

2/23/2023

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## PASRR Connection Newsletter Issue 13 | February 2023

### LEARN AND FIND HELP

We at Ohio Department of Mental Health and Addiction Services (OhioMHAS) are working to ensure continuity of care for Ohioans with mental illness and addiction, many of whom have co-occurring health conditions.

To connect with services and resources you need to support prevention, treatment and recovery, visit: [mha.ohio.gov/get-help](https://mha.ohio.gov/get-help).

### MENTAL HEALTH HELP IS AVAILABLE

Ohio CareLine

**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**

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

Find Substance Use Disorder and Mental Health Treatment

<https://findtreatment.gov>

### BEST PRACTICE REMINDERS

#### REQUESTS FOR ADDITIONAL INFORMATION

There may be times during a PASRR Level II evaluation where an Ascend 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. The deadline to receive the requested information is indicated in the letter.

## SUBMITTING ODM-3622

If you discover a mistake or typo was made while completing the ODM-3622 in HENS, you do NOT need to submit a new application. Submitting a new referral will result in duplicated 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 application.

- Phone: **833.917.2777**
- Email: [Ascend-OHPASRR@maximus.com](mailto:Ascend-OHPASRR@maximus.com)

When submitting applications on a Friday, holiday, or the day before a holiday, please include contact information for any individual(s) who can assist the PASRR assessor over the weekend or on the holiday. It is not uncommon that the person who submitted the application is only available during the work week, and weekend staff are not familiar with PASRR, which can result in a delay in receiving the PASRR outcome.

## OHIOMHAS PASRR PUBLISHES VIDEO TUTORIALS

### NEW RELEASE: HOW TO FILE AN APPEAL

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.

Check out the newest release at: <https://mha.ohio.gov/pasrr-training-series>

<https://www.youtube.com/watch?v=SLXgiXQBsv0>

## STAFF SPOTLIGHT

### KRISTEN “JONNI” DANSBY, ADMINISTRATIVE PROFESSIONAL

Jonni joined the PASRR Bureau in 2021. She has previous public service experience with the Montgomery County Department of Job and Family Services, and most recently with Ohio Department of Public Safety. An Ohio native, she earned an associate degree in medical administrative technology with a minor in mortuary forensic science in 2011 from Lincoln College of Technology.

Jonni is a proud mother to a teenage daughter and business owner of two baking companies. She enjoys watching horror and action movies, logic puzzles, and escape room experiences. During the warmer months, you can find her riding her motorcycle on the open road.

#### **Jonni, tell us about your typical day in PASRR.**

I work on scheduling, answering phones, and communicating with stakeholders via email. I also spend time assisting our appeals team and conduct quality work.

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

It is an ever-changing experience, and the staff are great to work with.

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

Take notes and be patient with yourself and work smarter.

## 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:



Or use your computer: <https://www.surveymonkey.com/r/MMSCustomersvc>