

1/12/2022

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## **PASRR Connection Newsletter Issue 9 | January 2022**

### **HAPPY NEW YEAR!**

*Message from Terry Watts,  
PASRR Bureau Chief, Ohio Department of Mental Health and Addiction Services*

As we continue to search for normalcy during the COVID-19 pandemic, the PASRR bureau wishes you well throughout 2022. Please know that our unwavering commitment and advocacy will be to work with stakeholders to ensure access to needed services for individuals diagnosed with mental illness in the most-inclusive (least-restrictive) environment.

The Ohio Department of Mental Health and Addiction Services (OhioMHAS), together with our community partners, will foster an environment to facilitate a continuity of care regardless to where individuals who are diagnosed with mental illness reside. We encourage you to get vaccinated if you have not already done so. Please adhere to the guidance provided by the Centers for Disease Control and Prevention and the Ohio Department of Health in response to the pandemic.

### **MENTAL HEALTH HELP IS AVAILABLE**

#### **COVID CareLine (emotional support call service)**

1-800-720-9616

Help is available 7 days per week, 8 a.m. - 8 p.m.

#### **Ohio Crisis Text Line**

Text keyword "4HOPE" to 741 741

#### **OhioMHAS Help Line**

1-877-275-6364

#### **Find Substance Use Disorder and Mental Health Treatment**

<https://findtreatment.gov/>

#### **Disaster Distress Helpline**

1-800-985-5990

1-800-846-8517 TTY

Text "TalkWithUs" to 66746

Spanish-speakers: Text "Hablanos" to 66746

Available 24 hours a day, 7 days a week, year-round

### **POLICY REMINDER**

#### **WHEN SUBMITTING A PAS-EXPEDITED APPLICATION**

OAC 5160-3-15.1 requires that a level II evaluation be conducted for individuals seeking admission to a nursing facility directly from a psychiatric hospital or facility. OhioMHAS will expedite the issuance of

determinations for individuals seeking nursing facility admission directly from psychiatric units or hospitals licensed or operated by OhioMHAS within 48 hours.

To ensure an accurate submission of PAS-expedited cases, submitters must select either “Private Psychiatric Unit/Facility” or “Regional Psychiatric Unit/Facility” as the current location of applicant.

## **HENS SUBMISSION ERRORS**

If you discover a mistake or typo was made while completing the ODM-3622 (PASRR application) in HENS, you do NOT need to resubmit a new referral (PASRR application). Resubmitting a new referral creates duplicate referrals, which may delay your outcome. Instead, please contact the Ascend help desk so that someone may assist you with correcting the error in the original referral (PASRR application).

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**Email:** [Ascend-OHPASRR@maximus.com](mailto:Ascend-OHPASRR@maximus.com)

## **STAFF SPOTLIGHT**

### **STATE REVIEWER: LEEANN FUNSTON, LSW**

Leeann Funston joined the PASRR Bureau as a state reviewer in 2014. She obtained her associates degree in Arts and Sciences and bachelor's degree in Social Work from The Ohio State University. Born and raised in Newark, Leeann lives in Columbus with her husband and two cats. They enjoy going to movies and spending time playing euchre with friends and family.

#### ***Why did this type of work interest you and how did you get started?***

My stepfather worked as a mental health counselor and retired around age 80. He had such a passion for his work and for the people he helped, which influenced my decision to study social work. While in college, I worked at an adult care facility for six years and then accepted a position at Catholic Social Services as an assistant director. This position allowed me to complete intake screenings for case management services, provide supported counseling, and supervise staff at the site.

My work came full circle when I joined the State of Ohio as an adult care facility surveyor and I was able to return to my previous group home, in addition to others, to complete site surveys.

#### ***Tell us about your role in PASRR.***

As a state reviewer, I make final determinations in the PASRR process and approve or deny an individual for admittance or continued stay in a nursing facility. The cases are always interesting and sometimes even heartbreaking. I enjoy my role because I feel like I am helping an individual with mental illness in some small way, whether it be approving them or denying them, which may give them the opportunity for more independence.

#### ***What has been the most surprising thing to you about PASRR?***

I am most surprised that after seven years I am still learning about PASRR.

## **BEST PRACTICE REMINDERS**

**TO HELP SPEED UP A DECISION, INCLUDE THE FOLLOWING:**

## Supporting documents

- History and physical examination
- Drug history
- Psychological evaluation
- Psychiatric evaluation
- Functional assessment, inclusive of ADL and IADL
- List of current medications

The HENS 3.0 system also allows for the submission of guardianship paperwork or proof of legal representative at the time of submission. This ensures that OhioMHAS staff is communicating with the appropriate parties.

