Thank you for joining us for the
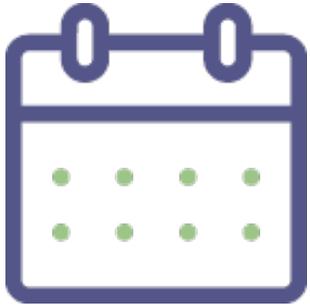
# Maine ASA
# Stakeholder Call

**MAXIMUS®**

**Have a question? Contact us at:**
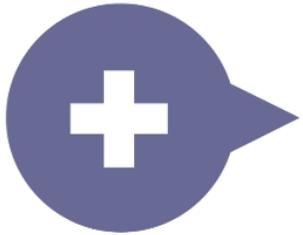
**Email** Ask-MaineASA@maximus.com

**Phone** 833.525.5784

# Discussion Agenda

1. Operations Update

2. PASRR Overview
   - Trends (Level-I, I.5 and II)

3. AssessmentPro Overview
   - PathTracker
   - ServiceMatters
   - Training Resources

4. Questions and Answers

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# Operations Update

### Achievements since Go-live 10.15.18

- 36,650 Completed Assessments through 09.19.19: -*WILL UPDATE PRIOR CALL*
  - 15,913 Long-Term Care medical assessments
  - 20,737 PASRR Level-I, Level-1.5, and Level-II
  - Inherited backlog from prior vendor of 2,163 items resolved 03/30/18 with some cases greater than 180 days past due
  - Currently all assessments are less than 30 days past due
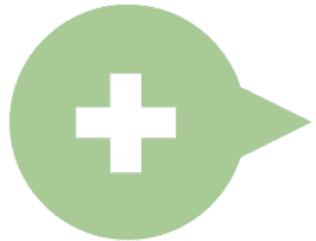
### Staffing Updates

- Program has grown from an initial total staff of 32 to 75, with goal of hiring an additional 7 to 19 in order to meet the needs of our State.
- Current staff includes:
  - 42 FTE Field RN Assessors *(goal 45 – 48)*
  - 15 Intake Staff
  - 1 PASRR - I / I.5 Clinical Reviewer
  - 4 PASRR - II Licensed Clinicians *(goal 10-15)*
  - 1 OCFS Foster Level of Care Clinician

# PASRR Overview

## Matching Patients with Best Placement Options

Pre-Admission Screenings can aid a facility to ensure the best outcome for residents with behavioral, developmental, and intellectual disabilities. Pre-admission screening can identify when a person's behavioral health needs are too great for nursing facility care, and it can also identify when nursing facility care is appropriate.

The pre-admission screening provides special instructions to nursing facilities:

- Alerts how to best to avoid a person's triggers of episodes of mental decompensation.
- Informs how to handle mental decompensation episodes when they occur.
- Notifies the facility about history of suicide attempts or violent behaviors.

PASRR safeguards the needs of other residents. Most of all, it considers the individual, his or her specific needs, capabilities, and desires, while matching the person to the best placement and services available.

Ascend's role as an independent, third party, provides the individual with a conflict-free assessment, ensuring the best possible placement and services for the assessed individual.

Optimize an individual's placement success, treatment success, and QUALITY OF LIFE

**Goal of PASRR**

**Regardless of Pay Source**
Persons with MI and/or IDD in NFs receive the services they need.
100% of the time.

**Regardless of Diagnosis**
The Level I screening detects the potential presence of MI and/or IDD so that a more in-depth assessment can take place.

**Regardless of Location**
The Level I screen must be so sensitive that it doesn't miss anyone who should receive a comprehensive PASRR Level II evaluation.

# PASRR Level II

**In-depth assessment**
+ Meet the person for bio/psycho/social interview
+ Interview support/care providers
+ Review medical records

**Tells what the person**
+ Likes/dislikes
+ History
+ Needs
+ Diagnoses

**State and Federally required**

# PASRR Trends

### Level-I and I.5 (ProjectPro versus AssessmentPro)
- Instant outcomes for majority of Level I's submitted
- Offers a way to see previous PASRR activity and outcomes in one place
- Easier to track individual's location and PASRR history
- All Level I outcomes are available, regardless of outcome (previous negative Level Is were not submitted to the ASA and could not be provided if lost or not transferred

### Out-of-State Transfers and Transfers from Hospice Houses
- Admitting facility can enter Level I on behalf of the out-of-state facility or hospice house

# PASRR Trends *(continued)*

## Categoricals and Time-Limited Waiver

All categoricals require documentation to support them, as they exclude an individual from PASRR, for at least a short period of time.

