen Form Example](#)

[SLP AssessmentPro Training](#)

*Info specific to submitting a SLP Initial Screen begins at the 25-minute and 30 second mark and ends at approximately the 42-minute mark.

BEST PRACTICE: Daily Login to Check for New Referrals

Once the system change is complete, it's critical that you log into the system each business day to review your queue. This best practice will help to ensure that no new referrals are missed and will allow for better tracking of turnaround times and compliance with regulations and policy.

NEXT STEPS: More Details Coming Soon

Stay tuned for more communication and training materials in the weeks ahead, to help ensure you have the tools and information you need to be prepared for this important system upgrade.

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other PASRR, SLP or AP system related 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:

- PASRR Support – Email: ILPASRR@maximus.com
- SLP Support – Email: ILSLP@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

August 18, 2022

ATTN SLP STAKEHOLDERS: Outcome Reminders | FAQ – Setting Eligibility Reminder | Best Practices | Download New Process Chart | Explore Additional Program Resources

PROCESS REMINDERS: SLP Outcomes

Completed SLP Outcomes are available for immediate printing so submitters can share them with the individual and any legal guardian/authorized persons.

Outcomes should be printed by submitter and handed directly to the person and or legal guardian. This allows for SLP outcomes to be known and acted upon in a timely fashion, whether that involves the person admitting to a SLP, making a decision about placement options, or perhaps requesting a reconsideration or appeal of the decision. Help us, help you by printing and providing the SLP Outcome directly to the individual and/or guardian at the first available opportunity.

- **Maximus standard process is to mail completed SLP outcomes** to the individual, any identified legal guardian, the submitter of the Screen, and any known/admitting facility, if they were included on the SLP Initial Screen at the time of submission.
- **SLP outcomes can also be downloaded** in PDF format which can be shared electronically if sent securely

FAQ: Determining SLP Setting Eligibility

Q: Can an individual with a known or suspected mental illness participate in a SLP setting?

A: No person shall be improperly excluded from or denied participation in the SLP based solely on the diagnosis of mental illness if the State's designated screeners find the individual otherwise eligible and appropriate for services within the Program.

SLP Providers remain subject to all applicable State and Federal law, including the Americans with Disabilities Act and the Fair Housing Act. No individual participating in the Supportive Living Program (SLP) shall be discriminated against because of race, color, religious belief, political affiliation, sex, national origin, or disability.

TOP TIPS: SLP Best Practices

1. Current SLP residents seeking a transfer to a Nursing Facility (NF) don't need a new SLP Screen but do need a new Determination of Need (DON) and PASRR Level I Screen to be submitted by the current SLP Provider. In these cases, referral to the CCU for a new DON will be made automatically by Maximus to the CCU when the Level I Screen is submitted.
2. Maximus will make an automatic referral to the CCU/DRS to conduct a DON for all SLP Initial Screens submitted. However, **communication of DON completion and the DON outcome is to be handled directly between the SLP Screen Submitter and CCU/DRS**. Screen Submitters will have access to the DON score in AssessmentPro as well as any CCU/DRS update within AssessmentPro, when provided. See the newly developed resource regarding the SLP and DON overlap chart below for more information about when a DON is needed and when completion is expected.
3. Conversions for individuals currently in a SLP (converting to Medicaid from another payor source) no longer need to be submitted through AssessmentPro and you may notice that referral reason

has now been removed. A DON is needed for conversions to Medicaid and should be handled directly between the current SLP and the CCU/DRS.

NEW RESOURCE: SLP Processes + DON Overlap Chart

Due to the numerous questions surrounding when SLP Initial Screens should be submitted and by whom, as well as the timing surrounding SLP Comprehensive Assessments and DON completion, a helpful chart has been created for reference. Click below to review.

SLP Processes + DON Overlap Chart | [Download](#)

Initial SLP Screening Reasons							
Screening Reason	Typical Submitter	Is DON Required?	Is DON referral made? If so, when is it conducted?	Is Initial SLP Screen Required?	When is Initial SLP Screen Required?	Comprehensive Assessment Required?	When is Comprehensive Assessment Required?
SLP Applicant (Routine) *New admission from <u>within</u> state	CCU DRS Hospital NF *SLP may not submit	Yes	Yes-CCU referral made by Maximus Conducted Preadmission	Yes	Preadmission	Yes, if triggered	Preadmission
Out of State Admission *Technically a new admission	SLP *Allowable per HOPE	Yes	Yes-CCU referral made by Maximus Post Admission	Yes	Preadmission	Yes, if triggered	Post admission: Upon receipt of triggered screen (applicant will be in SLP)
Hospital emergency or outpatient admission *Technically a new admission	SLP *Allowable per HOPE	Yes	Yes-CCU referral made by Maximus Post Admission	Yes	Preadmission	Yes, if triggered	Post admission- Upon receipt of triggered screen (applicant will be in SLP)
Caregiver no longer available *Technically a new admission	SLP *Allowable per HOPE	Yes	Yes-CCU referral made by Maximus Post Admission	Yes	Preadmission	Yes, if triggered	Upon receipt of triggered screen (applicant will be in SLP)

Transfers and Expirations							
Screening Reason	Typical Submitter	Is DON Required?	Is DON referral made? If so, when is it conducted?	Is Initial SLP Screen Required?	When is Initial SLP Screen Required?	Comprehensive Assessment Required?	When is Comprehensive Assessment Required?
Transfer NF to SLP	NF	No *Previously completed	No CCU referral made by Maximus *DON previously completed/Not needed	Yes	Pre-transfer	Yes, if triggered	Pre-transfer Upon receipt of triggered screen *Applicant will be in NF
Transfer SLP to SLP	Current SLP	No	No CCU referral made by Maximus *DON previously completed/Not needed	Yes	Pre-transfer	Yes, if triggered	Pre-transfer Upon receipt of triggered screen *Applicant will be in original SLP
Expiration of Screen or Assessment *applicant did not admit while valid	Current provider (Typically based on current location)	<i>Potentially</i> (CCU/DRS will verify)	Yes-CCU referral made by Maximus DON validity needs verification or DON conducted by CCU/DRS preadmission	Yes	Preadmission	Yes, if triggered	Preadmission

Miscellaneous Situations							
Screening Reason	Typical Submitter	Is DON Required?	Is DON referral made? If so, when is it conducted?	Is Initial SLP Screen Required?	When is Initial SLP Screen Required?	Comprehensive Assessment Required?	When is Comprehensive Assessment Required?
New Info Discovered during Admission interview	SLP *Allowable per HOPE	N/A *Will have already been referred for /received a DON	Yes-CCU referral made by Maximus *DON already conducted; Referrals need verified and closed by CCU	Yes	Upon discovery (during admission interview)	Yes, if triggered	Preadmission
Conversion (Private pay SLP participant converting to Medicaid)	No *Assessment Pro submission is not needed	Yes	SLP contacts CCU/DRS directly for a DON	No	N/A	No	N/A
Transfer SLP to NF *SLP resident seeking NF residency	Current SLP submits PASRR Level I Screen <u>not</u> a SLP screen	Yes	Yes-CCU referral made by Maximus	No *SLP must submit a PASRR Level I (not a SLP screen)	N/A	If PASRR Level I screen triggers, a PASRR Level II assessment will be conducted	Preadmission (i.e., Pretransfer)

