

April 21, 2023

Illinois Preadmission Screening and Resident Review (PASRR – Process Update: AssessmentPro Outcome Changes for External DD Assessments | Download PASRR and SLP Alignment Guide

AssessmentPro (AP) system updates were made on Tuesday, March 21, 2023 which affect the way that users enter, view and/or interact with DD outcomes. These updates were made to better align with Maximus PASRR outcomes.

The changes to the DD outcomes, shown in the screenshots below, have also been gathered into a helpful new guide to walk you through these updated processes.

[Click here to download the PASRR and SLP Alignment Guide.](#)

Previous DD PASRR Outcomes

The previous DD PASRR outcomes have been removed and updated to align with Maximus PASRR Level II Outcomes. With this update, system users will no longer be able to select Assessed or Not Assessed, and the options to select 24-hour nursing care and active treatment have been removed. Please see screenshot below.

ID/DD & Dual Determination Level II Referral Outcome

ID/DD/Dual Level II
Referral status* Assessed

Is 24 hour nursing care needed?*

☐ Yes

☐ No

☐ N/A

Is active treatment needed?*

☐ Yes

☐ No

☐ N/A

Disability Identified by
DDD/ISC*

Updated PASRR Outcomes

DD Outcomes will now identify if the individual is approved, excluded, or denied for nursing facility services. Additionally, the outcomes now allow the option to recommend or not recommend specialized services. If a short-term stay is needed, radio buttons have been added to determine nursing facility length of stay. Please see screenshots below.

PASRR Pro-II™

PASRR Level II Screen

First Name	XXXXX	Last Name	LastName222171789	Social Security Number	XXX-XX-1789	Individual ID	1546196
Contract	Illinois PASRR	Address	XXXXX.XXXXXX.XXXXXX.XXXXX, IL 616112611			Assessment ID	2720840

PASRR History

AID	Assessment Type	Completed Date	Outcome	LOS Outcome	Specialized Services	DSM Diagnoses
2545254	Hospital Discharge	02/22/2023	Exempted Hospital Discharge			

1 - 1 of 1 items

DD & Dual Determination Level II Outcome

Document Upload

Submitter Information

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DD & Dual Determination Level II Outcome

DD/Dual Level II Outcome*

Disability Identified by DDDISC*

DDDISC Notes

Level II - Approved, No Specialized Services - Short Term

Level II - Approved, No Specialized Services

Level II - Approved with Specialized Services - Short Term

Level II - Approved, with Specialized Services

Screen saves automatically. You may exit without entering a decision, and your work will be saved.

Cancel Assessment

DD & Dual Determination Level II Outcome

Document Upload

Submitter Information

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DD & Dual Determination Level II Outcome

DD/Dual Level II Outcome*

Disability Identified by DDDISC*

DDDISC Notes

Level II - Approved, with Specialized Services

Level II - Denied - NF Appropriateness

Level II - Denied - NF Appropriateness - Needs Exceed NF Care

Level II - Excluded from PASRR - No Diagnosis

Cancelled

Screen saves automatically. You may exit without entering a decision.

Information Level II
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Upload
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Top

DD & Dual Determination Level II Outcome

DD/Dual Level II Outcome* Level II - Approved, No Specialized Services - Sho...

Short-term*

☒ 30 days

☐ 60 days

☐ 90 days

☐ 120 days

☐ 150 days

☐ 180 days

☐ Other

Disability Identified by DDD/ISC*

Updated Supportive Living Program (SLP) Outcomes View

The previous SLP outcomes have been removed and replaced with new outcomes that align with Maximus SLP Assessments. The new outcomes will identify whether an individual is appropriate for admission to a SLP, along with the option to exclude the individual if there is no developmental disability diagnosis. Please see screenshot below.

SLP Referral

SLP DBA

SLP External Assessment

SLP Pro™

SLP External Assessment

Draft
On Hold
Queued for Review
In Review
In State Review
Completed

First Name	SLP Referral	Last Name	Test 2	Temporary Resident ID	XXXXX465	Individual ID	1873462
Contract	Illinois PASRR	Address		3455 MAIN ST CHICAGO, IL 60655		Assessment ID	2721629

DD & Dual Determination SLP Referral Outcome
Document Upload
Submitter Information
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Screen saves automatically. You may exit without entering a decision, and your work will be saved.

DD & Dual Determination SLP Referral Outcome

DD/Dual SLP Outcome*

DDD/ISC Notes

Document Upload

Exclude Documents

SLP Appropriate

SLP Not Appropriate

Withdrawn

Excluded - No Developmental Disability diagnosis

Cancel Assessment

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other 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:

- PASRR and General Help Desk assistance: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

April 17, 2023

Illinois Preadmission Screening and Resident Review (PASRR): Celebrating a Year of Achievement | Reasons for Screening | System and Submission Best Practices

The Illinois Department of Healthcare and Family Services (HFS) and partner, Maximus, recently marked an important milestone. The PASRR Program celebrated the first year of operation since the March 14, 2022 launch of the AssessmentPro (AP) system and new processes affecting:

- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Evaluations for Serious Mental Illness (SMI) and Developmental Disabilities (DD)
- Creation of a new service, Follow Up Visits
- New processes for screenings and assessments for all individuals indicating preference for placement in Specialized Mental Health Rehabilitation Facilities (SMHRF) and Supportive Living Program (SLP) settings
- Determination of Need (DON) Referrals

Thank you for playing a critical role throughout the transition and continuing to partner with the program support team. Your hard work is represented in the real impact and improved care being made for at-risk populations across Illinois.

Services Completed March 14, 2022 - March 14, 2023	
PASRR Level I Screens	163,464
PASRR Level II Summary of Findings	9,005
Follow-Up Visits	2,700
SMHRF Determinations	4,012
SMHRF Referrals to FDDP	2,725
SLP Determinations	1,105
Total Volume (PASRR, SLP, SMHRF, FUV)	180,286

REASONS FOR SCREENING: Level I PASRR Referrals and Determination of Need (DON) Referrals

It is important to choose the correct reason for screening when submitting a Level I (LI) PASRR screen. Below are each of the options that can be chosen in AP with a brief description of when to choose each reason.

1. Nursing Facility (NF) Applicant

a. Chosen when the individual lives in the community and is not a current NF resident.

2. NF resident who is not currently in an inpatient psychiatric hospital/unit

a. Selected when an individual is a NF resident who is not currently psychiatrically hospitalized.

Subcategories include:

I. This NF resident has experienced a significant change in status or has not adequately responded to PASRR recommended services and may need a Level II Evaluation.

- Choose this option when a person had a change in their mental health condition (e.g., new symptoms, behaviors, diagnoses, etc.).
- Choose this option when a person had a Level II PASRR assessment with services, but those services aren't working well and they need to be re-evaluated.

II. A previous PASRR short-term approval for NF stay is expiring or has expired (e.g., Exempted Hospital Discharge, Convalescence, Terminal, Serious Medical).

- Choose this option when a person had a short-term approval that is no longer valid. (E.g., 60-day NF approval that is nearing or past the 60-day mark). This can be a time limited approval on the LI Referral or a short-term approval given on a Level II Summary of Findings.

III. The NF resident has never had a PASRR Level I screen.

- Choose this option if the person admits to the NF without a PASRR screen and/or there is not a PASRR on file for a resident.

IV. The person never had a PASRR Level II evaluation and shows signs or symptoms that indicate she/he may have a PASRR condition.

- Choose this option if you identify that a person has a possible PASRR condition that wasn't reported on a prior PASRR that resulted in a PASRR No Level II Condition Outcome.

V. None of these Apply

- Choose this option if none of the above situations apply.

3. NF resident who is currently hospitalized in a psychiatric hospital/unit

a. Choose this option when a person admitted to a psych hospital from the NF.

As it relates to **Determination of Need (DON) referrals**, it is critical to choose an accurate reason for the screen. This helps to ensure the program team is properly routing DON referrals to the CCU. Keep in mind:

- AssessmentPro will not trigger a new DON for a NF resident who had a prior PASRR screen. Please do not resubmit a PASRR screen on a NF resident who has a valid PASRR for a DON referral.
- If a DON is needed for a NF resident who had a prior PASRR, the NF will need to contact the CCU directly for a DON referral. The CCU should not be asking the NF to complete a new PASRR screen.

If there are additional questions about this process, please reach out to the IL PASRR Help Desk by email: ILPASRR@maximus.com or phone: **833.727.7745**.

PROCESS TIPS: System and Submission Best Practices

1. Double check identifier # entered (SS#, Medicaid #, etc.) to avoid submitting duplicate screens.
2. It is important when filling out the Level I referral to include all pertinent information to ensure PASRR is accurate.
3. If individual is psychiatrically hospitalized, include documentation to support current psych stability.
4. Be sure to log into your AssessmentPro account at least once per month to ensure that your user profile remains current and active.
5. Providers need to send a copy of the PASRR to the NF prior to the person's admission. The NF does not have access to the PASRR screen in AssessmentPro until admitted.
6. Always check if there's already an existing, valid PASRR Level I. If so, you cannot submit another.
7. If the DON was not completed, be sure to contact the Care Coordination Unit (CCU).

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other 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:

- PASRR and General Help Desk assistance: ILPASRR@maximus.com
- SLP assistance: ILSLP@maximus.com
- SMHRF assistance: ILSMHRF@maximus.com
- Follow Up Visits assistance: ILFollowUpVisits@maximus.com
- Phone: 833 PASRR IL (**833.727.7745**)

2022

October 27, 2022

ATTN PASRR Stakeholders: Quarterly Newsletter – Register for November PASRR Program Refresher Webinar | PASRR Process Tips | Helpful PASRR Resources

REGISTER: PASRR Program Refresher Training | Available Session Dates – November 7, 8, 9, 10

Be sure to join one of the upcoming **Illinois PASRR Program Refresher** webinars planned for early November. As we mark six months since the implementation, these trainings will recap the extensive changes made to preadmission processes and requirements. Multiple dates and times are offered to accommodate busy schedules. These hour-long sessions will also include best practice reminders and Q&As with the project team. Registration details are listed below.

Note: each webinar will feature identical content, so only one registration is necessary.

Who should attend? Anyone who works with or in a Nursing Facility or refers individuals to them, including Hospitals, ISCs, and CCUs

Select the webinar date and time below that works best with your schedule, then choose that same date/time from the dropdown found on the registration page.

[PASRR Program Refresher | 2:00 p.m. CST Monday, November 7, 2022](#)

[PASRR Program Refresher | 1:00 p.m. CST Tuesday, November 8, 2022](#)

[PASRR Program Refresher | 10:00 a.m. CST Wednesday, November 9, 2022](#)

[PASRR Program Refresher | 10:00 a.m. CST Thursday, November 10, 2022](#)

Note: except for Q&As, topics discussed will be identical for all sessions.

BEST PRACTICES: PASRR Process Tips

1. Completing a Referral

When filling out the Level I PASRR Referral, ensure that you are correctly identifying *Reason for Screening, Current Location, and "Typical" Living Situation*. Populating these items incorrectly could result in:

- A DON Referral not routing to the CCU properly
- A provider being flagged for non-compliance
- An individual not qualifying for expedited, abbreviated, or delayed Level II assessment activities, which can help to hasten hospital discharges when a person is eligible

Fill out every section completely and correctly with information that aligns with documentation provided. Avoid writing, "See documentation."

Include the individual's contact information and any additional persons that the assessor can contact to assist with assessment completion. This will expedite the process, including completion of interviews with the individual and caregivers.

