

August 11, 2023

## ATTN Cook County Nursing Facilities – Prepare for August 14 Launch of New Service, Colbert Dementia Review | Take On-Demand Training and Review Important Next Steps

The State of Illinois Department of Healthcare and Family Services (HFS) has contracted with partner Maximus to conduct independent, conflict-free, **Dementia Reviews** to facilitate HFS compliance with Colbert Consent Decree requirements. Scheduled to launch on August 14, 2023, this new service will help to:

- **Identify persons residing in Cook County Nursing Facilities who may no longer require community transition services** due to a severe dementia (i.e., major neurocognitive disorder) that is unlikely to improve.
- **Support the long-term resolution of the Colbert Consent Decree**, through the implementation of this new process.

These document-based Dementia Reviews will include an electronic notice from Maximus, in which Cook County Nursing Facilities will need to complete a brief questionnaire and submit requested documentation via secure electronic upload. Cook County Nursing Facilities should respond to requests within 14 calendar days after receiving notification from Maximus. Once Maximus has completed the Dementia Review, an outcome letter will be sent to the Cook County Nursing Facility, the person who received the review, and guardian, as applicable.

### NEXT STEPS: What's Next in Prepping for this New Service?

Review the **on-demand training** materials linked below for step-by-step guidance on new Dementia Review-related processes and take note of the **Help Desk account**, at [ILDementiaReview@maximus.com](mailto:ILDementiaReview@maximus.com), created specifically to support this service. Please pass this communication along to everyone on your team, including anyone who may be involved in responding to the electronic notice from Maximus and submission of required documents.

In the coming weeks, additional communications will provide important tips, reminders, and resource guides to ensure your facility is fully prepped for the changes ahead. We appreciate your ongoing partnership in the upcoming launch of this new process designed to provide greater stability for the at-risk populations we serve together.

### ACTION REQUIRED: Take On-Demand Training for Dementia Review

The resources linked below have been developed to walk you through the submission process. Cook County Nursing Facilities in particular should review the training resources below to be fully prepared when contacted by Maximus for submission of documents supporting completion of the Dementia Review.

- [VIEW: Dementia Review Training | Recording – 2:57 mins](#) (register to view)
- [DOWNLOAD: Dementia Review Training | Presentation](#)

Please pass this information along to any other members of your team who may benefit from reviewing this information.

### SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other system or process questions? Please contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

- **Introducing two new support resources:**
  - Dementia Review support: [ILDementiaReview@maximus.com](mailto:ILDementiaReview@maximus.com)
  - General Help Desk assistance: [ILHelpDesk@maximus.com](mailto:ILHelpDesk@maximus.com)
- Phone: 833.727.7745
- Web: [Tools & Resources Page](#)

**October 13, 2023**

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## **Reminder: Cook County Nursing Facilities – New Service, Colbert Dementia Review Launched on August 14, 2023 | Review On-Demand Training and Resources**

The State of Illinois Department of Healthcare and Family Services (HFS) has contracted with partner, Maximus to conduct independent, conflict-free, Dementia Reviews to facilitate HFS compliance with Colbert Consent Decree requirements. Please see the link below to the HFS Announcement here:

### [August 10, 2023 – HFS Provider Notice](#)

This service began on August 14, 2023, and will help to:

- Identify persons residing in Cook County Nursing Facilities who may no longer require community transition services due to a severe dementia (i.e., major neurocognitive disorder) that is unlikely to improve.
- Support the long-term resolution of the Colbert Consent Decree, through the implementation of this new process.

These document-based Dementia Reviews will include an electronic notice from Maximus, in which Cook County Nursing Facilities will need to complete a brief questionnaire and submit requested documentation via secure electronic upload. Cook County Nursing Facilities should respond to requests within 14 calendar days after receiving notification from Maximus. Once Maximus has completed the Dementia Review, an outcome letter will be sent to the Cook County Nursing Facility, the person who received the review, and guardian, as applicable.

Review the **on-demand training materials** linked below for step-by-step guidance on new Dementia Review-related processes. Please pass this communication along to everyone on your team, including anyone who may be involved in responding to the electronic notice from Maximus and submission of required documents.

### [TOOLKIT: Review On-Demand Dementia Review Training and Guides](#)

The resources linked below have been developed to walk you through the submission process. Cook County Nursing Facilities in particular, should review the on-demand training resources and other guides below to be fully prepared when contacted by Maximus for submission of documents supporting completion of the Dementia Review.

- [Completing a Dementia Review Training | Recording – 2:57 mins](#)
- [Completing a Dementia Review | Presentation](#)

- [FAQs: Colbert Dementia Review | Guide – NEW](#)
- [Process Overview: Colbert Dementia Review | Guide – NEW](#)

A new website tools and resources page dedicated to Colbert Dementia Review is now available. Bookmark and check back on this site often for new resources: [https://maximusclinicalservices.com/svcs/illinois\\_dementia\\_review](https://maximusclinicalservices.com/svcs/illinois_dementia_review).