TOOLKIT: Available AssessmentPro and SLP Resources

AssessmentPro for SLP | [Listen to Recording](#) – 48:36 mins

AssessmentPro Training Checklist – General Support | [Download](#)

AssessmentPro – Frequently Asked Questions (FAQs) | [Download](#)

SLP – Process Overview | [Download](#)

SLP – Frequently Asked Questions (FAQs) | [Download](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other AssessmentPro or SLP-related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SLP-related questions – email: ILSLP@maximus.com

Phone: 833 PASRR IL (833.727.7745)

Interested in SLP updates? Contact the Illinois Help Desk at: ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list." Include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

June 09, 2022

System Update: IP Address for AssessmentPro to be Updated on Wednesday, June 15, 2022

On the evening of **Wednesday, June 15**, the Maximus IT team will **update the IP address** for AssessmentPro.com. This change is not expected to affect any existing bookmark or site access for the majority of all system users.

In the unlikely event this change does affect your ability to access the site after the transition date, please contact your organization's IT support team. Notify them that you require updated access to the AssessmentPro site and forward the detail below so that they can add the information to their list of approved IP addresses.

Web Domain: www.AssessmentPro.com

New IP Address: 40.86.113.36

June 03, 2022

SMHRF & SLP Stakeholders: FDDP Geared On-Demand SMHRF Training + SLP Best Practice Reminders + Password Protected Content Access Change Planned for June 15

Attention Hospitals Partnered with Front Door Diversion Providers (FDDP): Now available SMHRF On-Demand Training

An informational webinar was held in mid-April covering several key topics geared toward the Front Door Diversion process, including:

- Background on the Williams Consent Decree and its impact on the Specialized Mental Health Rehabilitation Facility (SMHRF) admission process.
- ‘What to expect’ at each step of the SMHRF process workflow, including the FDDP consultation.
- Information about Front Door Diversion – who they are, what they do, and what services they offer.

If you work at a hospital that is partnered with an FDDP and were unable to attend the webinar, or would like a refresher on the information covered, click the link below for a walkthrough of this insightful training:

FDDP Focus: SMHRF Processes | [Listen to Recording](#) – 54:36 mins

Note: you will be prompted to register with your name and email address to listen to the recording.

REVIEW: Supportive Living Program (SLP) Process Best Practice Reminders

1. **Nursing Facilities (NFs) should submit a SLP initial screen in AssessmentPro prior to an individual’s transfer to a Supportive Living Program (SLP).** Submission of the initial screen may result in a referral for a preadmission SLP Comprehensive Assessment for Serious Mental Illness and/or a Developmental Disability.

Prospective SLPs should obtain both the initial screen and/or comprehensive assessment outcome prior to the individual’s admission interview and potential program participation. When someone is transferring from a NF to SLP, there is no need for a new DON.
2. **The submitter of the SLP Initial Screen should always include the individual’s phone number on the screen.** The individual must be involved in any triggered SLP Comprehensive Assessment, which requires Maximus to contact them accordingly. Screen submitters who provide the person’s number and alert the individual to expect contact from Maximus, can expect to see quicker turnaround times for the completion of SLP processes.
3. **The admitting SLP and discharging Hospital (or other setting) should work together to ensure that SLP Screen/Assessment processes, as well as DON processes are completed prior to a person’s interview for potential admission.** The DON, conducted by a Care Coordination Unit (CCU) or Department of Human Services – Division of Rehabilitation

Services (DRS), verifies that someone meets Nursing Facility (NF) level of care. The SLP Screen and Assessment, if triggered, verifies the person's appropriateness for a SLP setting based on an evaluation of any persistent needs or risks related to a known or suspected serious mental illness or developmental disability.

4. **Completion of the SLP Initial Screen requires the inclusion of healthcare information (MH and DD related information).** In most cases, the HOPE settlement prohibits the SLP from having access to an individual's healthcare information before receiving the results of an SLP Screen and Assessment (if triggered) and the DON. This may inherently limit SLP initial screen submitters to entities other than the prospective SLP.
5. **SLPs seeking a participant's transfer to a Nursing Facility should initiate a PASRR Level I Screen in AssessmentPro.**

PROCESS CHANGE: Steps to Access Password Protected Website Resources

On **Wednesday, June 15**, the process to access protected content on the Illinois Tools and Resources website will become more user friendly. Currently, protected items such as AssessmentPro system training materials are available only by requesting access from the Help Desk. Beginning June 15, a "lock" icon will appear next to any existing pw-protected content available on the site. You will have two easy options for unlocking file access:

Option 1 – If you're on the IL Tools and Resources page:

1. Click on any resource link with a "lock" icon
2. You will be routed to the AssessmentPro site > log in using your existing system credentials
3. All password protected items on the website will be unlocked and available for the duration of your website session

Option 2: – If you're already logged into AssessmentPro:

1. Select the Resources option in your account dropdown at top-right of the system screen (shown below)
2. This will take you to the My Contracts page > select your program link
3. You will be taken to the IL Tools and Resources page, where all previously pw-protected items will now remain unlocked for the remainder of your AssessmentPro session

TOOLKIT: Available AssessmentPro + SMHRF + SLP Resources

AssessmentPro for SMHRF | [Listen to Recording](#) – 69:08 mins

AssessmentPro for SLP | [Listen to Recording](#) – 48:36 mins

AssessmentPro Training Checklist – General Support | [Download](#) – contact the Help Desk for access

AssessmentPro – Frequently Asked Questions (FAQs) | [Download](#)

SMHRF – Process Overview | [Download](#)

SMHRF – Frequently Asked Questions (FAQs) | [Download](#)

SLP – Process Overview | [Download](#)

SLP – Frequently Asked Questions (FAQs) | [Download](#)

UPDATE: New Maximus Branding

You may notice a few small changes to this communication, as well as some revisions coming soon to the IL Tools and Resources web page. This includes updates to the company logo, headers, and other graphic elements. This evolution of the global Maximus brand is intended to visually emphasize the active partnership we have with program stakeholders like you to positively impact the lives of those we serve together.

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have other AssessmentPro, SMHRF or SLP related questions? Contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

SMHRF-related questions – email: ILSMHRF@maximus.com

SLP-related questions – email: ILSLP@maximus.com

Phone: 833 PASRR IL (833.727.7745)

Sign up for the Communication Mailing List: *If you or others on your team are involved in these processes and would like to be kept up to date with future program news and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

Interested in SMHRF updates? *Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."*

Interested in SLP updates? Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."