2. Time Limited Approvals

Occasionally, the Level I Outcome permits a 30-day Exempted Hospital Discharge (EHD) or 60-day Convalescence Categorical, but the individual needs a continued stay that exceeds the time-limited approval. When that occurs, the nursing facility must submit a new Level I PASRR Referral (indicating a Resident Review) 7-10 days prior to expiration.

A Level II Outcome may result in a time-limited approval. If the individual needs a continued stay that exceeds the time-limited approval, a new Referral must be submitted 7-10 days prior to expiration.

3. Avoiding a HIPAA Breach

Prior to attaching or faxing documentation, make sure to:

- Double check that the document is for the correct person.
- Look through every page of the documentation to be sure all contents belong to the same person.

Do not use one fax coversheet for multiple individuals at the same time.

- The fax coversheet printed when submitting a Level I PASRR Referral has a unique QR code associated with that Referral.
- When using the generic cover letter for faxing, fax only one person's information at a time.

TOOLKIT: Helpful PASRR Resources

Process Overview | [Download](#)

Frequently Asked Questions (FAQs) | [Download](#)

PASRR Outcomes Guide | [Download](#)

Illinois PASRR Level I – Form Example | [Download](#)

Illinois PASRR Level II – Fax Coversheet and QR Code | [Download](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other PASRR 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:

Email: ILPASRR@maximus.com
Phone: 833 PASRR IL (833.727.7745)

October 24, 2022

ATTN CCUs: November 1 Discontinued Access Date for Cook County Queue for Certain CCUs | Process – Align and Complete the Determination of Need (DON) | Reminder – Reassignment of DON Referrals

UPDATE: Access to Cook County CCU Queue to be Discontinued for Certain CCUs on November 1, 2022

As part of planned upgrades to IL PASRR processes in the AssessmentPro system, availability to the shared Cook County CCU queue will end for CCUs who don't require access to them, beginning on **Tuesday, November 1, 2022, due to the creation of agency specific queues.**

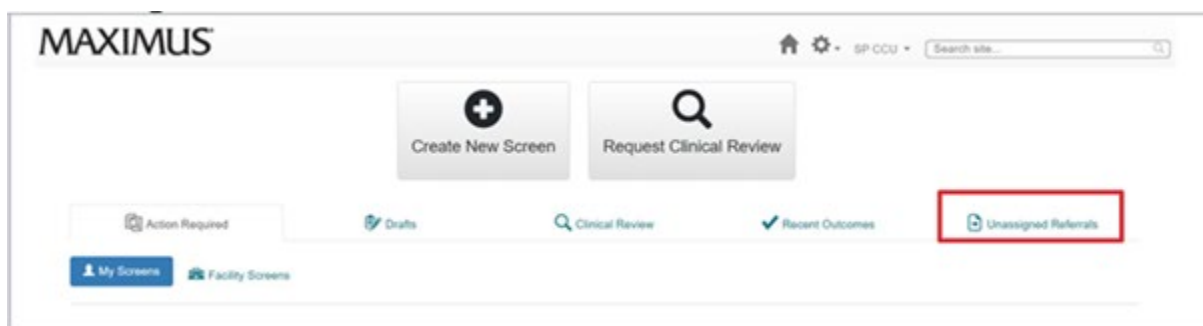
If you have questions about this transition, please contact the CCU Support at: ILCCU@maximus.com.

HOW TO: Assign and Complete the Determination of Need (DON)

AssessmentPro system users should open the Unassigned Referrals queue to assign and complete the DON.

Assigning a Determination (DON)/Choices from the AssessmentPro Home Page

STEP 1: Click the *Unassigned Referrals* tab

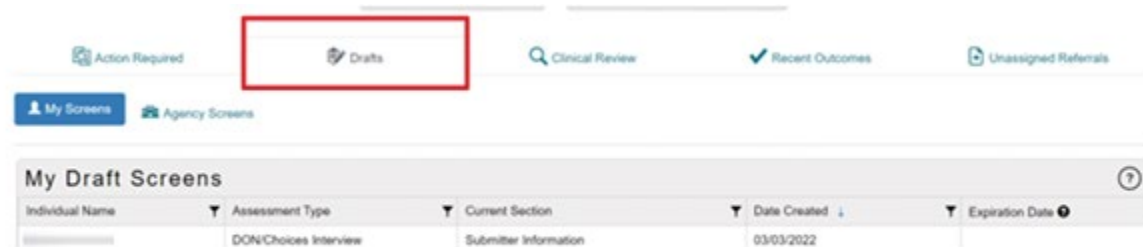


STEP 2: Click the Claim button of the referral to complete



ID	Individual Name	Referral Facility	Referral Facility Zip Code	Date Referred	Claim
1521725			55555	03/07/2022	
1521703			55555	03/03/2022	

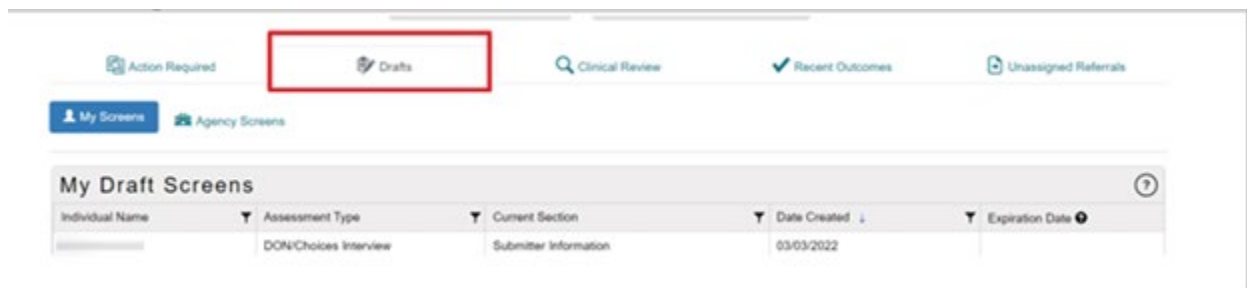
STEP 3: The referral will appear in the draft queue



Individual Name	Assessment Type	Current Section	Date Created	Expiration Date
	DON/Choices Interview	Submitter Information	03/03/2022	

Completing a Determination of Need (DON)/Choices Referral from the AssessmentPro Homepage

STEP 1: Click the *Drafts* tab.



Individual Name	Assessment Type	Current Section	Date Created	Expiration Date
	DON/Choices Interview	Submitter Information	03/03/2022	

STEP 2: Click the **person's name** to open the referral

My Draft Screens ?				
Individual Name	Assessment Type	Current Section	Date Created	Expiration Date
	DON/Choices Interview	Submitter Information	03/03/2022	

REMINDER: Reassignment of DON Referrals

When a DON Referral needs to be reassigned to a different CCU, you must enter that information in the [Smartsheet located here](#). Be sure to bookmark this location.

To fill out the Smartsheet above, you will need to know the Assessment ID (AID) for the DON Referral, the name of the CCU it where it is currently assigned, and the name of the CCU it should be assigned to. If you need assistance obtaining this information, please call the Help Desk at 1.833.727.7745.

Once you have completed the form and the referral has been re-assigned, you will receive an email from an AssessmentPro.com account notifying you know when the change is complete.

If you have additional questions on this process, contact CCU Support: ILCCU@maximus.com.

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other program or AP system related 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:

- Care Coordination Unit (CCU) Support: ILCCU@maximus.com
- General PASRR Support: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

October 20, 2022

ATTN PASRR and SMHRF Stakeholders: Register for Program Refresher Webinars Covering PASRR and SMHRF

Be sure to join at least one of the **Illinois Program Refresher** training webinars planned for early November. As we mark six months since the implementation, these trainings will recap the extensive changes made to preadmission assessment processes and requirements. Webinars will be specific to each assessment (PASRR and SMHRF), and each will be offered multiple times to accommodate busy schedules. These hour-long sessions will also include best practice reminders and Q&As with the project team.

Registration details and guidance on which webinars are right for you are listed below.

Note: each webinar in a specific series will feature identical content, so only one registration per assessment type is necessary.

SMHRF | Program Refresher

Available Session Dates – November 1 and 2, 2022

Who should attend? Anyone who refers individuals to SMHRFs, including Front Door Diversion Providers (FDDP), or who works in a SMHRF

Select the webinar date and time below that works best with your schedule, then choose that same date/time from the dropdown found on the registration page.

[SMHRF | Program Refresher | 10:00 a.m. CST Tuesday, November 1, 2022](#)

[SMHRF | Program Refresher | 2:00 p.m. CST Wednesday, November 2, 2022](#)

PASRR | Program Refresher

Available Session Dates – November 7, 8, 9 and 10, 2022

Who should attend? Anyone who works with or in a Nursing Facility or refers individuals to them, including Hospitals, ISCs, and CCUs

Select the webinar date and time below that works best with your schedule:

[PASRR Program Refresher | 2:00 p.m. CST Monday, November 7, 2022](#)

[PASRR Program Refresher | 1:00 p.m. CST Tuesday, November 8, 2022](#)

[PASRR Program Refresher | 10:00 a.m. CST Wednesday, November 9, 2022](#)

[PASRR Program Refresher | 10:00 a.m. CST Thursday, November 10, 2022](#)

September 16, 2022

ATTN CCUs and Providers: Recent AssessmentPro Update Provides Greater Detail into Determination of Need (DON) Outcomes

New AssessmentPro (AP) updates were recently launched on September 6, 2022, to provide better insight into the outcome of the **Determination of Need (DON) assessment conducted by the CCU.**

Previously, DON results were listed only as Completed when entered by the CCU on the individual's episodes grid.

What's changing? Now, in addition to showing a Completed status, AP users can see the individual's DON score range, without having to click into the form, improving efficiency. This enhancement gives users the ability to see "at a glance" whether the individual meets institutional/nursing facility level of care criteria. Access to open the DON form still exists where additional details can be found including the exact DON score.

Reminder: NF admission requires a minimum DON score of 29 or more in addition to a completed **PASRR**.

When a DON score is entered by a CCU, the status will now indicate one of the following:

- DON Completed - Score 29 or above
- DON Completed - Score of 28 or below
- DON Completed - Score not provided

Below is a screenshot displaying an example of a new DON status which is based on the input of the DON score by the CCU.

Level I Assessment

Level II Onsite Assessment

DON/Choices Interview

PASRR Pro™
DON/Choices Interview

Queued by Referral

Draft

Completed

Outcome: DON Completed - Score 29 or above

Print Summary Only

First Name	Level I	Last Name	Test	Social Security Number	XXX-XX-7537	Individual ID	1690428
Contract	Illinois PASRR	Address	MAILING ADDRESS 1 MAILING ADDRESS 2 CITY 1, IL 55555				Assessment ID
							2178051

1401665	2178051	DON/Choices Interview	Completed	DON Completed - Score 29 or above		09/07/2022	Amy Gantt
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SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other program or AssessmentPro system related 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:

- Care Coordination Unit (CCU) Support: ILCCU@maximus.com
- General PASRR Support: ILPASRR@maximus.com
- Phone: **833 PASRR IL (833.727.7745)**

September 16, 2022

ATTN Cook County CCUs: AssessmentPro Update to Streamline Agency Queues for Cook County | Review Instructions to Filter Agencies

An update to AssessmentPro (AP) affecting Cook County Care Coordination Unit (CCU) users will go into effect during the week of October 3, 2022.

- Currently, AP only automates CCU referrals for completion of the Determination of Need (DON) and Choices for Care Consultations based on a submitter's County. This has presented some challenges for Cook County which is served by multiple CCUs.
- During the week of October 3, new system programming will route DON/Choices referrals to the CCU based on zip code boundaries rather than by county. This time-saving change means that Cook County CCUs will no longer need to filter through all Cook County referrals and instead, Cook County CCUs will have specific zip code-based referral queues.