Please submit the most current and relevant supporting documents (e.g. if elevated blood sugars are the reason for the request, send the blood sugar readings).

When submitting a 3622 for dementia, send medical records that support dementia as the primary focus of treatment.

## **PASRR BOARD REPORTS CHECK-IN REMINDER: PASSWORDS EXPIRE EVERY 90 DAYS**

ADAMH Board Staff: To enhance security and to keep your user account active in AssessmentPro, please change your password every 90 days. If you have any questions or need your account to be reactivated, please contact us at:

[Board.Reports@mha.ohio.gov](mailto:Board.Reports@mha.ohio.gov)

## **SHARE YOUR FEEDBACK**

- **Do you have questions about a PASRR-related topic you would like to see covered in a future edition of PASRR Connection, or in a webinar?**
- **Have you hired a new staff person who would benefit from receiving the system overview training?**
- **Are you interested in learning more about how PASRR functions with the mental health population?**

**Please send all training inquiries or questions to:**

[PASRRBureau@mha.ohio.gov](mailto:PASRRBureau@mha.ohio.gov)

5/4/2022

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## PASRR Connection Newsletter Issue 10 | May 2022

### COMMUNITY PATHWAYS

*A message from Ellie Jazi, OhioMHAS, Community Transitions Administrator*

OhioMHAS is committed to helping individuals with mental illness and substance use disorders explore options for transitioning to the community. Sometimes individuals with disabilities, including behavioral health, receive treatment in institutions (such as nursing homes and hospitals) and are not living in the most integrated setting. Community Transitions is part of OhioMHAS' Bureau of Recovery Supports and strives to support sustainable, person-centered transitions so individuals can live and recover within integrated communities. The Community Transitions team focuses on state-level policy work and programs that directly serve individuals, including Recovery Requires a Community and the Residential State Supplement (RSS).

**Recovery Requires a Community** helps individuals with a behavioral health diagnosis by providing financial assistance for transitioning from nursing homes to sustainable community living. Funds can be used in many ways to help an individual transition, and can also be used to help recently transitioned individuals to avoid re-admission to a nursing facility. Some examples of recovery assistance include short-term housing assistance, a one-time payment of utility arrears, short-term supportive services (such as home health aide or peer support services), or other needs that will support the individual's ability to live in the community.

- [www.mha.ohio.gov/rrac](http://www.mha.ohio.gov/rrac)
- [recovery@mha.ohio.gov](mailto:recovery@mha.ohio.gov)

The Residential State Supplement (RSS) program provides financial assistance to adults with disabilities to help with accommodations, supervision, and personal care services in eligible living arrangements. Individuals use RSS, which supplements their income, to pay the monthly allowable fee (or "rent") to eligible living arrangements, i.e., Class Two Residential Facilities. Enrolled individuals also receive Medicaid coverage as part of the program benefits.

- [www.mha.ohio.gov/rss](http://www.mha.ohio.gov/rss)
- [rss@mha.ohio.gov](mailto:rss@mha.ohio.gov)

### POLICY REMINDERS TO AVOID APPLICATION PROCESSING DELAYS WHEN SUBMITTING A PAS-EXPEDITED APPLICATION

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### HENS SUBMISSION ERRORS

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## STAFF SPOTLIGHT

### STATE REVIEWER: ANNETTE MATHEWS, RN, BSN

Annette Mathews joined the PASRR Bureau more than six years ago as a peer review nurse.

Born and raised in Columbus, Annette started her career in the health care field as a phlebotomist. She really enjoyed working in the lab at a local hospital and interacting with doctors and nurses. She later became a licensed practical nurse (LPN) and began work in home health care before returning to school to earn her RN. Most recently she completed her Bachelor of Science in Nursing on an accelerated master's pathway program and looks forward to working on her master's degree.

In her free time, you can find Annette frequenting bookstores and art museums. She enjoys traveling; her favorite destination is Nassau in the Bahamas. She hopes to visit London and Africa. She is a huge Star Wars fan, her favorite character being Luke Skywalker.

#### ***What is most surprising to you about PASRR?***

Some cases are not as cut and dry as you would think they should be, especially since there is a process in place. In fact, some cases must go through legal because of involvement with Medicaid, DODD (Ohio Department of Developmental Disabilities) or other entities due to complications revolving around the case.

#### ***What advice would you give for anyone new to PASRR?***

It takes time ... PASRR is fluid. It is a constant learning experience, and I am still in that process.

