

QUESTIONS	ANSWERS
Contact Information and Resource Access	
How do I contact the Illinois Maximus Help Desk?	<p>General support – phone: 833 PASRR IL (833.727.7745)</p> <p>General PASRR questions – email: ILPASRR@maximus.com</p> <p>Supportive Living Program (SLP) – email: ILSLP@maximus.com</p> <p>Specialized Mental Health Rehabilitation Facilities – email: ILSMHRF@maximus.com</p> <p>Follow Up Visits – email: ILFollowUpVisits@maximus.com</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/illinois_pasrr</p>
How does our facility get on the communication distribution list?	<p>To be added to the Illinois Maximus Help Desk email distribution list, email a request to ILPASRR@maximus.com with the subject line: “Please add my email to the Illinois PASRR Contact List.” This communication should include your name, title, agency/facility, email address, and contact phone number. All team members requiring access to the contact list can be included in one email request.</p> <p>Note - Once you become a registered Maximus system user, you will automatically be added to the distribution list.</p>
Who should I contact with any questions about PASRR, SLP or SMHRF referral processes?	<p>To find answers to your program process questions, call the Illinois Maximus Help Desk: 833 PASRR IL (833.727.7745) or contact via email:</p> <p>General PASRR questions: ILPASRR@maximus.com</p> <p>SLP-related questions: ILSLP@maximus.com</p> <p>SMHRF-related questions: ILSMHRF@maximus.com</p> <p>Follow Up Visits-related questions: ILFollowUpVisits@maximus.com</p>
When I leave a voicemail for the Illinois Maximus Help Desk team, what turnaround time should I expect for a call-back?	<p>We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available. Calls received after 8:00 p.m. CST will be returned within 24 hours. To avoid delays, please do not leave multiple voicemails regarding the same issue.</p>
Where can I find Illinois PASRR support materials online?	<p>Explore the Maximus Illinois Tools & Resources page, which has a growing list of materials that will include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: https://maximusclinicalservices.com/svcs/illinois_pasrr. Note – Any items with a closed padlock icon will only be available to registered Maximus system users.</p>
Is the Help Desk service available on the weekends?	<p>Help Desk staff will be available to return calls and emails on the weekends during the hours of 8 a.m. CST to 8 p.m. CST, however support resources are always available for review through the Illinois PASRR Tools and Resources page.</p>
Follow Up Visits	
What is a Follow Up Visit for PASRR?	<p>State regulations require that any person receiving a PASRR MH Level II assessment <i>who is found to have a qualifying PASRR MH condition</i> and who admits to a Medicaid-certified NF, must receive a Follow Up Visit between day 30 to 60 of their stay to verify the status of their 1) PASRR identified services</p>

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	and their 2) transition and discharge activities.
Who conducts Follow Up Visits?	<p>Maximus will complete Follow Up Visits for individuals found to have a PASRR qualified condition of Serious Mental Illness (SMI) as indicated by their PASRR MH Level II evaluation. Maximus is performing this work on behalf of the Illinois Department of Healthcare and Family Services (HFS).</p> <p>DDD/ISCs will retain responsibility for conducting Level II evaluations for those with an Intellectual Disability, Developmental Disability (ID/DD) and/or Dual condition and will conduct Follow-Up Visits accordingly.</p>
Who tracks, schedules, and completes Follow Up Visits?	<p>Maximus will track, schedule, and perform Follow Up Visits for those identified as having a Mental Health PASRR condition on behalf of the Illinois Department of Healthcare and Family Services (HFS).</p> <p>Independent Service Coordination Agencies (ISCs) will track, schedule, and perform Follow Up Visits for those identified as having an ID/DD or dual PASRR condition on behalf of the Illinois Department of Healthcare and Family Services (HFS).</p>
What's the purpose of the Follow Up Visit?	The purpose of the Follow Up Visit is to verify the person's receipt of identified PASRR services in addition to the status of discharge planning and connectedness to community resources based on need and interest.
As a provider, what can I expect before, during, and after a PASRR Follow Up Visit?	<p>As the due date for the Follow Up Visit nears the 30-day mark, NFs can expect to receive a notice of visits due and a request to provide information related to the status of the person's discharge planning and PASRR identified services. Supporting documentation including but not limited to sections of the person's MDS, medication records and plan of care may be requested.</p> <p>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.</p> <p>During the Follow Up Visit, a Maximus will talk with the individual, complete a short form verifying the visit took place and the 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.</p> <p>After the Follow Up Visit, Maximus will provide documentation of the PASRR specific findings to the NF as well as the State.</p>
What if the person has already discharged (or just discharged) when the notice of a Follow Up Visit being due is received?	<p>Providing an update on the person's admission (or discharge) status is automatically requested by AssessmentPro (AP) prior to the visit occurring and can be communicated accordingly within AP.</p> <p>Consistently updating admissions and discharges in the AP census tracker should ensure that reminders are not received in error.</p>
What supporting documentation will the NF need to provide for the Follow Up Visit?	AssessmentPro (AP) will alert you the documents being requested. We standardly request: Medication lists and the plan of care. Sections of the MDS or other documentation may also be requested in advance or at the time of the visit to help inform the process.
What can the individual expect during a follow up visit?	Our Regional Case Manager (RCM) will visit with the individual, provide any accommodations needed (ex. interpreter for translation) and spend

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	<p>approximately 45 minutes asking the person about:</p> <ul style="list-style-type: none"> • Their preferred care setting(s) • The primary needs driving their care • Community services needed or previously received • Need for/interest in information regarding community resources and options • Status of PASRR identified services