

3/1/2022

Special Provider Event: Register for Upcoming Virtual Q&A Session | Monday, April 11 at 1:00 p.m. CT

You're invited to join an insightful hour-long Q&A session on **Monday, April 11 at 1:00 p.m. CT**, facilitated by the Mississippi Division of Medicaid (DOM) in conjunction with the MS PASRR Program Team at Maximus.

This open forum is an opportunity for Providers to ask questions and discuss all things related to PASRR. Bring your questions and we will do our best to provide you with answers. Facilitators include:

- **Lori Crawford**, LCSW, Program Manager, Maximus
- **LaShunda Woods**, MPH, Institutional Long Term Care/Case Mix Director, MS Division of Medicaid
- **Nakelia Franklin**, MSW Clinical Review Supervisor, Maximus

[Click here to register in advance](#) for this informative session. Once registered, you will receive a confirmation email containing instructions on how to join the meeting.

SUPPORT: Contact the Mississippi PASRR Help Desk

Phone: **833.967.2777**

Email: MSPASRR@maximus.com

3/28/2022

Quarterly Newsletter: Special Provider Event: Register for 4/11 Q&A Session + System Updates + Document Reminders + Service Monitoring Process

Hello and Happy Spring!

In this latest newsletter, you will find details about:

- The upcoming Quarterly Provider Q & A
- An update on the upcoming eLTSS system change coming this Fall, 2022
- Reminders about what documents are required for submission of a PAS and Status Change
- A detailed review of the Service Monitoring process and documents to include

REGISTER: Join the Provider Q&A Session

You're invited to join an insightful hour-long **Q&A session** on **Monday, April 11 at 1:00 p.m. CT**, facilitated by the Mississippi Division of Medicaid (**DOM**) in conjunction with the MS PASRR Program Team at Maximus.

This open forum is an opportunity for Providers to ask questions and discuss all things related to PASRR. Bring your questions and we will do our best to provide you with answers. Facilitators include:

- **Lori Crawford**, LCSW, Program Manager, Maximus
- **LaShunda Woods**, MPH, Institutional Long Term Care/Case Mix Director, MS Division of Medicaid
- **Nakelia Franklin**, MSW Clinical Review Supervisor, Maximus

[Click here to register in advance](#) for this informative session. Once registered, you will receive a confirmation email containing instructions on how to join the meeting.

SYSTEM UPDATE: eLTSS Implementation Changes

Update to eLTSS Implementation from Misty Jenkins, LTSS Solutions Manager. MS Division of Medicaid:

The Mississippi Division of Medicaid (DOM) is continuing work to develop an institutional module in their electronic Long Term Services and Supports system, eLTSS. This new module will support the automated, streamlined completion and submission of Level I Assessments, Informed Choice forms and other supplemental documentation, 317 Medicaid Eligibility forms, Level II Evaluation outcomes, and Transition to Community Referrals (TCRs).

Additionally, users will have the capability to view Medicaid enrollment information such as Category of Eligibility (COE) spans, Long Term Care (LTC) segments, and HCBS waiver/hospice lock-in spans without navigating to a separate system. DOM currently anticipates virtual training for users in Summer 2022 with a go-live in early September.

REMINDER: Required Document Submissions

Which documents are required when submitting a PAS and Status Change?

PAS: Currently submitted online through Envision

1. PAS
2. PAS Summary
3. Informed Choice form, H & P (dated within the last 12 months)
4. Orders or MAR (Not both)
5. Recent Psych Eval or Note (if available)
6. 3-5 days ONLY of nursing notes

NOTE: *If the person is on hospice, please include a statement from the MD indicating the person has 6 months or less to live.*

SC (Status Change): Fax this information to **877.431.9568**

1. SC form and Level of Care (LOC) form (found on the [MS PASRR Provider Website](#), along with other PASRR resources)
2. H & P (dated within the last 12 months)
3. Orders or MAR (Not both)
4. Recent Psych Eval or Note (if available)
5. 3-5 days ONLY of nursing notes

NOTE: *If the person is on hospice, please include a statement from the MD indicating the person has 6 months or less to live.*

PROCESS: Understanding the Service Monitoring (SM) Process

What is Service Monitoring?

SM identifies if the nursing facility (NF) has incorporated the PASRR recommended Specialized and Rehabilitative Services into the individual's Care Plan and determines provider compliance with federal regulations and state PASRR rules. NF compliance is reported month to MS DOM.