*Please Note: When you complete the questionnaire form, please remember to upload all needed documentation PRIOR to submission if this person is still a resident in your facility. The form will remain available for you to access for 14 calendar days, or until it is submitted by you, whichever is shorter.*

## SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other system or process questions? Please contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

- Dementia Review support: [ILDementiaReview@maximus.com](mailto:ILDementiaReview@maximus.com)
- General Help Desk assistance: [ILHelpDesk@maximus.com](mailto:ILHelpDesk@maximus.com)
- Phone: 833.727.7745

**October 26, 2023**

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## Illinois Colbert Dementia Review – Event Announcement: Register for One of Upcoming Dementia Review Training Sessions | Tuesday, November 7 at 1:00 p.m. CT and Wednesday, November 8 at 8:30 a.m. CT

Be sure to join the Maximus training team for one of two important **sessions about Colbert Dementia Reviews**. The team will discuss the intent of the program, exclusionary criteria, and the process for referral. Time will be set aside for Q&A at the end of each training. If you work in a Cook County Nursing Facility and are interested in learning more, this session is for you.

Two different sessions will be offered on Tuesday, November 7 at 1:00 p.m. CT, and Wednesday, November 8 at 8:30 a.m. CT. Select the link below and choose your preferred date/time from the dropdown menu to register in advance for **one of these** informative sessions. Once registered, you will receive an email confirmation containing details on how to join the meeting.

- **Option A: 1:00 p.m. CT Tuesday, November 7, 2023**
- **Option B: 8:30 a.m. CT Wednesday, November 8, 2023**

[Register for the Training Session: Dementia Review Program and Process](#)

## RESOURCES: Colbert Dementia Review Training Guides

The resources linked below have been developed to walk you through the submission process. Be sure to bookmark the Colbert Dementia Review site and check back frequently for new resources: [https://maximusclinicalservices.com/svcs/illinois\\_dementia\\_review](https://maximusclinicalservices.com/svcs/illinois_dementia_review).

- [Completing a Dementia Review Training | Recording – 2:57 mins](#)
- [Completing a Dementia Review | Presentation](#)
- [FAQs: Colbert Dementia Review | Guide](#)
- [Process Overview: Colbert Dementia Review | Guide](#)

**November 29, 2023**

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## **Illinois Colbert Dementia Review: Review On-Demand Training and Additional Support Resources**

For those who missed the recent Colbert Dementia Review training sessions or would like to share details with others on your team, please review the helpful on-demand learning video and guide below.

- VIEW: [Colbert Class Member Dementia Reviews | Recording – 41:15 mins](#) (register to view)
- DOWNLOAD: [Colbert Class Member Dementia Reviews | Presentation](#)

### **RESOURCES: Colbert Dementia Review Training Guides**

Additional resources linked below have been developed to walk you through the submission process. Be sure to bookmark the Colbert Dementia Review site and check back frequently for new resources: [https://maximusclinicalservices.com/svcs/illinois\\_dementia\\_review](https://maximusclinicalservices.com/svcs/illinois_dementia_review).

- [Completing a Dementia Review Training | Recording – 2:57 mins](#)
- [Completing a Dementia Review | Presentation](#)
- [FAQs: Colbert Dementia Review | Guide](#)
- [Process Overview: Colbert Dementia Review | Guide](#)

Visit notices will be issued on day 25 on the person's admission via AssessmentPro and repeat as needed on day 27 and 29 via email, if no action is taken. Follow Up Visits typically occur onsite and will be scheduled by a Maximus Regional Case Manager.

During the Follow Up Visit, a Regional Case Manager will talk with the individual, complete a short form verifying the visit took place and then determine the status of any PASRR identified services and discharge planning and any other needed PASRR activities. If needed, additional information or assistance may also be requested of the social worker/discharge planner.

After the Follow Up Visit, documentation of the PASRR specific findings is available in a report within AssessmentPro to the NF as well as the State.

## TOOLKIT: Available AssessmentPro and Follow Up Visits Resources

**AssessmentPro Training Checklist – General Support** | [Download](#)  
**AssessmentPro – Frequently Asked Questions (FAQs)** | [Download](#)  
**Follow Up Visits – Frequently Asked Questions** | [Download](#)  
**Follow Up Visits – Process Overview** | [Download](#)  
**Follow Up Visits – Presentation** | [Listen to Recording](#) – 8:40 mins  
**Follow Up Visits – Presentation** | [Slides – Download](#)

## SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have specific Follow Up Visit process questions? Make sure to review the video training and pdf guides linked above. If you still have questions, please contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

Email: [ILFollowUpVisits@maximus.com](mailto:ILFollowUpVisits@maximus.com)

Phone: 833 PASRR IL (833.727.7745)

**June 06, 2022**

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## **ATTN Nursing Facilities: PASRR Follow Up Visits - Review Support Resources and On-Demand Training | AssessmentPro Access Reminder**

**What is a Follow Up Visit?** A Follow Up Visit is an in-person visit scheduled between the 30th and 60th day of a person's Nursing Facility (NF) stay. Follow Up Visits are performed by Maximus Regional Case Managers for all individuals who had an PASRR Level II Mental Health Assessment and are still residing at the facility. The purpose of the visit is to meet with the Discharge Planner and individual to verify the status of the individual's discharge planning, connection to community resources, and receipt of PASRR identified services.