- 5 Categories that exempt an individual from PASRR:
    - Convalescent Categorical and Time-Limited Waiver
        - 30-day exemption, this waiver is used for a short-term skilled stay in a nursing home.
    - Delirium
        - 7-day exemption
    - Respite
        - Up to 15-day exemption
    - Terminal Illness
        - Exempted from PASRR when doctor has noted 6 months or less of life if illness follows expected course
    - Serious Medical
        - Exempted from PASRR when a noted serious medical diagnosis exists (for example, individual is comatose, ventilator dependent, presents with brain-stem functioning, has progressed ALS or Huntington's disease, or has a medical diagnosis in a level of impairment so severe the individual cannot benefit from specialized services.

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# AssessmentPro

In April, the State transitioned to using AssessmentPro for management of all **PASRR** program assessments. As a recap, some key benefits of this online tool, developed with industry experts to follow *gold standard* **practices** and **streamline the assessment process**.

**1** Immediately viewable outcomes for clearly negative screens, which encompasses approximately 65-70% of all screens submitted through the system.

**2** Direct communication with **MAXIMUS Reviewers** through AssessmentPro means **quicker follow-up** for your questions and submission of requested documents.

**3** Greater visibility of referrals submitted by your facility's staff - eliminating duplication of effort.

**4** **24/7 self-service** access to completed screening and assessment outcomes and notifications

# AssessmentPro Enrollment Update

All 348 Facilities have registered, and a few out-of-state facilities have also registered
- 487 registered users (Clinical and Non-Clinical)
- 210 registered Administrators; and
- 50 registered as ServiceMatters respondent

**_Reminder:_** _New facility staff need to register for AssessmentPro. The registration link is available through Maine ASA's webpage:_ www.maximus.com/ascend/maine-asa

Since 04/16/19 go-live date:
- 5,843 Level-I screens have been entered
  - o 2,732 required Level-I.5; and
  - o 269 resulted in requiring a Level-II assessment

# AssessmentPro: PathTracker

**PathTracker** is an integral component of the AssessmentPro system for the PASRR program. It provides the state, facility users, and the Maine ASA team with an at-a-glance snapshot of an individual's movement through the nursing facility system.

Key features include:

**1** PathTracker is the nursing facility's way to get access to records for people for whom they do not submit screens.

**2** It informs the state where people are, particularly individuals who have a PASRR condition, because the state is federally required to track NF admissions for people in PASRR population.

**3** PathTracker records help the Maine ASA team to expedite completion of the 90-day follow up reviews that are required to be completed for all individuals who receive a Level II.

# PathTracker *(continued)*

## PathTracker Process

- Hospitals need to share PASRR results with admitting nursing facilities (NFs)

- Although NFs can access records via PathTracker, the individual in question must first be a resident in the NF before that access can be granted

- NFs should never admit a person through PathTracker before the individual has been physically admitted to the facility
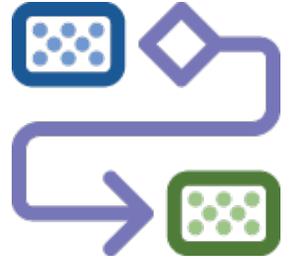
### Have More Questions About PathTracker?

Find PathTracker user guides and videos available on the AssessmentPro Training Checklist. Click here or visit the Maine ASA site to review: www.maximus.com/ascend/maine-asa

If you have specific questions about PathTracker that you're unable to find in the support resources, contact Maine ASA HelpDesk: Ask-MaineASA@maximus.com

# ServiceMatters *(90-day Review Process)*

On **Monday, July 15th**, the **Maine PASRR** program launched **ServiceMatters**. This process is used to review completed NF care plans 90 days after the Level II identified specialized service needs. These were called *90-day reviews*.

