

QUESTIONS	ANSWERS
Con	tact Information and Resource Access
How do I contact the Illinois Maximus Help Desk?	General support – phone: 833 PASRR IL (833.727.7745)
	General PASRR questions – email: <u>ILPASRR@maximus.com</u>
	Supportive Living Programs (SLP) – email: <u>ILSLP@maximus.com</u>
	Specialized Mental Health Rehabilitation Facilities (SMHRF) – email: <u>ILSMHRF@maximus.com</u>
	PASRR Follow Up Visits – email: <a href="mailto:lLFollowUpVisits@maximus.com">lLFollowUpVisits@maximus.com</a>
	Additional resources: https://maximusclinicalservices.com/svcs/illinois_pasrr
How does our facility get on the communication distribution list?	To be added to the Illinois Maximus Help Desk email distribution list, email a request to <a href="mailto:lLPASRR@maximus.com">lLPASRR@maximus.com</a> with the subject line: "Please add my email to the Illinois PASRR Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number.
	Note - Once you become a registered Maximus system user, you will automatically be added to the distribution list.
Who should I contact with any questions about the screening or	To find answers to your program process questions, call the Illinois Maximus Help Desk: 833 PASRR IL (833.727.7745) or contact via email:
assessment process?	General PASRR questions: <a href="mailto:lLPASRR@maximus.com">LLPASRR@maximus.com</a>
	SLP-related questions: <u>ILSLP@maximus.com</u>
	SMHRF-related questions: <a href="mailto:ILSMHRF@maximus.com">ILSMHRF@maximus.com</a>
	PASRR Follow Up Visits-related questions: <a href="mailto:lLFollowUpVisits@maximus.com">lLFollowUpVisits@maximus.com</a>
When I leave a voicemail for the Illinois Maximus Help Desk team, what turnaround time should I expect for a call-back?	We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available. Calls received after 8:00 p.m. CST will be returned within 24 hours. To avoid delays, please do not leave multiple voicemails regarding the same issue.
Where can I find Illinois PASRR support materials online?	Explore the Maximus Illinois Tools & Resources page, which has a growing list of materials that will include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: <a href="https://maximusclinicalservices.com/svcs/illinois_pasrr">https://maximusclinicalservices.com/svcs/illinois_pasrr</a> . Note – Any items with a closed padlock icon will only be available to registered Maximus system users.
Is the Help Desk service available on the weekends?	Help Desk staff will be available to return calls and emails on the weekends beginning on March 14, 2022, however support resources are always available for review through the Illinois PASRR Tools and Resources page.
Screen Submissions & the Level I Process	
What is PASRR and when did it start?	Preadmission Screening and Resident Review (PASRR) is a federally mandated screening process dating back to 1987. PASRR was created as a part of the Omnibus Budget Reconciliation Act (OBRA), also known as the Nursing Home Reform Act and PASRR requirements were also added to the Social Security Act as sections 1919 (b) (3) (F) and 1919 (e) (7).

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	The process is administered by the Centers for Medicare and Medicaid Services (CMS). Maximus partners with the State of Illinois to help carry out this program.
What is the purpose of PASRR?	PASRR was established as part of the de-institutionalization process to ensure people with disabilities (i.e., Serious Mental Illness, Intellectual and/or Developmental Disabilities):
	are not inappropriately institutionalized in a NF
	receive services in the least restrictive setting, and that
	needed services/supports are identified for the NF to provide.
	PASRR is an important tool for states to use in rebalancing services away from institutions and towards supporting people in their homes, and to comply with the Supreme Court decision, Olmstead vs L.C. (1999), under the Americans with Disabilities Act, individuals with disabilities cannot be required to be institutionalized to receive public benefits that could be furnished in community-based settings
	The goal of PASRR is to optimize an individual's placement success, treatment success, and ultimately, an individual's quality of life.