**How do I prepare for a Follow Up Visit?** NF staff have seven days to enter newly admitted individuals into their PathTracker census in AssessmentPro. On day 25 of the person's stay, AssessmentPro will automatically alert the NF Administrator to complete a short questionnaire and upload the Plan of Care.

If this step is not completed, the NF Administrator will receive another alert at day 27 and 29. On day 30, the individual will be assigned to a Regional Case Manager to complete the Follow Up Visit and the submission window closes. The NF staff will no longer be able to complete or edit the questionnaire, nor electronically upload documents into AssessmentPro. This information will need to be gathered via onsite interview. However, NF staff can still use the Maximus fax cover sheet to submit the Plan of Care. If faxing the form, please put the AID# on the cover sheet. *Responding to alerts before the 30th day will help expedite the process.*

**What support resources are available?** Everyone on your team involved in the PASRR process, including Discharge Planners and Social Workers, should review the training materials, reminders, and additional resources below to be fully prepared when contacted by a Maximus Regional Case Manager for the scheduling of Follow Up Visits for individuals currently residing in your facility.

**TRAINING: Review Follow Up Visit Training Recording + Presentation Slides**

If you have yet to do so or would like a refresher on **Follow Up Visits processes**, review the training recording and accompanying presentation PDF linked below. These cover many key questions your facility team may have regarding Follow Up Visits, including:

- Defining the Follow Up Visit
- Process for completion
- Using the AssessmentPro system to complete the Follow Up Visit process

**Follow Up Visits Presentation** | [Listen to Recording](#) – 8:40 mins (contact Help Desk for password)

**Follow Up Visits Presentation** | [Slides – Download](#)

**REMINDER: Facility Administrators Should Provide AssessmentPro Access**

If you are the AssessmentPro Administrator for your facility, be sure to **grant AssessmentPro access** to any Social Workers, Discharge Planners or others assisting in facilitation of a Follow Up Visit, and those who you would like to complete the NF staff portion of the ServiceMatters Plus form (for the Follow Up Visit) and upload the Plan of Care. Performing this step quickly will help to avoid potential delays in the process.

**TOOLKIT: Additional Resources**

**Frequently Asked Questions: Follow Up Visits** | [Download](#)

This document covers some of the most common questions you might have about Follow Up Visit processes.

**Process Overview: Follow Up Visits** | [Download](#)

This one-page PDF provides a general overview of Follow Up Visit process basics.

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have specific Follow Up Visit process questions? Make sure to review the resources linked above. If you still have questions, please contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

**Email:** [ILFollowUpVisits@maximus.com](mailto:ILFollowUpVisits@maximus.com)

**Phone:** 833 PASRR IL (833.727.7745)

**April 29, 2022**

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**ATTN Nursing Facilities - Prepare for New Service, Follow Up Visits – Take On-Demand Training Course + Review Additional Resources**

As shared in a recent communication to all PASRR program stakeholders, implementation steps continue for a new service, **Follow Up Visits**. A Follow Up Visit is an in-person assessment scheduled between 30 and 60 days after an individual has been admitted into a Nursing Facility (NF). Each Follow Up Visit will

be performed by a Maximus Regional Case Manager for all individuals who had an eligible PASRR Level II Assessment.

NFs have seven days to enter an admitted individual to PathTracker in AssessmentPro. This only applies to individuals admitting after March 14, 2022.

**Preparing for next steps:** Everyone on your team involved in the PASRR process, including Discharge Planners and Social Workers, should review the training materials and additional resources below to be fully prepared when contacted by Maximus for the scheduling of Follow Up Visits for individuals currently residing in your facility.

## **TRAINING: Review Follow Up Visits Training Recording + Presentation Slides**

The Follow Up Visits training recording and accompanying presentation PDF linked below cover the key aspects of this new service. Topics include:

- Defining the Follow Up Visit
- Process for completion
- Using the AssessmentPro system to complete the Follow Up Visit process

Click the links below to review the training materials to answer many of the questions you will likely have regarding Follow Up Visits at your facility.

**Follow Up Visits Presentation | [Recording \(contact the Help Desk for password access\) – 8:40 mins](#)**

**Follow Up Visits Presentation | [Slides – Download](#)**

## **TOOLKIT: Additional Resources**

**Frequently Asked Questions: Follow Up Visits | [Download](#)**

This document covers some of the most common questions you might have about Follow Up Visit processes.

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This one-page PDF provides a general overview of Follow Up Visit process basics.

## **SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have specific Follow Up Visit process questions? Make sure to review the video training and pdf guides linked above. If you still have questions, please contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

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Phone: 833 PASRR IL (833.727.7745)