May 03, 2022

SMHRF & SLP Stakeholders: Review Important Updates Including SMHRF Outcomes, AssessmentPro Insights + SLP Initial Screen Reminders + Program Resources to Explore

As we continue moving forward from the recent redesign of Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facility (SMHRF) processes, please review some important updates below, including an AssessmentPro system tip, screen submission reminders, and helpful resources to support your team's work with these impactful programs.

ATTN SMHRF REFERRAL SUBMITTERS: AssessmentPro – SMHRF Status Indicator

The SMHRF Assessment process is not considered complete until the **SMHRF Determination** has been completed. Although it may be confusing to see 'SMHRF Referral' listed as Complete in AssessmentPro (shown below), this simply means that the referral has been received by Maximus. Once a referral is received by Maximus, the assessment and determination must still be completed. Until you see a SMHRF Determination for the person in your My Recent Outcomes queue with an Outcome listed, the SMHRF Assessment process has not been completed.



When a SMHRF Referral moves to Completed status in AssessmentPro it is then queued for a SMHRF Onsite assessment. These will be visible in your gray navigation bar. If you click on the Individual ID and navigate to the individual's Episodes (shown below), you can see the status of the SMHRF Onsite assessment.

Demographics Episodes Appeals PathTracker Notes

Episode ID	Assessment ID	Type	Status	Outcome	Length O
		SMHRF Onsite	Queued for Review		
		SMHRF Referral	Completed	Completed	

Once the SMHRF Onsite assessment moves to Completed status in AssessmentPro, it is then queued for a SMHRF Determination. Once the SMHRF Determination is complete, you will see an Outcome. This will show up in both the individual's Episodes AND in your Recent Outcomes (shown below). Until there is an Outcome for the SMHRF Determination, the SMHRF process is not complete.

Demographics Episodes Appeals PathTracker

Episode ID	Assessment ID	Type	Status	Outcome	Length Of Stay	Effective Date	Determination Issued	End Date
		FDDP Referral	Queued by Referral					
		SMHRF Determination	Completed	SMHRF Eligible-Recommended for Front Door Diversion Referral		04/14/2022	04/14/2022	
		SMHRF Onsite	Completed	Completed			04/14/2022	
		SMHRF Referral	Completed	Completed			04/06/2022	

To admit to a SMHRF, there **MUST be an outcome that says *SMHRF Eligible***.

- If the outcome is SMHRF Eligible only, with no recommendation for **Front Door Diversion Referral**, the person may admit to a SMHRF with no further action needed.
- If the outcome is SMHRF Eligible-Recommended for Front Door Diversion Referral and the person is currently admitted to a hospital that is connected to a Front Door Diversion Provider (FDDP), the person CANNOT admit to a SMHRF until the FDDP has completed their consultation with the person.
- If you are not sure if your hospital is affiliated with an FDDP, [click here](#). Front Door Diversion is an essential part of the Williams Consent Decree and a vital step toward ensuring that people are offered choices to have their needs met in the community prior to SMHRF admission.

PROCESS: SLP Initial Screen Submission

As a result of the HOPE settlement, SLP provider staff may not request any health-related information, including diagnoses and medications, from a potential resident until after results of the Determination of Need (DON) assessment, SLP Initial Screen and, if required, completion of the comprehensive assessment.

- **This means that a SLP provider's ability to submit SLP Initial Screens is limited** because completion of the screening fields requires knowledge of disability related health information that

a SLP provider would not yet be able to access.

- SLP providers can and should complete SLP Screens for those who are:
 - Transferring from SLP to SLP

Note: The discharging SLP completes the SLP Initial Screen

- Converting to Medicaid

In very specific cases, Illinois and the HOPE settlement do allow for post-admission SLP processes which may, but not always, necessitate completion of the SLP initial screen by the SLP provider. These limited situations may include:

- Discovery of new information during the SLP admission interview
- Admissions from out of state
- Admissions from a hospital on an emergency or outpatient basis
- Admissions resulting from an (unplanned) lack of caregiver availability

This means that **the most common submitters of SLP Initial Screens will be:**

- Care Coordination Units (CCU)
- Division of Rehabilitation Services (DRS)
- Hospitals (medical, psychiatric, or critical access)
- Nursing Facilities
- Division of Developmental Disabilities (DDD)/Independent Service Coordination (ISC) Agencies
- Community Mental Health Centers (CMHC)

More Frequently Asked Questions (FAQs) about the SLP process are available for review [here](#).

Note: *Maximus will make an automatic referral to the CCU/DRS to conduct a DON, based on the SLP referral reason indicated by the submitter. However, communication of its completion is to be handled between the SLP Initial Screen submitter and CCU/DRS. Screen submitters will have access to the DON score in AssessmentPro, if, and when the CCU/DRS provides an update within the system.*

TOOLKIT: SMHRF + SLP Training and Support Guides

Are there any steps in the SMHRF or SLP process where you need additional help? The complete training series is now available on-demand, as well as links to several useful reference guides. Click below to review. Note: enter your name and email to view training modules.

Training Module 1: [Intro to SMHRF and SLP Transition Overview | Recording](#) – 42:05 mins

Training Module 2: [SLP Processes and Intent | Recording](#) – 26:55 mins

Training Module 3: [SMHRF Processes and Intent | Recording](#) – 76:36 mins

Training Module 4A: [AssessmentPro for SLP | Recording](#) – 48:36 mins

Training Module 4B: [AssessmentPro for SMHRF | Recording](#) – 69:08 mins

SMHRF – Process Overview | [Download](#)

SMHRF – Frequently Asked Questions (FAQs) | [Download](#)

SLP – Process Overview | [Download](#)

SLP – Frequently Asked Questions (FAQs) | [Download](#)

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about new SMHRF or SLP processes? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SMHRF-related questions – email: ILSMHRF@maximus.com

SLP-related questions – email: ILSLP@maximus.com

Phone: 833 PASRR IL (833.727.7745)

Sign up for the Communication Mailing List: Click one of the links below and include the following information for all members of your SMHRF or SLP team who need to be added to the mailing list: full name, title, facility/organization, email address.

- **Interested in SMHRF updates?** Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."
- **Interested in SLP updates?** Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."