What does PASRR require?	The PASRR process requires that all applicants to Medicaid-certified nursing facilities be given a preadmission, preliminary, assessment to determine whether they might have Serious Mental Illness (SMI) or an Intellectual Disability (ID) or Developmental Disability (DD). This is called a "Level I Screen." Individuals with indicators of SMI/ID/DD receive a clinical review to determine if an in-depth evaluation called "Level II" is needed prior to nursing facility (NF) admission. The results of this evaluation also determine the appropriateness of a NF setting and if specialized services are needed relative to the PASRR condition.  Regulations governing PASRR are found in the Code of Federal Regulations, at 42 CFR 483.100-138.
What is the process for Level I Screens?	PASRR Level I Screens need to be initiated on behalf of a person seeking NF admission, regardless of their payor source as soon as the need for a NF becomes evident.
	This process begins when the treating provider or designee submits the Level I Screen electronically via AssessmentPro (the state's primary PASRR system): <a href="https://www.assessmentpro.com">www.assessmentpro.com</a>
	This federal-required screen determines if a potential NF applicant has a known or suspected PASRR condition (i.e., a Serious Mental Health (SMI) condition or an Intellectual and/or Developmental Disability (ID/DD)). In most cases, the screening results in an immediate NF approval due to no suspected disability.
	We recommend submitting all screens at least 2-3 days in advance of the person's discharge in order to avoid potential delays in the event that a comprehensive Level II assessment is required.
	In cases, where the screen requires a clinical review to verify the potential presence of an SMI/ID/DD by Maximus, the submitter will receive an outcome within 5 hours or less. If that review results in the need for a comprehensive Level II assessment, an assessor will be engaged either through Maximus on behalf of DMH or through DDD/ISCs depending on disability type suspected. MH



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	PASRR Level II assessments will be completed within 72 hours or less from receipt of screen.
	*Concurrent with the above process and for all <i>preadmission</i> PASRR screens, CCU/DRS will also be notified that DON and Choices for Care Consultation are needed
	The purpose of a Level I Screen, also known as an identification screen, looks at an individual's clinical characteristics to establish whether or not they may have a known or suspected PASRR condition. A PASRR condition includes a diagnosis of a Serious Mental Health (SMI) condition and/or an Intellectual and/or Developmental Disability (ID/DD).
	If a person has a known or suspected PASRR condition, they will receive a comprehensive Level II assessment to determine if their condition qualifies under the PASRR program, the appropriateness of a NF setting for the person, and any services they may need while in the NF.
Who is required to have a Level I Screen?	All persons seeking entry into a Medicaid funded NF, regardless of payer source, diagnoses, or current location must be screened prior to NF admission.
	Note the following exception: Swing beds. A swing bed is a bed that changes (or "swings") between providing hospital services and providing Medicare or Medicaid nursing facility services. According to the Final Rule for PASRR published in 1992 (55 FR 10951), PASRR does not apply to swing beds.
Does everyone need to be screened using this new system, even if we know they don't have a Serious Mental Health (SMI) condition or an Intellectual and/or Developmental Disability (ID/DD).	Yes. Anyone seeking NF, SLP, or SMHRF stay, regardless of disability status, will be screened in AssessmentPro as a single point of entry. Complete the Level I Screen and this decision will be made for you. Providers may no longer decide if there is a known or suspected SMI/ID/DD.
When should I submit a Level I?	Pre-Admission Screen—Providers will submit the Level I before admission to a Medicaid certified NF. Expected turnaround time for the Level I is 6 business hours. Maximus encourages providers to begin discharge planning as soon as possible. If they think the person might need NF placement, they should submit the Level I. This prevents delays in discharge if the person needs a Level II assessment. Expected turnaround time for Level II is less than 72 hours.
	Resident Review—Providers will submit the Level I screen if the person has an expiring time limited stay or has a significant change in status during their stay. By significant change, consider if the person's plan of care needs to be modified to incorporate services/supports for any identified behavioral health changes.