## BEST PRACTICE REMINDERS

### TO HELP SPEED UP A DECISION, INCLUDE THE FOLLOWING:

Supporting documents

- History and physical examination
- Drug history
- Psychological evaluation
- Psychiatric evaluation
- Functional assessment, inclusive of ADL and IADL

The HENS 3.0 system also allows for the submission of guardianship paperwork or proof of legal representative at the time of submission. This ensures that OhioMHAS staff is communicating with appropriate parties.

Please submit the most current, and relevant, supporting documents (e.g. if elevated blood sugars are the reason for the request, send the blood sugar readings).

When submitting a 3622 for dementia, send medical records that support dementia as the primary focus of treatment.

## **YOUR QUESTIONS ANSWERED WHAT NURSING FACILITIES AND HOSPITALS NEED TO KNOW**

The Ohio Department of Medicaid (ODM) conducted two separate and unique PASRR trainings for nursing facility and hospital staff in December 2021.

- To view a copy of the frequently asked questions: <https://bit.ly/3NTZUaa>
- To view a copy of the training slides: <https://bit.ly/3KeSfB3>

If you are interested in receiving notifications of future PASRR trainings directly from the Ohio Department of Medicaid, please email [PASRR@Medicaid.Ohio.gov](mailto:PASRR@Medicaid.Ohio.gov). Include your name and the type of organization making the request (hospital, nursing facility, other) and you will be added to the distribution list.

6/9/2022

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### **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](http://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](http://www.AssessmentPro.com)

New IP Address: 40.86.113.36

7/29/2022

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### **PASRR Connection Newsletter Issue 11 | July 2022**

#### **PASRR IS A MULTI-AGENCY PROCESS A FEW WORDS FROM OUR STATE AGENCY PARTNERS**

**Norma Tirado** is currently the PASRR Policy Administrator for the Ohio Department of Medicaid (ODM). She is responsible for overseeing the overall coordination of the PASRR program as the primary point of communication and supervision regarding program needs including ensuring compliance with Federal and State requirements.

**Heidi Clarke** is currently the Ohio Department of Developmental Disabilities (DODD) Level II PASRR Manager. She is responsible for overseeing and assisting with the Level II process from beginning to end. She is also responsible for assisting/providing trainings on the PASRR process.

## ***Why is PASRR important?***

**Norma:** Preadmission Screening and Resident Review (PASRR) is a federal requirement to help decide if the nursing facility is the best place for a person with serious mental illness or developmental disability. PASRR advances person-centered care planning by assuring that psychological, psychiatric, and functional needs are identified and considered. PASRR also considers the individual's personal goals and preferences in planning long term care. PASRR is an important tool to use in rebalancing services away from institutions and towards supporting people in the least restrictive setting.

**Heidi:** PASRR is an important tool to assist with identifying people with Serious Mental Illness (SMI) and Developmental Disability/Related Conditions (DD/RC) to ensure their needs can be met in their desired placement and planning for their long-term goals. Each person that requires a Level II has needs, wants, and desires. Ensuring that these things are all considered is what the process is all about, making sure that each person gets to have a voice in their options.

## ***Are there any reminders you think would be valuable to PASRR stakeholders?***

**Norma:** I think it is important to remember that PASRR is not just administrative function but necessary to ensure that individuals with Serious Mental Illness or Developmental Disabilities are identified to ensure that appropriate care is provided in a dignified and person-centered manner.

**Heidi:** It is important to remember that PASRR is not just a task, it is attached to a person. The PASRR process seems to be the same, however no two PASRR are exactly alike, and they are as unique as the person they are being completed for.

## ***What are best practices related to the PASRR process?***

**Norma:** Ensure that social security numbers are verified and accurately entered in the Healthcare Electronic Notification System (HENS). Hospital and NF collaboration is essential in ensuring that the necessary PASRR documents are obtained and PASRR requirements are met prior to NF admission.

**Heidi:** The practice of "less is more" is not something that is applicable when it comes to documentation. Upload as much supporting documentation as possible – uploading only a face sheet or information about a person's prior authorization for a medication is not adequate and will cause lengthy delays in the processing of your request.