April 21, 2022

SMHRF & SLP STAKEHOLDERS: Ensure Your Team has the Necessary Training for Recently Launched SMRF and SLP Processes – Register for Q&A Forums + Review Program Resources

On Monday, **April 18, 2022**, significant updates were implemented for the Supportive Living Programs (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF). Thank you for playing a critical role in the redesign process as we've prepared for these important changes, which include:

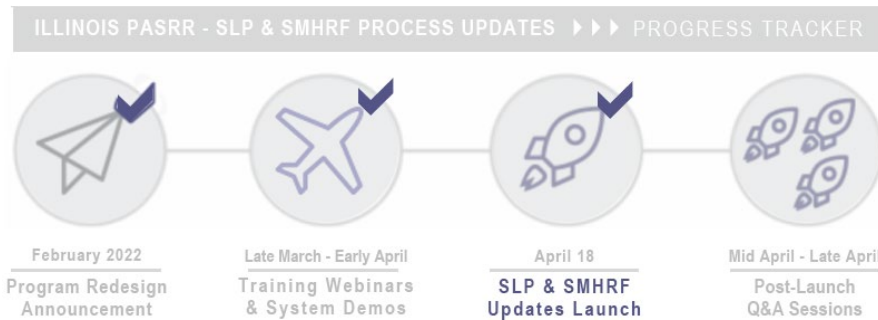
- **New processes for screenings and assessments for ALL** individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can be admitted to a SMHRF or a SLP.
- **Centralizing SMHRF and SLP processes using the AssessmentPro web-based management system.** This includes electronic submission of SLP Initial Screens in AssessmentPro for all potential SLP participants and a newly developed SMHRF Referral Form for those referred for SMHRF admission.
- **Responsibilities for screening and assessment processes will shift to Maximus.** For those involved in submitting SLP initial screens and SMHRF referrals, the AssessmentPro system will be the one entry point for all potential admissions and the SLP initial screens and SMHRF referrals will now be required for all potential admissions.

Following submission of the **SLP Initial Screen**, Maximus will decide if there is a reasonable basis to refer a person for a SLP Comprehensive Assessment (DD or SMI). Screens which indicate a reasonable basis to believe a SMI will be referred for a SLP (SMI) Comprehensive Assessment, while those for persons with known or suspected DD/ID conditions will be referred to the Division of Developmental Disabilities (DDD)/Independent Support Coordination (ISC) agency for a Comprehensive Assessment. Care Coordination Units (CCU)/Division of Rehabilitation Services (DRS) will be responsible for conducting any needed Determination of Need (DON) assessments and Choices for Care Consultations.

Following **submission of a completed SMHRF Referral**, Maximus will engage an assessor to perform a SMHRF Assessment, which will result in a determination of the person's eligibility for SMHRF admission; and if eligible, if the person could benefit from a Front Door Diversion Program referral. SMHRF admission cannot occur until the Front Door Diversion Program Provider conducts their evaluation for diversion services.

- **Referrals for the Front Door Diversion Program** will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.

Continue reading below to register for additional learning opportunities and review helpful tips and on-demand resources to ensure that all members of your team with SMHRF or SLP responsibilities have the necessary skills and supports for success in using AssessmentPro and completing new processes.



CHECKLIST: 7 Steps to Ensure a Smooth Transition

1. Always use the correct browser for AssessmentPro: two most recent versions of Google Chrome or Microsoft Edge.
2. Register your SMHRF or SLP team's Administrator and backup Administrator to AssessmentPro. The Administrator approves new users, updates user roles, and terminates users for your team.
3. Ensure all your AssessmentPro user accounts have been added created.
4. Submit a screen via AssessmentPro for the intended program, SMHRF Referral or SLP Initial Screen as soon as the need is identified. Only one program should be selected, based on your treatment team's recommendation of the most appropriate setting for the individual or the individual's preference for placement. Remember: PASRR Level I = Nursing Facility (NF) | Initial Screen = SLP | Referral = SMHRF
5. Submit all supporting documentation in a timely manner to avoid potential delays in receiving a determination.

6. Check the AssessmentPro Recent Outcomes queue for outcomes of completed SLP Initial Screens or SMHRF Referrals.
7. Use [Illinois Tools and Resources](#) for training videos and support guides for all programs

TRAINING: Daily Q&A Forums | April 21 - 22, 2022 + April 25 - 29, 2022

Over the past month, the comprehensive webinar series has covered all the training basics you and your team need to know about new SMHRF and SLP processes and using AssessmentPro. As you begin using the new system this week, you may have additional questions. Q&A Forums are hosted each business day at 8:30 a.m. CST (SLP information) and 10:00 a.m. (SMHRF information) from today, **Thursday, April 21 through next Friday, April 29**, covering any system or process related topics that stakeholders would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like.

***Who should attend?** Individuals at any comfort level with new SMHRF or SLP processes and use of the AssessmentPro system are welcome.*

Daily Q&A Forums – SLP

- [Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 21, 2022](#)
- [Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 22, 2022](#)
- [Register | 8:30 a.m. – 9:30 a.m. CST Monday, April 25, 2022](#)
- [Register | 8:30 a.m. – 9:30 a.m. CST Tuesday, April 26, 2022](#)
- [Register | 8:30 a.m. – 9:30 a.m. CST Wednesday, April 27, 2022](#)
- [Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 28, 2022](#)
- [Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 29, 2022](#)

Daily Q&A Forums – SMHRF

- [Register | 10:00 a.m. – 11:00 a.m. CST Thursday, April 21, 2022](#)
- [Register | 10:00 a.m. – 11:00 a.m. CST Friday, April 22, 2022](#)
- [Register | 10:00 a.m. – 11:00 a.m. CST Monday, April 25, 2022](#)
- [Register | 10:00 a.m. – 11:00 a.m. CST Tuesday, April 26, 2022](#)
- [Register | 10:00 a.m. – 11:00 a.m. CST Wednesday, April 27, 2022](#)
- [Register | 10:00 a.m. – 11:00 a.m. CST Thursday, April 28, 2022](#)
- [Register | 10:00 a.m. – 11:00 a.m. CST Friday, April 29, 2022](#)

GoToWebinar browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

TOOLKIT: On-Demand Training + Support Guides

Did you miss one of the pre-launch webinars? The complete SMHRF and SLP training series is now available on demand. Click below and enter your name/email to view:

- Training Module 1: [SMHRF & SLP - Transition Overview | 42:05 mins](#)
- Training Module 2: [SLP Processes & Intent | 26:55 mins](#)
- Training Module 3: [SMHRF Processes & Intent | 76:36 mins](#)
- Training Module 4A: [AssessmentPro for SLP | 48:36 mins](#)
- Training Module 4B: [AssessmentPro for SMHRF | 69:08 mins](#)

Additional Resources

Click the links below to review a helpful collection of support guides covering SMHRF and SLP basics and frequently asked questions.

SMHRF – Process Overview | [Download](#)

A one-page PDF covering a general overview of SMHRF process basics.

SMHRF – Frequently Asked Questions (FAQs) | [Download](#)

This document covers some of the most common questions you might have about new SMHRF processes and the AssessmentPro system.

SLP – Process Overview | [Download](#)

A one-page PDF covering a general overview of SLP process basics.