Will this update affect my login?

No. These changes will not disrupt current system login processes for any CCU in any county.

Will this change affect my current processes?

If you are not affiliated with a Cook County CCU, you will not experience any change.

If you are associated with a Cook County CCU, you will find referrals are grouped by zip code rather than county, improving the speed with which you can find and claim referrals for your specific agency.

What if I am affiliated with more than one Cook County CCU?

Users who represent or oversee more than one CCU in Cook County will need to take note of the facility indicated at the top of the screen after logging in to AP.

Applicable users will need to toggle between agencies in order to see agency specific referrals. See the guide below for more details.

RESOURCE: Review Instructions to Change User Agency

If you're associated with more than one entity, select the link below to download and review instructions to switch to a different agency in AP.

[System Guide – Change User Facility/Agency](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other program or AP system related 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:

- Care Coordination Unit (CCU) Support: ILCCU@maximus.com

- General PASRR Support: ILPASRR@maximus.com

Phone: 833 PASRR IL (833.727.7745)

September 16, 2022

ATTN ISCs: Illinois PASRR and SLP Programs – Review On-Demand Training Ahead of Upcoming AssessmentPro Update

Important changes are coming to AssessmentPro (AP) giving ISCs greater access and control within the system. **These changes impact both Level II DD PASRR assessments and SLP Comprehensive DD Assessments.**

Beginning **September 26, 2022**, ISCs will:

- Retrieve all PASRR and SLP assessment referrals within AssessmentPro (AP) via the Assessment Review Queue
- Update the status of assessment referrals directly in AP once complete

These AP enhancements will **replace the current use of email** for the ISC's receipt of assessment referrals and will eliminate the need to email Maximus the status of completed assessment. Instead, ISCs will now have direct access to agency specific referral queues and the ability to input PASRR and SLP referral updates once completed.

ISCs will also have the ability to:

- Submit Level I PASRR screens and SLP Initial Screens where needed

However, several important next steps are needed.

1. **REVIEW: On-Demand Training – Process for Receiving a PASRR Level II Referral and Entering a Level II Outcome in AssessmentPro**

Ahead of the upcoming system change, it's important that you review the short training video linked below to familiarize yourself with the new process for receiving assessment referrals and entering the status of the assessment referral, in AssessmentPro, once complete.

[On-Demand Training – AssessmentPro Updates for ISCs | 3:42 mins](#)

**The above video addresses PASRR DD referrals and assessments but the same process applies to SLP Comprehensive DD referrals and assessments.*

2. **PREPARE: Activate New Account and Create New Password**

These AP enhancements require Maximus to create new system accounts for all ISC contacts. **Maximus will deactivate any current accounts and simultaneously send each ISC a link to activate the new account.** You will receive an AP account email between the dates of September 24 and 25, 2022. Once received, simply click on the link found in the email message and create a new password.

**The link to activate your new account will be valid for 72 clock hours; it will be important for each*

ISC to locate the email referenced and create a new password for the new account promptly.

3. **ACCESS: Available Information Submitting PASRR and SLP Assessment Referrals**

[PASRR Process Overview](#)

[PASRR Level I Form Example](#)

[PASRR Level I & Level II AssessmentPro Review](#)

*Info specific to submitting a PASRR Level I Screen begins at the 17-minute mark at ends at approximately the 55-minute mark.

[SLP Process Overview](#)

[SLP Initial Screen Form Example](#)

[SLP AssessmentPro Training](#)

*Info specific to submitting a SLP Initial Screen begins at the 25-minute and 30 second mark and ends at approximately the 42-minute mark.

BEST PRACTICE: Daily Login to Check for New Referrals

Once the system change is complete, it's critical that you log into the system each business day to review your queue. This best practice will help to ensure that no new referrals are missed and will allow for better tracking of turnaround times and compliance with regulations and policy.

NEXT STEPS: More Details Coming Soon

Stay tuned for more communication and training materials in the weeks ahead, to help ensure you have the tools and information you need to be prepared for this important system upgrade.

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other PASRR, SLP or AP system related 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:

- PASRR Support – Email: ILPASRR@maximus.com
- SLP Support – Email: ILSLP@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

September 13, 2022

ATTN Nursing Facilities: PASRR Follow Up Visits - Best Practice Tips | FAQs | Available Resources

REMINDERS: Best Practice Tips for AssessmentPro (AP) Administrators

- Remember to always **keep the PathTracker Census up to date with both admissions and discharges.**
- **Every NF should have someone identified in AP for the role of *ServiceMatters Respondent*.** This role is best assigned to a Social Worker, Discharge Planner or whomever can assist in facilitation of the Follow Up Visit.
- NF ServiceMatters Respondent **facilitation activities include:**
Completion of the NF portion of the ServiceMatters Plus form prior to the Follow Up Visit in AP
Uploading of the Plan of Care in AP
Clarifying information as needed during the visit
**Performing these steps quickly will help to avoid potential delays in the process.*
- Those with a ServiceMatters Respondent Role will **receive an alert when an individual is due for a Follow Up Visit.** The respondent will have five days to complete the NF portion of the ServiceMatters Plus form in AP before the FUV is referred to be assigned to a Regional Case Manager. Please make every attempt to complete your portion within those five days. You will not be able to go into the form to complete or edit your portion once the five days is up.

FAQs: Follow Up Visits – What to Expect?

Q: 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 approximately 30 minutes asking the person about:

- Their preferred care setting(s)
- The primary needs driving their care
- Community services needed and previously received
- Need for/interest in information regarding community resources and options
- Status of PASRR identified services

Q: As a provider, what can I expect before, during, and after a PASRR Follow Up Visit?

Maximus will perform Follow Up Visits between the 30th and 60th day of a person's NF stay. 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 and Plan of Care will be requested.

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

Phone: 833 PASRR IL (833.727.7745)

September 2, 2022

ATTN NFs and CCUs: Illinois PASRR: System Update – New AssessmentPro Enhancements | Process Best Practices | Reminder – Sharing Outcomes

SYSTEM UPDATE: Enhancements Made to AssessmentPro (APro)

APro now generates an automatic referral to the local Care Coordination Unit (CCU) for completion of the Determination of Need (DON) and Choices for Care Consultation in situations where the submitter selects the reason for PASRR screening as a: Nursing facility resident who is not currently in an inpatient psychiatric hospital/unit at this time, who has never had a PASRR Level I screen.

Who does this change impact?

This system improvement impacts Nursing Facilities (NFs) and CCUs.

What will this update mean for existing processes?

Previously, CCU referrals for initial DON completion and Choices for Care Consultations were only automated when the reason for screening on the Level I PASRR was listed as NF applicant.

Now, this adjustment means NF and CCU coordination is more streamlined, saving time for both entities.

BEST PRACTICES: PASRR Process Tips

1. State and Federal regulations require PASRR Level I Screens and, as applicable, Level II assessments to be completed before a person is admitted and regardless of payer source, if entering a Medicaid certified NF. Therefore, the selection of the option, NF resident who has never had a PASRR, should be rare and chosen to help conform with applicable laws.
2. NF admission requires a DON score of 29 or more. Wherever possible, the initial DON completion (which determines NF eligibility) and Choices for Care consultations should also occur before a person is admitted, to prevent inappropriate admissions and later care disruptions and/or involuntary discharges.
3. As always, in response to receiving the automated DON referral, the CCU should establish whether or not an initial DON for eligibility and the Choices Consultation needs to be conducted or just verified, if the Division of Rehabilitation Services (DRS) should be involved, and the turnaround time required for completion.

SUBMITTER REMINDER: Share Outcomes with Key Stakeholders

Completed PASRR Outcomes are available for immediate printing so submitters can share them with the individual and any legal guardian/authorized persons.

Outcomes should be printed by submitter and handed directly to the person and or legal guardian as part of safe and orderly discharge practices. This allows for PASRR outcomes to be known and acted upon in a timely fashion, whether that involves the person admitting to a NF, making a decision about other placement options, or perhaps requesting a reconsideration or appeal of the decision. Help us, help you by printing and providing the PASRR outcome directly to the individual and/or guardian at the first available opportunity.

When and how are outcomes typically shared?

- Maximus regularly mails completed PASRR outcomes to the individual, any identified legal guardian, the submitter of the screen, and any known/admitting facility if they were included on the Level I at the time of submission.
- PASRR outcomes are available to any staff member associated with the submitter's facility/agency who has been approved to use APro, for ease of access.
- PASRR outcomes can also be downloaded in PDF format which can be shared electronically if sent securely.

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have PASRR process or APro system related 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:

General Questions: Do you have other AssessmentPro related or PASRR process questions? Make sure to review the video vignettes and pdf guides on the Training Checklists 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: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)
- Care Coordination Unit (CCU) Support: [ILCCU@maximus](mailto:ILCCU@maximus.com)

June 13, 2022

ATTN Hospitals: Best Practice Reminder on PASRR Level I Submissions

In the weeks following the March 14 launch of the redesigned PASRR program, Maximus continues to conduct routine analysis for all types of Level I submissions, as a part of an ongoing commitment to quality. As you prepare every Level I submission, remember to take this important best practice step:

- Always ensure the accuracy of the information you input for each new Level I submission. This critical information should include all diagnoses and any confirmed or suspected mental health diagnoses, as well as all psychotropic medications currently prescribed.
- Remember this screening influences the care setting and services for the Individual in your care, completing the screening accurately is imperative, and this information should be collected through available medical records and a conversation with the Individual.

Thanks again for your valued partnership throughout the recent transition and the standardization of new processes for this impactful program.

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other PASRR 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:

Email: ILPASRR@maximus.com

Phone: 833 PASRR IL (833.727.7745)

June 09, 2022

Important Process Update: SMHRF and PASRR Programs Adopting Hybrid Assessment Model

Per guidance developed with the **Illinois Department of Healthcare and Family Services (HFS)**, the performance of PASRR and SMHRF assessments transitions this month from the current model of virtual (HIPAA-compliant Zoom), to a **new hybrid assessment model**, primarily focused on in-person assessments.

SMHRF assessments began using this new model on Wednesday, **June 1, 2022**. PASRR assessments will transition to the hybrid model on Wednesday, **June 15, 2022**. Moving forward from these dates, please be aware that Assessors will attempt to contact facilities to schedule face-to-face interviews. If Assessors are unable to complete the assessment face to face, then the assessment will be conducted using the virtual model.

June 09, 2022

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](https://www.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
New IP Address: 40.86.113.36

June 06, 2022

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

Phone: 833 PASRR IL (833.727.7745)

May 31, 2022

PASRR Stakeholders: Quarterly Newsletter - Reminder on PASRR and DON Process Completion + 2536 Submission Guidance for CCUs + Password Protected Content Access Change Planned for June 15

REMINDER: Ensure Completion of PASRR and DON Processes Before Admission

For compliance with Medicaid rules as well as State and Federal law, the admitting Nursing Facility (NF) and discharging Hospital (or other setting) must ensure that both PASRR processes and DON processes are completed, prior to the person's admission into a NF.

The DON, conducted by a Care Coordination Unit (CCU) or Department of Human Services – Division of Rehabilitation Services (DRS), verifies that someone meets NF Level of Care.

PASRR verifies if the person has a known or suspected Serious Mental Illness (SMI) or Developmental Disability (DD) and if that is the case, determine if the NF setting is appropriate for their needs and if they require specific services during their stay.

ATTN CCUs: Upload the 2536 When Entering DON Score into AssessmentPro

CCUs can ensure admitting NFs have the 2536 by uploading it to AssessmentPro at the time the DON score is entered. HFS now allows for the 2536 to be uploaded to AssessmentPro prior to the admitting NF and the anticipated admission date being included when it is not yet known. Maximus will no longer accept a faxed or emailed 2536 for upload to AssessmentPro.