Note: *All recommended Specialized and Rehabilitative services are included on the Summary of Findings. Per PASRR Guidelines, all PASRR outcome letters and Summary of Findings MUST be maintained in the individual's floor record or EHR.*

The Service Monitoring Process:

1. A **first SM request** will be faxed to the original submitter. Please respond to the request within 15 days. **NOTE:** *If an individual was DC'd less than 15 days from admission, fax the request back and indicate the DC date. This request will be halted. No further documents are required.*
2. If no response is received within 15 days, a second SM request will be faxed.
3. If all required documents (noted above in 3c) are received, they will be reviewed by a Maximus Quality Coordinator to determine compliance/non compliance with state and federal regulations.
4. If Maximus doesn't receive response to either of the requests, a non compliance letter will be faxed to the submitter.

NOTE: *If the original submitter was a hospital, the SM request must be forwarded to the NF where the individual was admitted so they can respond to the SM request.*

Documents to Submit With a SM Request: Fax this information to **877.431.9568**.

1. MS PASRR Service Monitoring form | [Download a copy here](#)

2. Plan of Care and MDS (ONLY sections showing PASRR recommendations have been incorporated into the goals)
3. H & P (dated within last 12 months)
4. Current Orders (Showing MD and Therapy)
5. Psych Eval (if completed)

SUPPORT: Contact the Mississippi PASRR Help Desk

Phone: **833.967.2777**

5/03/2022

Provider Updates: Status Change Reminders | New Fillable Status Change/LOC Form Available Online

Hello and Happy Spring!

The **Mississippi PASRR Help Desk** has recently received several questions regarding when to submit a **Status Change (SC)**. As shared in an article on the PTAC website, "Per Section 1919(e)(7)(B)(iii) of the Social Security Act, Resident Reviews are required for Nursing Facility residents experiencing a "significant change in condition." Please take some time to [review this article](#), which provides excellent details on when to submit a SC.

A Status Change is required whenever a person with a **previously identified PASRR condition** (serious mental illness, intellectual disability or related condition) **has experienced a significant change in condition affecting their mental health**, triggered by the MDS, and requiring a change in their POC.

You can also [search other relevant information about anything related to PASRR](#) on the PASRR Technical Assistance Website. All providers are also encouraged to watch the Provider Training offered on 10/14/21 where SC's are reviewed in detail.

Thank you for your continued partnership,

Lori Crawford, LCSW
MS PARR Program Manager

RESOURCE: New Fillable Status Change/Level of Care Form Available Online

For all Status Changes, Providers are required to submit **both a Status Change form and a Level Of Care (LOC) form**. Previously, these were available on the provider website as separate documents. These have now been combined into one electronic document, [available on the MS PASRR Tools & Resources site](#). This new form is also set to auto-calculate the total score for each line. To ensure the correct calculation:

1. Input the score in the first column, titled "**Points**".

2. Click elsewhere on the form for the "**Points x Weight**" column to auto-calculate the weighted score.

The form accepts a digital signature. When complete, print and fax with the required documents to our MS PASRR fax line, **877.431.9568**.

Additionally, all SC submissions require the following:

- H&P dated within the last 12 months
- Orders or MAR (Please **do not** send both)
- Psych eval or notes (if available)
- 3-5 days of nursing notes **only**. Do not send an MDS or POC as these aren't relevant for a SC.

SUPPORT: Contact the Mississippi PASRR Help Desk

Phone: **833.967.2777**

Email: MSPASRR@maximus.com

6/08/2022

SYSTEM UPDATE: IP Address for AscendAMI 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 AscendAMI.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 AscendAMI site and forward the information below so that they can add the information to their list of approved IP addresses.

Web Domain: www.ascendAMI.com

New IP Address: 52.176.156.181

6/08/2022

SYSTEM UPDATE: IP Address for AscendAMI 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 AscendAMI.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 AscendAMI site and forward the information below so that they can add the information to their list of approved IP addresses.

Web Domain: www.ascendAMI.com

New IP Address: 52.176.156.181

8/17/2022

EVENT RECAP: Listen to Recording of 8/9 MS PASRR Provider Training – Determining if an Individual Fits Into PASRR Population

Thanks to all who attended the recent Provider webinar, Determining if an Individual Fits Into PASRR Population that took place on Tuesday, August 9. **Dr. Susan Rieck** and **Dr. Judith Regan** provided an insightful overview of the definition of Serious Mental illness as well as Developmental and Intellectual Disabilities. In addition, we reviewed Level I outcomes and how Maximus Clinical Reviewers determine if an individual requires a Level II PASRR evaluation.