## ***Heidi, what can be expected when someone requires further review by DODD during the PASRR process?***

When a person triggers a Level II for DODD the information gets uploaded into the system for the County Board of Developmental Disabilities (CBDD) to review. The CBDD for the county the person is located in will get a notification that there is a review to be completed. If the person typically resides in a different county both CBDDs will be notified of the Level II. The CBDDs will work collaboratively to ensure that the NF is the most appropriate placement for the person. The CBDD will reach out to the facility to request any additional documentation and complete the interviews with the person/guardian and facility staff. Once the interviews are complete and all additional documentation is gathered they will submit a recommendation to the department. Once the department receives the CBDDs evaluation and recommendation the department will review the information and make a determination. The determination will be uploaded into HENS when all parties are complete with the process, dual determinations are completed as close to the same time as possible to limit any inappropriate admissions when the Level II

decisions do not match (i.e., one agency determines a rule out and the other will give an approval or denial).

## **POLICY REMINDERS TO AVOID APPLICATION PROCESSING DELAYS WHEN SUBMITTING A PAS-EXPEDITED APPLICATION**

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## **STAFF SPOTLIGHT SONEQUEA ARNETT, ADMINISTRATIVE PROFESSIONAL**

Sonequea is a long-standing member of the PASRR Bureau. She joined the mental health department in 2000 and has been working with the PASRR Bureau for the past 17 years in a support role. Born and raised in Columbus, she now enjoys the country life outside the city limits with her family and three dogs. She is pursuing a bachelor’s degree in the behavioral health sciences field. She is a big fan of the TV series Yellowstone in which Kayce Dutton is her favorite character.

What has been the most surprising thing to you about PASRR?

I am still learning after 17 years. When I first started working with PASRR we had staff who would complete PASRR assessments and fax their files into the bureau office, and I would manage the “Big Book of PASRR”, where I would record and catalogue the results for each applicant whether they were issued an approval or denial. PASRR is a lot easier now compared to the past!

What advice would you give for anyone new to PASRR?

Always expect the unexpected; you never know what is coming to you day by day. I practice PASRR. I am happy to be where I am and with the people I work with in our bureau.

## **HISTORICAL HIGHLIGHTS CELEBRATING OLMSTEAD**

Every June, we recognize the anniversary of the landmark decision made in U.S. Supreme Court case



Olmstead v. L.C., which established rights for individuals with disabilities to live their lives in the community and in the most integrated setting possible. It has been 23 years since this case was decided on June 22, 1999.

For a refresher on the Olmstead Decision, check out the following resources:

- The Ohio Olmstead Task Force (<https://ohioolmstead.com/>)
- Olmstead Rights (<https://www.olmsteadrights.org/>)
- “What is the Olmstead Decision?” by the National Disability Rights Network (<https://www.youtube.com/watch?v=m3gpmiWwS5A>)

## **BEST PRACTICE REMINDERS TO HELP SPEED UP A DECISION, INCLUDE THE FOLLOWING:**

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- History and physical examination
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- List of current medications
  
- Ensure that first and last name are spelled correctly and include the applicant’s correct date of birth and Social Security number
- The HENS 3.0 system also allows for the submission of guardianship paperwork or proof of legal representative at the time of submission. This ensures that OhioMHAS staff is communicating with the appropriate parties.
- Please submit the most current and relevant supporting documents (e.g. if elevated blood sugars are the reason for the request, send the blood sugar readings).
- When submitting a 3622 for dementia, send medical records that support dementia as the primary focus of treatment.

## **RETURN TO IN-PERSON ASSESSMENTS WHAT TO EXPECT WITH ASSESSMENT PROCESS**

Assessors are taking the necessary steps to prepare for this transition in the safest manner possible, relying on CDC guidelines and best practices. Decisions on assessment format, either in-person or telephonic, will be determined by the preference of each facility on a case-by-case basis.

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11/01/2022

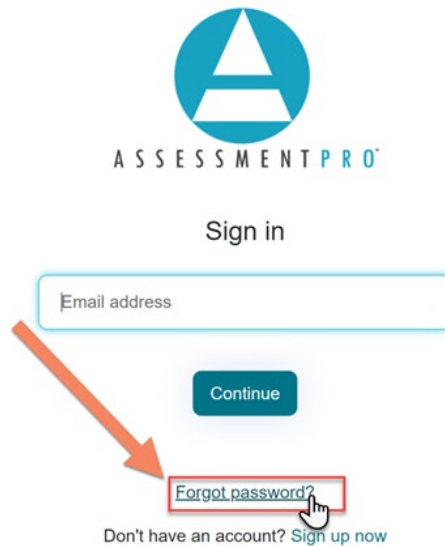
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## SYSTEM UPDATE: Change Coming to AssessmentPro Login Process Tonight, Tuesday, November 1

Please be aware that this evening, **Tuesday November 1**, Maximus IT will publish **updates to the AssessmentPro system**. With these upgrades comes a new way for users to update their passwords.