PROCESS CHANGE: Steps to Access Password Protected Website Resources

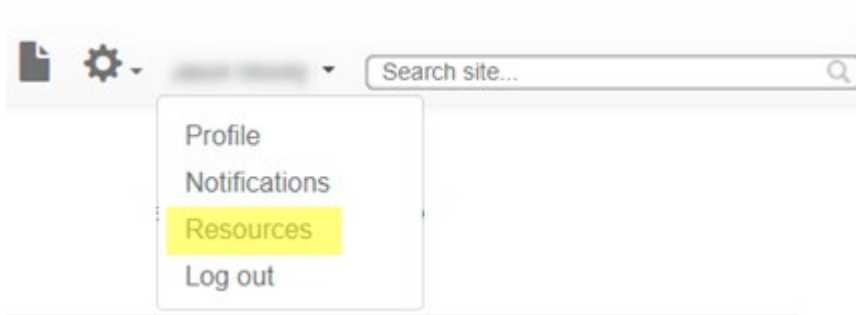
On **Wednesday, June 15**, the process to access protected content on the Illinois Tools and Resources website will become more user friendly. Currently, protected items such as AssessmentPro system training materials are available only by requesting access from the Help Desk. Beginning June 15, a “lock” icon will appear next to any existing password protected content available on the site. You will have two easy options for unlocking file access:

Option 1 – If you're on the [IL Tools and Resources](#) page:

1. Click on any resource link with a “lock” icon
2. You will be routed to the AssessmentPro site > log in using your existing system credentials
3. All password protected items on the website will be unlocked and available for the duration of your website session

Option 2: – If you're already logged into AssessmentPro:

- Select the Resources option in your account dropdown at top-right of the system screen (shown below)
- This will take you to the *My Contracts* page > select your program link
- You will be taken to the [IL Tools and Resources](#) page, where all previously pw-protected items will now remain unlocked for the remainder of your AssessmentPro session



TOOLKIT: Available PASRR + AssessmentPro Resources

AssessmentPro Training Checklist – General Support | [Download](#) – **Contact Help Desk for Password**

AssessmentPro Training Checklist – CCU & DRS Users Only | [Download](#) – **Contact Help Desk for Password**

AssessmentPro – Frequently Asked Questions (FAQs) | [Download](#)
PASRR – Frequently Asked Questions (FAQs) | [Download](#)

PASRR Outcomes Guide | [Download](#) – **Contact Help Desk for Password**
PASRR Redesign: Role Changes | [Download](#)

PASRR Transition Guide | [Download](#)

UPDATE: New Maximus Branding

You may notice a few small changes to this communication, as well as some revisions coming soon to the [IL Tools and Resources](#) web page. This includes updates to the company logo, headers, and other graphic elements. This evolution of the global Maximus brand is intended to visually emphasize the active partnership we have with program stakeholders like you to positively impact the lives of those we serve together.

SUPPORT: Contact the Maximus - Illinois Help Desk

AssessmentPro System Questions: As a time-saver, the Help Desk has developed several pre-populated email templates for your most common AssessmentPro requests. Simply click one of the links below, enter the appropriate details into the body of the message and hit send.

- [AssessmentPro – Access Coordinator \(Admin Role\) Approval Needed](#)
- [AssessmentPro User Registration Assistance Needed](#)
- [My Facility is Not Found in the AssessmentPro Facility List](#) | Include the following information in the body of the message:

- Name of the Facility
 - Facility NPI or TIN
 - Facility Type – Hospital, Nursing Facility, SLP, SMHRF, State Agency, etc.
 - Address – Street, City, State, Zip, County
 - Point of Contact – Full Name + Email + Phone
- If you or any member of your PASRR team has not yet set up an AssessmentPro account, [click here for step-by-step instructions](#) to select your user role and create an account.
 - [Please Add to the PASRR Contact List](#) | Click the link and include the following information for all members of your PASRR team who need to be added:
 - Full Name
 - Title
 - Facility/Organization
 - Email Address

General Questions: Do you have other AssessmentPro related or PASRR process questions? Make sure to review the video vignettes and pdf guides on the Training Checklists 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: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)
- Care Coordination Unit (CCU) Support: ILCCU@maximus.com

April 14, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – Strengthen Your AssessmentPro Skills – Update for Level I Submitters + Review FAQs + Explore Training Resources

Now that **comprehensive PASRR process changes** have been in place for the past month and your team has likely begun working in the AssessmentPro web-based management system, we want to ensure you and your team have the necessary information and supports to maximize your use of this helpful tool. Read below for an important system update for Level I Submitters, frequently asked questions, Notifications feature details, and a helpful list of AssessmentPro-related resources.

In addition to the AssessmentPro implementation and PASRR process changes, steps continue moving forward on **phase two of the redesign initiative**:

- On **April 18, 2022**, the Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF) will implement new processes for screenings and assessments for ALL individuals indicating preference for placement in SMHRF and SLP settings. SMHRF and SLP processes will also be centralized through the AssessmentPro system. These stakeholders are attending final training webinars and reviewing support resources ahead of the planned launch.
- Implementation planning is also in progress for a new service, **Follow Up Visits**. Appropriate PASRR stakeholders will be contacted soon regarding the launch date, goals of this service, process specifics, available training resources and other relevant details. A Follow Up Visit will be performed by a Maximus Regional Case Manager for all individuals who received a PASRR Level

II assessment. The Follow Up Visit will be an in-person assessment scheduled between 30 and 60 days after admission into a Nursing Facility.

ATTN PASRR LEVEL I SUBMITTERS: Determination of Need (DON) Scores Now Available in AssessmentPro

A new information field has been added to your system view. Hospital users in AssessmentPro can now view a person's Determination of Need (DON) score once it has been entered by the CCU. This will apply to any DON completed after **April 5, 2022**. To review:

1. Search for a person's record by entering the full name into the search box. Once it appears in the search results, click on the name to bring up their information.
2. Click on *Episodes* to see if a DON has been completed.
3. Click on the *AssessmentPro ID (AID)* to view the details for the individual's DON.

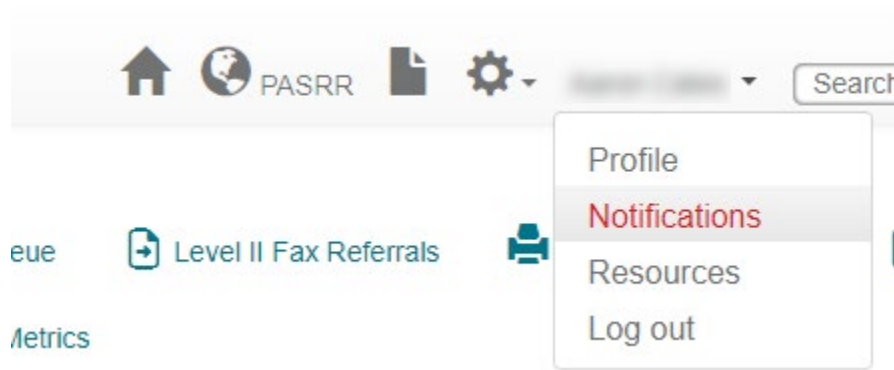
The CCU has 24 hours to complete the DON after the Level I PASRR Screen has been submitted, but the uploading of the supporting documentation may take longer, particularly if the facility name and admission date are unknown at the time the DON was completed. If the DON/Form 2536 is not in AssessmentPro, Maximus will be unable to provide it as we also only have access once it is in AssessmentPro.

ASSESSMENTPRO TIP: Using the Notifications Support Feature

As many AssessmentPro users may already be aware, the Notifications feature is used to provide you with system reminders, program updates and other targeted information helpful to your PASRR role. To view any announcements in your Notifications inbox:

1. Select your username dropdown at top-right, next to the search field (see example)
2. Scroll through the dropdown options to *Notifications* and select
3. Any announcements that have been added for you will appear for your review

Recommendation: *Get in the habit of checking Notifications whenever you log into the system, to ensure you don't potentially miss any important updates.*



FREQUENTLY ASKED QUESTIONS (FAQs): Facility Details in AssessmentPro

Q: Can multiple staff work on the submission?

A: Yes, multiple people can work on a PASRR Level I Screen draft to prepare it for submission. On the AssessmentPro landing page, there is a tab for *Draft* screens. Within that tab, there will be two sub-tabs: *My Screens* and *Facility Screens*. If the provider opens the *Facility Screens* sub tab, they will be able to access the draft screens within their facility. Once they open a draft screen, they can complete and submit it to Maximus. Both a clinical and non-clinical user can initiate a PASRR Level I Screen in the AssessmentPro system, but only someone designated as a clinical user can submit a Level I Screen.

Q: For each new PASRR submitted, will the system default to the current facility so that we do not have to update it each time?

A: Yes, AssessmentPro will default to your facility. However, if you represent multiple facilities, you should always check that the correct facility is selected. At the top of your home screen is a building icon. Tap on the building icon and a descriptive list will appear listing all of the facilities for which you have access. Select the appropriate facility to submit a PASRR Level I Screen or review the outcomes.

Q: My facility is not located in Illinois. Should I indicate my facility's own state in the State dropdown in setting up my user account or should I select Illinois instead?

A: Even if your facility is another state, you will still need to select Illinois from the State dropdown when setting up your AssessmentPro user account.

Note: *If you or any member of your PASRR team has yet to set up an AssessmentPro account, click [here](#) for step-by-step instructions to select your user role and create your system account.*

REMINDER: Document Upload Best Practices

When attempting to submit a document to AssessmentPro related to a specific referral, be sure to adhere to the following guidance:

- **File size:** All document submissions must be 15 MB or less.
- **File type:** AssessmentPro allows the upload of PDF documents only. The system will not accept a Word document, Excel, RTF, or any other file type. Please convert to PDF before uploading.
- **Document naming:** AssessmentPro does not allow uploads of documents that include punctuation/symbols in the document name. When naming a document to be uploaded to AssessmentPro, please avoid using any punctuation marks – commas, apostrophes, dashes, underscores, ampersands, asterisks, exclamation points, question marks, etc.

TOOLKIT: New PASRR Outcomes Guide + Additional Resources

PASRR Outcomes Guide | [Download](#)

This guide will provide insights into the various outcomes you can expect for PASRR Level I Screen and Level II Assessment determinations, as well as Categoricals and Exemption.

AssessmentPro Training Checklist | [Download](#) – contact Help Desk for password access

AssessmentPro Training Checklist – CCU & DRS Users Only | [Download](#) – contact Help Desk for password access

AssessmentPro FAQs | [Download](#)

PASRR FAQs | [Download](#)

PASRR Redesign: Role Changes | [Download](#)

PASRR Transition Guide | [Download](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

AssessmentPro System Questions: As a time-saver, the Help Desk has developed several pre-populated email templates for your most common AP requests. Simply click one of the links below, enter the appropriate details into the body of the message and hit send.

- [AssessmentPro – Access Coordinator \(Admin Role\) Approval Needed](#)
- [AssessmentPro User Registration Assistance Needed](#)
- [My Facility is Not Found in the AssessmentPro Facility List](#) | Include the following information in the body of the message:
 - Name of the Facility
 - Facility NPI or TIN
 - Facility Type – Hospital, Nursing Facility, SLP, SMHRF, State Agency, etc.
 - Address – Street, City, State, Zip, County
 - Point of Contact – Full Name + Email + Phone

General Questions: Do you have other AssessmentPro-related or PASRR process questions? Make sure to review the video vignettes and pdf guides on the Training Checklists 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: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)
- [Please Add to the PASRR Contact List](#) | Click the link and include the following information for all members of your PASRR team who need to be added:
 - Full Name
 - Title
 - Facility/Organization
 - Email Address
- Care Coordination Unit (CCU) Support: ILCCU@maximus.com

April 07, 2022

ATTN ISCs: Illinois PASRR Program – Attend PASRR 101 Webinar for DDD/ISC Agencies | 2:30 p.m. April 19, 2022

All AssessmentPro system users from Division of Developmental Disabilities (DDD)/Independent Service Coordination (ISC) agencies should plan to attend an important webinar covering PASRR foundations and program requirements.