The biggest change in the process is that your facility is responsible to complete some information **AssessmentPro**.

How ServiceMatters is an improvement:

**1** Measure and report **care plan compliance** and **service delivery** of all PASRR identified services

**2** Identify residents with **potential for discharge.**

**3** Measure and report on gaps in availability of **PASRR identified services** and/or providers in communities.

**4** Evaluate changing needs of each person by reviewing the **PASRR identified services**, approved time periods, and other needs.
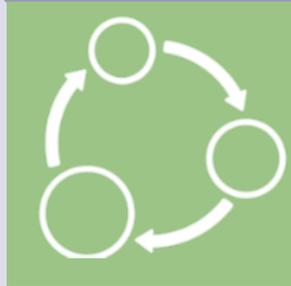
# Documented delivery of PASRR services
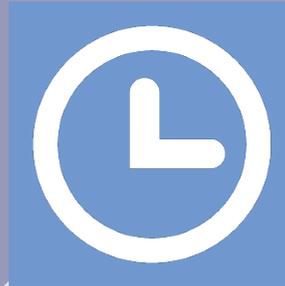
**1** Who will be providing the service(s)

**2** The date of the first appointment
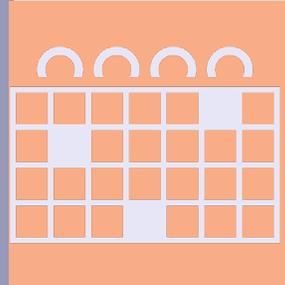
**3** The anticipated frequency

**4** The expected duration of the service
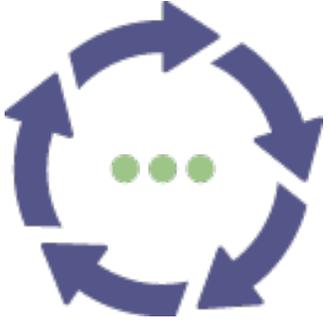
- Care planning is the responsibility of the facility, and must be developed within 21 days

- The care plan will be reviewed by MAXIMUS 90 days after completion of Level II through ServiceMatters

**Upon request, the facility will have 7 days to upload the care plan into AssessmentPro**

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# ServiceMatters *(continued)*

Look for your notice in AssessmentPro. Best practice is to log in to AssessmentPro at least once per week to check in on ServiceMatters notices.

Respond to notices within 7 days
- Complete the form
- Upload the PASRR compliant care plan
- Upload requested supporting documents

Respond to any questions from us for clarification

Address any compliance issues identified in the notification of findings

Update profile to have ServiceMatters respondent role added

- Check profile to see if it is there already
- AP Admin will need to add if it isn't—you can't add a role to your own profile unless you are the AP Admin.

# Training On-Demand:

Need more assistance in understanding **AssessmentPro?** Don't forget the online videos and resource documents available through the MaineASA resource website ([www.maximus.com/ascend/maine-asa](www.maximus.com/ascend/maine-asa))

| ✓ | TRAINING TOPIC | VIDEO LINK: Click to view | USER GUIDE: Click to open | AUDIENCE |
|---|---|---|---|---|
| ☐ | 1. Establishing Access as an AssessmentPro System User | Video - 1:58 | PDF | Nursing Facility (NF)/Hospital Users |
| ☐ | 2. Becoming an AssessmentPro Administrator (AP Admin) | Video – 2:09 | PDF | NF/Hospital AP Admins |
| ☐ | 3. Approving Access as an AP Admins for System Users | Video – 1:17 | PDF | NF/Hospital AP Admins |
| ☐ | 4. Maintaining an Accurate System User List for AP Admins | Video – 1:00 | PDF | NF/Hospital Users |

ASCEND    o    This role is for individuals who can begin and submit a Level I screen    MAXIMUS

# Questions?

## Have Questions for Our Support Team?

**Email**
+ Ask-MaineASA@maximus.com

**Web Resources**
+ maximus.com/ascend/maine-asa

## Referrals

**Toll-Free Fax**
+ 844.356.7500
+ 877.431.9568  (PASRR)

**Email**
+ Maine-ASA@maximus.com

**Toll-Free Phone**
+ 833.525.5784