

QUESTIONS	ANSWERS
Contact Information and Resource Access	
How do I contact the Illinois Outreach and Transitional Assessment Help Desk at Maximus?	<p>Contact by phone: 833.727.7745</p> <p>General assistance: ILHelpDesk@maximus.com</p> <p>Outreach and Transitional Assessment assistance: ILOA@maximus.com</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/illinois_oa</p>
How does our facility get on the communication distribution list?	To be added to the Illinois Outreach and Transitional Assessments email distribution list, email a request to ILOA@maximus.com with the subject line: "Please add my email to the IL OA Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number.
Who should I contact with any questions about the referral process?	To find answers to your referral process questions, call Illinois PASRR Help Desk: 833.727.7745 or email: ILOA@maximus.com .
When I leave a voicemail for the Illinois Maximus Help Desk team, what turnaround time should I expect for a call-back?	We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return the call as soon as the next Help Desk agent is available. Calls received after 8 p.m. CST will be returned the next day as soon as a Help Desk agent is available, and within 24 hours. To avoid delays, please do not leave multiple voicemails regarding the same issue.
Where can I find Illinois Outreach and Transitional Assessments support materials online?	The Illinois Outreach and Transitional Assessments Tools & Resources webpage has a growing list of content that will eventually 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_oa .
Does Maximus have introductory AssessmentPro training resources available, which can be viewed by new staff who will be completing assessments?	The Illinois Outreach and Transitional Assessments Tools & Resources page will have training materials accessible for review here beginning in February 2025: https://maximusclinicalservices.com/svcs/illinois_oa . Individual system usage questions can also be fielded to the Illinois Outreach and Transitional Assessments Help Desk team at ILOA@maximus.com .
How do I obtain my AssessmentPro username and password?	<p>If you forgot your username and password, contact the Illinois Outreach and Transitional Assessments Help Desk by phone: 833.727.7745 or email to: ILOA@maximus.com.</p> <p>If you need to register as a new user, please go to AssessmentPro.com and click New User.</p> <p>If you have forgotten your password, click the <i>forgot password</i> button.</p>
Can my coworkers and I share a username and password on AssessmentPro?	For HIPAA and security purposes, each user must have his/her own unique username and password. Use of another person's username/password can result in termination of system privileges.

Is the Help Desk service available for submitters on the weekends?	The Help Desk is available 7 days a week, 8 a.m. to 8 p.m. CT. All support resources are always available for review through AssessmentPro and the Illinois Outreach and Transitional Assessment Tools and Resources page.
I would like to review a resource file on the Illinois Outreach and Transitional Assessments Tools and Resources web page, but it has a “lock” icon next to it and doesn’t appear to be accessible. How do I access it?	<p>Some training materials on the Illinois Outreach and Transitional Assessments Tools & Resources page are password protected. If you see a "lock" icon next to a particular item, take the following steps to open it:</p> <ol style="list-style-type: none"> 1. Click the link and when prompted, enter your AssessmentPro system Username (your email address), Password 2. Click Log In, which will unlock and open the file <p>All Password-protected content will now be available for your review for the duration of your web session without any additional log ins.</p>

QUESTIONS	ANSWERS
<i>Outreach and Transitional Assessment Processes</i>	
What is the purpose of Outreach?	Outreach ensures that Class Members have the opportunity to receive complete and accurate information regarding their rights to live in community-based settings and/or to receive community-based services and the available options and opportunities for doing so. Outreach provides this information to Class Members and gives them the opportunity to make a choice about whether they would like to continue to explore living in a community-based setting. Class Members who express interest in moving back to the community proceed to the next step of Transitional Assessment.
Does everyone in a nursing facility or SMHRF receive Outreach?	All individuals residing in a Cook County nursing facility for 60 days or longer will receive outreach, with the exception of those individuals for whom Maximus has confirmed the presence of Major Neurocognitive Disorder. All individuals residing in a Specialized Mental Health Rehabilitation Facility (SMHRF) for 60 days or more will receive Outreach.
When does Outreach happen?	Outreach occurs between the 60 th and 70 th day following admission to a SMHRF or Cook County Nursing Facility. If a Class Member declines to move forward with a Transitional Assessment, Outreach will occur on an annual basis. Outreach will be conducted sooner if the individual requests it.
Do Class Members have to consent to Outreach?	No. All Class Members have the right to receive information about their rights and make a decision about whether they are interested in living in the community.
How are Class Members being identified for Outreach?	Under 77 Illinois Administrative Code 300 and 380, nursing facilities and SMHRFs are responsible for maintaining an accurate census for their facility in PathTracker in AssessmentPro. Census information is then used to determine which individuals are due for Outreach.
What if a Class Member declines moving to the Transitional Assessment during Outreach and then changes their mind?	Class Members have the right to change their mind and request a Transitional Assessment at any time. They can do this by contacting the Illinois Help Desk at 833.727.7745 or ILOA@maximus.com .

What is the purpose of the Transitional Assessment?	Transitional Assessments are completed for all Class Members who decide during outreach to explore moving to the community. The Transitional Assessment gathers information about the Class Member's individualized needs, risks, strengths, and preferences so that an individualized Service Plan can be created to help the person plan for community transition.
What assessment tool will be used for the Transitional Assessment?	A new tool has been developed for the Transitional Assessment. It will assess the Class Member's medical and functional needs, behavioral health conditions and symptoms, including mental health and substance use, cognitive impairment, intellectual and developmental disability diagnoses and needs, and safety needs. These findings will be used to make recommendations to address each identified need in a community setting.
What happens after the Transitional Assessment is complete?	After completion of a Transitional Assessment, a referral is made to a transition program, either the Comprehensive Class Member Transition Program (operated by "Prime" agencies contracted by the Illinois Department of Human Services) or the Community Transition Initiative (operated by Medicaid managed care organizations [MCOs] under contract with the Illinois Department of Healthcare and Family Services). The transition entity is then responsible for working with the Class Member to develop a service plan.
How will the transition entities receive Transitional Referrals?	Referrals will be submitted to the transition entities (Primes or MCOs) through AssessmentPro. Referrals will include a completed copy of the Transitional Assessment and Transitional Assessment Findings, which describe the individual's needs, preferences, and strengths, as well as recommendations for community-based services and supports that address those needs. Referrals will also include access to supporting documentation and medical records reviewed by Maximus during the Transitional Assessment process.
Will Transitional Assessments have assessment outcomes?	Transitional Assessments will identify individual needs and recommendations. The assessments will not judge whether or not an individual can transition to the community. Instead, outcomes will be used to indicate the level of support needed to facilitate community reintegration. Individuals with higher intensity needs will receive an outcome of Referral for Transitional Planning & Services with Higher Support Needs. Individuals without higher intensity needs will receive an outcome of Referral for Transitional Planning & Services. Outcomes will be visible to the transition entity when the referral is received.
Will Maximus be using the WebApp currently used by Prime Agencies for Class Member documentation?	Maximus will not use the WebApp for Outreach and Transitional Assessment Findings documentation. Transitional Assessment referrals will be transmitted through AssessmentPro.