When: 2:30 p.m. CST, Tuesday, April 19, 2022

Topics:

- Changes made to previous Illinois PASRR processes to meet federal requirements
- Understanding the differences between a PASRR Level I Screen and a PASRR Level II Assessment
- How Nursing Facilities will use PASRR outcomes and findings to identify needed services and supports for persons with Developmental Disabilities (DD)

Click the link below to register for the webinar. After registering, you will receive a confirmation email containing information about joining the webinar.

- [Register – PASRR 101 for Illinois DDD/ISC Agencies | 2:30 p.m. CST Tuesday, April 19, 2022](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

Are you having trouble with your AssessmentPro account setup or have PASRR process questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

Email: ILPASRR@maximus.com
Phone: **833 PASRR IL (833.727.7745)**

Sign up for the Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line *"Add me to the Illinois PASRR contact list."* Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

March 23, 2022

ATTN LEVEL I SUBMITTERS: Illinois PASRR Program – Review Process Best Practices and Register for Additional PASRR Training

BEST PRACTICE: Determining Need for a PASRR Level II Assessment

Remember, **anyone** seeking admission to a Medicaid-certified Nursing Facility (NF) **MUST** have a PASRR Level I Screen. Maximus, as the **independent third party**, will determine whether the individual requires a PASRR Level II Assessment. A Level II Assessment may be needed to determine if the person has a PASRR condition. **Submitters do not determine if a Level I Screen is needed, whether an individual requires a Level II Assessment, or has a PASRR condition.** Also, remember a determination of eligibility (known as the Determination of Need/DON) for NF care must be completed by a CCU or DHS staff prior to entry into a NF.

Note also: If an individual is planning to go to a NF, **do not** cancel the Level I Screen you already submitted for that individual, or you will have to redo it.

PASRR LEVEL I SCREEN: Current History and Physical (H&P) Now a Required Attachment

To support the clinical information provided in the PASRR Level I Screen, as well as the necessary requirement for completion of the DON, **a current history and physical (H&P)** will now be a required attachment in AssessmentPro to submit the Level I. If an H&P is not available, indicate this in the Document Upload section of the Level I.

Learn more: [Download the Documents Submission Guide](#)

DOWNLOAD: Illinois PASRR Fax Cover Sheet

The PASRR Level II Referral Fax Cover Sheet has been revised. If you have previously downloaded the cover sheet from the website, be sure to retrieve the updated file. A copy can be [downloaded here](#) or linked under Provider Tools on the [Illinois PASRR Tools and Resources site](#).

TOOLKIT: Program Resources

Now that you are using the AssessmentPro system, be sure to walk through the short videos and PDF guides linked through the AssessmentPro Training Checklist listed below and have it handy as new questions arise. Other helpful resources are also shown below.

AssessmentPro Training Checklist | [Download](#) (contact Help Desk for password)

AssessmentPro Frequently Asked Questions (FAQs) | [Download](#)

PASRR Frequently Asked Questions (FAQs) | [Download](#)

PASRR Redesign: Role Changes | [Download](#)

PASRR Transition Guide | [Download](#)

ACTION NEEDED: Set Up Your AssessmentPro Account

If you or any member of your PASRR team has yet to set up an AssessmentPro account, [click here for step-by-step instructions](#) to select your AssessmentPro role and create your system account.

Once you set up your AssessmentPro account, here are a few helpful guides to common account tasks:

- Accessing Your AssessmentPro Account | [Review](#)
- Changing or Adding System User Roles | [Review](#)
- Approving Access as an AP Admin for System Users | [Review](#)

TRAINING: Register for Q&A Forums

Q&A Forums continue to be hosted at 10 a.m. CST tomorrow, Thursday, March 24 and Friday, March 25, covering any PASRR system or process related topics that stakeholders would like to discuss.

Who should attend? Individuals at any comfort level with the new PASRR processes and use of the AssessmentPro system are welcome.

[Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022](#)

[Register | 10 a.m. – 11 a.m. CST Friday, March 25, 2022](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

Are you having trouble with your AssessmentPro account setup or the submission of a new Level I Screen? **Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

Email: ILPASRR@maximus.com
Phone: 833 PASRR IL (833.727.7745)

Sign up for the Communication Mailing List: *If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

March 23, 2022

ATTN CCUs: Illinois PASRR Program – Review Process Best Practices and Register for Additional PASRR Training

BEST PRACTICE: CCU Process Update + Q&As + AssessmentPro Tips

Process Updates

Care Coordination Units (CCU) - **AssessmentPro Reviewers** will no longer receive emails notifying them of referrals for individuals in AssessmentPro. Please begin checking your AssessmentPro queues for new referrals.

If you are the CCU – **Agency AssessmentPro Administrator** for your team and do not wish to receive alerts, then please review this [Email Guide](#) for instructions to set up a different email folder to reroute the alert messages.

Question

What if an incorrect CCU has been assigned?

If a referral incorrectly went to a CCU, please alert the Maximus - Illinois Help Desk using the special CCU email at: ILCCU@maximus.com and include the **Individual ID (IID)**. To find the IID, go to the **Unassigned Referrals Tab**. The IID is the first column – see example.

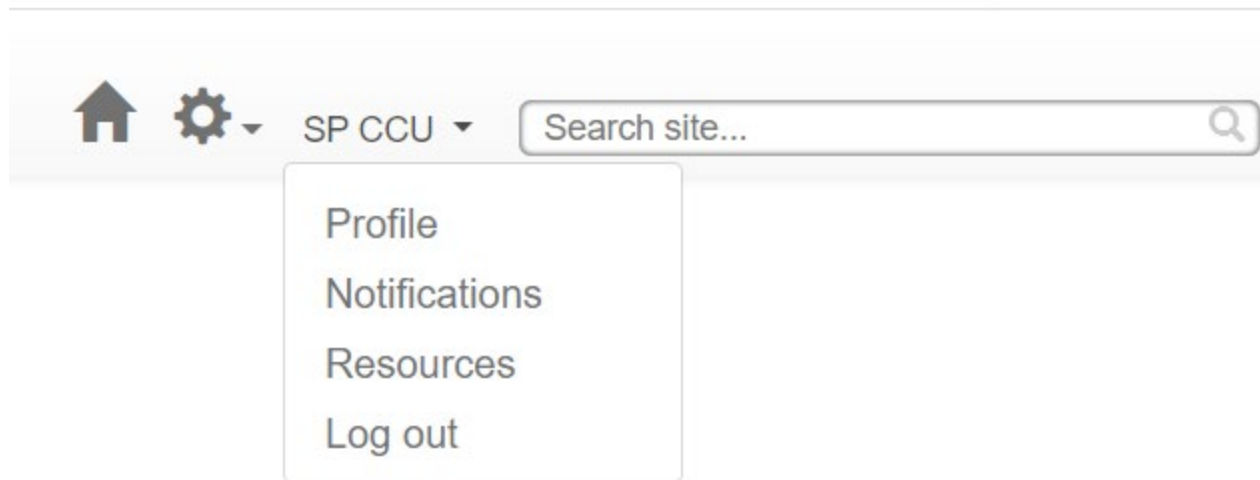


ID	Individual Name	Referral Facility	Referral Facility Zip Code	Date Referred	Claim
1000000	John Doe	Robinson Mental Health Center	55555	02/25/2022	1

System Tip – Agency Information

All CCU – AssessmentPro Users: Be sure to review your Agency Profile in the system. If you see any errors, do NOT edit your Agency's profile information. Contact the Help Desk at: ILCCU@maximus.com with subject line: "CCU – Agency Profile Edits Needed."

- 1) Click Profile dropdown



2) Click Agency name

Agency Roles

Agency: IL CCU Agency Test

Agency Type: AAA

Agency Roles: AAA Reviewer
AAA Administrator

Documentation: AssessmentPro Facility Administrator Agreement

3) Review information but do not change

IL CCU Agency Test



123 Test
Test, IL 60615

Contact: Test Test

Email: test@test.com

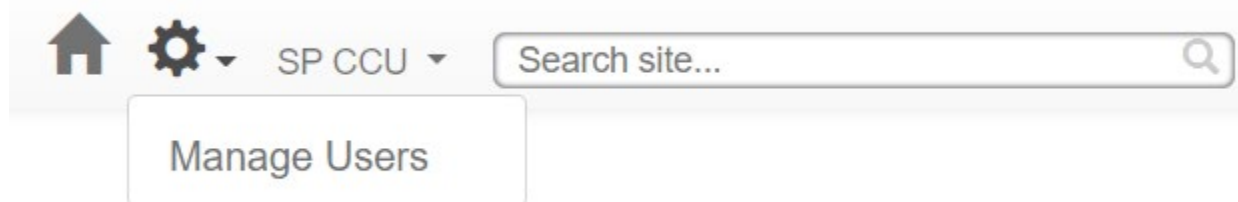
Business Phone: (136) 486-3873 Ext. 66565

4) Email the required corrections to the Maximus - Illinois Help Desk: ILCCU@maximus.com with the subject line, "CCU - Agency Profile Edits Needed"

System Tip – Agency User List

CCU – Agency **AssessmentPro Administrators**: Review your **User List** in the system to ensure it is accurate.

1) Click *Manage Users* under the cog wheel icon



2) Click the column header to sort or click the 3 dots in the *Facility/Agency* column to filter by agency name

Users

Create User		Refresh Grid	Include inactive? <input type="checkbox"/>	
Name ↑	Username	Email Address	Roles	
CCU, Amy	accu	amyccu@email.com	AAA Rev	
CCU, SP	sccu	sp@ccu.com	AAA Adm AAA Rev	
CooperILCCU, Julie	jcooperilccu	jcooperILCCU@email.com	AAA Rev	
CraftonILCCU, Tami	tcraftonilccu	tcraftonILCCU@email.com	AAA Rev	

Review the list to ensure it is accurate....

- 3) Carefully review the list for accuracy
- 4) If you find errors, contact the Help Desk at: ILCCU@maximus.com with the subject line: "CCU – Updates to Agency User List Needed"

TOOLKIT: Program Resources

Now that you are using the AssessmentPro system, be sure to walk through the short videos and PDF guides linked through the AssessmentPro Training Checklist specifically designed for CCU & DRS users listed below and have it handy as new questions arise. Other helpful resources are also shown below.

AssessmentPro Training Checklist – CCU & DRS Users | [Download](#) (contact Help Desk for password)

AssessmentPro Frequently Asked Questions (FAQs) | [Download](#)

PASRR Frequently Asked Questions (FAQs) | [Download](#)

PASRR Redesign: Role Changes | [Download](#)

PASRR Transition Guide | [Download](#)

ACTION NEEDED: Set Up Your AssessmentPro Account

If you or any member of your PASRR team has yet to set up an AssessmentPro account, [click here for step-by-step instructions](#) to select your AssessmentPro role and create your system account.