Who is receiving and reviewing the Level I Screens?	Maximus receives and reviews all Level I identification screens submitted through AssessmentPro.
What happens if a NF admits without there being a Level I entered into AssessmentPro?	The NF should not have admitted someone without a PASRR Level I Screen, and/or Level II assessment if applicable. The NF is out of compliance with federal law. A Level I should immediately be submitted. CMS can recoup any money paid. The state can decline to pay for the person's NF stay for the days they did not have a PASRR on file.

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Who is going to be the PAS agent?	Effective March 14, 2022, the PASRR process is being redesigned to comply with federal regulations. The responsibilities for PASRR will be as follows:
	Level I Screen Submissions:
	<ul> <li>Hospital staff will submit Level I screens for those in hospital settings.</li> </ul>
	<ul> <li>NF staff will submit Level I screens for those in NF settings.</li> </ul>
	<ul> <li>Community Care Program Care Coordination Units (CCUs), on behalf of the Department of Human Services - Division of Rehabilitation Services (DRS), and Independent Service Coordination (ISC) Agencies will submit Level I Screens if coming from the community.</li> </ul>
	<ul> <li>SLP and SMHRFs will submit Level I Screens if the individual needs to be admitted to a NF.</li> </ul>
	<ul> <li>Level I screenings to determine if an individual has evidence of a PASRR condition (i.e., Serious Mental Health (SMI) condition or an Intellectual and/or Developmental Disability (ID/DD)) will be conducted by Maximus</li> </ul>
	<ul> <li>CCUs and DRS will conduct Choice for Care Consultations and the DON for anyone discharging from a psychiatric setting; these were previously handled by the Department of Healthcare and Family Services (HFS).</li> </ul>
	<ul> <li>Level II assessments for those with evidence of a SMI will be conducted by Maximus on behalf of the Division of Mental Health (DMH).</li> </ul>
	<ul> <li>Level II assessments for individuals with evidence of an ID/DD or dual diagnosis will be conducted by the Division of Developmental Disabilities (DDD)/Independent Service Coordination (ISC) agencies.</li> </ul>
Is consent required to submit clinical information to Maximus?	Maximus is covered under the Business Associate Agreement with the State of Illinois, so you may share clinical information. Consent is not required. Maximus meets all security standards as required by our contract with HFS.
	Automated encryption is in use for all communications containing PHI data. Only trusted keys and certificates are supported. Unsecure protocols are not approved for use in the AssessmentPro environment.
I received a PASRR Level I Determination. What does the determination mean?	A PASRR Level I determination provides the results of the federally required PASRR screen which looks for indicators that the person has a potential PASRR condition (i.e., Serious Mental Health (SMI) condition and/or an Intellectual and/or Developmental Disability (ID/DD)).
	Possible Level I outcomes include:
	No Level II Required – No SMI/DD This means the person does not have a PASRR condition (serious mental illness or developmental disability and can enter and or remain in a NF as needed.
	<ul> <li>Refer for Level II: This means the person has a known or suspected PASRR condition and requires an onsite Level II assessment. If admitting to the NF the Level II assessment must be completed prior to the individual's admission.</li> <li>Withdrawn or Cancelled: The person is not going to, or remaining in, the NF and the Level I screen is no longer needed.</li> </ul>

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	<ul> <li>Categorical/Exemption/Exclusion: This outcome identifies a person who, even though they have a known or suspected PASRR condition (i.e., SMI/ID/DD), can be admitted to a NF more quickly and without a comprehensive Level II MH or ID/DD assessment. This is because they are part of a federally approved group whose PASRR preadmission process can be abbreviated or which allows them to be exempted or excluded from.</li> </ul>
	Level I Negative – No status change: This outcome is for NF residents only. This means the resident has no PASRR condition and the Level I screen showed no status change present. No Level II assessment is needed at this time. The resident can remain in the NF with no additional screen.