If you were unable to attend the session or would simply like a refresher on the topics discussed, **click the link below** to review a recording of the presentation.

[MS PASRR Provider Training \(Passcode+91@Z5@S\)](#)

8/18/2022

EVENT ANNOUNCEMENT - Register for Long Term Services and Supports Case Management System Training | August 23 - September 1, 2022

The Mississippi Division of Medicaid is transitioning institutional admission and discharge processes (including Level of Care Screening) from our legacy Envision system to our Long Term Services and Supports Case Management System, eLTSS, in September 2022.

In advance of the implementation, DOM will be hosting a **series of recorded webinars** intended to provide training on the eLTSS system to users who support those processes. Registration links for each of the four initial sessions are below. Users will need to register for each session to participate. **To ensure that all Providers have equal access to the live webinar due to capacity limitations, DOM asks that organizations register 1-2 users and then gather to view the webinar where possible.**

Once you click on the registration link, you will be provided a summary of what will be covered in that session.

Note: *If you already registered for these events, no further action is required.*

Please be advised that DOM will not be implementing the 317 portion of this system change until **November 1, 2022**. Training sessions for those processes will likely occur in mid-October.

Update provided on behalf of DOM by:

Misty Jenkins

Solutions Management, Long Term Services and Supports

Mississippi Division of Medicaid

DOM eLTSS System Training – Session 1 - High Level Navigation Training Registration: Tuesday, August 23, 2022 – 1:00 – 2:00 p.m. CT

[Click here to register.](#)

DOM eLTSS System Training – Session 2 - Level of Care Assessment & Informed Choice Registration: Wednesday, August 24, 2022 – 12:30 – 2:00 p.m. CT

[Click here to register.](#)

UPDATED - DOM eLTSS System Training – Session 3 - PASRR Level II & General Implementation Questions Registration: Tuesday, August 30, 2022 – 12:00 – 1:00 p.m. CT

[Click here to register.](#)

NEW - DOM eLTSS System Training – Session 4 – Transition to Community Referral (TCR) Registration: Thursday, September 1, 12:00 – 1:00 p.m. CT

[Click here to register.](#)

SUPPORT: Contact the Mississippi PASRR Help Desk

Phone: **833.967.2777**

Email: MSPASRR@maximus.com

10/04/2022

Quarterly Newsletter: LTSS Reminders | Holiday Closures | Register for Quarterly Q&A Webinar – Monday, 10/10 @ 1 p.m. CT | Virtual Level II PASRR Assessments

In this latest edition of the **Mississippi PASRR Quarterly Newsletter**, the program support team shares some insightful best practice tips about the recently launched state system, LTSS, for completing PASRR referrals. A list of upcoming holiday closures, registration details for the upcoming Provider Quarterly Q&A Webinar and a reminder on the continuing use of virtual assessments. Continue reading below to learn more.

BEST PRACTICES: Assessment Tips & Reminders

With the implementation of the **new LTSS System** for completing PASRR referrals, we'd like to share a couple of helpful reminders:

1. **In LTSS, there is a Message Center:** this allows Maximus staff to communicate directly with submitters to request additional details/documentation for referrals. Please check your message center notification regularly. On the home page in LTSS in the upper right-hand corner, you will see the Message Center. If there is a number there, it indicates the number of messages you've received. Please remember to respond to messages in a timely manner so we can process your referrals as quickly as possible.

If there's a request for additional documents, please **fax those to Maximus at 877.431.9568 – Attn: MS PASRR.**

*Note: at the time of submitting a referral, please ALWAYS attach an H & P (dated within the last 12 months) and Treatment Orders. If you have a psych eval and/or psych note, include those, as well. **Attaching these to the original submission will usually eliminate the need for further document requests.***

Only a Level I PAS can be submitted in LTSS. Please continue to submit all Status Changes to Maximus via fax using the new combined [SC/LOC form](#) available on our provider website. Always include all supporting documents (same as noted above for a PAS).

CALENDAR: Upcoming Holiday Closures

- Veterans Day - Friday, November 11
- Thanksgiving - Thursday, November 24
- Day after Thanksgiving - Friday, November 25
- Christmas Day - Observed on Monday, December 26
- New Year's Day - Observed on Friday, December 31

LEARNING OPPORTUNITY: Register for Quarterly Provider Q&A Webinar | Next Monday, October 10, 2022

On next Monday, October 10, the Mississippi PASRR team will host the next Quarterly Provider Q&A Webinar. Select the link below to register for this insightful session.