Currently, when users click the reset password button, a link will be sent to the email address you use to log into AssessmentPro, prompting you to create a new password.

Going forward, instead of receiving a link, a **verification code will be sent to your email address**, which you will enter on the AssessmentPro site, then create a new password (see below):



## Reset password

Please click the button below to verify your email address.

## Reset password

Verification code has been sent to your inbox. Please copy it to the input box below.

Email address verified. You may now continue.

If you have any questions about this important process update, please reach out to your program **Help Desk**.

11/08/2022

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## PASRR Connection Newsletter Issue 12 | November 2022

### GUIDE TO 14-DAY NOTICES REQUESTS FOR ADDITIONAL INFORMATION

There may be times during a PASRR Level II evaluation where Maximus staff or a state reviewer will request additional information to make a determination of an individual's need for Nursing Facility (NF) and/or behavioral health services. Written notice will be sent outlining specific data elements and other documentation needed. If you receive a request for additional information, **please respond within 14 days of the notice being issued.**

You can find the deadline date within the notice, along with what type of required information is being requested.

**If PASRR does not receive the requested information within 14 days, you will receive a notice of case closure which is accompanied by appeal rights:**

**Pre-admission Screening (PAS):** Admission to a nursing facility is not permitted due to failure to provide information necessary for the completion of the pre-admission screening process. [[OAC 5160-3-15.1\(J\)](#)]

**Resident Review (RR):** Continued stay in the nursing facility is not permitted due to failure to provide information necessary for the completion of the resident review process. [[OAC 5160-3-15.2\(H\)](#)]

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## STAFF SPOTLIGHT

### STATE REVIEWER: ROBYN FERGUSON, RN

Robyn Ferguson was born and raised in central Ohio and attended The Ohio State University. She has previous work experience at OSU Hospitals and worked on the transplant floor of the Thoracic, Heart, and Lung Surgery Center. She joined the Ohio Department of Health as a long-term care surveyor before transferring to the PASRR Bureau in 2021. Her hobbies include fishing, hunting, boating, canning, and spending time outdoors on her farm. She also enjoys raising goats and recently won Champion Junior Buck at the Coshocton Goat Show.

#### ***What has been the most surprising thing to you about PASRR?***

*There are a lot of differences about the cases. I really like working with the Department of Developmental Disabilities and collaborating with them on determinations.*

#### ***What advice would you give for anyone new to PASRR?***

*The community resources for all the counties are vast. It takes a long time to get a better grasp on those resources and then place those options in the summary of findings for the consumers.*

## OHIOMHAS PASRR PUBLISHES VIDEO TUTORIALS

The OhioMHAS PASRR Bureau is excited to share a video training series exploring the importance of PASRR and best practice reminders individuals may take to maintain support of at-risk populations across the state.

Access PASRR training videos and other helpful resources at: <https://mha.ohio.gov/pasrr-training-series>

## QUALITY SATISFACTION SURVEY YOUR FEEDBACK IS APPRECIATED

We appreciate your feedback about your assessment experience with Maximus. We will use your feedback to improve our processes and to ensure excellence in providing our services. This five-minute survey is anonymous, unless you would like to provide your contact information.

To complete the survey, use the camera on your smartphone to scan the QR code:



You may also use your computer: <https://www.surveymonkey.com/r/MMSCustomersvc>

## RETURN TO IN-PERSON ASSESSMENTS WHAT TO EXPECT WITH THE ASSESSMENT PROCESS

Assessors are taking the necessary steps to prepare for this transition in the safest manner possible, relying on CDC guidelines and best practices. Decisions on assessment format, either in-person or telephonic, will be determined by the preference of each facility on a case-by-case basis.

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## PASRR BOARD REPORTS CORNER

### **SAVE THE DATE: TRAINING COMING SOON!**

We are happy to announce an upcoming PASRR refresher training for our partners with the local mental health boards and PASRR Report users on December 6, 2022. Each ADAMH board will receive an invitation with more information about webinar registration.

### **REMINDER: PASSWORDS EXPIRE EVERY 90 DAYS**

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## ABOUT MAXIMUS

The Clinical Services Division of Maximus, formerly known as Ascend, assists state partners across the country in the management of complex programs to help ensure that individuals with intellectual, behavioral health and developmental disabilities and complex medical conditions receive the appropriate care and supports they need. The Company has provided PASRR assessment services for over 20 years. Maximus has national experience providing federally compliant PASRR programs in 15 states.

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