	Level I Positive – No status change: This outcome is for NF residents only. This means the person does have a PASRR condition that does not require a new Level II assessment, as the Level I determined there was no status change. There is no need for a Level I Screen and the resident can remain in the NF with no additional screen.
	Most Level 1 outcomes result in an immediate, algorithm-generated, decision that NF admission is approved. Others require a Maximus clinical review of the submitted Level I screen and any required or requested supporting records. Maximus has 6 business hours to complete any clinical review. An even smaller proportion of screens will result in a referral for a comprehensive Level II assessment which will be completed in 72 hours or less from receipt of the screen submission.
	*Providers can help speed this process up by proactively uploading supporting documentation at the time of the screen. Typically, this includes the most recent H&P, MAR, psychiatric evaluation as applicable, mental status evaluation, or other records that provide information about the person's clinical presentation and need for a NF.
What is the turnaround time for receiving a determination?	The turnaround time for PASRR determinations vary from instantaneous up to 72 hours, depending on the person's clinical characteristics.
	If there is no known or suspected Serious Mental Health (SMI) condition and/or an Intellectual and/or Developmental Disability (ID/DD)), the determination is immediate and the submitter is able to print the determination upon submitting the Level I.
	If a SMI/ID/DD is suspected, Maximus will review the screen within 6 hours or less to determine if an expedited NF admission is possible using a PASRR categorical or exemption.
	If neither applies, Maximus will conduct a comprehensive Level II MH assessment withing 72 hours of a Level I submission or refer screens with a suspicion of ID/DD to DDD/ISCs.
What are PASRR "Exemptions, Exclusions and Categoricals?"	Exemptions, Exclusions and Categoricals are federally approved options which allow a person to admit to a NF more quickly and without a comprehensive Level II assessment, even though they have a known or suspected PASRR condition (i.e., Serious Mental Health (SMI) condition or an Intellectual and/or Developmental Disability (ID/DD)).
	<u>Exemptions</u> mean, even though the person has a known or suspected SMI/ID/DD, the person meets criteria which allows them to be federally exempted from (or not subject to/required to have) a comprehensive PASRR Level II assessment at this time.



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	For example: Those in a hospital setting needing 30 days or less in a NF for treatment of the same condition.  For local and the same and the same is a soluted of few (and included in ) PASSE and the same and
	<ul> <li><u>Exclusion</u> means the person is excluded from (not included in) PASRR population, and therefore, is not subject to a comprehensive PASRR Level II assessment.</li> <li>For example: Having a primary and advanced neurocognitive disorder, like dementia.</li> </ul>
	Categorical determinations mean even though the person has a known or suspected SMI/ID/DD condition, they meet criteria and fall into a category of people for whom abbreviated PASRR activity is appropriate and they are not subject to/required to have) a comprehensive PASRR Level II assessment at this time.  • For example: Those with a serious medical condition, like coma or functioning at brain stem-only)
	Exemptions, Exclusions and Categoricals require submission of supporting documentation. Those available for use in Illinois are described under the next item.
What are the types of PASRR	Exemption type and criteria:
Exemptions, Exclusions or Categoricals that an individual might	Hospital Discharge Exemption:
qualify for- and what documentation is needed?	To meet criteria, the person must currently:
	Be admitted to a medical unit of a medical facility (those not admitted in the ER or under Observation Status do not qualify)
	Be psychiatrically stable (not a danger to themselves or others).
	Require NF services for the condition for which care is being given for in the hospital
	Expected to need 30 days or less in a NF
	Required documentation:
	Physician's Note/Physician's Attestation certifying before admission to the NF that the individual is expected to require fewer than 30 days of NF services (i.e., this may include discharge summaries, PT/OT therapy notes, Physician's orders for NF, etc.)
	Categoricals types and criteria:
	60-day Convalescent Categorical:
	To meet criteria, the person must currently:
	Be admitted to a medical unit of a medical facility (those not admitted in the ER or under Observation Status do not qualify)
	Be psychiatrically stable (not a danger to themselves or others).