SLP – Frequently Asked Questions (FAQs) | [Download](#)

Review some commonly asked questions about new SLP processes and the AssessmentPro system.

REMINDER: Set Up Your AssessmentPro Account

If you or any member of your SMHRF or SLP team requires AssessmentPro access and has not set up a system account, follow the steps listed by audience below and register as soon as possible.

- [Click here for step-by-step instructions](#) to select your AssessmentPro role and create your system account.

Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance. If you use a browser other than Microsoft Edge or Google Chrome, you will experience errors or missing data and increase the security risk for inadvertent disclosure of the protected health information (PHI) for the persons we serve.

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about new SMHRF or SLP processes? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SMHRF-related questions – email: ILSMHRF@maximus.com

SLP-related questions – email: ILSLP@maximus.com

Phone: 833 PASRR IL (833.727.7745)

Sign up for the Communication Mailing List: *If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

- **Interested in SMHRF updates?** Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."
- **Interested in SLP updates?** Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."

April 11, 2022

SMHRF & SLP STAKEHOLDERS: Take Final Steps to Ensure Your Team is Ready for the Implementation of New SMHRF and SLP Processes Through AssessmentPro on April 18, 2022 – Register for Webinars + Listen to On-Demand Training + Review Program Resources

We are just one week away from the **April 18, 2022**, launch of new processes for the Supportive Living Programs (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF). All members of your team with SMHRF or SLP responsibilities should attend this week's AssessmentPro Basics webinar, as well as review the on-demand training and support guides and preview AssessmentPro account setup details. These steps are critical to prepare you for the comprehensive changes, which include:

- **New processes for screenings and assessments for ALL** individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can be admitted to a SMHRF or a SLP.
- **Centralizing SMHRF and SLP processes using the AssessmentPro web-based management system.** This includes electronic submission of SLP Initial Screens in AssessmentPro for all potential SLP participants and a newly developed SMHRF Referral Form for those referred for SMHRF admission.
- **Responsibilities for screening and assessment processes will shift to Maximus.** For those involved in submitting **SLP initial screens and SMHRF referrals**, the AssessmentPro system will be the one entry point for all potential admissions and the SLP initial screens and SMHRF referrals will now be required for all potential admissions.

Following submission of the SLP Initial Screen, Maximus will decide if there is a reasonable basis to refer a person for a SLP Comprehensive Assessment (DD or SMI). Screens which indicate a reasonable basis to believe a SMI will be referred for a SLP (SMI) Comprehensive Assessment, while those for persons with known or suspected DD/ID conditions will be referred to the Division of Developmental Disabilities (DDD)/Independent Support Coordination (ISC) agency for a Comprehensive Assessment. Care Coordination Units (CCU)/Division of Rehabilitation Services (DRS) will be responsible for conducting any needed Determination of Need (DON) assessments and Choices for Care Consultations.

Following submission of a completed SMHRF Referral, Maximus will engage an assessor to

perform a SMHRF Assessment, which will result in a determination of the person's eligibility for SMHRF admission; and if eligible, if the person could benefit from a Front Door Diversion Program referral.

- Referrals for the Front Door Diversion Program will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.

ILLINOIS PASRR - SLP & SMHRF PROCESS UPDATES >>> PROGRESS TRACKER



February 2022
Program Redesign
Announcement



Late March - Early April
Training Webinars
& System Demos



April 18
SLP & SMHRF
Updates Launch



Mid April - Late April
Post-Launch
Q&A Sessions

REGISTER: Attend AssessmentPro Basics Webinars + Q&A Forums

Every member of your SMHRF or SLP team should register for one of the final training series, AssessmentPro Basics. These sessions will offer an overview of AssessmentPro processes, as well as deep dive into system registration, navigation, user roles and resources to help you complete your various tasks.

Content shared during individual sessions will be identical, so attendance is only required for one session. A recording will be available to all registered attendees.

GoToWebinar browser requirements: To access GoToWebinar, the web application used for training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

Training Module 4A: AssessmentPro Basics for SLP

Learn about AssessmentPro, the system you and your team will use for submitting SLP Initial Screens and related activities. We will focus on the nuances for SLPs, so PASRR system users can also benefit if working with SLP.

[Register | 1 p.m. – 2 p.m. CST Tuesday, April 12, 2022](#)

[Register | 11 a.m. – 12 p.m. CST Wednesday, April 13, 2022](#)

[Register | 1 p.m. – 2 p.m. CST Thursday, April 14, 2022](#)

*Note: As announced in recent communications, if you are **SMHRF focused** and previously registered for the joint SMHRF and SLP sessions, please follow the instructions in your confirmation email from GoToWebinar to cancel that registration and then re-register using the new SMHRF training links below.*

Training Module 4B: AssessmentPro Basics for SMHRF

Learn about AssessmentPro, the system you and your team will use for SMHRF related activities. We will focus on the nuances for SMHRFs, so PASRR system users can also benefit if working with SMHRF.

[Register | 9 a.m. – 10 a.m. CST Tuesday, April 12, 2022](#)

[Register | 2 p.m. – 3 p.m. CST Wednesday, April 13, 2022](#)

[Register | 9 a.m. – 10 a.m. CST Thursday, April 14, 2022](#)

Daily Q&A Forums | April 18 – 22, 2022 + April 25 – 29, 2022

The comprehensive webinar series continues to cover all the training basics you and your SMHRF or SLP team need to know about AssessmentPro and upcoming new processes. Once you begin using the new system, you may have additional questions. Beginning next **Monday, April 18, 2022 through Friday, April 29, 2022**, Q&A Forums will be hosted each business day at 8:30 a.m. CST for SLP stakeholders and 10:00 a.m. for SMHRF stakeholders. These sessions will cover any AssessmentPro system or process related topics that you would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like.

Who should attend? Individuals at any comfort level with new SMHRF or SLP processes and use of the AssessmentPro system are welcome.

Daily Q&A Forums – SLP

[Register | 8:30 a.m. – 9:30 a.m. CST Monday, April 18, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Tuesday, April 19, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Wednesday, April 20, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 21, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 22, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Monday, April 25, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Tuesday, April 26, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Wednesday, April 27, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 28, 2022](#)

[Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 29, 2022](#)

Daily Q&A Forums – SMHRF

[Register | 10:00 a.m. – 11:00 a.m. CST Monday, April 18, 2022](#)

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[Register | 10:00 a.m. – 11:00 a.m. CST Thursday, April 28, 2022](#)

[Register | 10:00 a.m. – 11:00 a.m. CST Friday, April 29, 2022](#)

RESOURCES: On-Demand Training + Support Guides

Did you miss one of the recent training webinars? The first three modules are now available on demand. Click below and enter your name/email to view:

Training Module 1: [Introduction to SMHRF and SLP Transition Overview | Recording](#) – 42:05 mins

Training Module 2: [SLP Processes and Intent | Recording](#) – 26:55 mins

Training Module 3: [SMHRF Processes and Intent | Recording](#) – 76:36 mins

SMHRF – Process Overview | [Download](#)

A one-page PDF covering a general overview of SMHRF process basics.