Once you set up your AssessmentPro account, here are a few helpful guides to common account tasks:

- Accessing Your AssessmentPro Account | [Review](#)
- Changing or Adding System User Roles | [Review](#)
- Approving Access as an AP Admin for System Users | [Review](#)

TRAINING: Register for Q&A Forums

Q&A Forums continue to be hosted at 10 a.m. CST tomorrow, **Thursday, March 24 and Friday, March 25**, covering any PASRR system or process related topics that stakeholders would like to discuss.

***Who should attend?** Individuals at any comfort level with the new PASRR processes and use of the AssessmentPro system are welcome.*

[Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022](#)

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SUPPORT: Contact the Maximus - Illinois Help Desk

Are you having trouble with your AssessmentPro account setup or the submission of a new Level I Screen? **Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

Email: ILPASRR@maximus.com
Phone: 833 PASRR IL (833.727.7745)

***Sign up for the Communication Mailing List:** If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

March 22, 2022

ATTN NURSING FACILITIES: Illinois PASRR Program - Review Process Best Practices and Register for Additional PASRR Training

Nursing Facilities (NF) should begin entering their census information into PathTracker. When adding the NF census for **current residents**, you have 4 options:

1. Select the PASRR completed through AssessmentPro.
2. Select the 2nd radio button to indicate you have an existing PASRR on record and provide the determination date.
3. If you have a valid PASRR but do not have the determination date, select the 3rd button.
4. If you do not have a record of a valid PASRR for the individual, select the 4th option. This option means that you should submit a new Level I Screen on the person to ensure your facility remains in compliance.

Have additional AssessmentPro – PathTracker census “how to” questions?

AssessmentPro Training - Using PathTracker | [Download](#) (contact the IL PASRR Help Desk for password access)

[Click here](#) to access the video for entering your census.

[Click here](#) to access the user guide for entering your census.

TOOLKIT: Program Resources

Now that you are using the AssessmentPro system, be sure to walk through the short videos and PDF guides linked through the AssessmentPro Training Checklist listed below and have it handy as new questions arise. Other helpful resources are also shown below.

AssessmentPro Training Checklist – All Other Users | [Download](#) (contact the IL PASRR Help Desk for password access)

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Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

March 14, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – AssessmentPro System and New Processes Launch Today – Register for Additional Training and Review Support Resources to Avoid Any Level I Screen Submission Delays

Today marks the official implementation of the PASRR Redesign, including the launch of the AssessmentPro web-based management system and new processes for:

- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Assessments for Serious Mental Illness (SMI)

Moving forward, **all new Level I Screens should be submitted through AssessmentPro**. Continue reading below to register for additional learning opportunities, process reminders and downloadable resources to ensure your PASRR team has the necessary skills and supports as you begin using the system.

Thank you for playing an important role in making this program transition a reality. We look forward to partnering with you to help improve care in your community.

TRAINING: Register for Additional Webinars + Q&A Forums **Bonus Training: PASRR Process + System Walkthrough**

Tomorrow, **Tuesday, March 15, 2022, through Friday, March 18, 2022**, comprehensive 90-minute sessions will provide an overview of PASRR changes and a walkthrough of the necessary steps in AssessmentPro to complete Level I Screens, submit tracking information, and access individual records.

Who should attend? *Recommended for individuals who have not previously attended training or would like another opportunity to learn more.*

- [Register | 12:30 p.m. – 2:00 p.m. CST Tuesday, March 15, 2022](#)
- [Register | 12:30 p.m. – 2:00 p.m. CST Wednesday, March 16, 2022](#)
- [Register | 12:30 p.m. – 2:00 p.m. CST Thursday, March 17, 2022](#)
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Daily Q&A Forums | March 14 – 18, 2022 + March 21 – 25, 2022

Over the past month, the comprehensive webinar series has covered all the training basics you and your PASRR team need to know about AssessmentPro and upcoming new processes. Once you begin using the new system, you may have additional questions. **Tomorrow, Tuesday, March 15 through Friday, March 25**, Q&A Forums will be hosted each business day at 10 a.m. CST to cover any PASRR system or process related topics that stakeholders would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like. Who should attend? Individuals at any comfort level with new PASRR processes and use of the AssessmentPro system are welcome.

March 15 – 18, 2022

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March 21 – 25, 2022

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CHECKLIST: 7 Steps to Ensure a Smooth Transition

1. Use the correct browser for AssessmentPro: two most recent versions of Chrome or Edge
2. Identify and submit your PASRR team's Administrator and backup Administrator to AssessmentPro
3. Ensure all your AssessmentPro user accounts have been added
4. Submit a Level I Screen AS SOON AS the need for Nursing Facility (NF) level of care is identified – Maximus will refer for DON, Choices of Care Consultation, 2536 based on the completion of the Level I Screen
5. Submit all supporting documentation to avoid the Level I Screen being placed on hold for more information
6. Check the AssessmentPro Communicator throughout the day to make sure no additional information was requested by Maximus
7. Use [Illinois PASRR Tools and Resources](#) for training videos and support guides

ACTION NEEDED: Set Up Your AssessmentPro Account

If you or any member of your PASRR team has yet to set up an AssessmentPro account, follow the steps listed by audience below and register as soon as possible.

- [Click here for step-by-step instructions](#) to select your AssessmentPro role and create your system account.

AssessmentPro browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

REMINDERS: Helpful PASRR Process Tips

If you have someone planning to discharge end of week:

Submit the Level I Screen now. Do not wait until the last day.

If you haven't seen any movement on a Level I Screen you submitted:

Check the AssessmentPro Message Communicator. You may have received requests for more information or supporting documentation that you must provide for the assessment to proceed.

Level I Screen Timeframe:

Level I submissions only take approximately **10 minutes** after you've completed the first 7-10 submissions. You get immediate notice of approval to go to NF, if there is no evidence of a PASRR disability.

If there is suspicion of a PASRR disability:

Maximus clinical reviewers will attempt to apply an abbreviated PASRR process such as a categorical or exemption, notifying you of the in AssessmentPro within **6 business hours** or less.

If an individual is moving on to a comprehensive Level II assessment:

Maximus will complete the PASRR Serious Mental Illness (SMI) assessment, providing a decision within **72 hours** or less. PASRR Level II for Intellectual or Developmental Disabilities will be sent by Maximus to the Division of Developmental Disabilities (DDD)/Independent Service Coordination (ISC) agencies for completion.

**All outcomes in each stage are available immediately in AssessmentPro.*

TOOLKIT: Program Resources

AssessmentPro Training Checklist – CCU & DRS Users | [Download](#) – contact Help Desk for password access

AssessmentPro Training Checklist – All Other Users | [Download](#) – contact Help Desk for password access

These helpful guides contain links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

PASRR Transition Guide | [Download](#)

This resource provides key implementation details on the PASRR redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your PASRR team.

PASRR - Frequently Asked Questions (FAQs)

This document covers some of the most common questions you might have about new PASRR processes and the AssessmentPro system.

AssessmentPro - Frequently Asked Questions (FAQs)

This collection of frequently asked questions is focused on common topics pertaining to use of the AssessmentPro web-based management system.

PASRR Redesign: Role Changes | [Download](#)

This detailed guide walks you through new processes and how they affect your team's PASRR responsibilities.

On-Demand PASRR Training

Did you miss one of the recent training webinars? Each session is now available on-demand. Click the links below and enter your name/email to view:

- Module 1: [Introduction to Maximus | Recording – 50:17 mins](#)
- Module 2: [PASRR Foundation | Recording – 65:30 mins](#)
- Module 3: [AssessmentPro Basics | Recording – 77:19 mins](#)
- Module 4: [PASRR Level I and Level II – 86:16 mins](#)

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Maximus works with providers across the country to deliver federally compliant, person centered outcomes for the individuals we all serve. We are excited for Hospitals, Nursing Facilities, Community Agencies, and Specialty Facilities/Programs across Illinois to join the same entities from other states in delivering better outcomes for individuals, ensuring appropriate placement and service options for individuals with DD or SMI in a federally compliant, person-centered manner.

March 11, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – Take Final Steps and Review Program Resources to Ensure Your Team is Ready for the AssessmentPro Launch on Monday, March 14, 2022

We're almost there. Next Monday, **March 14, 2022**, is the implementation date for the PASRR Program's AssessmentPro assessment management system and new processes affecting:

- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Evaluations for Serious Mental Illness (SMI)

Make sure your PASRR team is ready for the launch of these significant changes. **Avoid any potential delays** in the submission of Level I Screens by reviewing important process reminders, as well as details on upcoming Q&A webinars and new support resources.

REGISTER: Attend Training Webinars

Bonus Training: PASRR Process + System Walkthrough

Every business day beginning later today, Friday, March 11, 2022, through next Friday, March 18, 2022, comprehensive 90-minute sessions will provide an overview of PASRR changes and a walkthrough of the necessary steps in AssessmentPro to complete Level I Screens, submit tracking information, and access individual records.

***Who should attend?** Recommended for individuals who have not previously attended training or would like another opportunity to learn more.*

- [Register | 1:00 p.m. – 2:30 p.m. CST Friday, March 11, 2022](#)
- [Register | 12:30 p.m. – 2:00 p.m. CST Monday, March 14, 2022](#)
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Daily Q&A Forums | March 14 – 18, 2022 + March 21 – 25, 2022

Over the past month, the comprehensive webinar series has covered all the training basics you and your PASRR team need to know about AssessmentPro and upcoming new processes. Once you begin using the new system, you may have additional questions. Beginning next **Monday, March 14 through Friday, March 25**, Q&A Forums will be hosted each business day at 10 a.m. CST to cover any PASRR system or process related topics that stakeholders would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like.

Who should attend? *Individuals at any comfort level with new PASRR processes and use of the AssessmentPro system are welcome.*

Week of March 14 – 18, 2022

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Browser requirements: *To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

REMINDER: Set Up Your AssessmentPro Account

If you or any member of your PASRR team has yet to set up an AssessmentPro account, follow the steps listed by audience below and register as soon as possible.

1. Choose the right user role. Each person signing up for an AssessmentPro account must choose the appropriate system user role, depending on their specific PASRR duties. Familiarize yourself with the role types and responsibilities for each.

- **Administrator** – This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- **Clinical User** – This role applies to individuals who can begin and submit a Level I screen, such as Hospitals and Nursing Facilities (NFs).
- **Non-Clinical User** – Applies to individuals who can begin but cannot submit a Level I screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.

2. Set up your account. [Visit AssessmentPro.com](#) > **Click New User?**

3. Complete the Registration Form > Hover over circled i for more info > Click **Save** to proceed

- Enter data into the fields depicted at right and select Illinois from the **State** dropdown (even if your facility is in a nearby state), then an additional field will appear for **Facility**. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under **Facility**, which says "Request AssessmentPro Administrator Access"

You will receive an email to activate your account. The link will only be valid for 72 hours. Follow the instructions in your email.

4. Return to [AssessmentPro.com](#) > Enter your Login info: Email and Password

- Review User Agreement before first login > Click Log in

*Reminder: Your UserName will always be your email address

Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

PASRR PROCESS: Understanding Your Changing Role

PASRR Program stakeholders working in Hospitals, Nursing Facilities, Community Care Program Care Coordination Units (CCU), Independent Service Coordination (ISC) Agencies, and many others play integral roles in the PASRR process. As we near next week's implementation, [click here to read through a detailed guide to PASRR Redesign: Role Changes](#), covering new processes and how they will affect your team's PASRR responsibilities.

TOOLKIT: Review New PASRR Resources

PASRR Transition Guide | [Download](#)

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March 11, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – New Training Webinars Announced for March 11, 2022 – March 25, 2022

Bonus Training: PASRR Process + System Walkthrough

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Daily Q&A Forum | March 14 - 18 2022 + March 21 - 25 2022

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March 10, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – Read New HFS Announcement on PASRR and HIPAA Compliance

Prepare for AssessmentPro Launch – Read New HFS Announcement on PASRR and HIPAA Compliance

Many questions may arise as your team makes final preparations for the upcoming March 14, 2022, implementation of the AssessmentPro system and new PASRR processes, including:

- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Evaluations for Serious Mental Illness (SMI).