	<ul> <li>Require NF services for the condition for which care is being given for in the hospital.</li> </ul>
	Require fewer than 60 days of NF services

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	Required documentation:  Physician's Note/Physician's Attestation certifying before admission to the NF that the individual is expected to require fewer than 60 days of NF services (i.e., this may include discharge summaries, PT/OT therapy notes, Physician's orders for NF, etc.)  *Note: The stay was previously 120 days or less but has been decreased to 60
	days.
	Terminal Illness Categorical:
	To meet criteria, the person must currently:
	<ul> <li>Have an attending physician certify before admission to the facility a life expectancy of less than 6 months</li> </ul>
	Physician's Note/Physician's Attestation certifying before admission to the NF that the individual has a life expectancy of less than 6 months (i.e., Hospice contract or Physician's documentation of life expectancy <6 months.)
	Severe Physical Illness Categorical:
	To meet criteria, the person must currently:
	Have a level of impairment so severe that the individual cannot be expected to benefit from specialized services (i.e., this level of impairment includes conditions such as being in a coma; or functioning at a brain stem only level)
	Required documentation:
	<ul> <li>Physician's Note/Physician's Attestation certifying before NF admission that the individual has a severe impairment (coma, brainstem only functioning, etc.) which impacts day to day functioning (i.e. signed documentation that describes the severity of the medical condition and the impact to day to day functioning).</li> </ul>
	Exclusions:
	Dementia/MI:
	To meet criteria, the person must currently:
	<ul> <li>Have documentation indicating the individual's cognitive decline is so progressed that they could not participate in an assessment or in services for the mental illness.</li> </ul>
	Required documentation:
	<ul> <li>Physician's Note/Physician's Attestation certifying before NF admission that the individual has a progressed neurocognitive</li> </ul>



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	disorder which has primacy over any mental or behavior health condition and the person would not likely benefit from PASRR MH disability services (i.e., available neuro/psych examination, assessing behavior, affect/mood, thought processes, perception, cognitive functions, judgement and insight (if completed), etc.)
	PASRR Diagnoses
What qualifies as a Serious Mental Illness (SMI) for PASRR?	Our Level I Screen is built to help directly identify those that may meet specific criteria for PASRR inclusion, removing any subjectivity or responsibility of this determination from the submitter. If the absence of a SMI cannot be discerned by Maximus during the screen, the individual will be referred for a Level II assessment.
	PASRR is designed for people who meet the specific criteria of a known or suspected diagnosis of a serious mental illness (SMI). It is not for individuals who are experiencing situational emotional reactions, people prescribed psychoactive medications for non-psychiatric conditions, or people with advanced dementia.
	SMI criteria for PASRR can be found in the code of federal regulations here: https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart- C and is summarized as follows:
	<ul> <li>A major mental disorder diagnosable under the Diagnostic and Statistical Manual of Mental Disorders, 3rd edition, revised in 1987.</li> </ul>
	<ul> <li>A Level of impairment resulting in functional limitations in major life activities within the past 3 to 6 months that would be appropriate for the individual's developmental stage. Typically, at least one of the following functional impairments on a continuing or intermittent basis:</li> </ul>
	<ul> <li>Interpersonal functioning</li> </ul>
	<ul> <li>Concentration, persistence, and pace</li> </ul>
	o Adaption to change
	<ul> <li>Recent treatment (within the last two years) including psychiatric treatment more intensive than outpatient care more than once (e.g., partial hospitalization or inpatient hospitalization); or an episode of significant disruption to the normal living situation, for which supportive services were required to maintain functioning at home, or in a residential treatment environment, or which resulted in intervention by housing or law enforcement officials.</li> </ul>
What if the individual has a suspected PASRR condition but it is not confirmed?	Complete the Level I screen in AssessmentPro.
	Those with suspected PASRR conditions will receive a clinical review and a potential referral for a comprehensive Level II assessment to determine if their condition qualifies.