SMHRF – Frequently Asked Questions (FAQs) | [Download](#)

This document covers some of the most common questions you might have about new SMHRF processes and the AssessmentPro system.

SLP – Process Overview | [Download](#)

A one-page PDF covering a general overview of SLP process basics.

SLP – Frequently Asked Questions (FAQs) | [Download](#)

Review some commonly asked questions about new SLP processes and the AssessmentPro system.

Redesign Transition Guide | [Download](#)

This resource provides key implementation details on the redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your team.

PREVIEW: How to Choose User Roles + Register in AssessmentPro

This week's AssessmentPro Basics webinar series will cover how to **choose the right user role** and **register each member of your SMHRF or SLP team** in the system. The information below will help familiarize you with the role types, responsibilities, and system registration. Anyone who needs to set up a system account should attend one of the webinars before following the steps below to register for AssessmentPro.

AssessmentPro User Roles

- **Administrator** – This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- **Clinical User** – This role applies to individuals who can begin and submit a SMHRF referral or SLP initial screen.
- **Non-Clinical User** – Applies to individuals who can begin but cannot submit a SMHRF referral or SLP initial screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.

AssessmentPro Account Sign-Up

1. Visit [AssessmentPro.com](https://www.assessmentpro.com) > Click **New User?**
2. Complete Registration Form > Hover over circled i for more info > Click **Save** to proceed

Enter data into the fields depicted at right and select Illinois from the **State** dropdown (even if your facility is in a nearby state), then an additional field will appear for Facility. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under **Facility**, which says "Request AssessmentPro Administrator Access." You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.

3. Return to AssessmentPro.com > Enter your Login info: **Email and Password**
4. Review User Agreement before first login > Click **Log in**

**Reminder: Your UserName will always be your email address*

Browser requirements: *To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance. If you use a browser other than Microsoft Edge or Google Chrome, you will experience errors or missing data and increase the security risk for inadvertent disclosure of the protected health information (PHI) for the persons we serve.*

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

SMHRF-related questions – email: ILSMHRF@maximus.com

SLP-related questions – email: ILSLP@maximus.com

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

Sign up for the Communication Mailing List: *If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

Interested in SMHRF updates? Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."

Interested in SLP updates? Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."

April 01, 2022

SMHRF & SLP STAKEHOLDERS: Prepare for the April 18, 2022, SMHRF and SLP Screening and Assessment Redesign – Attend Webinar Series + Listen to On-Demand Training + Preview AssessmentPro Registration

We're just a few weeks away from the **April 18, 2022**, implementation of new processes for the Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF). This includes several key updates:

- **New processes for screenings and assessments** for **ALL** individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can be admitted to a SMHRF or a SLP.
- **Centralizing SMHRF and SLP processes using the AssessmentPro web-based management system.** This includes electronic submission of SLP Initial Screens in AssessmentPro for all potential SLP participants and a newly developed SMHRF Referral Form for those referred for SMHRF admission.
- **Responsibilities for screening and assessment processes will shift to Maximus.** For those involved in submitting **SLP Initial Screens and SMHRF Referrals**, the AssessmentPro system will be the one entry point for all potential admissions and the SLP Initial Screens and SMHRF Referrals will now be required for all potential admissions.

Following **submission of the SLP Initial Screen**, Maximus will decide if there is a reasonable basis to refer a person for a SLP Comprehensive Assessment (DD or SMI). Screens which indicate a reasonable basis to believe a SMI will be referred for a SLP (SMI) Comprehensive Assessment, while those for persons with known or suspected DD/ID conditions will be referred to the Division of Developmental Disabilities (DDD)/Independent Support Coordination (ISC) agency for a Comprehensive Assessment. Care Coordination Units (CCU)/Division of Rehabilitation Services (DRS) will be responsible for conducting any needed Determination of Need (DON) assessments and Choices for Care Consultations.

Following **submission of a completed SMHRF Referral**, Maximus will engage an assessor to perform a SMHRF Assessment, which will result in a determination of the person's eligibility for SMHRF admission; and if eligible, whether the person could benefit from a Front Door Diversion Program referral.

- **Referrals for the Front Door Diversion Program** will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.

To ensure your team is ready to start using new SMHRF and/or SLP processes on day one, continue reading for instructions on how to register for targeted training webinars and review all available program resources and updates.



TRAINING: Register for Webinar Series

The webinar series continues with trainings to prepare you and your team for the **April 18, 2022 launch date** of SMHRF and SLP process changes. Click the links below to **register for one session from each series**. All team members with SMHRF or SLP related responsibilities should attend.

Note: Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all registered attendees after its completed and will be posted to the website at the conclusion of each training week.

GoToWebinar browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

Training Module 3: Specialized Mental Health Rehabilitation Facilities (SMHRF) – Processes and Intent

Understanding the SMHRF – who may be referred, admission timeframes, and how the screening redesign will affect existing processes.

[Register | 1 p.m. – 2 p.m. CST Tuesday, April 5, 2022](#)

[Register | 11 a.m. – 12 p.m. CST Wednesday, April 6, 2022](#)

[Register | 1 p.m. – 2 p.m. CST Thursday, April 7, 2022](#)

Training Module 4A: AssessmentPro Basics for SLP

Learn about AssessmentPro, the system you and your team will use for submitting SLP Initial Screens and related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SLPs, so PASRR system users can also benefit if working with SLP.

[Register | 1 p.m. – 2 p.m. CST Tuesday, April 12, 2022](#)

[Register | 11 a.m. – 12 p.m. CST Wednesday, April 13, 2022](#)

[Register | 1 p.m. – 2 p.m. CST Thursday, April 14, 2022](#)

Reminder: As announced in a recent communication, if you are **SMHRF focused** and previously registered for the joint SMHRF and SLP sessions, please follow the instructions in your confirmation email from GoToWebinar to cancel that registration and then re-register using the new SMHRF training links below.

Training Module 4B: AssessmentPro Basics for SMRHF

Learn about AssessmentPro, the system you and your team will use for SMHRF related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SMHRFs, so PASRR system users can also benefit if working with SMHRF.