When: **Oct 10, 2022 at 1:00 – 2:30 PM CT**

Topic: **MS PASRR Quarterly Provider Q & A**

[Register in advance for this webinar | 1:00 p.m. CT Monday, October 10](#)

After registering, you will receive a confirmation email containing information about joining the webinar. As always, please reach out to our [MS PASRR Help Desk](#) for any questions.

PROCESS TIP: Virtual Assessments

All Level II PASRR assessments continue to be completed virtually using Zoom. Our assessors will continue to reach out to providers to get these scheduled as soon as possible.

SUPPORT: Contact the Mississippi PASRR Help Desk

Phone: **833.967.2777**

Email: MSPASRR@maximus.com

10/24/2022

Provider Updates: Best Practice Tips & Reminders

Hello Providers,

We understand there have been many changes in the last month, and our team is committed to making the **PASRR referral process as efficient as possible**. Please review several important reminders below that will limit the need for Maximus to contact Providers, and assist Providers in processing all LTSS PASRR referrals in a timely manner.

Thank you so much for your attention to these important reminders, and as always, don't hesitate to reach out to the Mississippi PASRR Help Desk if you have any questions.

Best,

Lori Crawford, MS PASRR Program Manager

BEST PRACTICES: Assessment Tips & Reminders

1. When creating an individual's profile, always add the individual's **MD Name, complete address, and phone number** in the Representative section. Keep in mind that you are able to add more than one type of representative in this section.

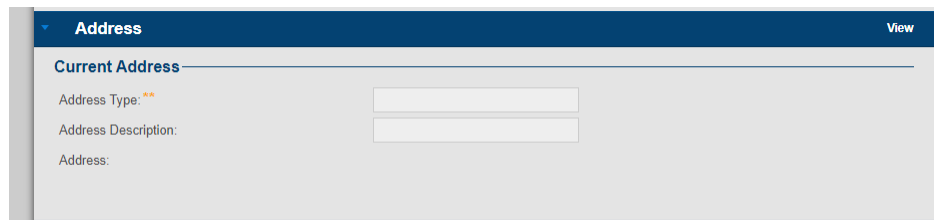
The example below shows where the individual's MD information should be entered. The name and phone number for the MD were included, along with identifying **Current Physician as the Representative type**. However, the address needs to be added on this example referral:

Representative		View
<div> <div>Representative</div> <div>Edit Delete</div> </div>		
Full Name:	[REDACTED]	Current Durable Power of Attorney Contact:
Relationship:	Physician	Current Case Manager or Service Coordinator Contact:
Primary Phone:	[REDACTED]	Current Physician:
Address:	MS	Current Emergency Contact:
Guardian of Person:	No	
Guardian of Property:	No	
Surrogate:	No	
Current Representative Payee:	No	
Current Power of Attorney Contact:	No ⓘ	

Note: Level II Determination Letters and the Summary of Findings are mailed to the doctor, which is why it is important to have the mailing address.

2. **Always add the individual's address to their profile.** Use the Address Type dropdown, and choose the corresponding type of location and add the full address.

The example below shows where the individual's address should appear in the profile. **Please do not leave this section blank.**



The screenshot shows a form titled "Address" with a "View" link in the top right corner. Below the title is a section labeled "Current Address" with a horizontal line. Under this section, there are three labels: "Address Type:" followed by two red asterisks (**), "Address Description:", and "Address:". Each label is followed by a text input field.

3. Make sure to **add required attachments at the time of the LTSS Screening submission.** These are used to determine whether an individual fits into PASRR population, and prevents the need for a Maximus staff person to contact the submitter:

- **History & Physical dated within the last twelve months** (Required)
- **Orders** (Required)
- **Psych Evaluation/Notes** (if available to support mental health dx and treatment)

If you experience difficulty adding more than one document in the system, **please remember to provide feedback in the system using the Feedback tool.** While on the page where you're having an issue, click on **Menu-->Feedback-->Create**, and add details about the problem you're experiencing. This provides immediate feedback to the vendor.

4. **Check your Message Center daily for communication from Maximus staff.** The Message Center tab shows in the upper right hand corner of the page you're logged on. When you hover over the Message Center tab, it shows "Home" or "New Message". **Click the Home button** and the Message Center will open in a new tab. A new message will be highlighted.

If you have a new message, the number will change to represent how many messages you have. Be sure to respond to all messages as quickly as possible. This allows the Maximus staff to gather required information in a more efficient manner (as opposed to a phone call) and process the referral in a timely manner.





SUPPORT: Contact the Mississippi PASRR Help Desk

Phone: **833.967.2777**

Email: MSPASRR@maximus.com