The Department of Healthcare and Family Services (HFS) and Maximus have recently received inquiries from some providers about privacy and protected health information (PHI) during training and ongoing user support ahead of this important transition.

HFS has determined that HIPAA is not an obstacle to using AssessmentPro to submit PASRR-related materials. Maximus does not require a Business Associate Agreement (BAA) with Illinois providers. Providers' disclosure of PHI to Maximus (a HIPAA Business Associate to HFS) for the purposes of PASRR is a permitted disclosure under HIPAA.

Click below to read an important HFS announcement to learn more about this topic:

[**HIPAA Implications of Illinois PASRR Program Redesign Implementation | March 9, 2022**](#)

WHAT'S NEXT? New Training Opportunities and Resources

New resource guides and additional Training Webinars will be announced later this week. This information will include comprehensive sessions covering PASRR processes and AssessmentPro system walkthroughs. In addition, there will be a series of live Q&A Forums each business day from March 14 – 25, 2022, to address post-launch questions.

CONTACT: Ask the Maximus – Illinois Help Desk

Are you having trouble with your AssessmentPro account setup or have other questions related to the program implementation? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

Are you having trouble with your AssessmentPro account setup or have other questions related to the program implementation? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

- Email: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

March 4, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program - Complete Your Implementation Checklist Ahead of the March 14, 2022 AssessmentPro Launch

The March 14, 2022, implementation of the AssessmentPro web-based system for management of PASRR is only 10 days away. Significant new processes will go into effect on then. These will include:

- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Assessments for Serious Mental Illness (SMI)

Please closely review the checklist items below to prepare your team for these upcoming changes and avoid delays.



REGISTER: Attend Final Pre-Launch Webinars

Every member of your PASRR team should register for one of the final training series, PASRR Level I and Level II + AssessmentPro Review. These sessions will take a deep dive into completion of the PASRR Level I screen, as well as a review of the PASRR Level II – SMI process and Summary of Findings report. An overview of AssessmentPro processes will also be covered.

Click one of the links below to register. Content shared during individual sessions will be identical, so attendance is only required for one session. A recording will be available to all registered attendees.

- Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022 - *session is full*
- [Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022](#)

Ongoing Support: Learning opportunities will continue after the upcoming system launch. Each business day between March 14 – 25, you can log into a Q&A session to ask any AssessmentPro and PASRR process-related questions. Registration details will be coming soon.

Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

ON-DEMAND TRAINING: Listen to Previous Webinars

Did you miss one of the recent training webinars? Each session is now available on-demand. Click the links below and enter your name/email to view:

- Training Module 1: [Introduction to Maximus | Recording – 50:17 mins](#)
- Training Module 2: [PASRR Foundation | Recording – 65:30 mins](#)
- Training Module 3: [Intro to AssessmentPro - 77:19 mins](#)

Q&A: PASRR Level I Screens and Other Assessments

Question

How will new PASRR Level I Screen processes affect needs or processes for submission of additional assessment types that are required for NF admission?

Answer

PASRR Level I Screen processes launching March 14, 2022 will add an additional requirement to other types of assessment submissions.

What stays the same?

- Existing submission requirements for Determination of Need (DON) assessment, 2536, and Choices for Care Consultation will not change. Any previously required assessments for NF admission will still be required after the PASRR Go-Live date.

What will change?

- Submitter: In hospital and institutional settings, the Level I Screen will be entered by staff, not by CCUs or PAS Agent (CMHCs). In community settings, the submitters will remain the same.
- System: The submission of a PASRR Level I Screen through the AssessmentPro system will be a required first step before moving on to complete any DON, 2536 or Choices Consultation submissions. CCUs will receive their referral for DON, 2536, and Choices for Care consultations automatically from AssessmentPro. There is no need to contact the CCU directly to perform those.

CHOOSE: Select a System User Role

Each person signing up for an AssessmentPro account must choose the appropriate system user role, depending on their specific PASRR duties. Familiarize yourself with the role types and responsibilities for each.

- **Administrator** – This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- **Clinical User** – This role applies to individuals who can begin and submit a Level I screen, such as Hospitals and Nursing Facilities (NFs).
- **Non-Clinical User** – Applies to individuals who can begin but cannot submit a Level I screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.

SIGN UP: Create an AssessmentPro Account

The AssessmentPro Basics webinar reviewed the instructions needed to register in AssessmentPro. If you or others on your PASRR team were unable to attend, [click here to view](#) the webinar recording, then follow the steps below to create each account before March 14, 2022.

1. Visit [AssessmentPro.com](#) > Click **New User?**
2. Complete Registration Form > Hover over circled i for more info > **Click Save** to proceed

Enter data into the fields depicted at right and select Illinois from the *State* dropdown (even if your facility is in a nearby state), then an additional field will appear for *Facility*. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under *Facility*, which says "Request AssessmentPro Administrator Access"

You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.

3. Return to [AssessmentPro.com](#) > Enter your Login info: Email and Password

Review **User Agreement** before first login > Click **Log in**

**Reminder: Your UserName will always be your email address*

Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

READ: Download New PASRR Resource

PASRR Frequently Asked Questions (FAQs) | [Download](#)

This document covers some of the most common questions you might have about the new PASRR processes launching on March 14, 2022.

CONTACT: Ask the Maximus - Illinois Support Help Desk

Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

- Email: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

February 25, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – Prep for March 14, 2022, AssessmentPro Launch – Attend Webinars, Listen to On-Demand Training, Preview System Registration

We're less than three weeks away from the **March 14, 2022** launch of the AssessmentPro web-based management system and implementation of new processes. This will include:

- The submission process for all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Assessments for Serious Mental Illness (SMI).

Follow the steps below to ensure your team is ready for these changes and submitters can avoid any potential referral delays after the launch date.



REGISTER: Sign Up for Training Webinars

The PASRR webinar series continues with trainings necessary to prepare you and your team for the launch of the AssessmentPro system. All team members with PASRR-related responsibilities should register for each series to learn how processes and roles are changing. You should especially consider including:

PASRR Level I Submitters: These stakeholders should attend to learn about new processes that will affect how and when your PASRR team will submit a Level I Screen.	
<ul style="list-style-type: none"> • Community Care Program Care Coordination Units (CCU) • Department of Human Services – Division of Rehabilitation Services (DRS) • Hospital Discharge Workers • Nursing Facility (NF) Admission Workers 	<ul style="list-style-type: none"> • Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF) Admission Workers who submit Level I Screens
NF Census Tracking: Stakeholders will learn how existing processes will change.	
<ul style="list-style-type: none"> • NF Admissions and/or Business Office Staff 	

Click the links below to **register for one session from each series**. Content shared during individual sessions of each training module listed will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all **registered attendees**.

Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

Training Module 3: AssessmentPro Basics

Learn all about AssessmentPro, the system you and your team will use for PASRR-related activities. We will cover system registration, roles, system navigation, and resources to help you complete your various PASRR tasks.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 1, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, March 2, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 3, 2022](#)

Training Module 4: PASRR Level I and Level II + AssessmentPro Review

Join this deep dive into completion of the PASRR Level I screen, as well as a review of the Level II – SMI process and Summary of Findings report. A review of AssessmentPro processes will also be covered ahead of the implementation launch on Monday, March 14, 2022.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022](#)

ON-DEMAND TRAINING: Listen to Previous Webinars

Unable to attend one of the recent training webinars? Both modules are now available on-demand. Click the links below and enter your name/email to review:

- Training Module 1: [Introduction to Maximus | Recording – 50:17 mins](#)
- Training Module 2: [PASRR Foundation | Recording – 65:30 mins](#)

PREVIEW: How to Choose User Roles + Register in AssessmentPro

The AssessmentPro Basics training, March 1-3, 2022, will cover how to choose the right user role and register each member of your PASRR team in the system. This will help you familiarize yourself with the role types, responsibilities, and system registration steps below. Anyone who needs to set up a system account should attend this session before registering for AssessmentPro.

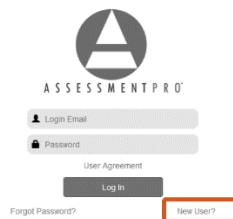
AssessmentPro User Roles

- Administrator – This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- Clinical User – This role applies to individuals who can begin and submit a Level I screen, such as Hospitals, Nursing Facilities (NFs), Care Coordination Units (CCUs), Independent Service Coordination (ISCs), etc.
- Non-Clinical User – Applies to individuals who can begin but cannot submit a Level I screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.

AssessmentPro Account Sign-Up

1. Visit [AssessmentPro.com](https://assessmentpro.com) > Click **New User?**




2. Complete Registration Form > Hover over circled i for more info > Click **Save** to proceed

Enter data into the fields depicted at right and select Illinois from the **State** dropdown (even if your facility is in a nearby state), then an additional field will appear for **Facility**. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under **Facility**, which says "Request AssessmentPro Administrator Access"

You will receive an email to activate your account. The link will be valid for 72 hours. Follow the

instructions in your email



ASSESSMENTPRO

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password

Re-enter Password

3. Return to AssessmentPro.com > Enter your Login info: Email and Password

Review *User Agreement* before first login > Click Log in

**Reminder: Your UserName will always be your email address*



ASSESSMENTPRO

[Forgot Password?](#) [New User?](#)

Additional details on AssessmentPro role selection and system registration will be shared during the

upcoming training sessions. Sign up for the webinars to learn more.

Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team:

- Email: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

February 18, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – Register for PASRR Webinar Series + Review New Resources and System Requirements

The State of Illinois Department of Healthcare and Family Services (HFS) and new partner, Maximus, continue to plan for the recently announced PASRR redesign and transition to Assessment Pro, a web-based management system. This will affect how all PASRR Level I Screens are submitted, the review of all PASRR Level I Screens, and the completion of PASRR Level II Assessments for Serious Mental Illness (SMI).

Significant changes to existing PASRR processes for nursing facility admissions will go into effect with the **March 14, 2022**, launch of AssessmentPro. All current PASRR processes will remain in place through March 13, 2022. Members of your PASRR team need to take the following steps to be ready for the implementation:

- Listen to the new resource recording, Introduction to Maximus
- Register for one session in each set of training modules listed below
- Review AssessmentPro browser requirements
- Learn more about available Help Desk support
- Bookmark the [Illinois PASRR website](#)



NEW RESOURCE: Introduction to Maximus

A note of thanks to everyone who attended the introductory learning sessions, February 15-17, 2022. These webinars covered a basic overview of the implementation process and background on Maximus, which has partnered with numerous states over the past 20 years to provide conflict-free, federally compliant PASRR assessment services.

If you were unable to attend, be sure to click below to access a recording link of this insightful presentation ahead of next week's PASRR Foundation webinars.

- [Listen to Webinar Recording](#)

REGISTER: Sign Up for Training Webinars

The webinar series continues with trainings to prepare you and your team for the **March 14, 2022, launch date** of the AssessmentPro system and PASRR process changes. Click the links below to **register for one session from each series**. All team members with PASRR-related responsibilities should register for each series.

Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all **registered attendees**.

Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

Training Module 2: PASRR Foundation

Understanding the PASRR program and its foundations.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, February 22, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, February 23, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, February 24, 2022](#)

Training Module 3: AssessmentPro Basics

Learn all about AssessmentPro, the system you and your team will use for PASRR-related activities. We will cover system registration, roles, system navigation, and resources to help you complete your various PASRR tasks.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 1, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, March 2, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 3, 2022](#)

Training Module 4: PASRR Level I and Level II + AssessmentPro Review

Join this deep dive into completion of the PASRR Level I screen, as well as a review of the Level II – SMI process and Summary of Findings report. A review of AssessmentPro processes will also be covered ahead of the implementation launch on Monday, March 14, 2022.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022](#)

BROWSER REQUIREMENTS: Prepping Your Computer for AssessmentPro

To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of **Microsoft Edge** and **Google Chrome**. If you don't have the right browser, contact your IT Department for assistance.

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team:

- Email: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "**Add me to the Illinois PASRR contact list.**" Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

February 11, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program – Prepare Your Team for March 14, 2022 Implementation of PASRR Redesign | Register for Live Webinar Series with Maximus + Preview System User Roles

Preadmission Screening and Resident Review (PASRR) is a critical safeguard that ensures individuals applying to or residing in a Medicaid-certified nursing facility receive the care and services that best suit their needs. As recently announced, the State of Illinois Department of Healthcare and Family Services (HFS) is improving the PASRR process by transitioning to a web-based management system, AssessmentPro with new partner, Maximus.

Scheduled for a **March 14, 2022** launch, this transition will affect the way all PASRR Level I Screens are submitted, the review of all PASRR Level I Screens, and the completion of PASRR Level II Assessments for Serious Mental Illness (SMI). A new service, Follow Up Visits, will also be implemented. Training is critical for ensuring that you and your team are prepared for these major changes. Register for the webinars that best fit your busy schedule, review details on AssessmentPro user roles, and learn more about program support.



TRAINING: Register for Upcoming Webinar Series

We have a series of insightful webinars to equip you for success ahead of the **March 14, 2022**, launch date. Topics covered will include:

- PASRR Overview
- Level I Submission Walkthrough
- System Registration
- AssessmentPro Account Roles
- User Basics

Click the links below to **register for one session from each series** of webinars to help prepare you and your team for the upcoming transition. All team members working with PASRR-related responsibilities should register for each series.

Note: Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all registered attendees after its completed.

Training Module 1: Introduction to Maximus

Meet the Maximus Illinois Project team, walk through an overview of upcoming changes, a preview of future training opportunities and planned resources.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, February 15, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, February 16, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, February 17, 2022](#)

Training Module 2: PASRR Foundation

Understanding the PASRR program and its foundations.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, February 22, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, February 23, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, February 24, 2022](#)

Training Module 3: AssessmentPro Basics

Learn all about AssessmentPro, the system you and your team will use for PASRR-related activities. We will cover system registration, roles, system navigation, and resources to help you complete your various PASRR tasks.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 1, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, March 2, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 3, 2022](#)

Training Module 4: PASRR Level I and Level II + AssessmentPro Review

Join this deep dive into completion of the PASRR Level I screen, as well as a review of the Level II – SMI process and Summary of Findings report. A review of AssessmentPro processes will also be covered ahead of the implementation launch on Monday, March 14, 2022.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022](#)

SYSTEM PREVIEW: Choosing Your AssessmentPro User Role

As you begin the AssessmentPro training process by participating in the webinars laid out above, key first steps include the **setup of your facility account** and **selection of the appropriate system user role** for

each member of your PASRR team. Review the three types of accounts available below and the responsibilities for each. The webinars will cover how to set up your accounts.

AssessmentPro User Roles

- **Administrator** – This role must be set up first. This user is responsible for the review and approval of your facility's other users.
- **Clinical User** – This role applies to individuals who can begin and submit a Level I screen, such as Hospitals, Nursing Facilities (NFs), Care Coordination Units (CCUs), Independent Service Coordination (ISCs), etc.
- **Non-Clinical User** – Applies to individuals who can begin but cannot submit a Level I screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User. Additional details on AssessmentPro role selection will be shared during the upcoming training sessions. Be sure to register to learn more.

QUESTIONS? Contact the Maximus - Illinois Support Help Desk

Do you have additional questions about the upcoming program implementation? The Maximus – Illinois Help Desk team is now available to assist you:

- Email: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, you can contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Please add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

February 9, 2022

PASRR STAKEHOLDERS: Illinois PASRR Program - HFS Plans March 14 Implementation of Redesign with State Partner, Maximus | Register for Upcoming Webinars | Learn More About Next Steps & Available Supports

The **State of Illinois** - Department of Healthcare and Family Services (**HFS**) has selected a new partner, Maximus, for the fulfillment of the federally mandated Preadmission Screening and Resident Review (**PASRR**) process. This transition from the current PASRR processes to a new web-based management system, **AssessmentPro**, is scheduled to launch on Monday, **March 14, 2022**, for admissions to Nursing Facilities. This critical change will impact all program submissions for individuals applying to, or residing in, Medicaid-certified nursing facilities moving forward from the transition date, including:

- The way all PASRR Level I Screens will be submitted
- The review of all PASRR Level I Screens
- The completion of PASRR Level II Assessments for Serious Mental Illness (**SMI**)
- New service, Follow Up Visits

Keeping all key PASRR Stakeholders informed will remain a vital responsibility for both HFS and Maximus throughout the implementation process and beyond. With this in mind, continue reading below for details about the goals of the transition, **training webinar registration** details, available **resources**, more **about the Maximus team**, as well as an introduction to a visual **progress tracker** for an at-a-glance view of key project milestones.



PURPOSE: Goals Behind the Transition

HFS made the decision to seek out a new PASRR partner for several key reasons, including:

- Creation of a more consistent Level I process
- Centralization of PASRR, SMHRF, and SLP screenings and assessments, and Follow-Up Visits reporting into one system, increasing efficiency, timeliness, and ease of use
- Increased compliance with federally mandated PASRR guidelines

PROCESS: How Will PASRR Change With the Redesign?

This transition will shift responsibilities and management for PASRR Level I screening reviews and PASRR Level II – Serious Mental Illness (SMI) assessment processes to the Maximus Assessment Team. As part of this migration, steps are being taken across the State's existing PASRR workflows to better align processes, using the assessment management system, AssessmentPro. Completion of PASRR Level II – Developmental Disability (DD) assessments will remain unchanged. Specific details will be covered during the upcoming Training Webinars noted above.

REGISTER: Upcoming PASRR Learning Opportunities

The State of Illinois – HFS and the Maximus Illinois Project team are excited to announce a **series of informative webinars** taking place in the weeks ahead. Any service provider involved in the PASRR process is encouraged to attend these informative sessions, which will cover a broad range of topics to get you and your team ready for the upcoming transition to new processes and the AssessmentPro system. The first sessions, shown below lay the groundwork for next steps.

Introduction to Maximus | Available Dates: February 15, 16, 17

We hope you will sign up to meet the Maximus Illinois project leadership team to learn more about the coming changes ahead for the PASRR program. During this informative hour-long session, the plan for these changes will be introduced as well as a preview of the other training opportunities and resources planned over the next several weeks.

Choose the date/time below that works best with your schedule, click the link to register, and select from the dropdown. After registering, you will receive a confirmation email containing information

about joining the webinar.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, February 15, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, February 16, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, February 17, 2022](#)

Note: Content shared in each session will be identical, so attendance is only required for one session. Recording of the session will be available to all registered attendees.

PASRR Foundation | Available Dates: February 22, 23, 24

An overview webinar providing essential context for understanding the PASRR program and its foundations.

Choose the date/time below that works best with your schedule, click the link to register, and select from the dropdown. After registering, you will receive a confirmation email containing information about joining the webinar.

- [Register | 1 p.m. – 2 p.m. CST Tuesday, February 22, 2022](#)
- [Register | 10 a.m. – 11 a.m. CST Wednesday, February 23, 2022](#)
- [Register | 1 p.m. – 2 p.m. CST Thursday, February 24, 2022](#)

Note: Content shared in each session will be identical, so attendance is only required for one session. Recording of the session will be available to all registered attendees.

NEXT STEPS: More Webinars + Program Resources Coming Soon

Stay posted for weekly communications coming your way ahead of the March 14 PASRR go-live date – covering timely updates, insights into setting up your AssessmentPro account, additional learning opportunities, and new program resources. We look forward to working closely with you throughout the process to ensure you have all the tools and supports needed to continue making a positive impact for those we serve together across Illinois.

SUPPORT: Introducing the Maximus - Illinois Support Help Desk

Do you have questions about the upcoming program implementation? The Maximus – Illinois Help Desk team is now available to assist you:

- Email: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, you can contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Please add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

January 21, 2022

LEVEL II SMI SCREENERS: Illinois PASRR Program - Redesign Implementation with State Partner, Maximus, Coming March 14

The **State of Illinois** - Department of Healthcare and Family Services (HFS) has selected a new partner, **Maximus**, for the fulfillment of the federally mandated Preadmission Screening and Resident Review (**PASRR**) process. Recently announced by the state, this transition from the current PASRR processes to a new web-based management system, AssessmentPro, is scheduled to launch on **Monday, March 14, 2022**, for admissions to Nursing Facilities. This critical change will impact all program submissions for individuals applying to, or residing in, Medicaid-certified nursing facilities moving forward from the transition date, including:

- The way that Level I Screens will be submitted
- The review of all Level I Screens
- The completion of Level IIs
- New service, Follow Up Visits

How does this change affect current PASRR DHS/DMH Providers?

This important transition by HFS will shift responsibilities and management for the screening and assessment processes to the PASRR Program Team at Maximus. **Roberta Allen**, with the Illinois Department of Mental Health (DMH) – Human Services Division, staff from HFS, and members of the Maximus team held a virtual presentation with numerous program stakeholders on January 13, 2022. This discussion covered the timeline for implementation, including the March 14, 2022 “Go Live” date for AssessmentPro for Nursing Facility admissions and subsequent “Go Live” dates in April 2022 for new processes for admissions to **Specialized Mental Health Rehabilitation Facilities (SMHRF)** and **Supported Living Programs (SLP)** settings.

What are the reasons behind this change?

HFS made the decision to seek out a new PASRR partner for several key reasons, including:

- Creation of a more consistent Level I process
- Centralization of PASRR screening and assessments, SLP assessments, SMHRF pre-admission assessments and diversions, and Follow-Up Visit reporting into one system, increasing efficiency, timeliness, and ease of use
- Increased compliance with federally mandated PASRR guidelines

How does this change affect the roles of current PASRR Level II Mental Health screeners?

The PASRR redesign will shift responsibilities for PASRR Level II mental health assessment processes for Nursing Facility admissions from the State’s current screeners to Maximus on **March 14, 2022**. Please note that responsibility for Level II mental health assessments for SMHRF and SLP admissions will not transfer to Maximus until April 18, 2022. The State will continue to rely on existing screening agencies’ fulfillment of this work until that date.

State staff leading this implementation know that the expertise and experience of our community partners are invaluable – and believe that your continued involvement into this next phase of the program will help to make a big impact on the people we serve.

Support: Introducing the Illinois PASRR Help Desk

Do you have additional questions about the upcoming PASRR Program transition? Access to the Illinois PASRR Help Desk Team is now available via email at: ILPASRR@maximus.com. A new dedicated Help Desk phone line will also be available for support questions, beginning on **February 1**.

Also launching soon, the new **Illinois PASRR Tools and Resources User Tools website** will be a repository for important program updates, forms, and other handy reference materials.

Next Steps: Looking Ahead to the Migration

The PASRR Program Team looks forward to connecting with you to answer questions you may have regarding the transition and how your vital role can continue making an impact on the lives of individuals and families living across the State of Illinois. Stay posted for future communications in the months ahead, as we share additional updates and resources.

About Maximus

Maximus 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.](#)