[Register | 9 a.m. – 10 a.m. CST Tuesday, April 12, 2022](#)

[Register | 2 p.m. – 3 p.m. CST Wednesday, April 13, 2022](#)

[Register | 9 a.m. – 10 a.m. CST Thursday, April 14, 2022](#)

PROCESS: Understanding SMHRF and SLP Changes

As your team prepares for the upcoming transition, review some important updates you can expect when SMHRF and SLP changes go into effect on April 18, 2022, such as referral criteria, tools, and submission methods

Specialized Mental Health Rehabilitation Facilities (SMHRF)	
Existing Process	New Process
Toolkit: The OBRA-I was previously used for referral to a SMHRF setting and Level II PASRR evaluation was completed if applicable	Toolkit: Submitters must submit a referral using the new SMHRF referral and the IM+CANS will be used to complete the SMHRF Assessment
Determining referral need: Assessment only completed if the OBRA-I had SMI indicators	Determining referral need: Everyone referred for a SMHRF setting will receive an assessment; Clinical alerts built into the SMHRF referral will notify the submitter of clear indicators the person may not be appropriate for SMHRF admission
Referral submitters: Division of Mental Health (DMH) Providers serving as PAS Agents typically submitted SMHRF referral	Referral submitters: SMHRF Referrals will be the responsibility of the person's location, including Psychiatric and Acute Care Hospitals; Community referrals can continue to be submitted by DMH providers
Admission criteria: One process determined all long-term care outcomes	Admission criteria: Criteria specific for SMHRF eligibility (and exclusionary criteria) applied to SMHRF eligibility decisions

Supportive Living Program (SLP)	
Existing Process	New Process
Toolkit: The SLP screening document was referred to as the OBRA-I	Toolkit: The screening document will be referred to as the SLP Initial Screen
Determining referral need: Submission of an OBRA-I screen occurred when the submitter identified someone as having a known or suspected serious mental illness (SMI) or intellectual and/or developmental disabilities (ID/DD)	Determining referral need: A SLP Initial Screen submission through AssessmentPro is needed for every person seeking potential SLP admission regardless of known or suspected SMI or ID/DD
Submission method: The OBRA-I was completed by hand	Submission method: Submitters will submit the SLP Initial Screen electronically through the AssessmentPro system
Assessment completion: The Division of Mental Health (DMH) and their PAS assessors conducted SLP Comprehensive Mental Health (MH) Assessments	Assessment completion: Maximus Quality Clinicians (QC) will conduct SLP Comprehensive (MH) Assessments

ON-DEMAND TRAINING: Introduction to SMHRF and SLP Transition Overview

Did you miss one of the recent training webinars? The first two modules are now available on-demand. Click below and enter your name/email to view:

- Training Module 1: [Introduction to SMHRF and SLP Transition Overview | Recording – 42:05 mins](#)
- Training Module 2: [SLP Processes and Intent | Recording – 26:55 mins](#)

Additional Resource: Redesign Transition Guide | [Download](#)

This resource provides key implementation details on the redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your team.

PREVIEW: How to Choose User Roles + Register in AssessmentPro

The AssessmentPro Basics training sessions, April 12 - 14, 2022, will cover how to choose the right user role and register each member of your SMHRF or SLP team in the system. This will help familiarize you with the role types, responsibilities, and system registration. Anyone who needs to set up a system account should attend one of these sessions before following the steps below to register for AssessmentPro.

AssessmentPro User Roles

- Administrator – This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- Clinical User – This role applies to individuals who can begin and submit a SMHRF referral or SLP initial screen.
- Non-Clinical User – Applies to individuals who can begin but cannot submit a SMHRF referral or SLP initial screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.

AssessmentPro Account Sign-Up

1. Visit [AssessmentPro.com](https://www.assessmentpro.com) > Click **New User?**
2. Complete Registration Form > Hover over circled i for more info > Click **Save** to proceed

Enter data into the fields depicted at right and select Illinois from the **State** dropdown (even if your facility is in a nearby state), then an additional field will appear for **Facility**. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under **Facility**, which says "Request AssessmentPro Administrator Access"

You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.

3. Return to [AssessmentPro.com](https://www.assessmentpro.com) > Enter your Login info: Email and Password
4. Review *User Agreement* before first login > Click Log in

**Reminder: Your UserName will always be your email address*

Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

- SMHRF-related questions – email: ILSMHRF@maximus.com

- SLP-related questions – email: ILSLP@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

Sign up for the Communication Mailing List: If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

- Interested in SMHRF updates? Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."
- Interested in SLP updates? Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."

March 18, 2022

SMHRF & SLP STAKEHOLDERS: Illinois SMHRF and SLP Screening and Assessments – Register for Training Webinar Series and Review AssessmentPro User Roles Ahead of the April 18, 2022, SMHRF/SLP Screening Redesign

The Illinois Department of Healthcare and Family Services (HFS) and new partner, Maximus, successfully launched the first phase of a comprehensive redesign of the Preadmission Screening and Resident Review (PASRR) Program on March 14, 2022. Improvements included a transition to the AssessmentPro web-based management system and streamlined process changes improving how all PASRR Level I Screens are submitted for people seeking Nursing Facility (NF) admission, the review of all PASRR Level I Screens, and the completion of PASRR Level II Assessments for Serious Mental Illness (SMI). These changes enable HFS to appropriately identify placement and service options for individuals with Developmental Disabilities (DD) or SMI in a federally compliant, person-centered manner, increasing diversion and transition opportunities for persons with SMI, and ensuring that individuals with DD or SMI diagnoses are placed in NFs only as an appropriate response to the need for skilled care.

Phase Two of this redesign includes changes for the Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF) Program. This involves:

- New processes for screenings and assessments for ALL individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can be admitted to a SMHRF or a SLP.
- Centralizing SMHRF and SLP assessments to AssessmentPro beginning April 18, 2022. This includes electronic submission of enhanced OBRA-I in AssessmentPro for SLPs and a newly developed SMHRF Referral Form for SMHRFs.
- Responsibilities for screening and assessment processes will shift to Maximus.

For those involved in SLP submissions, the AssessmentPro system will be the one entry point for all potential admissions and OBRA-I completion will now be required for all potential admissions. If there is a reasonable basis to refer a person for a DD or SMI assessment, Maximus will render the decision. DON processes will remain unchanged.

SMHRF submissions: Maximus will use the IM+CANS to complete assessments for ALL individuals referred for SMHRF admission via AssessmentPro.

- For those involved in SLP submissions, these changes specifically relate to SMI Screens and not the Determination of Need (DON) assessment.
- Choices for Care consultations and DON Processes, as applicable, will still be completed as a state requirement for SLP admission, but the workflow will align with the redesigned SLP screening processes.
- Referrals for Front Door Diversion will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.

ILLINOIS PASRR - SLP & SMHRF PROCESS UPDATES >>> PROGRESS TRACKER



TRAINING: Register for Webinar Series

Ensure you are fully prepared for the upcoming transition by having all members of your team who have SMHRF and/or SLP-related responsibilities attend the comprehensive webinar series kicking off next week. Click the links below to register for one session from each series of webinars.

Note: Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all registered attendees after its completed and will be posted to the website at the conclusion of each training week.