Where will the DON score come from now since the OBRA is not happening?	DONs will still be conducted by CCUs and DRS for NF admission (PASRR) and SLP admission.
	The DON score will be provided in AssessmentPro for PASRR and print on outcomes/notices. The 2536 can also be uploaded into AssessmentPro for



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	access by those with appropriate permissions/access.
	PASRR Level II Process
Who does the Level II evaluation of a person with both Serious Mental Illness (SMI) and Developmental Disabilities (DD)?	The Department of Human Services - Division of Developmental Disabilities (DDD)/ Independent Service Coordination (ISC) Agencies will conduct Level II assessments for persons with known or suspected DD or dual conditions (SMI +DD). Maximus will alert the ISCs when a Level II assessment is needed
What does it mean if someone is referred for Level II assessment and who would perform that evaluation?	A Level II assessment is an in-depth assessment which determines if a person has a qualifying PASRR condition (i.e., Serious Mental Illness (SMI), Intellectual Disability and/or Developmental Disability (ID/DD)) and if so, whether the person requires the level of service provided by a NF and also, whether or not the individual requires specialized services for their qualifying PASRR condition.
	Maximus will conduct Level II assessments for persons with known or suspected SMI on behalf of the Illinois Department of Human Services (IDHS)/Division of Mental Health (DMH). The IDHS/Division of Developmental Disabilities (DDD), will retain responsibility for conducting Level II assessments for those with an Intellectual Disability and/or Developmental Disability (ID/DD) and/or Dual conditions.
What does a Level II Mental Health evaluation involve?	Level II MH evaluations involve completion of an individualized assessment, interviews, and record reviews.
	To conduct a Level II assessment, a Maximus assessor must meet and interview the person, review their medical record, and interview support staff. Sometimes, this means we must interview providers. Our clinicians interview the individual for about 45 minutes to an hour and ask questions related to the person's medical needs, mental health and service history, symptom presentation and cognitive status, interests and preferences, functional needs, community support needs and any needed services in a NF if they are admitted.
	Through this process, assessors determine if the person has a Serious Mental Illness (SMI) and if so, whether the person requires the level of service provided by a nursing facility, and if the individual requires specialized services for their qualifying condition.
I received a Summary of Findings for someone who had a PASRR Level II Mental Health (MH) Assessment. What is this?	A Summary of Findings report includes a synopsis of information gathered following completion of a comprehensive PASRR Level II MH evaluation as well as the final assessment determination.
	After Maximus receives the assessor's completed Level II MH assessment, our Quality Clinicians (QC) review all submitted information, including the medical record and supporting interviews. The QC then documents if the person appears psychiatrically stable, if NF care is appropriate (meaning the person meets medical necessity for NF admission), and what types of services a person would need to be successful in a NF.
	Submitters of Level I Screens will have access to these reports through AssessmentPro, as will the NF once they have admitted the person.
What is a Level II MH Determination?	A Level II MH Determination provides the outcome or result of the comprehensive PASRR Level II MH assessment conducted.



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	Possible Level II MH outcomes typically include:
	Approvals for a Time-Limited Stay
	<ul> <li>Time-limited approval means the person can go to the NF for a specific number of days. If they need to stay longer, the NF will need to submit a new Level I Screen.</li> </ul>
	Approvals for Non-Time Limited Stay
	<ul> <li>A non-time limited stay approval means the person can go to the NF for as long as they need to be there or for long-term care. The NF will only need to submit another Level I Screen if the person experiences a status change.</li> </ul>
	Denials for Nursing Facility Admission
	<ul> <li>This means the person is not appropriate for a NF. This could be because they do not meet medical necessity requirements (a DON score of 29 or greater), their mental illness is not stable at this time and they need more intensive services for the safety of themselves or others, or they can have their needs met in a less restrictive setting, such as in the community or at home with supports.</li> </ul>