GoToWebinar browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

Training Module 1: Intro to Maximus / SMHRF and SLP Transition Overview

Meet the Maximus Illinois Project team. The discussion will also include an overview of planned SMHRF and SLP changes, preview of future training opportunities, and new resources.

Note: This is a repeat of the Intro to Maximus webinars held in February. If you previously attended, you don't need to sign up for this session.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 22, 2022](#)
- [Register | 11 a.m. – 12 p.m. CST Wednesday, March 23, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 24, 2022](#)

Training Module 2: Supportive Living Programs (SLP) – Processes and Intent

Understanding the SLP – who may be referred, admission timeframes, and how the screening redesign will affect existing processes.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 29, 2022](#)
- [Register | 11 a.m. – 12 p.m. CST Wednesday, March 30, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 31, 2022](#)

Training Module 3: Specialized Mental Health Rehabilitation Facilities (SMHRF) – Processes and Intent

Understanding the SMHRF – who may be referred, admission timeframes, and how the screening redesign will affect existing processes.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, April 5, 2022](#)
- [Register | 11 a.m. – 12 p.m. CST Wednesday, April 6, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, April 7, 2022](#)

Training Module 4: AssessmentPro Basics

Update: Module 4 has been divided into separate learning tracks to offer more focused training – Module 4A for SLP focused users and Module 4B for SMHRF focused users.

- If you are SLP focused and previously registered for the joint SMHRF and SLP sessions, then you don't need to re-register or take any other actions.
- If you are SMHRF focused and have already registered for the joint SMHRF and SLP session, please follow the instructions in your confirmation email from GoToWebinar to cancel that registration and then re-register using the new links below.
- If you have not registered for any Module 4 sessions yet, choose the appropriate learning track, select the date/time below that works best with your schedule, and register at the link provided.

4A: AssessmentPro Basics for SLP

Learn about AssessmentPro, the system you and your team will use for SLP related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SLPs, so PASRR system users can also benefit if working with SLP.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, April 12, 2022](#)
- [Register | 11 a.m. – 12 p.m. CST Wednesday, April 13, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, April 14, 2022](#)

4B: AssessmentPro Basics for SMRHF

Learn about AssessmentPro, the system you and your team will use for SMHRF related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SMHRFs, so PASRR system users can also benefit if working with SMHRF.

- [Register | 9 a.m. – 10 a.m. CST Tuesday, April 12, 2022](#)
- [Register | 2 p.m. – 3 p.m. CST Wednesday, April 13, 2022](#)
- [Register | 9 a.m. – 10 a.m. CST Thursday, April 14, 2022](#)

SYSTEM PREVIEW: Choosing Your AssessmentPro User Role

As you begin the AssessmentPro training process by participating in the webinars laid out above, key first steps include the setup of your facility account and selection of an appropriate system user role for each member of your SMHRF and/or SLP team. Review the three types of accounts available below and the responsibilities for each. The webinars will cover how to set up your accounts.

AssessmentPro User Roles

- Administrator – This role must be set up first. This user is responsible for the review and approval of your facility's other users.
- Clinical User – This role applies to individuals who can begin and submit a SLP and/or SMHRF referral.

- Non-Clinical User – Applies to individuals who can begin but cannot submit a SMHRF or SLP referral.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User. Additional details on AssessmentPro role selection will be shared during the upcoming training sessions. Be sure to register to learn more.

AssessmentPro browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

RESOURCE: Download the Redesign Transition Guide

This resource provides key implementation details on the redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your team.

- [Download | Redesign Transition Guide](#)

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SMHRF-related questions – email: ILSMHRF@maximus.com

SLP-related questions – email: ILSLP@maximus.com

Phone: 833 PASRR IL (833.727.7745)

Sign up for the Communication Mailing List: If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request. Interested in SMHRF updates? Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."

Interested in SLP updates? Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."

February 18, 2022

SMHRF & SLP STAKEHOLDERS: Illinois SMHRF and SLP Screening and Assessments – Steps to Take Ahead of 4/18/2022 HFS SMHRF/SLP Screening Redesign

The State of Illinois, Department of Healthcare and Family Services (HFS) has selected a new partner, Maximus, to support a redesign of the state's Pre-admission Screening and Resident Review (PASRR) system. This includes new processes for screenings and assessments of individuals seeking placement in Specialized Mental Health Rehabilitation Facilities (SMHRF) and Supportive Living Programs (SLP) settings. This transition includes moving the SMHRF and SLP assessment processes to a new web-based management system, AssessmentPro on **April 18, 2022**.

OBJECTIVES: Goals Behind the Process Changes

HFS made the decision to seek out a new screening and assessment partner for several key reasons, including:

- Conflict-free screenings and assessments
- Centralization of SMHRF and SLP screenings, assessments, reporting in one system, increasing efficiency, timeliness, and ease of use
- Immediate availability of screening and assessment outcomes to Stakeholders upon completion

PROCESS: How Existing SMHRF and SLP Workflows Will Change

This transition will shift responsibilities for screening and assessment processes to the Maximus assessment team. For those involved in SLP submissions, these changes specifically relate to the Mental Health/Serious Mental Illness (SMI) screening and not the Determination of Need (DON) assessment.

PASRR Redesign and Choices for Care Consultations: Choices for Care consultations will still be completed as a state requirement, but the workflow is being aligned with the redesigned SMHRF and SLP screening processes.

NEXT STEPS: Training Webinars + Program Resources Coming Soon

Maximus will equip you to be successful in this change with comprehensive training webinars covering:

- System Registration and Navigation
- AssessmentPro Account Roles
- Submitting a Referral for SMHRF or SLP

Information on registration, dates, and times will be provided as we move closer to the **April 18, 2022** Go-Live date. Make sure all members of your team involved in SMHRF or SLP processes attend.

Access to frequently asked questions (FAQs), reference guides, and other support materials will also be shared so that you have all the necessary resources needed for success ahead of the launch date.

QUESTIONS? Contact the Maximus - Illinois Support Help Desk

Do you have questions about the upcoming program implementation? The Maximus – Illinois Help Desk team is available to assist you:

- SMHRF-related questions – email: ILSMHRF@maximus.com
- SLP-related questions – email: ILSLP@maximus.com
- Phone: **833 PASRR IL (833.727.7745)**

Sign up for the Communication Mailing List: *If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus: ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF and SLP contact list." Include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*



INSIGHTS: About Maximus

Maximus is nationally recognized for its work to manage complex state programs and ensure that individuals receive the appropriate care and supports necessary to improve their quality of life. A strong commitment to process innovation and service excellence has led the company to a role as the industry's leading provider of high-quality, conflict free assessment services for persons with intellectual, behavioral health, and developmental disabilities, as well as the needs of older adults and individuals with physical disabilities and complex medical conditions.

[Learn more about Maximus services and capabilities.](#)